

2021-22 Quarter to September Human Resources & Organisational Development Performance Report - Service Performance Indicators



Operational PIs – Human Resources

Cat	Code & Name	Target	2019/20	2020/21	2021/22	Q2 2020/21	Q3 2020/21	Q4 2020/21	Q1 2021/22	Q2 2021/22	Latest Note	Status
			Value	Value	Value	Value	Value	Value	Value	Value		
Local	CS146 Human Resources - Employee Engagement Index Score		69	N/A		Not measured for Quarters					Employee engagement takes place every 2 years. The next engagement is not due until 2021/22.	

Operational PIs - Payroll Team

Cat	Code & Name	Target	2019/20	2020/21	2021/22	Q2 2020/21	Q3 2020/21	Q4 2020/21	Q1 2021/22	Q2 2021/22	Latest Note	Status
			Value	Value	Value	Value	Value	Value	Value	Value		
Local	FS111 Payroll: Accuracy - Number	99.5%	99.89%	99.94%	99.94%	99.96%	99.97%	99.9%	99.91%	99.97%		
Local	FS112 Payroll: Accuracy - Value	99.85%	99.98%	99.99%	99.98%	99.99%	99.99%	99.98%	99.98%	100%		

2021-22 Quarter to September ICT Performance Report - Service Performance Indicators



Operational PIs - ICT Applications

Cat	Code & Name	Target	2019/20	2020/21	2021/22	Q2 2020/21	Q3 2020/21	Q4 2020/21	Q1 2021/22	Q2 2021/22	Latest Note	Status
			Value	Value	Value	Value	Value	Value	Value	Value		
Local	FICT173 ICT Action Plan completion percentage (cumulative)	22.5%	90%	50%	25%	20%	20%	50%	25%	50%	Service Improvement work is ahead of schedule at the end of September and has been undertaken alongside essential upgrades that have built up during COVID.	

Operational PIs - ICT Infrastructure

Cat	Code & Name	Target	2019/20	2020/21	2021/22	Q2 2020/21	Q3 2020/21	Q4 2020/21	Q1 2021/22	Q2 2021/22	Latest Note	Status
			Value	Value	Value	Value	Value	Value	Value	Value		
Local	CPS041 Help desk - Percentage resolution of calls within target timescale	90%	93.35%	83.69%		81%	74%	85%	82%	86%	Performance on the ICT Servicedesk is still below target but has improved and stabilised since Q3 last year. It is hoped that although it won't be an immediate change, improvement in performance will be achieved following the appointment and training of additional staff.	
Local	CS147 Schools ICT - Customer Satisfaction Index			N/A		Not measured for Quarters						
Local	CS148 Corporate ICT - Customer Satisfaction Index (This indicator covers ICT Applications and ICT Infrastructure)		N/A	N/A		Not measured for Quarters						
Local	FICT174 Percentage availability of the Moray Council Website	99%	100%	100%		100%	100%	99.99%	100%	100%	No downtime in either Q1 or Q2.	

