

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



Operational Service PIs - Human Resources

Cat	Code & Name	Target	2020/21	2021/22	2022/23	Q1 2021/22	Q2 2021/22	Q3 2021/22	Q4 2021/22	Q1 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						

Operational Service PIs - Payroll

Cat	Code & Name	Target	2020/21	2021/22	2022/23	Q1 2021/22	Q2 2021/22	Q3 2021/22	Q4 2021/22	Q1 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%	99.91%	99.97%	99.92%	99.8%	99.91%		
Local	FS112 Payroll: Accuracy - Value	99.85%	99.99%	99.98%	99.99%	99.98%	100%	99.97%	99.98%	99.99%		

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



Operational Service PIs - ICT Applications

Cat	Code & Name	Target	2020/21	2021/22	2022/23	Q1 2021/22	Q2 2021/22	Q3 2021/22	Q4 2021/22	Q1 2022/23	Latest Note	Status
			Value	Value	Value	Value	Value	Value	Value	Value		
Local	FICT173 ICT Action Plan completion percentage (cumulative)	90%	50%	90%		25%	50%	75%	90%	TBC		

Operational Service PIs - ICT Infrastructure

Cat	Code & Name	Target	2020/21	2021/22	2022/23	Q1 2021/22	Q2 2021/22	Q3 2021/22	Q4 2021/22	Q1 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%	97.68%	82.3%	85.64%	83.58%	86.87%	97.68%	Performance for the resolution of Servicedesk calls across all priorities is above target (97.7% versus 90%) for the first time since the start of the pandemic. While this is very encouraging from a call resolution point of view, there is still work to be done to address the backlog of calls. There are still four vacancies within the ICT Support Team. Once these are filled, the backlog of calls will be addressed as a matter of priority.	
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						
Local	FICT174 Percentage availability of the Moray Council Website	99%	100%	100%	100%	100%	100%	100%	99.98%	100%		