



Management Advisory Services Performance Reporting

February 2022

Service Levels

The Service Levels and Minimum Expected Performance requirements are outlined in the below Table 1 of Schedule 7 of the Head Agreement and will apply from the Commencement Date. Only Service Level 3 (SL3) and 4 (SL4) are relevant to Agencies' performance reporting requirements:

Service Level No	Service Level & Minimum Expected Performance	Performance Measures	Calculation Method
<u>SL1</u>	<u>Reporting - Quality</u> (In accordance with the Reporting Specifications in Schedule 8)	98% accuracy of the reporting data provided to Finance.	Each instance where reporting is not compliant with the reporting specifications in Schedule 8, and Finance requests missing data or seeks corrections on reports submitted by the Service Provider is a service failure.
<u>SL2</u>	<u>Reporting – On Time</u>	98% of reports and data files are provided to Finance within the timing specified in the reporting specifications in Schedule 8.	Each instance where reporting is not provided to Finance within the timing specified in the reporting specifications in Schedule 8 is a service failure.
<u>SL3</u>	<u>Service Delivery</u> (In accordance with the Performance Management Framework of this Schedule 7)	The Service Provider's provision of the Services as detailed in an Order to the satisfaction of the Agency.	Finance will determine the level of compliance with this Service Level by analysing Agency reports on the Service Provider's performance against the Performance Management Framework.
<u>SL4</u>	<u>Notification of security incident or breach</u> (In accordance with the requirement of clause 23)	100% compliance with the requirement to immediately notify Finance and any relevant Agency if there is a Security Incident or a breach of any of the Service Provider's obligations under clause Error! Reference source not found. , by the Service Provider or any of its Personnel or Subcontractors.	Any instance where Finance and any relevant Agency are not immediately notified of a Security Incident or a breach of any of the Service Provider's obligations under clause Error! Reference source not found. is a service failure.

The Panel Performance Management Framework incorporates:

- **Performance measures** – The Service Provider's provision of Services must satisfy an Agency's requirements as detailed in the Order for Service to the satisfaction of the Agency. This includes maintaining the responsibility to notify the Agency and Finance of any instance of security incidents or breach of the Service Provider's obligations under Clause 23 of the Head Agreement.
- **Calculation method** – Finance will determine the level of compliance with this Service Level by analysing Agency reports on the Service Provider's performance against the Performance Management Framework using information provided in the Agency Satisfaction Survey, and records of security incidents or breaches to clause 23.

Performance Measures

Service Providers must maintain a high standard of quality and delivery of Services by its Personnel and Subcontractors, including compliance with all requirements of the Head Agreement and any additional requirements in an Order for Service. Under the Head Agreement, the Service Providers acknowledge that their performance will be measured against the performance measures outlined below:

Quality

The following Quality performance measures apply to the Head Agreement:

- capability and availability of Key Personnel
- documentation provided to high standard
- Services provided met the Agency needs and requirements of the Order.

Communication

The following Communication performance measures apply to the Head Agreement:

- proactive and effective communication with the Agency
- responsiveness
- Agency reference numbers included in all correspondence.

Contract Performance

The following Contract Performance measures apply to the Head Agreement:

- understanding of the Agency's needs
- effective management of timelines
- effective budget management
- service provision managed diligently
- reasonable assistance provided in respect of any inquiry concerning the Service Provider's performance of ordered Services.

Responsibilities of the Service Provider

The Service Provider will endeavor to meet or exceed the performance measures and Service Levels during the Head Agreement Period and will make all relevant Key Personnel and Subcontractors aware of the performance measures.

The Service Provider has agreed to meet the reporting requirements as set out in Schedule 8 of the Head Agreement.

Responsibilities of the Agency

All Agencies using the Panel have a responsibility to:

- engage with and ensure their own understanding of the Head Agreement
- identify and manage any perceived or actual conflicts of interest
- ensure understanding of the performance measures provided
- not contribute to a perceived Service Provider performance failure
- take steps and work with the Service Provider to rectify an issue before reporting unsatisfactory performance to Finance
- report any unresolved performance issues to Finance via the [Agency Satisfaction Survey](#).

Contact Us

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