

## Resources Performance Indicators & Targets

Audit, Finance & ICT

PI number	PI description	EOY 19/20 Target	Q2 19/20		Q2 18/19		Q2 17/18		Comments
			Target	Actual	Target	Actual	Target	Actual	
LI011 (Qty)	% of undisputed invoices paid in 30 days	95	95	82	95	95	95	95	Increased length of time required to get requisitions /invoices, etc authorised and ongoing teething problems with Agresso.
LI266 (Qty, Reducing)	% of contracts on the corporate contract register that have exceeded their contract term	5	5	2	7.5	42.14	7	7.5	
LI390 (Qty, Cummlative)	GF Procurement Savings as defined in MTFP (£)	£300,000	£150,000	£50,000	n/a	n/a	n/a	n/a	
LI502 (Qty, Cummlative)	Increase the % of customers moved to receiving bills electronically.	30	20	20.5	7.5	11.08	n/a	n/a	
NI532 (Qty, Reducing)	% of invoices received with no Purchase Order	10	15	24	n/a	n/a	n/a	n/a	Newly implemented No PO No PAY policy, which has been more strictly enforced from July 2019 (still with some exemptions)
LI029 (Qty)	% availability of website during the last quarter	99	99	99.99	99	99.99	99	99.99	The website is monitored 24/7 by an alerting tool prompt notifications of any errors and faults, as well as a robust support contract with the supplier and regular updates / maintenance have enabled this consistent figure.
LI224 (Qty)	% availability of telephone system (main switchboard number)	99	99	99	99	99	99	99	The current telephony system is monitored by an alerting tool - ICT staff respond quickly to any automated notifications or call-outs by the CCTV/Hears team (24/7) and their endeavours have allowed for the high availability of this system