

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 Three 2015/2016 (%)	Performance January 2015/2016 (%)	Performance February 2015/2016 (%)	Performance YTD 2015/2016 (%)
1	<p>Priority 1: Severe Business Disruption: Business Unit (sub-unit):</p> <ul style="list-style-type: none"> unable to operate Service component failed or severely impaired. <p>% of Priority 1 Incidents resolved within 4 working hours.</p>	99	100	100	100	100
2	<p>Priority 2: Major Business Disruption: Critical user or user group:</p> <ul style="list-style-type: none"> unable to operate business unit experiencing significant reduction in service performance. <p>% of Priority 2 Incidents resolved within 1 Business Day</p>	98	99	100	98	98

	<p>Priority 3: Minor Business Disruption: Single user or user group unable to work with no available workaround.</p> <p>% of Priority 3 Incidents resolved within 2 Business Days.</p>	97	97	99	98	98
4	<p>Priority 4: Minor Disruption: Single user or user group experiencing problems but with ICT defined available workaround.</p> <p>% of Priority 4 Incidents resolved within 1 working week.</p>	98	99	99	99	99
5	<p>Priority 5: Advice and Guidance (offered to users via Service Desk).</p> <p>% of Priority 5 Incidents resolved within 4 working weeks.</p>	98	99	99	100	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 Three 2015/2016 (%)	Performance January 2015/2016 (%)	Performance February 2015/2016 (%)	Performance YTD 2015/2016 (%)
1	% payroll errors attributable to the Partnership.	<0.4	0.1	0.05	0.09	0.1
2	% of changes and associated adjustments including arrears processed that were received by the published payroll deadline.	99	100	100	100	100

Non-Contractual Targets:

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

Payroll & Recruitment Services Dashboard

Activity	Target	Performance Quarter Three 2015/2016	Performance January 2015/2016	Performance February 2015/2016	Performance YTD 2015/2016
Volume of BTLS overpayments	n/a	38	5	10	125
% of DBS forms returned to Recruitment Services from Liverpool DBS with errors	Not greater than 3%	1.3%	1.1%	1.8%	1.7%
Employment offer documentation (conditional) issued within 48 hours, following receipt of the necessary approvals to recruit	100%	100%	100%	100%	100%
% of DBS forms returned to Managers (Directorates) with errors/missing information within 48 hours	100%	100%	100%	100%	100%
Change Letters - issued within 10 working days from system change	100%	100%	100%	99.7%	99.8%
% of nationally and locally agreed pay awards implemented no later than the month following the month in which the award was authorised	100%	100%	100%	100%	100%