

Ref	Measure	13-14	14-15	15-16	2016-17 Target	Apr-16	May-16	Jun-16	Jul-16	Aug-16	Sep-16	Oct-16	Nov-16	Dec-16	Jan-17	Feb-17	Mar-17	2016-17 Total				
HR & PAYROLL SERVICE DELIVERY																						
CPI-HRP-1	Payroll Transactions Processed by Target	New CPI	New CPI	100%	= 100%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%			
CPI-HRP-2	Payroll Error Rate (UK SBS Errors)	3.8%	0.42%	0.38%	<= 0.5%	0.17%	0.12%	0.10%	0.37%	0.10%	0.23%	0.16%	0.15%	0.04%	0.07%	0.22%	0.12%	0.16%	0.16%			
CPI-HRP-3	Statutory Deadlines Achieved	New CPI	New CPI	99.7%	= 100%	97.7%	100.0%	100.0%	100.0%	100.0%	100.0%	99.8%	99.5%	99.6%	100.0%	100.0%	100.0%	99.7%	99.7%			
CPI-HRP-4	Ad-Hoc Programmes Delivered to Target	New CPI	New CPI	100%	>= 95%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-	-	100.0%	100.0%	100.0%	100.0%			
CPI-CS-1	Contacts Resolved in Target	78.4%	57.8%	87.3%	>= 85%	86.6%	90.9%	92.4%	92.5%	91.6%	92.6%	93.1%	93.8%	90.9%	88.7%	94.1%	94.7%	91.7%	91.7%			
FINANCE SERVICE DELIVERY																						
CPI-FIN-1	Supplier Invoices Processed in 2 W/Days	New CPI	New CPI	New CPI	>= 85%	81.4%	86.6%	93.7%	94.0%	95.6%	95.4%	87.9%	94.1%	89.3%	87.9%	95.1%	96.6%	91.5%	91.5%			
CPI-FIN-2	Debtor Days (Quarterly)	New CPI	New CPI	New CPI	<= 60	-	-	4	-	-	2	-	-	3	-	-	3	3	3			
CPI-FIN-3	Working Days to Complete Key Rec's	New CPI	New CPI	New CPI	<= 15	13	13	13	13	13	13	13	13	13	13	13	13	13	13			
CPI-FIN-4	Statutory Deadlines Achieved	New CPI	New CPI	New CPI	= 100%		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%			
CPI-FIN-5	Req's Processed in 3 W/Days (<£10K)	New CPI	New CPI	95.3%	>= 95%	94.5%	91.1%	92.4%	96.2%	97.4%	96.1%	97.2%	97.2%	97.3%	97.9%	97.8%	97.8%	96.1%	96.1%			
CPI-CS-1	Contacts Resolved in Target (Finance)	74.0%	73.1%	67.4%	>= 85%	76.4%	83.1%	85.5%	87.0%	86.7%	87.8%	86.1%	88.5%	86.6%	83.0%	87.1%	90.0%	85.9%	85.9%			
CPI-CS-1	Contacts Resolved in Target (Purchasing)	Split Out	Split Out	Split Out	>= 85%		83.9%	85.7%	97.8%	98.2%	97.4%	96.3%	95.7%	95.1%	96.0%	96.6%	96.6%	98.0%	98.0%			
GRANTS SERVICE DELIVERY																						
CPI-GR-1	Call / Scheme Set Up by Launch Date	New CPI	New CPI	99.7%	= 100%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	Transferred to Research Councils UK				100.0%			
CPI-GR-2	Applications Released Within 5 W/Days	99.6%	99.7%	99.2%	>= 95%	100.0%	99.9%	100.0%	99.9%	99.9%	99.9%	99.9%	100.0%	99.9%					99.9%	99.9%	99.9%	99.9%
CPI-GR-3	Offers Prepared Within 10 W/Days	91.7%	93.4%	92.7%	>= 95%	98.3%	97.7%	98.7%	100.0%	99.4%	97.9%	99.4%	99.3%	99.5%					99.3%	99.5%	99.5%	98.9%
CPI-GR-4	UK SBS Error Rate on Offers Returned	New CPI	New CPI	1.4%	<= 1%	2.6%	1.3%	0.4%	0.5%	1.0%	0.6%	2.3%	0.4%	0.0%					0.4%	0.0%	0.0%	1.0%
CPI-GR-5	Payments Made On Time and Accurate	99.9%	100%	100%	>= 98%	100.0%	-	-	100.0%	-	-	100.0%	-	-					-	-	-	-
CPI-CS-1	Contacts Resolved in Target	86.4%	82.6%	82.8%	>= 85%	80.9%	86.1%	86.8%	90.8%	88.9%	91.4%	89.4%	87.9%	87.9%	87.9%	87.9%	87.9%	87.9%	87.9%			
INFORMATION & COMMUNICATION TECHNOLOGY DELIVERY																						
CPI-ICT-1	Systems Missing Availability Target	1 avg.	0.6 avg.	0.8 avg.	<= 0.5	1	1	1	3	1	0	1	1	0	2	0	0	0	0.9			
CPI-ICT-2	Incidents Triaged Within 3 Hours	New CPI	82.3%	89.5%	>= 85%	93.6%	97.4%	97.0%	89.4%	91.7%	84.6%	86.8%	87.3%	94.8%	92.4%	96.5%	95.9%	92.3%	92.3%			
CPI-ICT-3	CRs Delivered On Time and to Budget	84.2%	91.8%	97.1%	>= 90%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%			
CPI-ICT-4	Major Security Incidents	1	0	0	= 0	0	0	0	0	0	0	0	0	0	0	0	0	0	0			
CPI-CS-1	Contacts Resolved in Target	90.0%	88.8%	88.5%	>= 85%	89.2%	90.6%	91.3%	92.6%	91.7%	91.6%	88.6%	89.1%	89.4%	87.5%	90.6%	90.8%	90.2%	90.2%			
PROCUREMENT SERVICE DELIVERY																						
CPI-PRC-1	Procurement Benefit Ratio FYTD	New CPI	New CPI	6.7%	>= 6%	3.9%	3.6%	3.5%	4.9%	4.9%	4.9%	5.3%	5.0%	4.8%	6.9%	6.8%	8.1%	8.1%	8.1%			
CPI-PRC-2	Return On Investment FYTD	New CPI	New CPI	10.7 : 1	>= 9.7 : 1	9.8 : 1	8.6 : 1	8.3 : 1	11.9 : 1	11.8 : 1	11.6 : 1	12.2 : 1	11.5 : 1	10.8 : 1	15.5 : 1	15.1 : 1	18.1 : 1	18.1 : 1	18.1 : 1			
CPI-PRC-3	OJEU Competitions in Agreed Timeframes	New CPI	New CPI	New CPI	>= 95%	-	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%			
CPI-PRC-4	Further Comps in Agreed Timeframes	New CPI	New CPI	New CPI	>= 95%	93.1%	96.0%	100.0%	92.9%	96.5%	91.3%	100.0%	100.0%	98.7%	100.0%	99.0%	96.1%	97.3%	97.3%			
CPI-PRC-5	SSAs in Agreed Timeframes	New CPI	New CPI	New CPI	>= 95%	71.4%	100.0%	100.0%	100.0%	100.0%	95.5%	100.0%	100.0%	100.0%	100.0%	100.0%	96.4%	98.4%	98.4%			
CPI-CS-1	Contacts Resolved in Target	Split Out	Split Out	Split Out	>= 85%	43.7%	42.6%	51.3%	63.0%	74.8%	79.3%	75.8%	87.1%	91.4%	82.0%	75.9%	80.1%	73.6%	73.6%			
PROPERTY ASSET MANAGEMENT SERVICE																						
CPI-PAM-1	Increase the Office Space Efficiency	New CPI	11m ²	10.2m ²	<= 10m ²	10.2m ²	-	-	10.2m ²	-	-	10.2m ²	-	-	10.0m ²	Seconded to Cabinet Office's Government Property Unit			10.0m ²			
CPI-PAM-2	Business Days Lost Due to Facilities Issues	New CPI	0	0	= 0 days	0	0	0	0	0	0	0	0	0	0				0	0	0	
CPI-PAM-3	Meet PAM SL Performance Targets	New CPI	New CPI	N/A	>= 90%	78.9%	78.9%	78.9%	73.7%	63.2%	68.4%	70.6%	70.6%	70.6%	73.7%				73.7%	72.8%	72.8%	
CPI-PAM-4	Manage KPI Compliance by E. C. Harris	New CPI	New CPI	95.7%	>= 85%	89.0%	92.6%	94.8%	99.0%	99.0%	99.0%	92.0%	98.0%	99.0%	100.0%				100.0%	96.2%	96.2%	