

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



Operational PIs - Human Resources

Cat	Code & Name	Target	2019/20	2020/21	2021/22	Q3 2020/21	Q4 2020/21	Q1 2021/22	Q2 2021/22	Q3 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		Not measured for Quarters			Employee engagement takes place every 2 years. The next engagement is not due until 2022/23.	

Operational PIs - Payroll Team

Cat	Code & Name	Target	2019/20	2020/21	2021/22	Q3 2020/21	Q4 2020/21	Q1 2021/22	Q2 2021/22	Q3 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%	99.97%	99.9%	99.91%	99.97%	99.92%		
Local	FS112 Payroll: Accuracy - Value	99.85%	99.98%	99.99%	99.99%	99.99%	99.98%	99.98%	100%	99.97%		

2021-22 Quarter to December ICT Performance Report – Service Performance Indicators





Operational PIs - ICT Applications

Cat	Code & Name	Target	2019/20	2020/21	2021/22	Q3 2020/21	Q4 2020/21	Q1 2021/22	Q2 2021/22	Q3 2021/22	Latest Note	Status
			Value	Value	Value	Value	Value	Value	Value	Value		
Local	FICT173 ICT Action Plan completion percentage (cumulative)	45%	90%	50%	50%	20%	50%	25%	50%	75%		

Operational PIs - ICT Infrastructure

Cat	Code & Name	Target	2019/20	2020/21	2021/22	Q3 2020/21	Q4 2020/21	Q1 2021/22	Q2 2021/22	Q3 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%	83.84%	73.6%	84.62%	82.3%	85.64%	83.58%	<p>During quarter 3 this indicator has been reported as below target with 83.58% of all calls received by the helpdesk resolved within target timescales. (1318/1577). Several issues have contributed to this including the deployment of staff to other roles and some ongoing unfilled vacancies. There were also 3200 service request calls completed by the team.</p> <p>The ICT support team has been strengthened with new personnel however this has resulted in some existing staff being diverted away from routine tasks to undertake training. As a result, it will take a little longer for workload and staff to be stable and for improvements in performance to be noted.</p>	

Cat	Code & Name	Target	2019/20	2020/21	2021/22	Q3 2020/21	Q4 2020/21	Q1 2021/22	Q2 2021/22	Q3 2021/22	Latest Note	Status
			Value	Value	Value	Value	Value	Value	Value	Value		
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%	100%	<p>There was no downtime for the Council website in October and November 2021. There were two brief outages in December 2021; one lasting four minutes (23:41 till 23:45) on 06/12/2021 and one lasting 6 minutes (00:20 till 00:26) on 07/12/2021. These coincided with a planned maintenance period (23:00 on 06/12/21 till 02:00 on 07/12/21) on the service provider's infrastructure, so are not classed as downtime as a result of a fault</p> <p>Consequently, availability is considered to be 100% for Q3 2021/22.</p>	