

2022-23 Quarter to September Human Resources & Organisational Development Performance Report – Service Performance Indicators



Operational Service PIs - Human Resources

Cat	Code & Name	Target	2020/21	2021/22	2022/23	Q2 2021/22	Q3 2021/22	Q4 2021/22	Q1 2022/23	Q2 2022/23	Latest Note	Status
			Value	Value	Value	Value	Value	Value	Value	Value		
Local	CS146 Human Resources - Employee Engagement Index Score		N/A			Not measured for Quarters					The next employee engagement due to take place in 2023.	

Operational Service PIs - Payroll

Cat	Code & Name	Target	2020/21	2021/22	2022/23	Q2 2021/22	Q3 2021/22	Q4 2021/22	Q1 2022/23	Q2 2022/23	Latest Note	Status
			Value	Value	Value	Value	Value	Value	Value	Value		
Local	FS111 Payroll: Accuracy - Number	99.5%	99.94%	99.9%	99.91%	99.97%	99.92%	99.8%	99.91%	99.88%		
Local	FS112 Payroll: Accuracy - Value	99.85%	99.99%	99.98%	99.99%	100%	99.97%	99.98%	99.99%	99.98%		

2022-23 Quarter to September ICT Performance Report – Service Performance Indicators



3. Operational Service PIs - ICT Applications

Cat	Code & Name	Target	2020/21	2021/22	2022/23	Q2 2021/22	Q3 2021/22	Q4 2021/22	Q1 2022/23	Q2 2022/23	Latest Note	Status
			Value	Value	Value	Value	Value	Value	Value	Value		
Local	FICT173 ICT Action Plan completion percentage (cumulative)	45%	50%	90%		50%	75%	90%	20%	45%		

3. Operational Service PIs - ICT Infrastructure

Cat	Code & Name	Target	2020/21	2021/22	2022/23	Q2 2021/22	Q3 2021/22	Q4 2021/22	Q1 2022/23	Q2 2022/23	Latest Note	Status
			Value	Value	Value	Value	Value	Value	Value	Value		
Local	CPS041 Help desk - Percentage resolution of calls within target timescale	90%	83.69%	84.78%	98.13%	85.64%	83.58%	86.87%	97.68%	98.67%	1563 out of 1584 calls resolved within target for all call priorities during Quarter 2 2022/23. Performance has been quite stable across Quarter 2. There is still a backlog of calls but the recruitment and selection process for the vacancies is well underway and appointments should be made sometime during October 2022.	
Local	CS147 Schools ICT - Customer Satisfaction Index		N/A	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						

Cat	Code & Name	Target	2020/21	2021/22	2022/23	Q2 2021/22	Q3 2021/22	Q4 2021/22	Q1 2022/23	Q2 2022/23	Latest Note	Status
			Value	Value	Value	Value	Value	Value	Value	Value		
Local	FICT174 Percentage availability of the Moray Council Website	99%	100%	100%	100%	100%	100%	99.98%	100%	100%	There were a couple of instances during Quarter 2 2022/23 (30/8, 7/9 and 17/9/22) when a minute of downtime was reported by the monitoring system. There has been an ongoing programme of maintenance by the provider of the managed service for the web server for some months now. It's likely that these transient issues may have coincided with equipment being reset in their Data Centre. Given this was planned work, and the fact that the monitoring reports were so brief, this is not considered to be downtime as such. Availability is therefore recorded as 100% for the quarter.	