



# ESC Service Charter Scorecard

August 9, 2015 – September 5, 2015



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# Service Delivery Overview

## August 9, 2015 – September 5, 2015

### Executive Summary

Total # Agencies Served: 80

Total # Employees Served: 53,375

Total calls received: 5,079

Average Call Wait Time: 00:49

Total email requests received: 557

Total FAX requests received: 181

Number of Transactions processed by ESC: 6,472

Total outbound contacts: 1,398

Total tickets opened: 4,770

Total tickets closed within 3 days: 4,669

Total tickets remain open beyond 3 days: 101

% tickets remain open beyond 3 days: 2.12%

% of Employees served by the ESC: 12.12%

### Staffing

Area	Staffing as of 09/05/2015	Staffing as of 08/08/2015
Customer Service/Intake	5	5
Customer Service/Research	3	3
Processing & Outreach	8	8
Analyst	1	1
Supervisor	3	3
Senior Staff	4	4
Total	24	24

### Activities

- N/A

**Source:** ESC Avaya CMS & Footprints Reports, data from 08/09/2015 – 09/05/2015.

**\*Note:** “% of Employees served contacting ESC” does not account for repeat contacts (i.e., one employee calling multiple times).

The Commonwealth of Massachusetts



# SLA Targets and Actual Performance



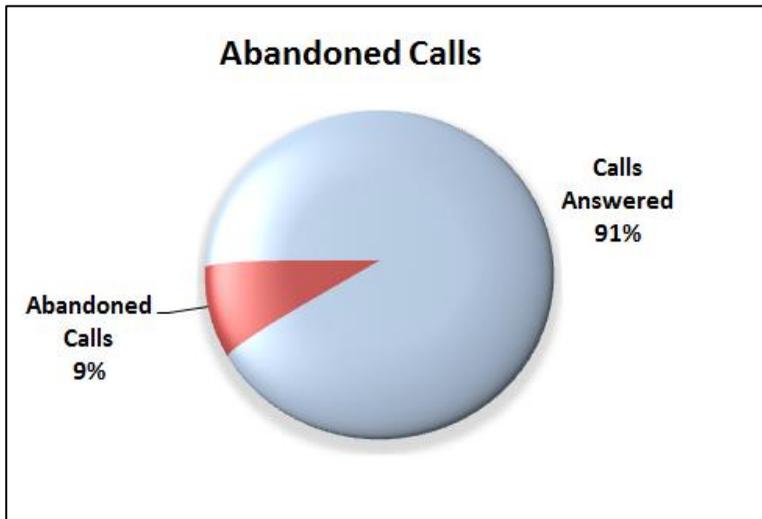
Delivering HR Services That Matter

Metric	Target	Current Period Performance 08/09/15 – 09/05/15	Previous Period Performance 07/12/15 – 08/08/15	Trend
Average wait time – all inquiries (Days operational)	Will not exceed 3 minutes 90% of the time; Will not exceed 2 minutes 50% of the time	0:49 seconds	0:59 seconds	
Average case resolution time – password resets and e-mail updates (Time owned by ESC)	98% within 1 day	99.76%	99.86%	
Average case resolution time – inquiries and requests (Time owned by ESC)	75% within 1 day 90% within 3 days	94.0% within 1 Day and 96.3 within 3 Days	95.1% within 1 Day and 97.4% within 3 Days	
Customer satisfaction (Based on automated survey upon ticket closure. A minimum of 20% must respond to survey in order for results to be accepted as a valid sample of customer satisfaction.)	80% of customers rate overall satisfaction good to excellent	92% rated good to excellent (0.092% response rate)	94% rated good to excellent (0.120% response rate)	
Percent of notification runs executed to completion: <ul style="list-style-type: none"> <li>All: Reminder Report Time</li> <li>Employees: Unreported time - 1<sup>st</sup> &amp; 2<sup>nd</sup> notice</li> <li>Approvers: Unapproved reported time - 1<sup>st</sup> &amp; 2<sup>nd</sup> notice</li> <li>Agency HR/Payroll: Over/Under scheduled hours and unapproved Payable Time notifications -1<sup>st</sup> &amp; 2<sup>nd</sup> notice</li> <li>Failsafe outreach to Agy. HR/PY and signatories</li> <li>Failsafe outreach to CTR and CHRO</li> </ul>	95%	100%	100%	
Secretariat ad hoc reports produced within established timeframes: <ul style="list-style-type: none"> <li>Simple*: 3 business days</li> <li>Complex*: 7 business days</li> </ul>	90%	100%	100%	
SLA reports produced on time according to predefined schedule (see section 5.5)	Y/N	N	N	

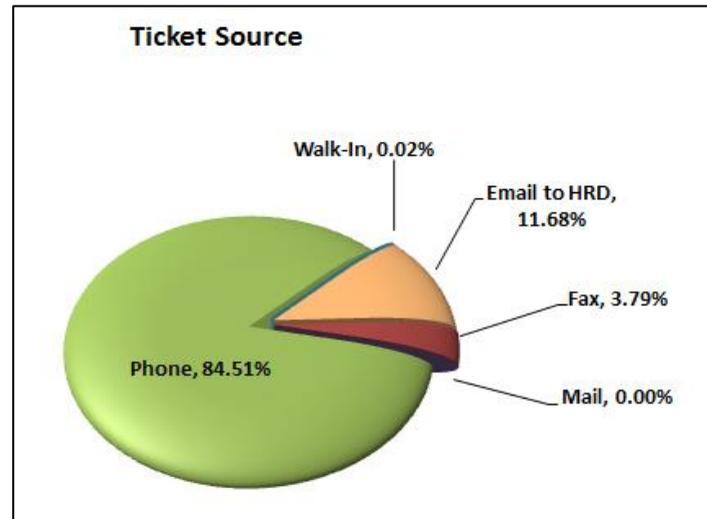


# Inbound Call Data

SLA Metric	Target Level	Current Period 08/09/15 to 09/05/15	Previous Period 07/12/15 to 08/08/15	August 2014
Average wait time – all inquiries (Days operational)	Will not exceed 3 minutes 90% of the time	0:49 seconds	0:59 seconds	0:23 seconds



Total = 5,079 calls



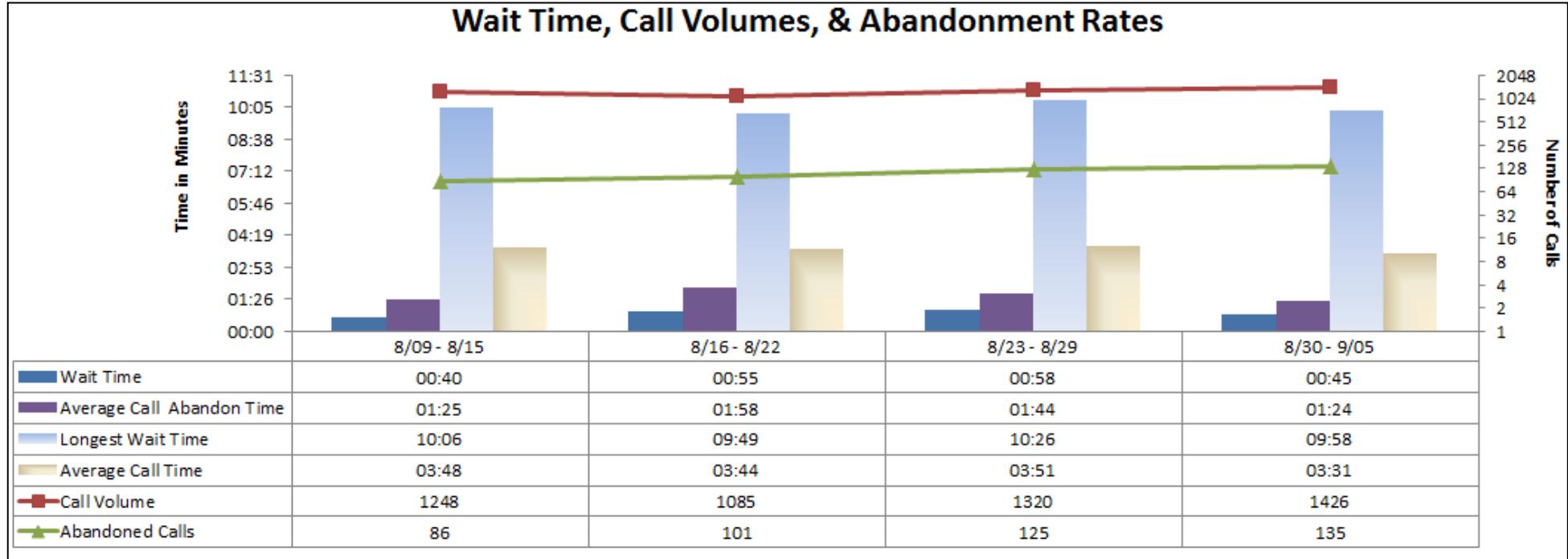
Total = 4,770 Tickets

**Source:** ESC Footprints & Avaya data from 08/09/2015 – 09/05/2015.

\*E-mail tickets do not account for additional outreach to correct invalid employee e-mail addresses.



# Inbound Call Data



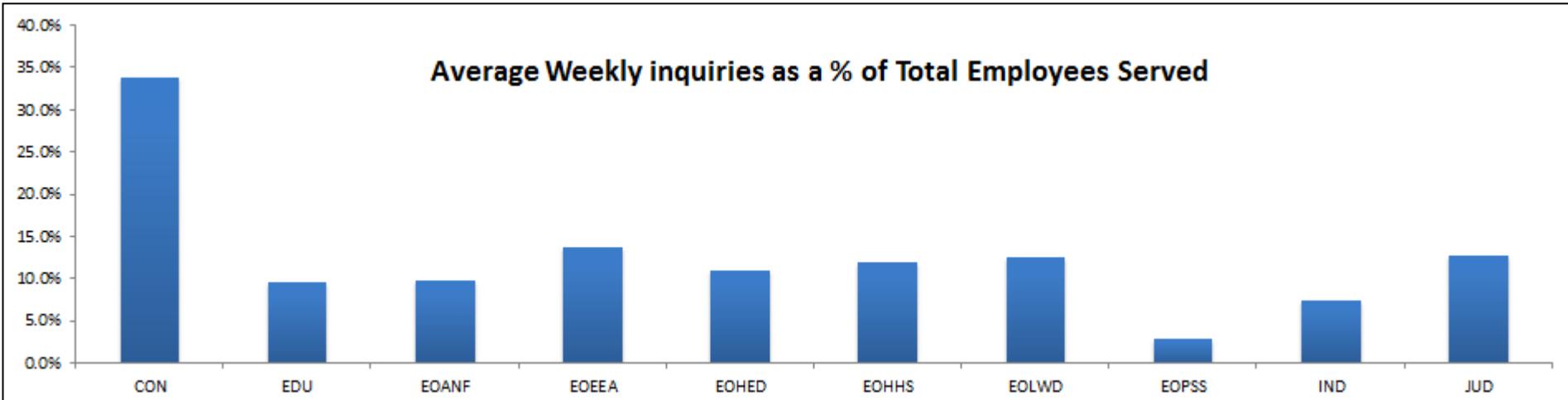
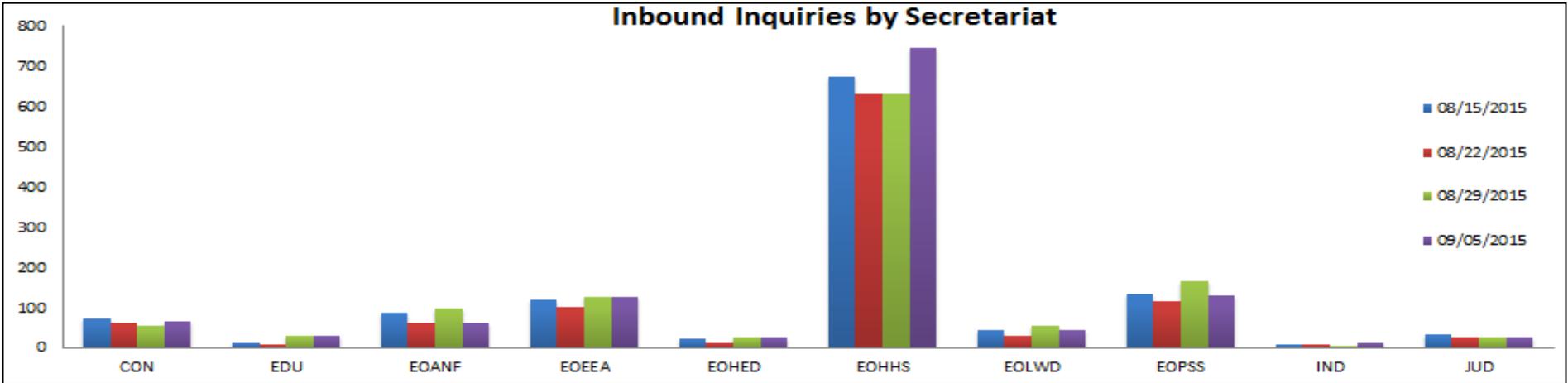
**Source:** ESC Footprints & Avaya data from 08/09/2015 – 09/05/2015.

\*E-mail tickets do not account for additional outreach to correct invalid employee e-mail addresses.



# Inbound Inquiries by Secretariat

- EOHHS agencies represent the largest volume of inquiries to the ESC.
- CON, EOEEA, and JUD represent the highest volume as a percent of employees served.

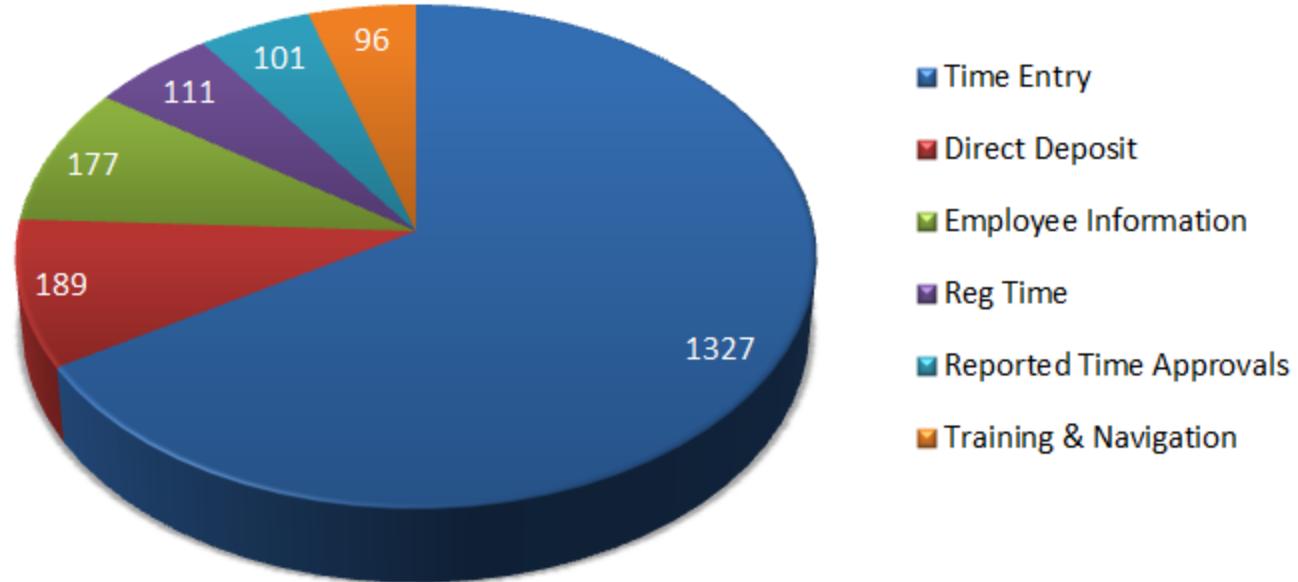


**Source:** ESC Footprints data from 08/09/2015 – 09/05/2015. Average inquiries per employee is shown for comparison purposes and does not account for repeat contacts (i.e., one employee calling multiple times).



# Type of Inquiries Received

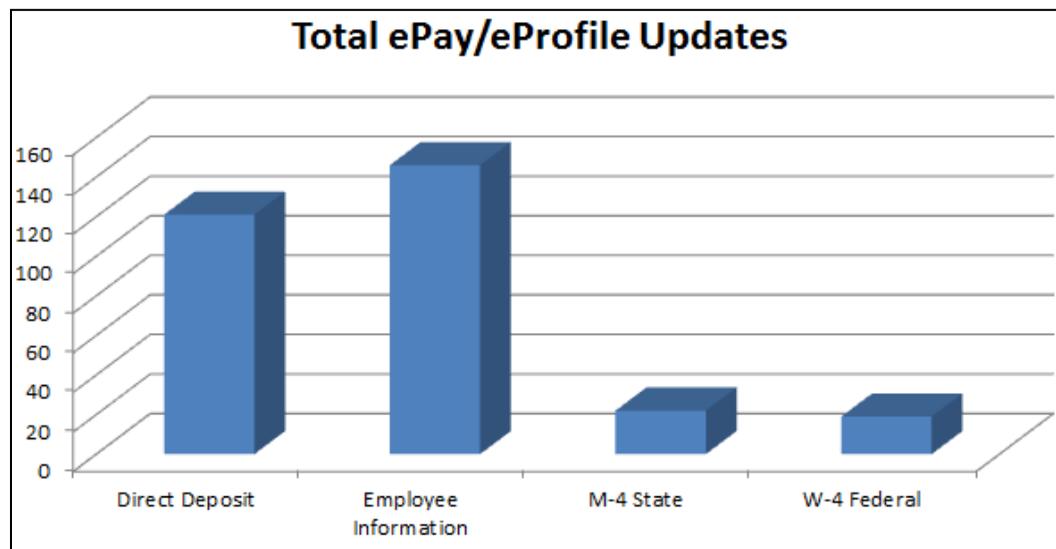
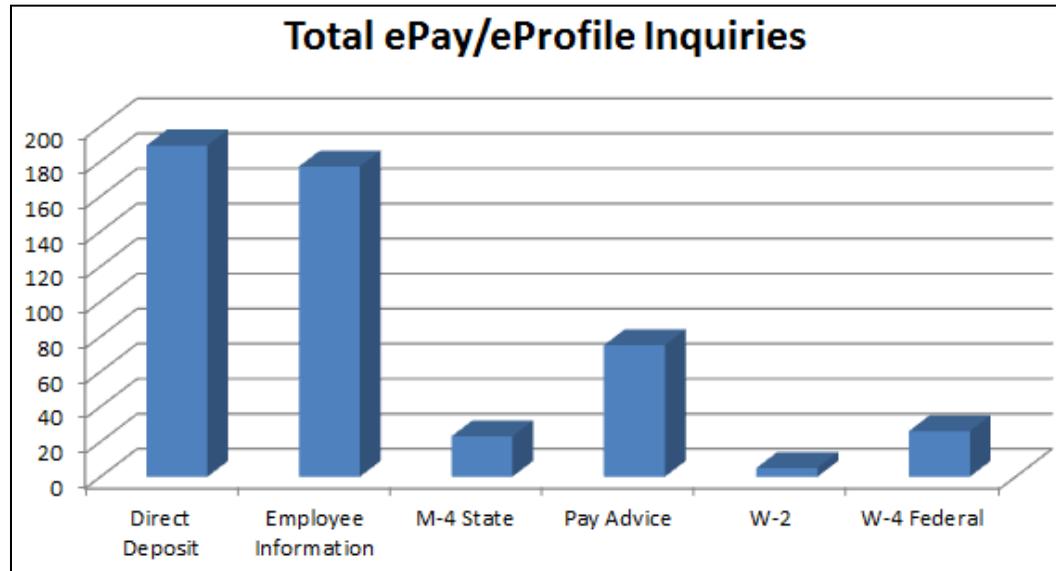
## Top Inquiry Classifications (Excluding Password Resets)



Source: ESC Footprints data from 08/09/2015 – 09/05/2015.



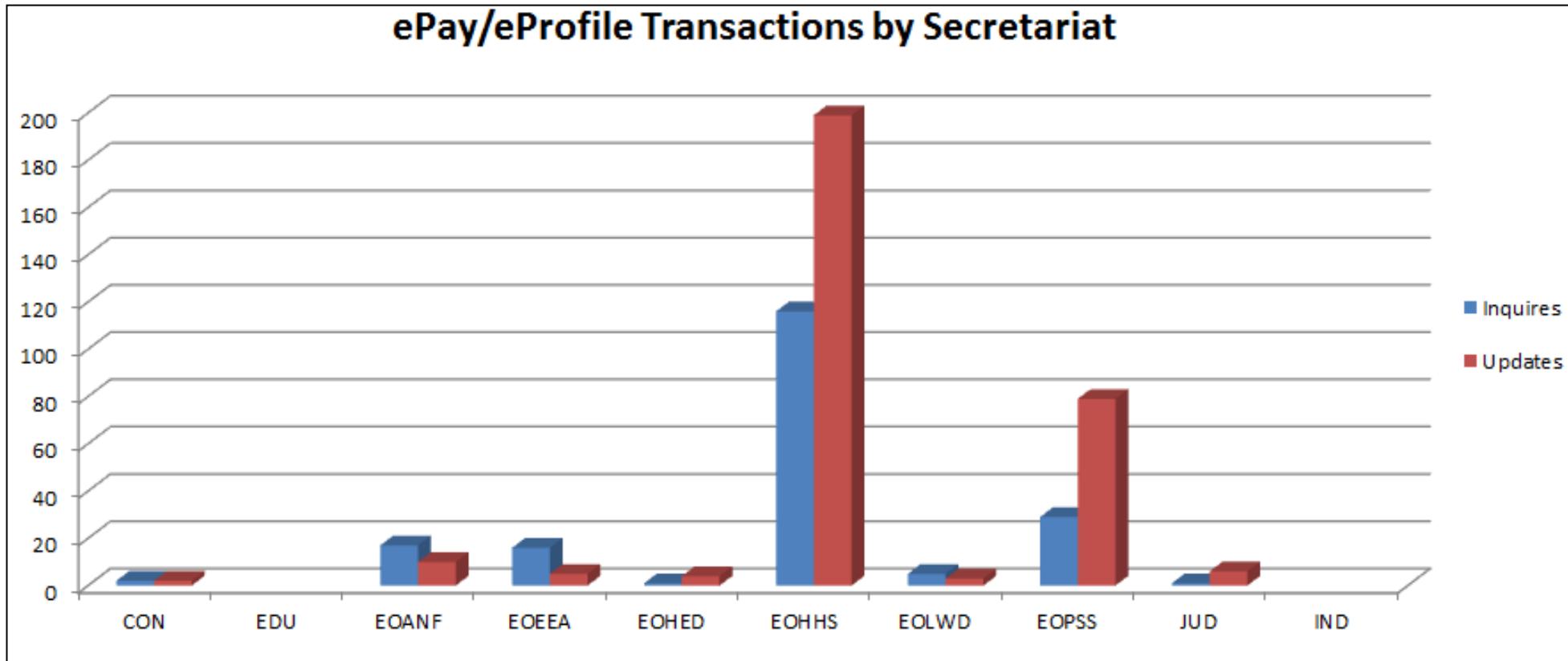
# ePay/eProfile Transactions



Source: ESC Footprints data from 08/09/2015 – 09/05/2015.



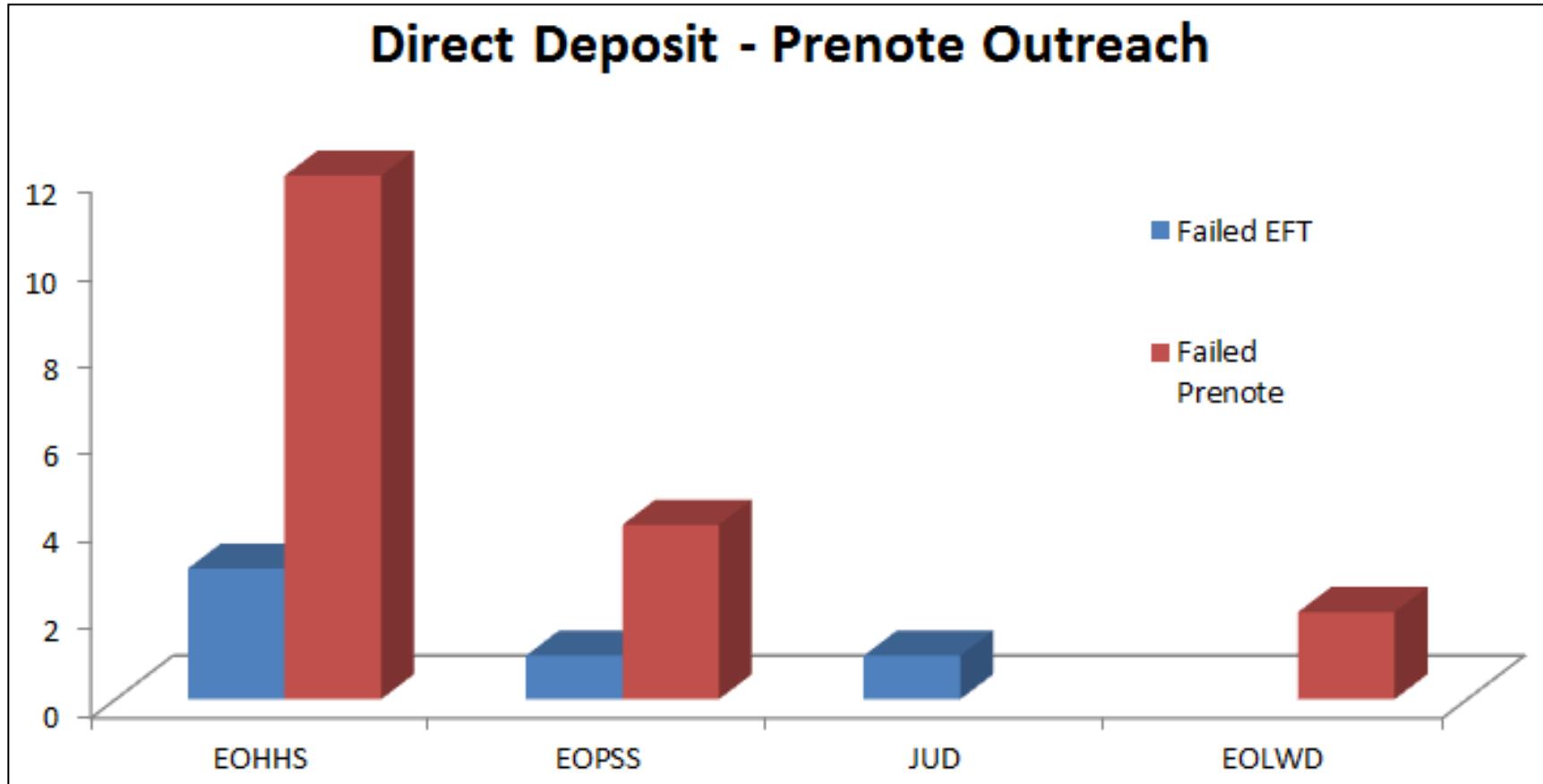
# ePay/eProfile Transactions by Secretariat



Source: ESC Footprints data from 08/09/2015 – 09/05/2015.



# Direct Deposit-Prenote Outreach



Source: ESC data from 08/09/2015 – 09/05/2015.



# Case Resolution Time

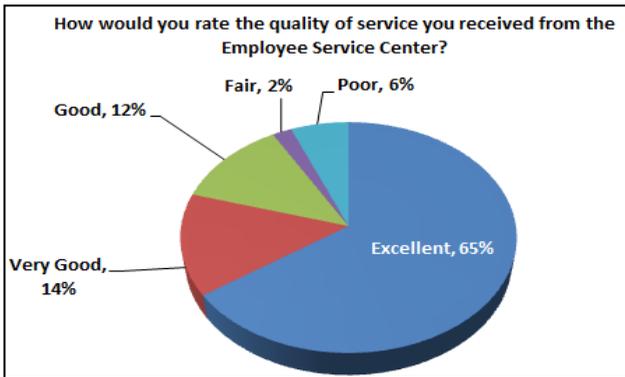
SLA Metric	Target	Current Period 08/09/15 – 09/05/15	Previous Period 07/12/15 – 08/08/15	Previous Year August 2014
Average case resolution time – password resets and e-mail updates (Time owned by ESC)	98% within 1 day	99.76%	99.86%	100%
Average case resolution time – inquiries and requests (Time owned by ESC)	75% within 1 day 90% within 3 days	94.0% within 1 Day 96.3% within 3 Days	95.1% within 1 Day 97.4% within 3 Days	97.8% within 1 day 85.4% within 3 days

**Source:** ESC Footprints data from 08/09/2015 – 09/05/2015.



# Customer Satisfaction Survey Results

SLA Metric	Target	Current Period (08/09/2015 – 09/05/2015)	Previous Period (07/12/2015 – 08/08/2015)	August 2014
<b>Customer satisfaction</b>  (Based on automated survey upon ticket closure.)	80% of customers rate overall satisfaction good to excellent	92% rated good to excellent  (0.092% response rate)	94% rated good to excellent  (0.120% response rate)	91% rated good to excellent  (0.08% response rate)



## Selected Monthly Comments:

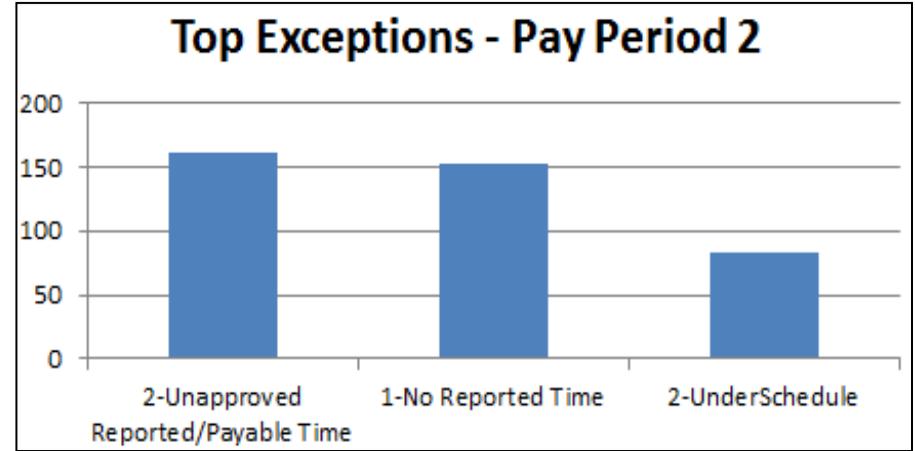
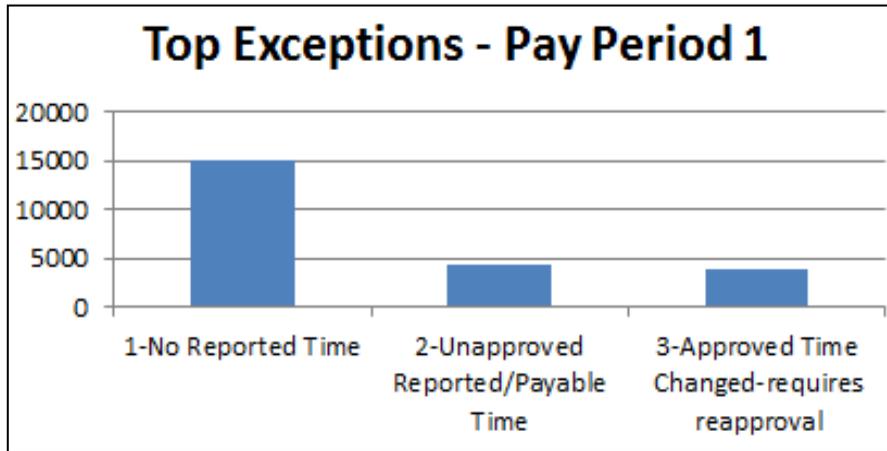
- I am please with the way the process worked. It could be problematic if a person doesn't have 24 hours to wait if they are going on vacation or something. This worked well for me.
- No improvement needed. Prompt, courteous, and helpful.
- I explained the problem and it was resolved.

**Source:** ESC Customer Satisfaction Survey; survey link is provided on ticket closure notice and is voluntary. Survey results shown were collected between 08/09/2015 – 09/05/2015.



# Outbound Contact Percentages

SLA Metric	Target	Current Period (08/09/15 – 09/05/15)	Current Period (07/11/15 – 08/08/15)
Percentage of approvers contacted with unresolved high exceptions requiring ESC intervention for resolution:	98% 85% holiday/emergency leave weeks	75.52%	73.08%



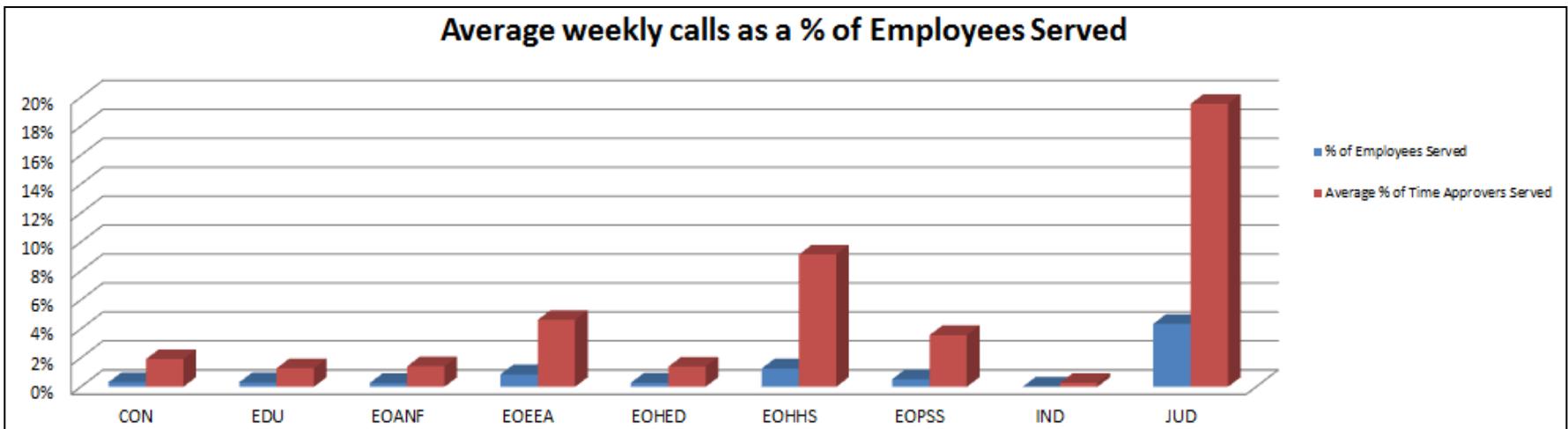
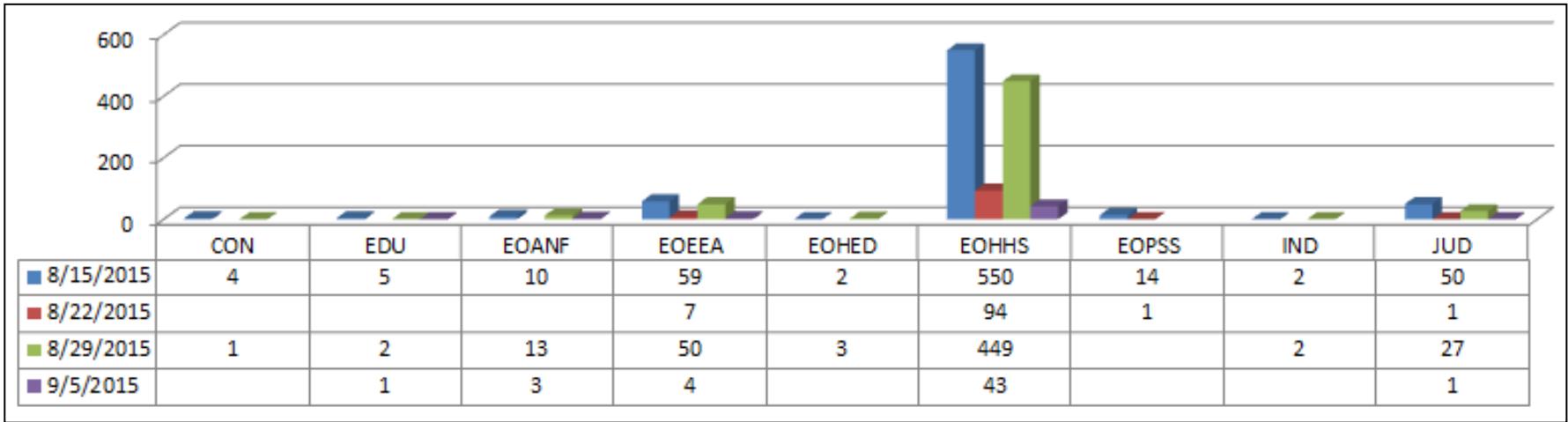
Source: ESC data from 08/09/2015 – 09/05/2015.



## Outbound Exception Management Calls

Outbound calls are made on a weekly basis when employees and approvers miss the deadlines for time entry/time approval or when system generated exceptions appear on a timesheet.

EOHHS agencies continues to represent the largest volume of outbound calls from the ESC.



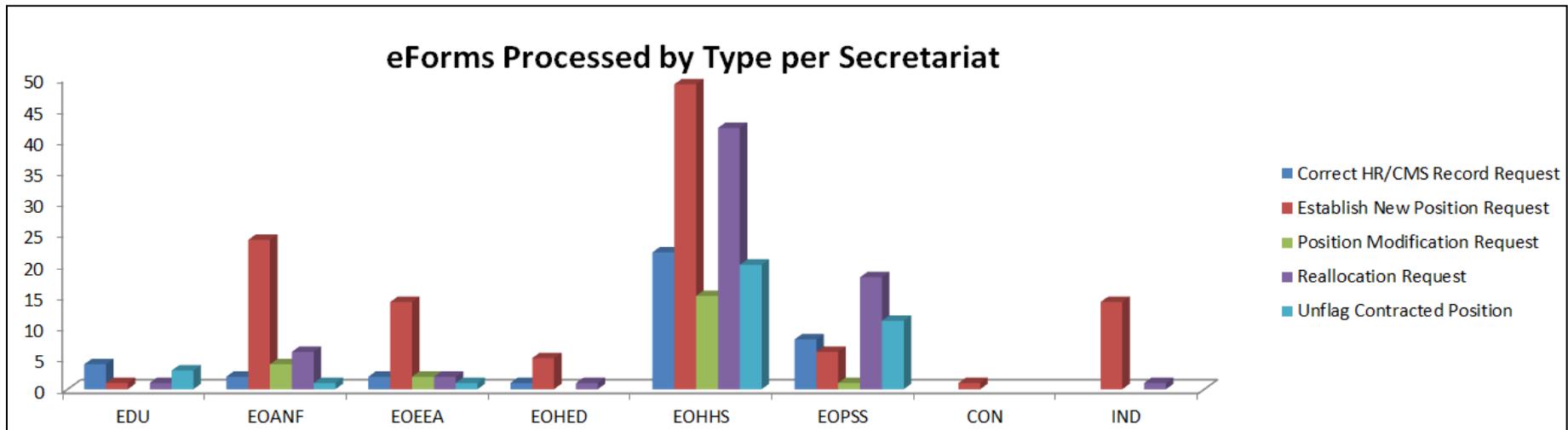
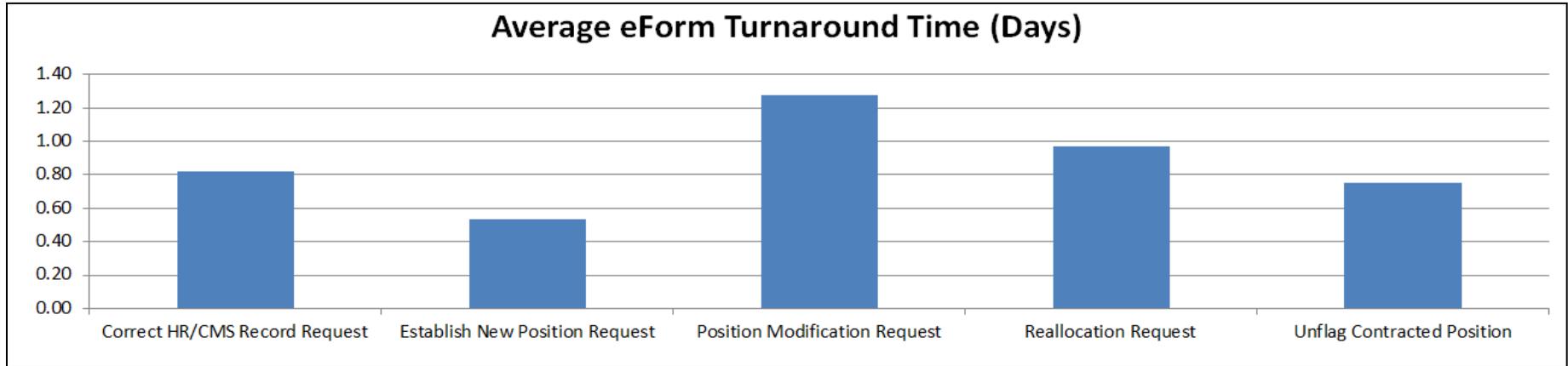
**Source:** : ESC Exception Management System data from 08/09/2015 – 09/05/2015.

Average inquiries per employee is shown for comparison purposes and does not account for repeat contacts (i.e., calling an employee multiple times).



# Position Management

Total number of eForms processed by ESC: 439



Unflag Contract Position Requests are dependent on ANF Platform Approval



# Review Schedule Service Charter Scorecard

Service Month*		
Start Date	End Date	Report Available
2/22/2015	4/4/2015	4/22/2015
4/5/2015	5/2/2015	5/20/2015
5/3/2015	5/30/2015	6/17/2015
5/31/2015	7/11/2015	7/29/2015
7/12/2015	8/8/2015	8/26/2015
8/9/2015	9/5/2015	9/23/2015
9/6/2015	10/3/2015	10/21/2015
10/4/2015	10/31/2015	11/18/2015
11/1/2015	11/28/2015	12/26/2015
11/29/2015	12/26/2015	1/13/2016
12/27/2015	1/23/2016	2/10/2016
1/24/2016	3/5/2016	3/23/2016

**\*Note:** "Service Month" reporting periods are split by the closest pay period start and end dates to the beginning and end of the calendar month.



# Appendix: Agencies Served

Agencies Served	Employees	Agencies Served	Employees	Agencies Served	Employees
ADD-Developmental Disabilities Council	17	DOI-Division Of Insurance	148	MCB-Mass Commission For The Blind	161
AGR-Department Of Agricultural Resources	103	DOR-Department Of Revenue	1565	MCD-Commission For The Deaf And Hard Of Hearing	49
ALA-Administrative Law Appeals Division	36	DOS-Division Of Standards	19	MGC-Massachusetts Gaming Commission	94
ANF-Eo Administration & Finance	289	DPH-Department Of Public Health	3025	MIL-Massachusetts National Guard	9509
APC-Appeals Court	112	DPS-Department Of Public Safety	167	MMP-Massachusetts Marketing Partnership	16
ART-Mass Cultural Council	26	DPU-Department Of Public Utilities	157	MRC-Mass Rehabilitation Commission	951
ATB-Appellate Tax Board	21	DSS-Department Of Children And Families	3518	OCD-Dept Of Housing And Community	275
BLC-Board of Library Commissioners	24	DYS-Department Of Youth Services	862	OHA-Massachusetts Office On Disability	11
BSB-Bureau Of State Buildings	13	EDU-Executive Office Of Education	87	ORI-Office For Refugees And Immigrants	18
CAD-Commission Against Discrimination	69	EEC-Department Of Early Education	187	OSC-Office Of The Comptroller	137
CDA-Massachusetts Emergency Management Agency	97	EED-Executive Office Of Housing & Economic Development	56	OSD-Division Of Operational Services	110
CHE-Soldiers' Home In Massachusetts	339	EHS-Executive Office Of Health and Human Services	1571	PAR-Parole Board	195
CHS-Department of Criminal Justice Information Systems	40	ELD-Department Of Elder Affairs	54	POL-State Police	2508
CJT-Criminal Justice Training Council	483	ENE-Department Of Energy Resources	57	REG-Division Of Professional Licensure	113
CME-Chief Medical Examiner	85	ENV-Executive Office Of Energy and Environmental Affairs	292	RGT-Department Of Higher Education	71
CPC-Committee for Public Counsel Services	767	EOL-Executive Office Of Workforce Development	1419	SCA-Office Of Consumer Affairs And Business Regulations	28
CSC-Civil Service Commission	8	EPS-Executive Office Of Public Safety and Security	194	SDA-Sheriffs Department Association	4
CSW-Commission On Status Of Women	2	EQE-Department Of Environmental Protection	688	SEA-Department Of Business And Technology	14
DAC-Disabled Persons Protection Commission	32	FWE-Department Of Fish And Game	321	SOR-Sex Offender Registry	45
DCP-Capital Asset Management And Maintenance	433	GIC-Group Insurance Commission	55	SRB-State Reclamation Board	160
DCR-Department Conservation And Recreation	1701	HCF-Health Care Finance & Policy	159	TAC-Department Of Telecommunications	23
DFS-Department Of Fire Services	650	HLY-Soldiers' Home In Holyoke	368	TRB-Teachers Retirement Board	93
DMH-Department of Mental Health	3404	HPC-Health Policy Commission	65	TRE-Office Of The State Treasurer	232
DMR-Health and Human Services	6519	HRD-Human Resources Division	147	VET-Department Of Veterans Service	70
DOB-Division Of Banks	175	ITD-Information Technology Division	332	VVA-Victim And Witness Assistance	17
DOC-Department of Corrections	5113	LIB-George Fingold Library	11	WEL-Department Of Transitional Assistance	1479
DOE-Department Of Elementary & Secondary Education	504	LOT-Lottery And Gaming Commission	406	<b>Grand Total:</b>	<b>53375</b>



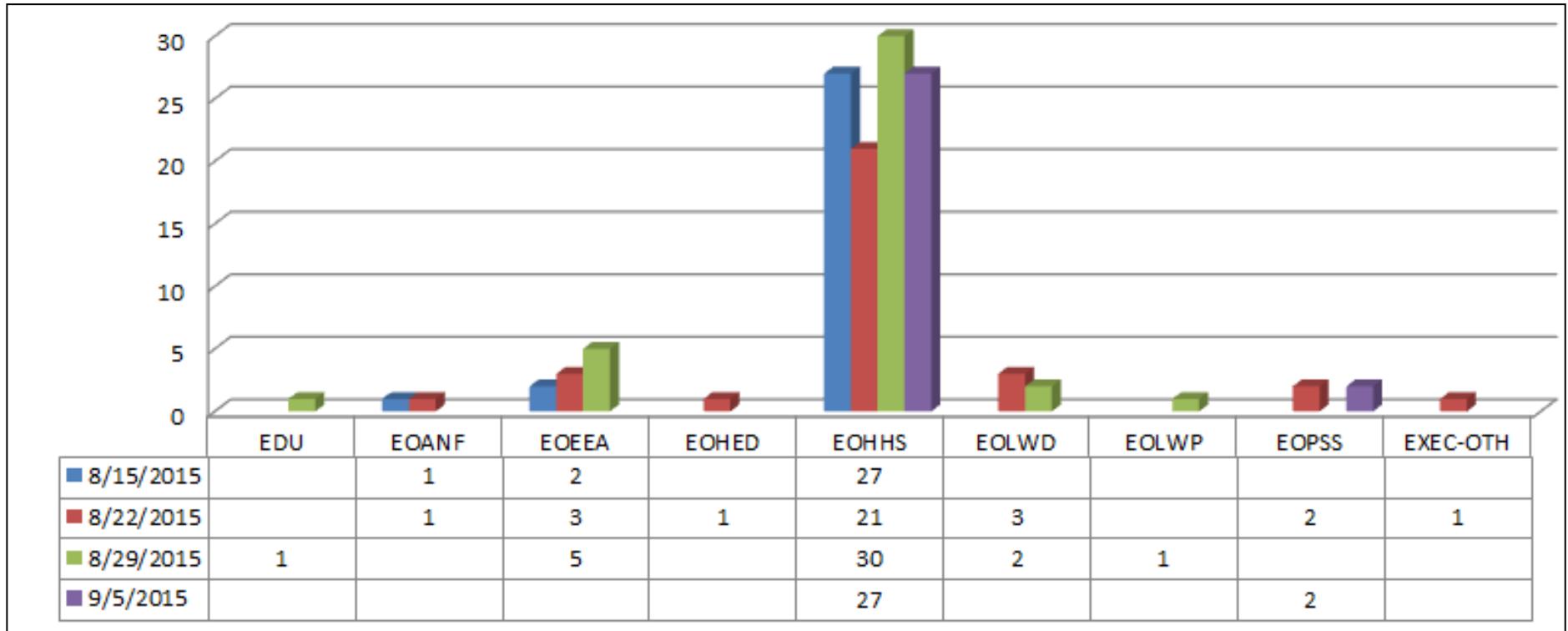
# Appendix: Inquiries by Agency

- Note: No inquiries were received for this service month from:

<b>CAD - Commission Against Discrimination</b>	<b>CSC – Civil Service Commission</b>
<b>CSW – Commission On Status Of Women</b>	<b>DAC – Disabled Persons Protection Commission</b>
<b>LIB – George Fingold Library</b>	

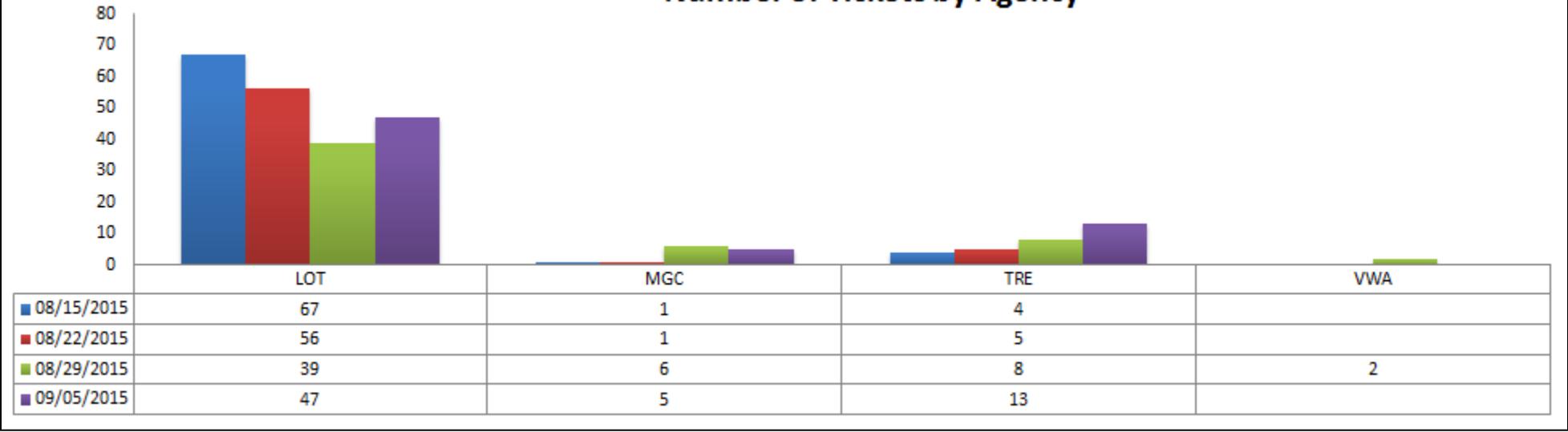


# Tickets Forwarded to Agency HR/ Payroll

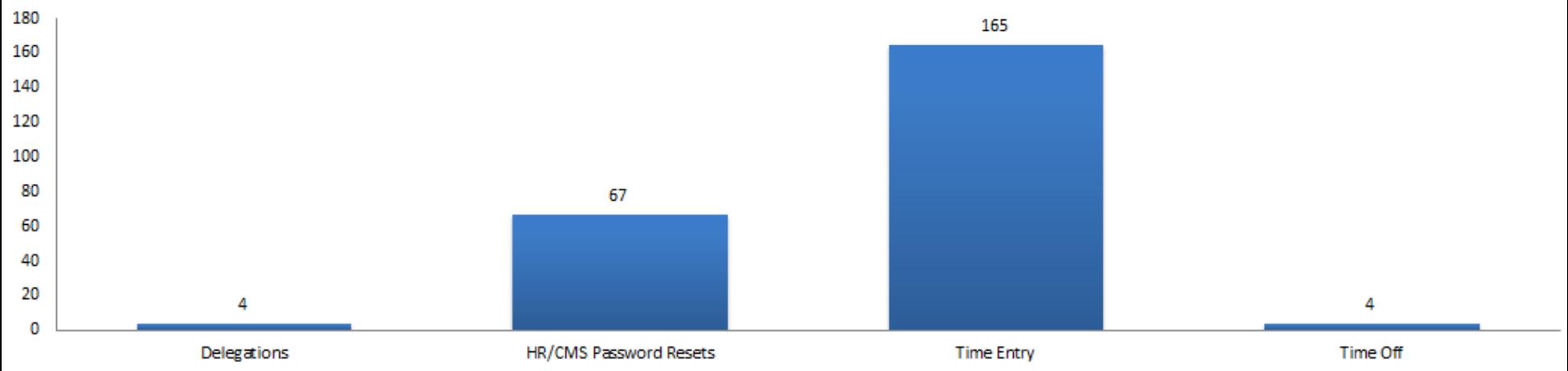


# CON Agencies

### Number of Tickets by Agency

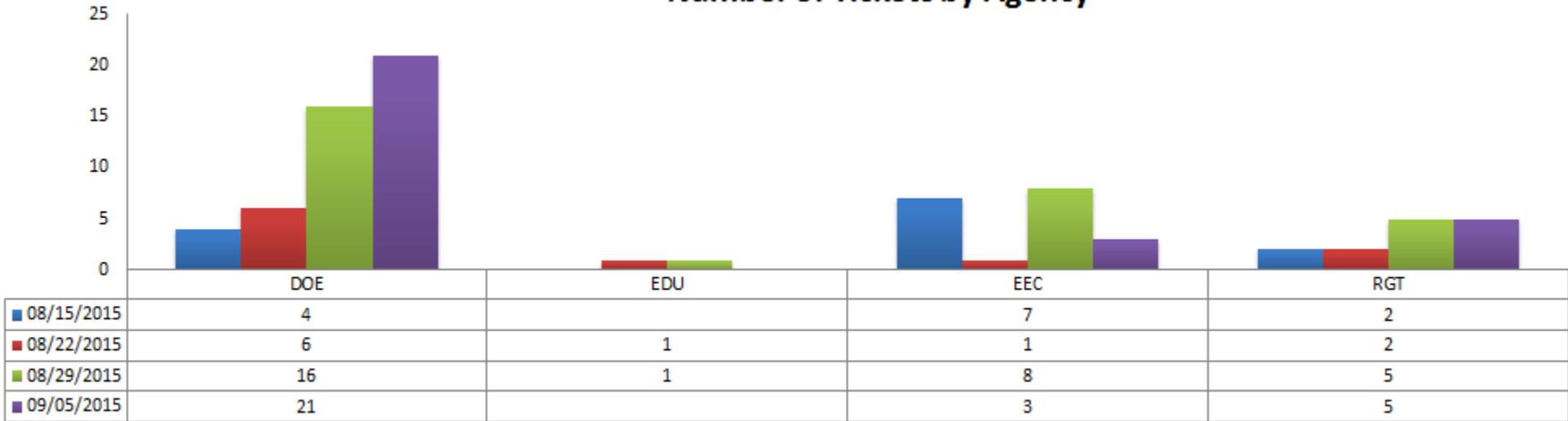


### Inquiry Classifications

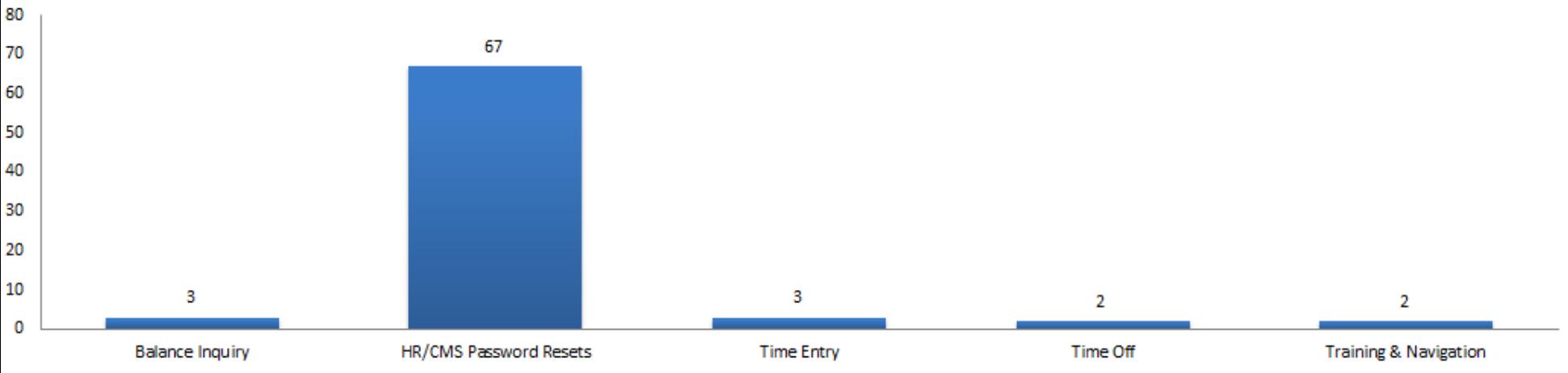


# EDU Secretariat Agencies

### Number of Tickets by Agency

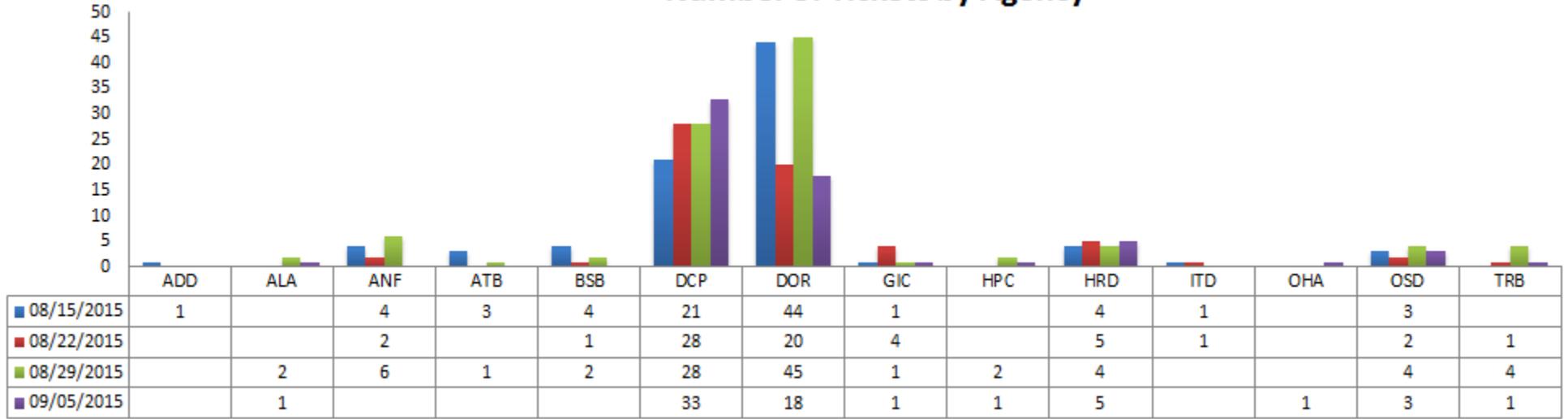


### Inquiry Classifications

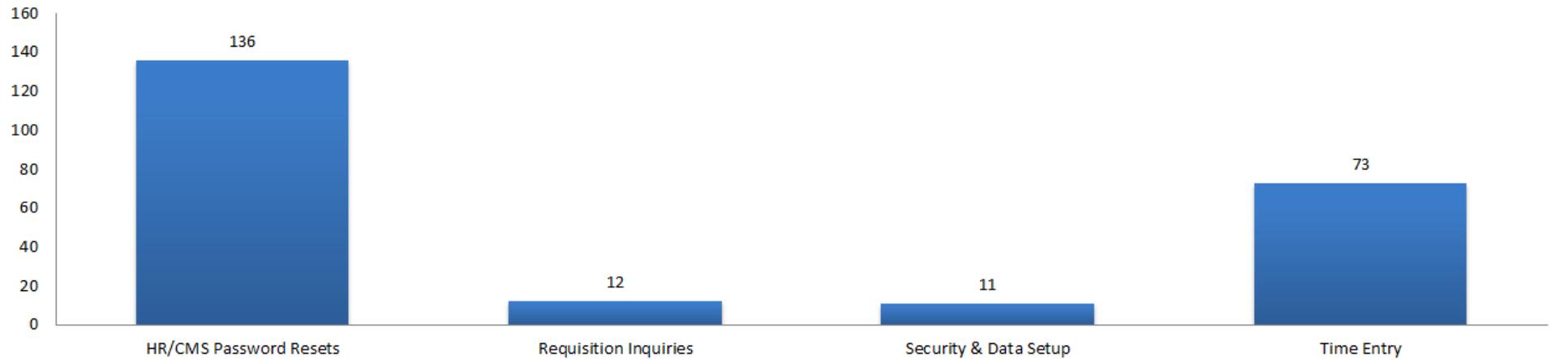


# EOANF Secretariat Agencies

### Number of Tickets by Agency

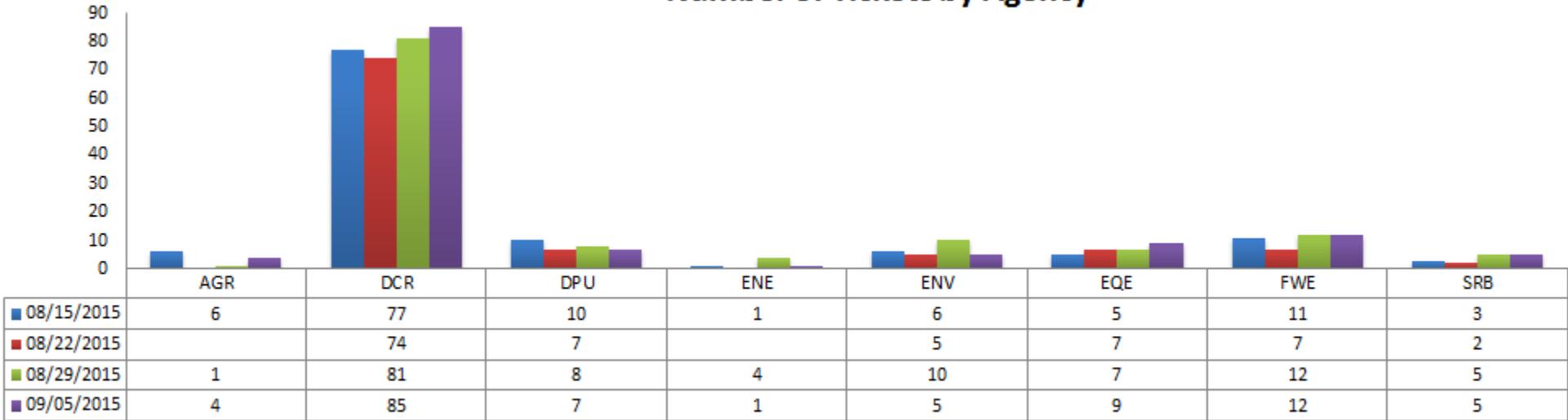


### Inquiry Classifications

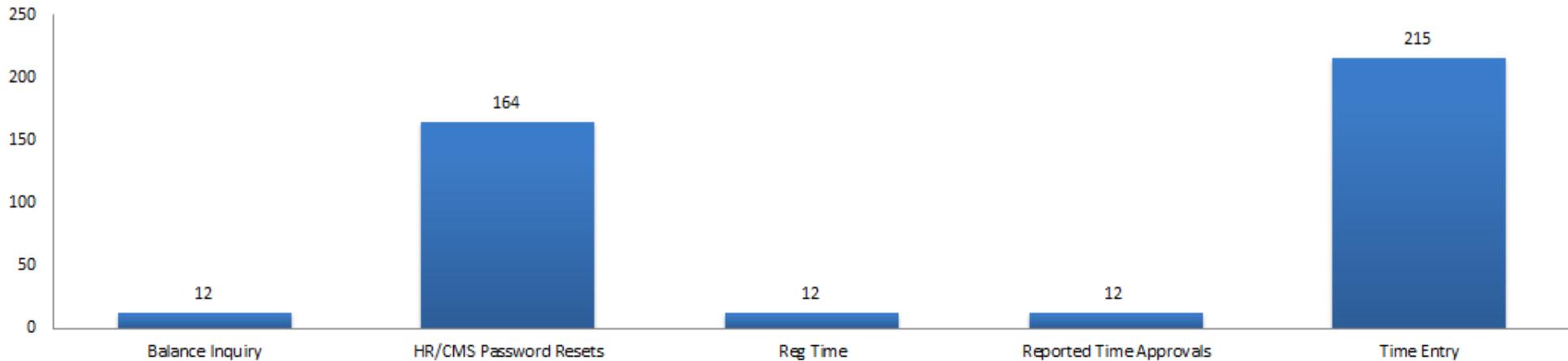


# EOEEA Secretariat Agencies

### Number of Tickets by Agency

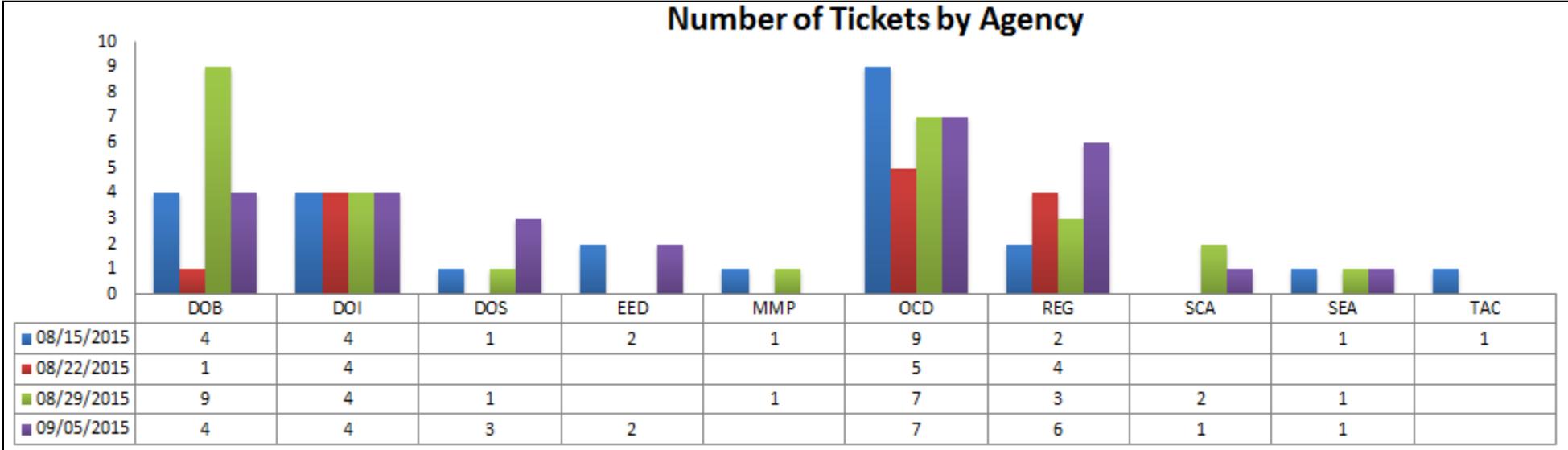


### Inquiry Classifications

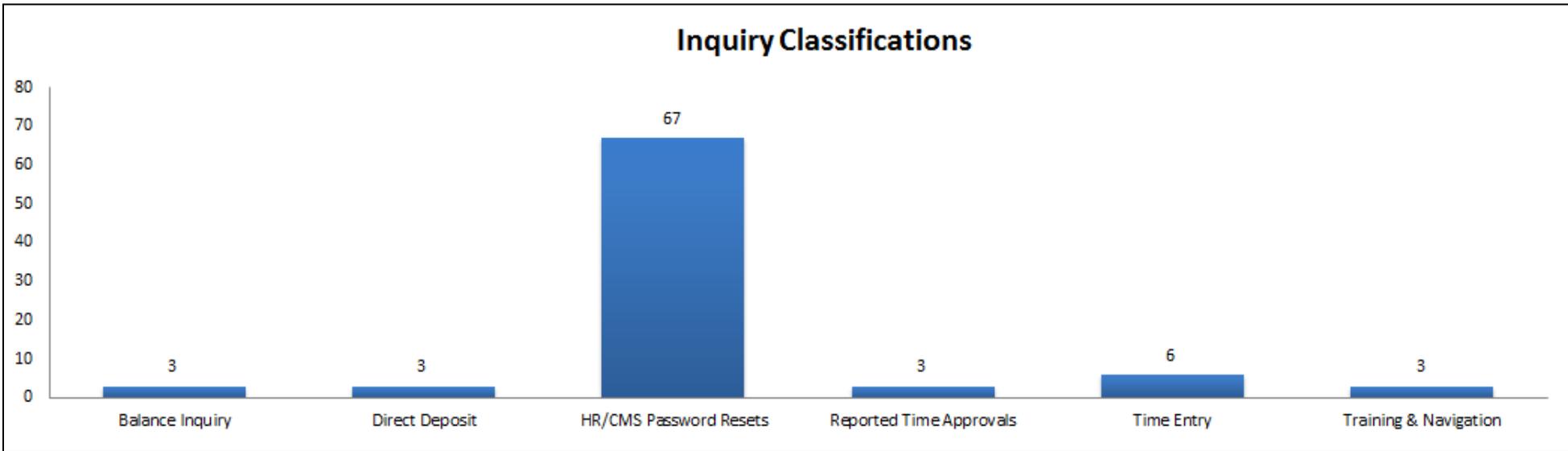


# EOHED Secretariat Agencies

### Number of Tickets by Agency

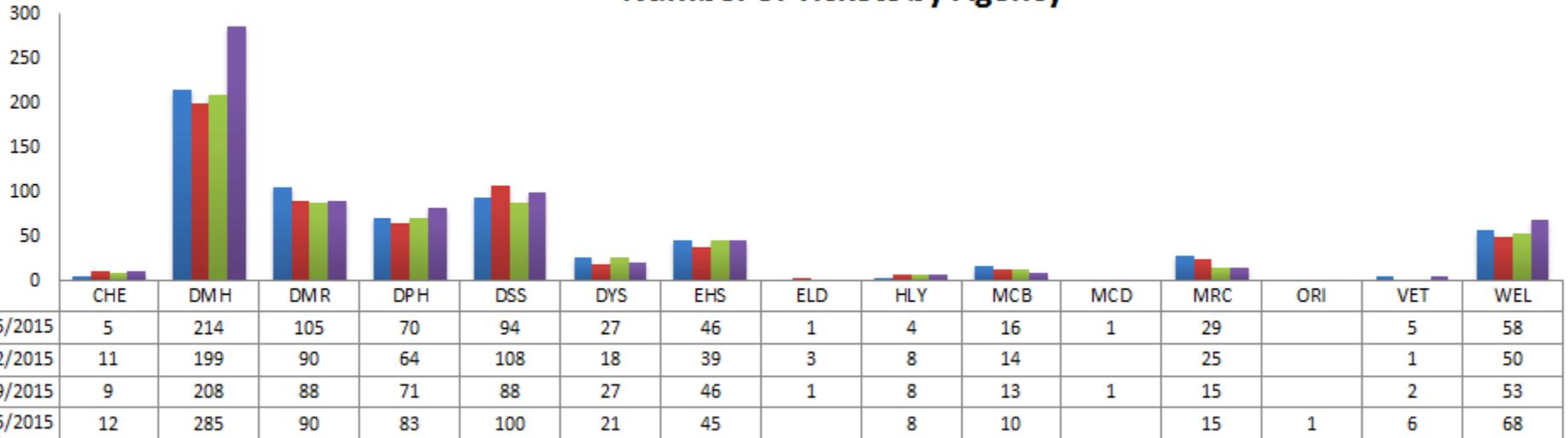


### Inquiry Classifications

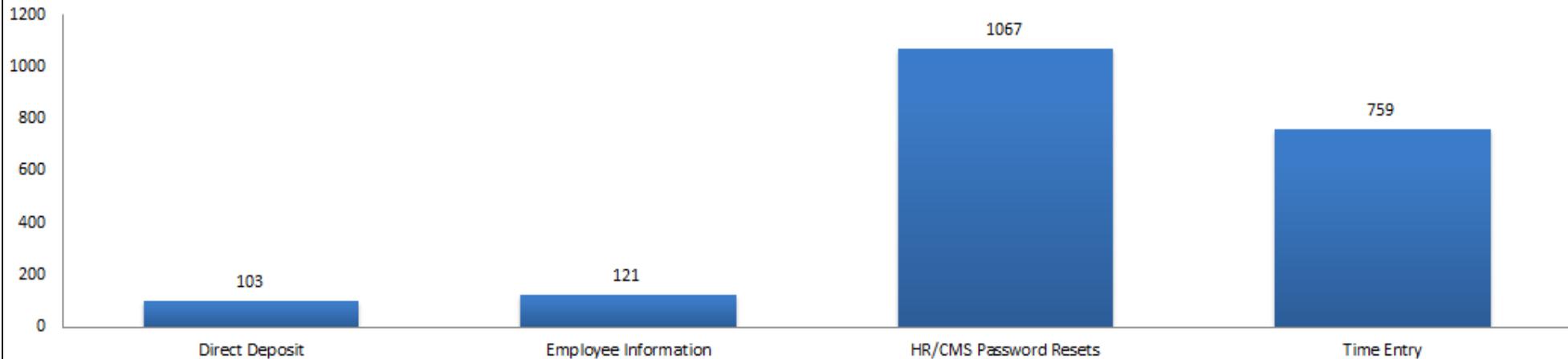


# EOHHS Secretariat Agencies

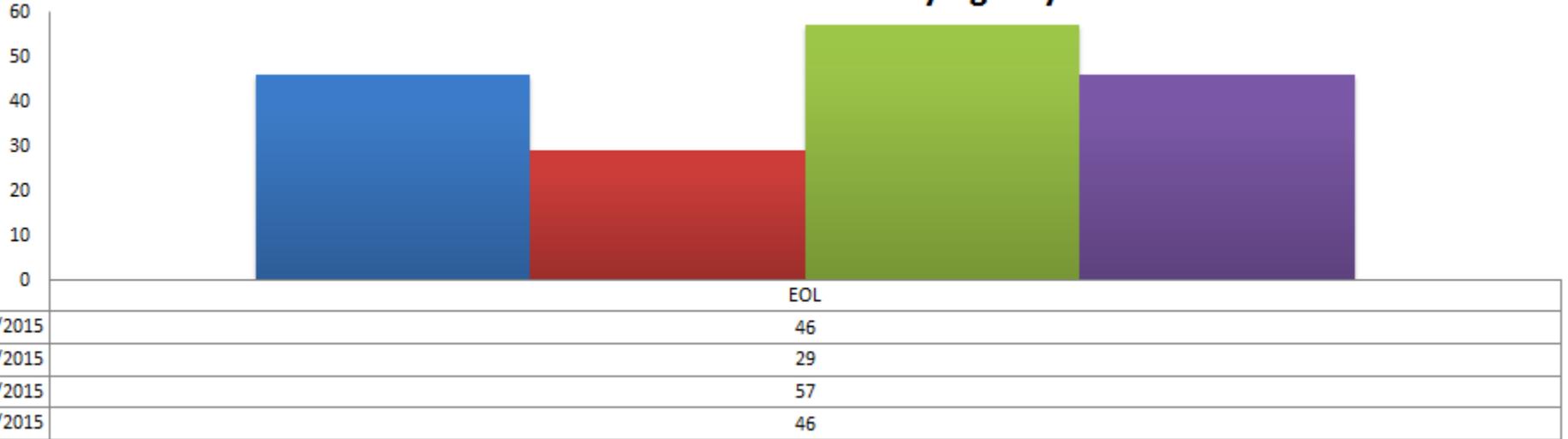
### Number of Tickets by Agency



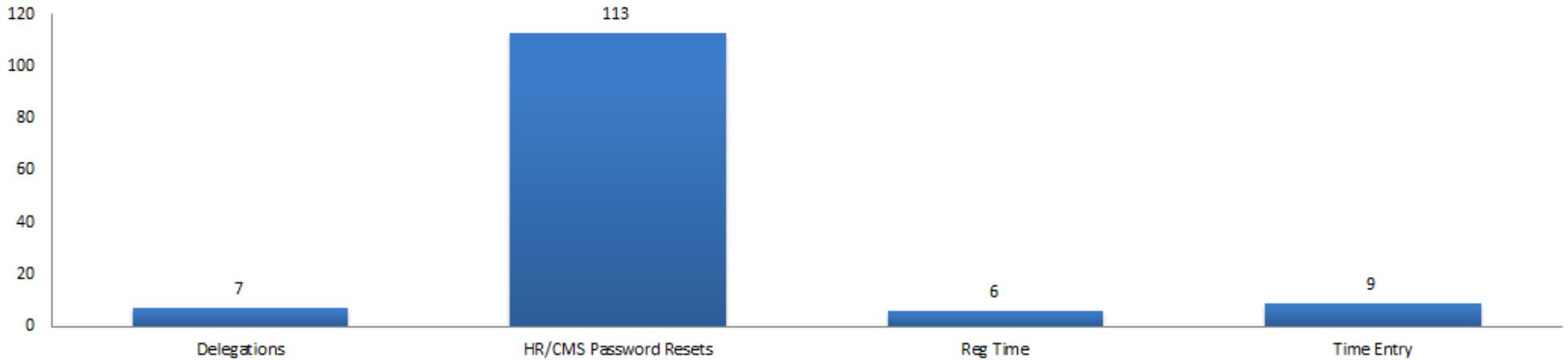
### Inquiry Classifications



### Number of Tickets by Agency

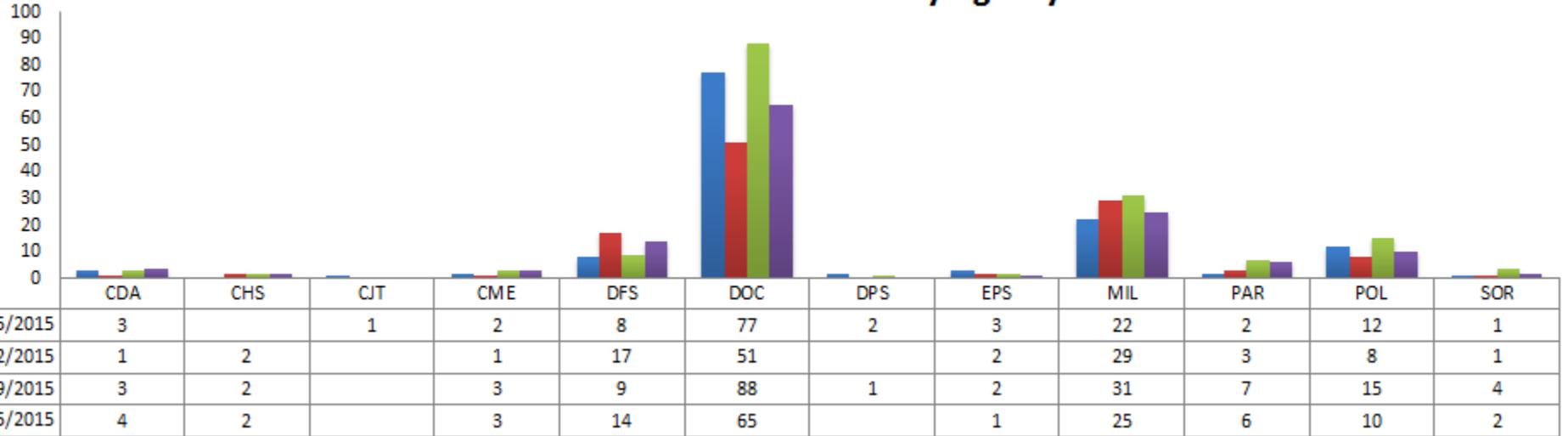


### Inquiry Classifications

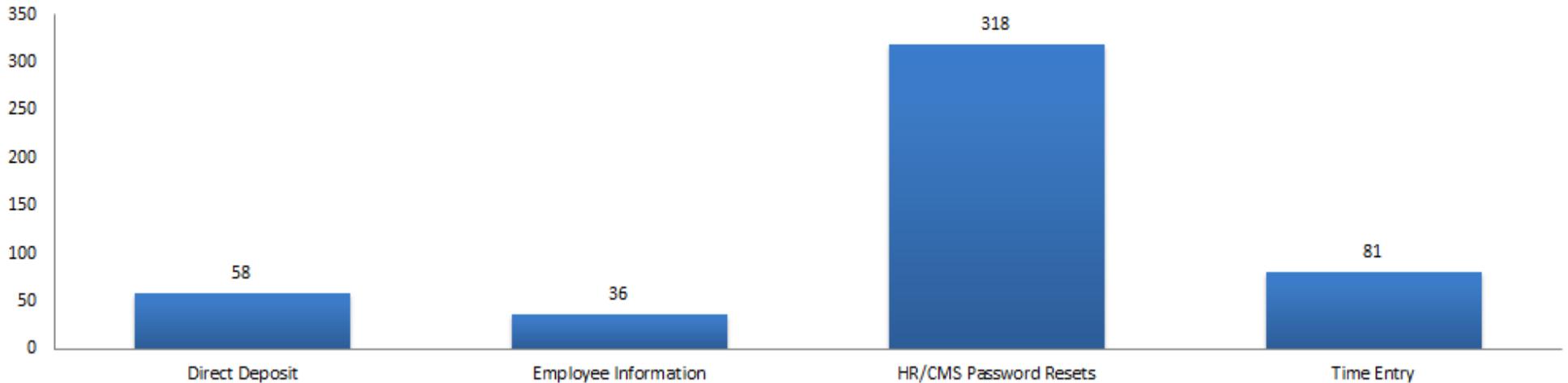


# EOPSS Secretariat Agencies

### Number of Tickets by Agency

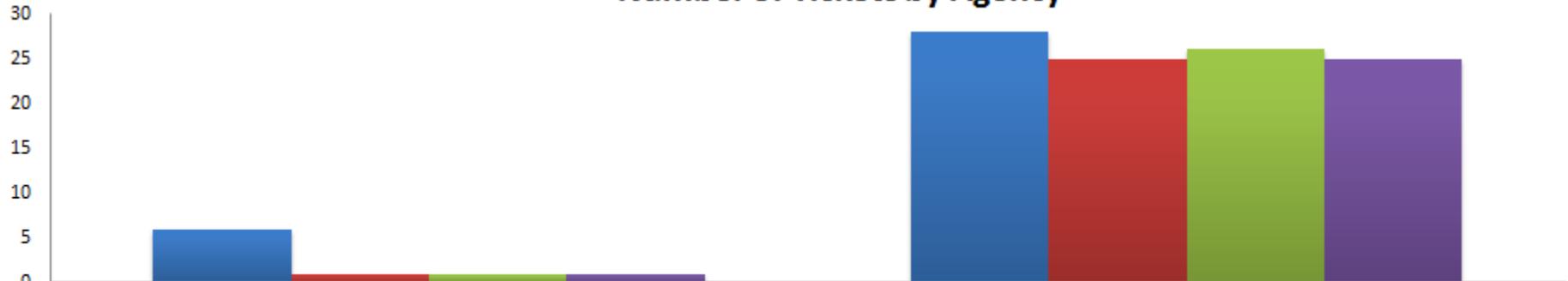


### Inquiry Classifications



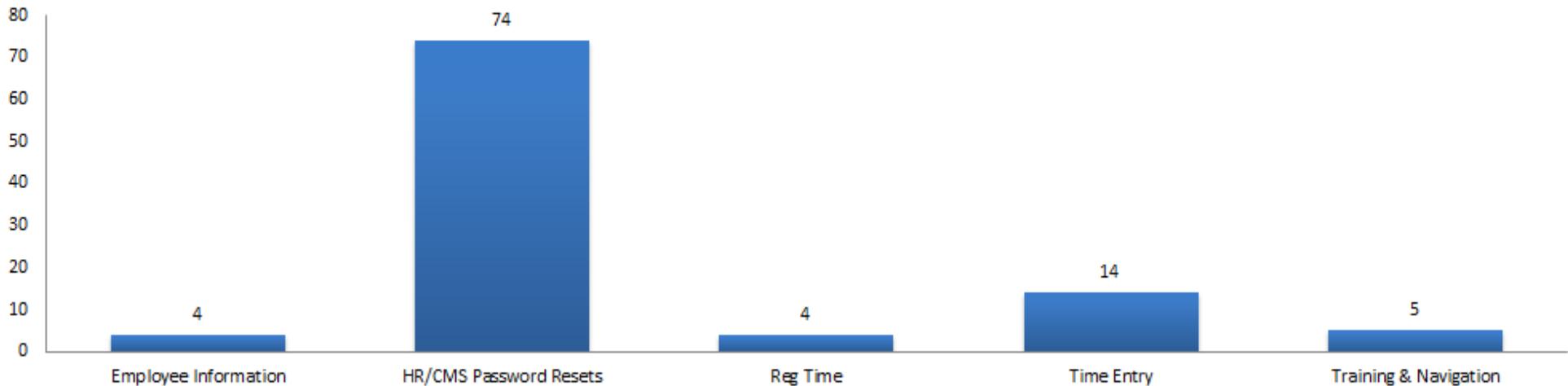
# JUD Agencies

### Number of Tickets by Agency



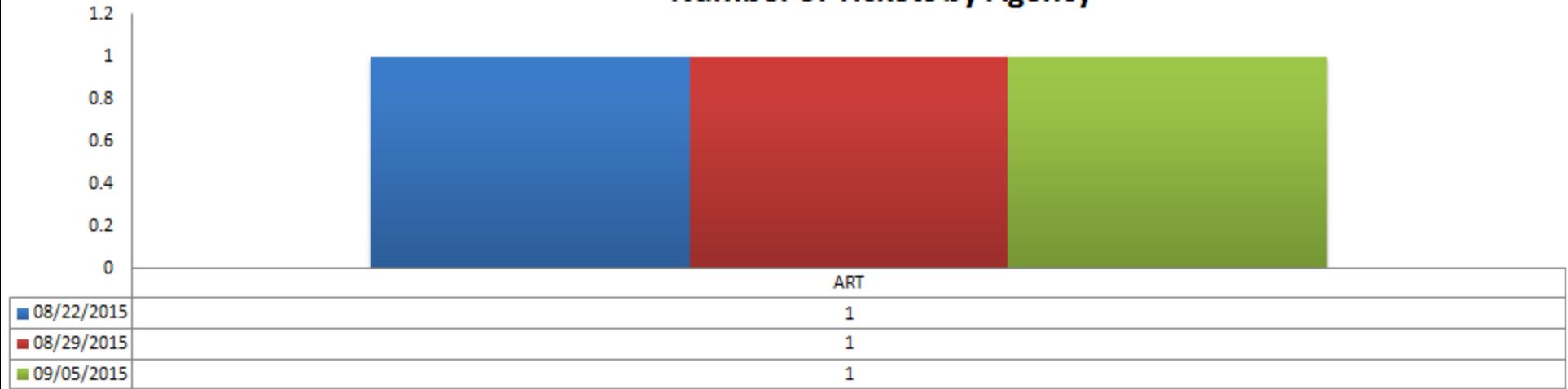
	APC	CPC
■ 08/15/2015	6	28
■ 08/22/2015	1	25
■ 08/29/2015	1	26
■ 09/05/2015	1	25

### Inquiry Classifications



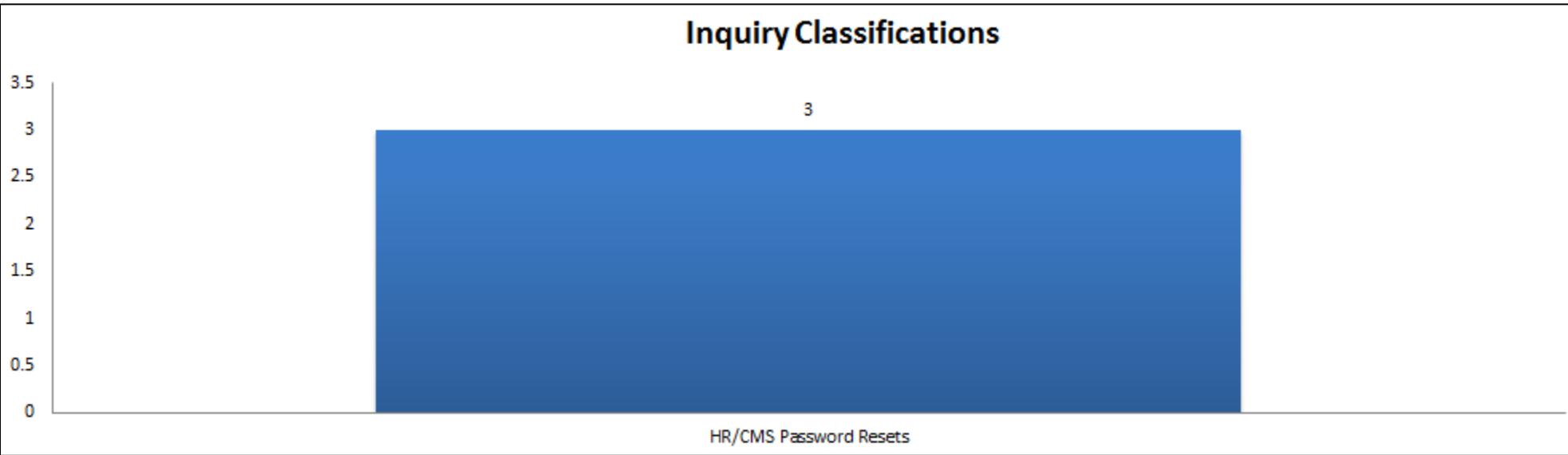
# ART Tickets and Classification

### Number of Tickets by Agency



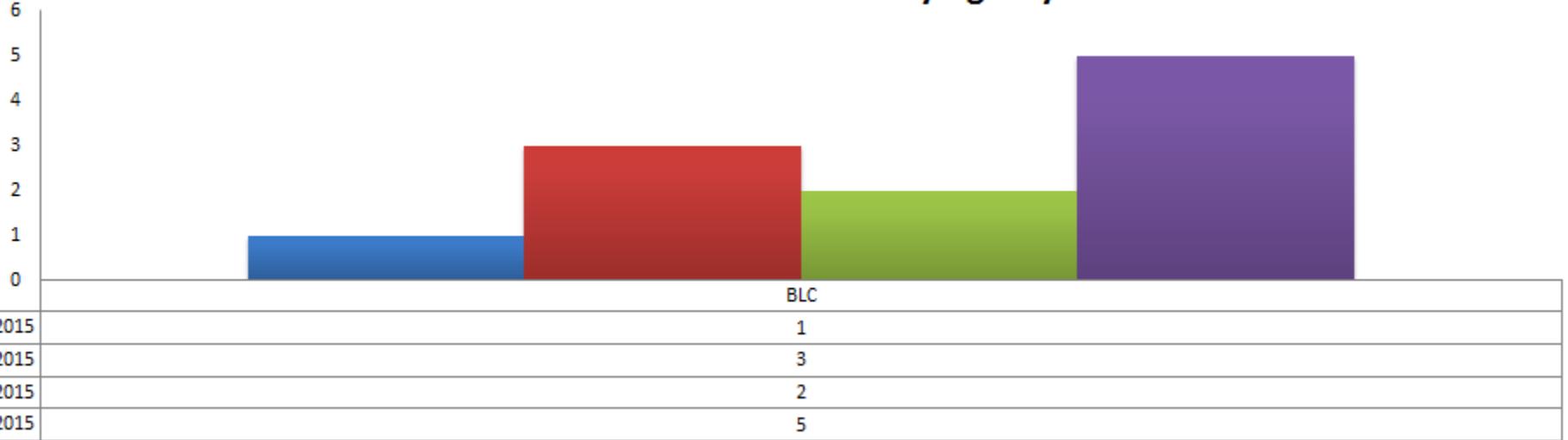
There were no requests the week of 8/15

### Inquiry Classifications

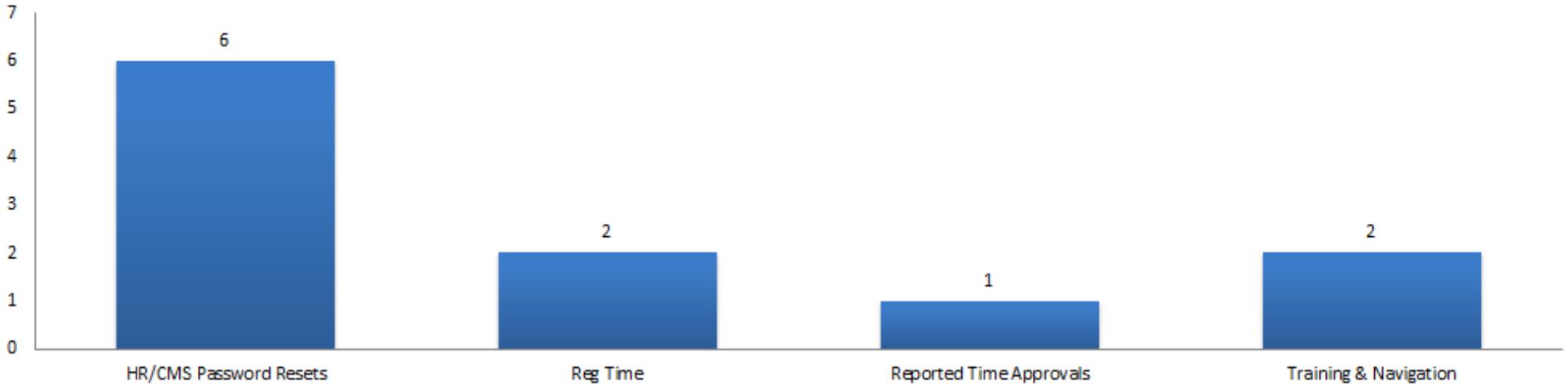


# BLC Tickets and Classification

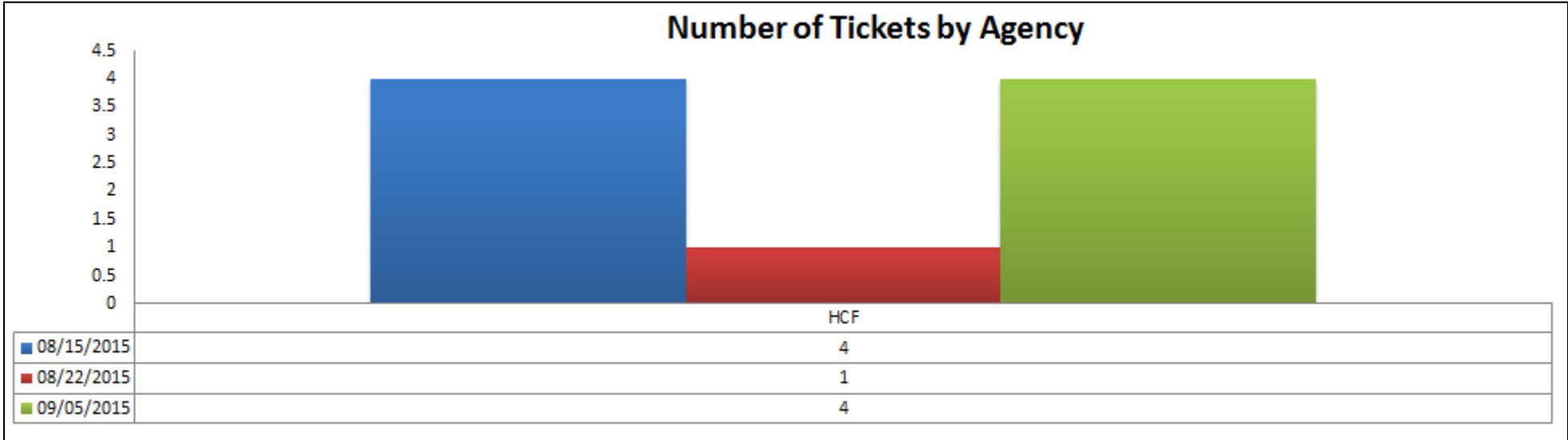
### Number of Tickets by Agency



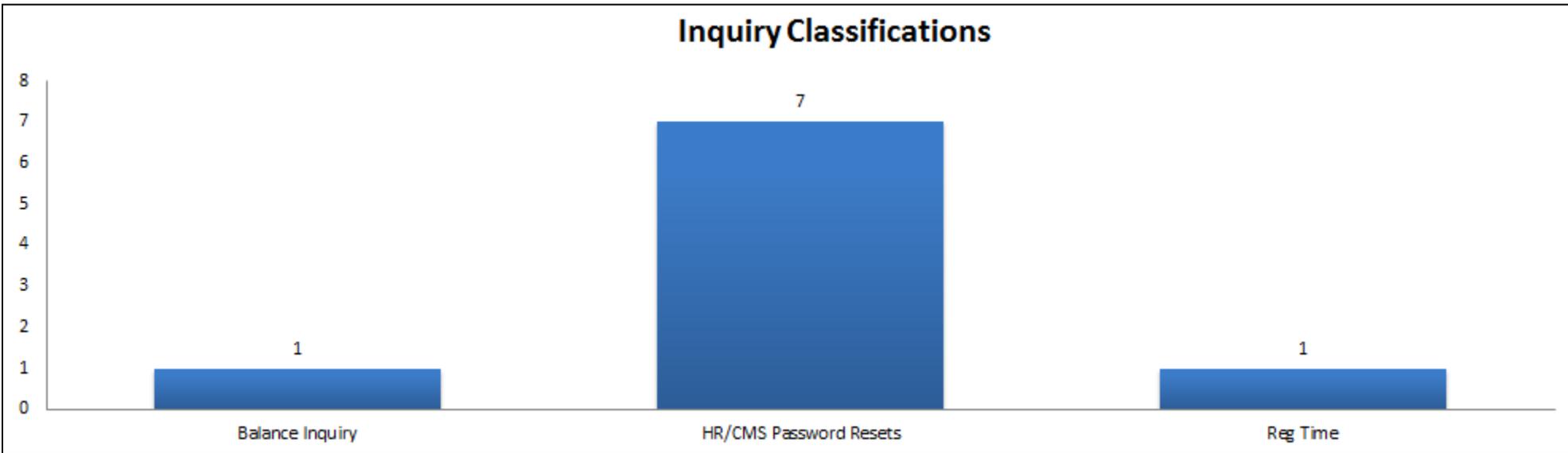
### Inquiry Classifications



# HCF Tickets and Classification

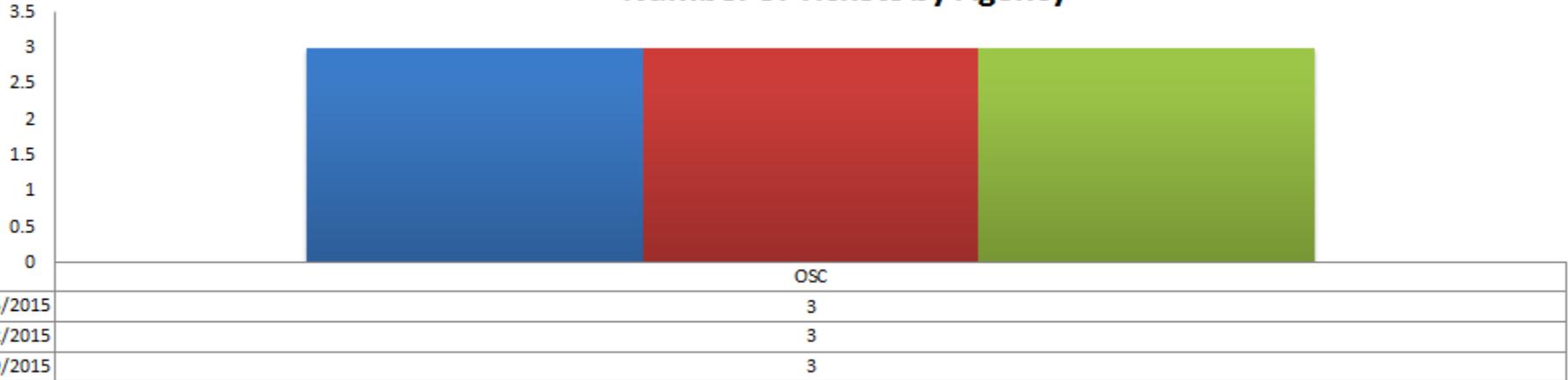


There were no requests the week of 8/29



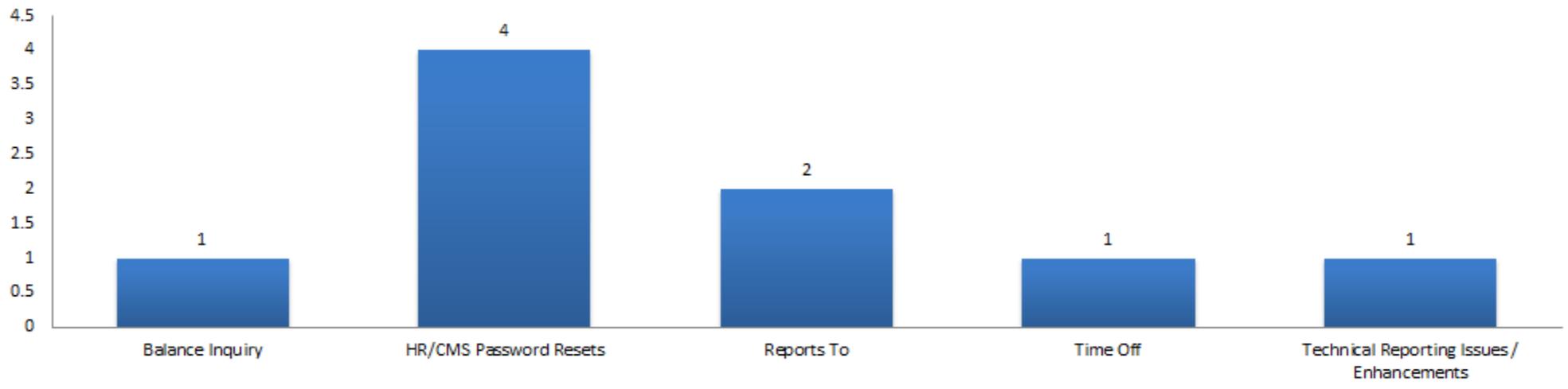
# OSC Tickets and Classification

Number of Tickets by Agency



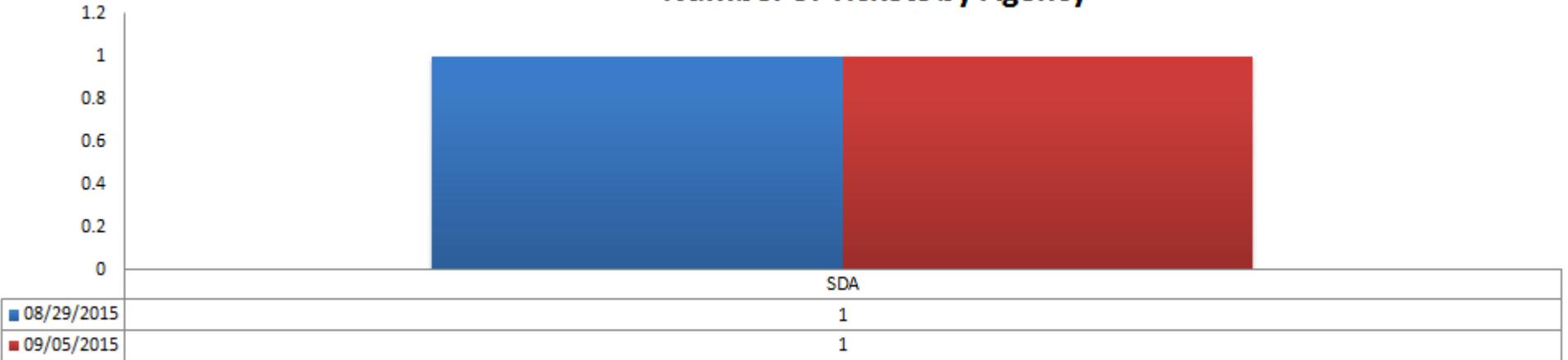
There were no requests the week of 9/5

Inquiry Classifications



# SDA Tickets and Classification

Number of Tickets by Agency



There were no requests the week of 8/15 or 8/22

Inquiry Classifications

