

























## Appendix A - Sopra Steria Quarter 3 Performance Indicators - 2018/19

	Oct 17 - Dec 17		Oct 18 - Dec 18	
	Target	Average	Target	Average
<b>IT</b>				
Critical System Availability During Core Hours (ICT4)	99.50%	 99.47%	99.50%	 99.97%
Severity level 1 incidents completed within Service Level Targets (ICT7)	99.50%	 100.0%	99.50%	 66.67%
Severity level 1, 2, 3, 4 incidents completed within Service Level Targets (ICT15 & 16)	98.00%	 98.35%	98.00%	 98.71%
% of Council users who are satisfied with the outcome of their enquiry (ICT12)	98.00%	 99.19%	98.00%	 98.79%
Network Availability LAN (ICT5)	99.50%	 100.0%	99.50%	 99.95%
<b>Revenues &amp; Benefits</b>	<b>Target</b>	<b>Actual</b>	<b>Target</b>	<b>Actual</b>
Council Tax Collection (This target reflects how far through the year we are)	85.85%	 85.69%	85.85%	 85.12%
NNDR Collection (This target reflects how far through the year we are)	85.20%	 84.67%	85.20%	 85.90%
Days taken to process change in circumstances	7.0	 12.50	7.0	 9.70
Days to process new benefits claims. (78a)	16	 15.67	16	 11.87
<b>Customer Services</b>	<b>Target</b>	<b>Actual</b>	<b>Target</b>	<b>Actual</b>
Contact Centre - Incoming contacts dealt with within 30 seconds	89.0%	 87.0%	89.00%	 90.23%
Switchboard - % of calls answered within 14 seconds	92.0%	 95.1%	92%	 93.80%
Reception - % of visitors greeted at reception within 3 minutes	97.5%	 98.7%	97.50%	 98.93%

Amended following 21/11/18 ROSC. 2017/18 totals changed.