

Appendix A - Sopra Steria Quarter 1 Performance Indicators - 2019/20

	<u>Apr 18 - Jun 18</u>		<u>Apr 19 - Jun 19</u>	
	<u>Target</u>	<u>Average</u>	<u>Target</u>	<u>Average</u>
IT				
Critical System Availability During Core Hours (ICT4)	99.50%	99.98%	99.50%	99.99%
Severity level 1 incidents completed within Service Level Targets (ICT7)	99.50%	100.0%	99.50%	100.00%
Severity level 1, 2, 3, 4 incidents completed within Service Level Targets (ICT15 & 16)	98.00%	98.39%	98.00%	98.86%
% of Council users who are satisfied with the outcome of their enquiry (ICT12)	98.00%	98.87%	98.00%	99.58%
Network Availability LAN (ICT5)	99.50%	100.0%	99.50%	100.00%
Revenues & Benefits	<u>Target</u>	<u>Actual</u>	<u>Target</u>	<u>Actual</u>
Council Tax Collection (This target reflects how far through the year we are)	29.50%	29.79%	29.50%	29.73%
NNDR Collection (This target reflects how far through the year we are)	30.00%	31.69%	30.00%	30.85%
Days taken to process change in circumstances	8.50	9.19	8.50	10.52
Days to process new benefits claims. (78a)	18	13.04	16	9.63
Customer Services	<u>Target</u>	<u>Actual</u>	<u>Target</u>	<u>Actual</u>
Contact Centre - Incoming contacts dealt with within 30 seconds	89.00%	83.78%	89.00%	84.07%
Switchboard - % of calls answered within 14 seconds	92%	93.02%	92%	89.15%
Reception - % of visitors greeted at reception within 3 minutes	97.50%	98.60%	97.50%	98.48%

