

Appendix A

	July 15 - Sept 15		July 16 - Sept 16	
	Target	Average	Target	Average
IT				
Critical System Availability During Core Hours (ICT4)	99.50%	99.95%	99.50%	100.00%
Severity level 1 incidents completed within Service Level Targets (ICT7)	99.50%	75.00%	99.50%	100.00%
Severity level 1, 2, 3, 4 incidents completed within Service Level Targets (ICT15 & 16)	98.00%	98.59%	98.00%	94.62%
% of Council users who are satisfied with the outcome of their enquiry (ICT12)	98.00%	98.64%	98.00%	98.86%
Network Availability LAN (ICT5)	99.50%	100.00%	99.50%	100.00%
Revenues & Benefits				
Council Tax Collection (This target reflects how far through the year we are)	57.00%	57.21%	57.00%	57.52%
NNDR Collection (This target reflects how far through the year we are)	57.70%	57.44%	57.70%	56.97%
Days taken to process new benefit claims and change events (NI181)	9.00	8.33	9.00	7.49
Days to process new benefits claims. (78a)	16	14.75	16	12.69
Customer Services				
Contact Centre - Incoming contacts dealt with within 30 seconds	88.50%	93.80%	88.50%	84.51%
Switchboard - % of calls answered within 14 seconds	91%	95.69%	91%	92.55%
Reception - % of visitors greeted at reception within 3 minutes	97%	N/A	97%	96.86%