

# Appendix B

## Key Performance Indicators

### Assembly and Committee Support

Measures	2021–22 Target	2021–22 Actual
<b>Table Office Measures</b>		
Number of Questions on Notice processed	1,500	1,466
Number of Tabled Papers and Reports registered/archived	2,200	2,234
<b>Committee Office</b>		
Number of Parliamentary Committee publications tabled	60	84
<b>Parliamentary Reporting and Broadcasting Service (Hansard)</b>		
Internet publication of the first two hours of proceedings (Hansard) each sitting day	2.30pm each sitting day	99%

# Key Performance Indicators

## Member Support

Measures	2021–22 Target	2021–22 Actual
<b>Human Resource Services</b>		
Percentage accuracy in payroll production	99%	99%
Percentage of Shared Services' clients satisfied with services (satisfied/very satisfied)	100%	100%
<b>Financial and Administrative Services</b>		
Combined percentage of vendor and customer payments within trading terms	90%	90%
Number of travel bookings and travel claims processed	2,500	2,967
Number of individualised training sessions provided to electorate offices	20	34
Number of accounts payable and receivable invoices processed	13,000	14,652
Number of contracts commenced	30	44
Number of asset acquisitions and disposals managed	200	154
<b>Parliamentary Library and Research Services</b>		
Research and information requests from individual clients	5,500	95,372*
Number of client information briefs in response to individual client requests	1,000	1,244
Number of times web-based Library Online accessed by clients including research staff (includes Alert usage)	>400,000	123,987*
Percentage of individual research/information responses meeting agreed deadlines	>98%	100%
<b>Electorate Accommodation Services</b>		
Number of offices inspected for policy compliance (standards, WH&S etc)	2/1	3/0
Number of relocation/refurbishment projects completed	30	26

\*Transition to a new Library Management System in April 2021 impacted on usage as clients experienced some outage due to new IT single sign on protocols. These issues have been remediated.

# Key Performance Indicators

## Service Provision

Measures	2021–22 Target	2021–22 Actual
<b>Information Technology Services</b>		
Number of endpoints supported (Parliamentary Service, EO & Member Laptops)	700	783
Resolution of Incidents within defined Service Level Agreement (SLA)	>90%	95.11%
Network availability during business hours	98%	98.8%
<b>Records Management</b>		
Number of internal eDRMS training sessions delivered	12	72
Number of internal Recordkeeping Champion meetings held	10	10
System engagement – users logged in and using the system	88%	91%
<b>Property Services</b>		
Percentage of planned Capital Works projects completed	75%	78%
Percentage of planned maintenance works undertaken	90%	91%
Number of Workplace Health and Safety inspections completed	12	12
Number of Precinct maintenance inspections completed (rooms)	30	30
<b>Catering Services</b>		
Total number of functions	450	992
Total number of guests	12,250	35,939
<b>Security and Attendant Services</b>		
Number of precinct visitors processed through security scanning procedures	<75,000	70,024
Number of school tours conducted	500	391

# Key Performance Indicators

## Public Awareness and Access

Measures	2021–22 Target	2021–22 Actual
<b>Parliamentary Education Measures</b>		
Number of educational and liaison activities	90	106
Number of participants attending education and liaison activities conducted at Parliament House and in regional centres	3,000	2,600
<b>Marketing and Communication Measures</b>		
Number of of official publications developed	5	6
Increase in visitor traffic to the Queensland Parliament website	20%	57.2%