

**BTLS - LCC ICT Services****Performance**

The Service Level Agreement (SLA) comprises of **five** performance indicators covering the **ICT Service**. Of these, all **five** are contractual indicators.

**Contractual Targets:**

No.	Detailed Definition of SLA	Target (%)	Performance Quarter One 2015/2016 (%)	Performance Quarter Two 2015/2016 (%)	Performance YTD 2015/2016 (%)
1	<b>Priority 1:</b> Severe Business Disruption: Business Unit (sub-unit): <ul style="list-style-type: none"> <li>unable to operate</li> <li>Service component failed or severely impaired.</li> </ul> % of Priority 1 Incidents resolved within 4 working hours.	<b>99</b>	100	100	100
2	<b>Priority 2:</b> Major Business Disruption: Critical user or user group: <ul style="list-style-type: none"> <li>unable to operate</li> <li>business unit experiencing significant reduction in service performance.</li> </ul> % of Priority 2 Incidents resolved within 1 Business Day	<b>98</b>	96	99	98

3	<b>Priority 3:</b> Minor Business Disruption: Single user or user group unable to work with no available workaround.  % of Priority 3 Incidents resolved within 2 Business Days.	97	98	98	98
4	<b>Priority 4:</b> Minor Disruption: Single user or user group experiencing problems but with ICT defined available workaround.  % of Priority 4 Incidents resolved within 1 working week.	98	98	99	99
5	<b>Priority 5:</b> Advice and Guidance (offered to users via Service Desk).  % of Priority 5 Incidents resolved within 4 working weeks.	98	99	99	99

## BTLS - LCC Payroll & Recruitment Services

### Performance

The Service Level Agreement (SLA) comprises of **three** performance indicators covering payroll and recruitment elements. Of these, **two** are contractual indicators and **one** is a non-contractual indicator.

### Contractual Targets:

No.	Definition of SLA	Target (%)	Performance Quarter One 2015/2016 (%)	Performance Quarter Two 2015/2016 (%)	Performance YTD 2015/2016 (%)
1	% payroll errors attributable to the Partnership.	<b>&lt;0.4</b>	0.1	0.1	0.1
2	% of changes and associated adjustments including arrears processed that were received by the published payroll deadline.	<b>99</b>	100	100	100

### Non-Contractual Targets:

No.	Definition of SLA	Target (%)	Performance Quarter One 2015/2016 (%)	Performance Quarter Two 2015/2016 (%)	Performance YTD 2015/2016 (%)
1	% DBS checks processed within two working days of receipt of all necessary information.	75	100	100	100

## Payroll & Recruitment Services Dashboard

Activity	Target	Performance Quarter One 2015/2016	Performance Quarter Two 2015/2016	Performance YTD 2015/2016
Volume of BTLS overpayments	n/a	32	50	82
% of DBS forms returned to Recruitment Services from Liverpool DBS with errors	<b>Not greater than 3%</b>	1.5%	1.6%	1.5%
Employment offer documentation (conditional) issued within 48 hours, following receipt of the necessary approvals to recruit	<b>100%</b>	100%	100%	100%
% of DBS forms returned to Managers (Directorates) with errors/missing information within 48 hours	<b>100%</b>	100%	100%	100%
Change Letters - issued within 10 working days from system change	<b>100%</b>	99.8%	100%	100%
% of nationally and locally agreed pay awards implemented no later than the month following the month in which the award was authorised	<b>100%</b>	100%	100%	100%