



The Commonwealth of Massachusetts



# ESC Service Charter Scorecard

October 4, 2015 – October 31, 2015



The Commonwealth of Massachusetts

# Table of Contents

	<b>PAGE</b>
Service Delivery Overview	3
SLA Targets and Actual Performance	4
Inbound Call Data	5-6
Inbound Inquiries by Secretariat	7
Types of Inquiries Received	8
ePay/eProfile Transactions	9
ePay/eProfile Transactions by Secretariat	10
Direct Deposit-Prenote Outreach	11
Case Resolution Time	12
Customer Satisfaction Survey Results	13
Outbound Contact Percentages	14
Outbound Exception Management Calls	15
Position Management	16
Scorecard Schedule	17
Appendix: Agencies Served	18
Appendix: Inquiries by Agency	19-34



# Service Delivery Overview

## October 4, 2015 – October 31, 2015

### Executive Summary

Total # Agencies Served: 80

Total # Employees Served: 52,908

Total calls received: 5,214

Average Call Wait Time: 00:37

Total email requests received: 557

Total FAX requests received: 257

Number of Transactions processed by ESC: 7,460

Total outbound contacts: 2,019

Total tickets opened: 4,795

Total tickets closed within 3 days: 4,724

Total tickets remain open beyond 3 days: 71

% tickets remain open beyond 3 days: 1.48%

% of Employees served by the ESC: 14.09%

### Staffing

Area	Staffing as of 10/31/2015	Staffing as of 10/03/2015
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

- **10/28:** Chelsea power out from 7:51am – 12:30pm – phones and email down
- **10/28:** HR/CMS down from 7:51am – 6:28pm

**Source:** ESC Avaya CMS & Footprints Reports, data from 10/04/2015 – 10/31/2015.

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

The Commonwealth of Massachusetts



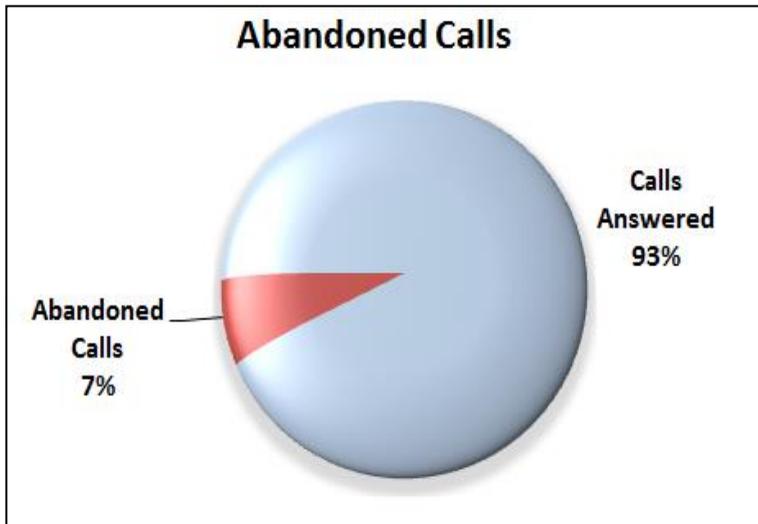
# SLA Targets and Actual Performance

Metric	Target	Current Period Performance 10/04/15 – 10/31/15	Previous Period Performance 09/06/15 – 10/03/15	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	0:37 seconds	0:47 seconds	
Average case resolution time – password resets and e-mail updates (Time owned by ESC)	98% within 1 day	99.36%	99.64%	
Average case resolution time – inquiries and requests (Time owned by ESC)	75% within 1 day 90% within 3 days	95.8% within 1 Day and 98.5 within 3 Days	94.0% within 1 Day and 96.5 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	98% rated good to excellent (0.938% response rate)	94% rated good to excellent (0.102% 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	

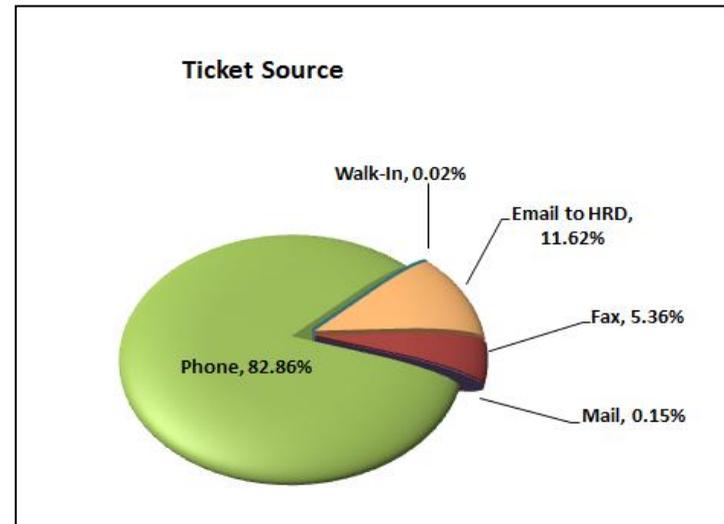


# Inbound Call Data

SLA Metric	Target Level	Current Period 10/04/15 to 10/31/15	Previous Period 09/06/15 to 10/03/15	October 2014
Average wait time – all inquiries (Days operational)	Will not exceed 3 minutes 90% of the time	0:37 seconds	0:47 seconds	0:15 seconds



Total = 5,214 calls



Total = 4,795 Tickets

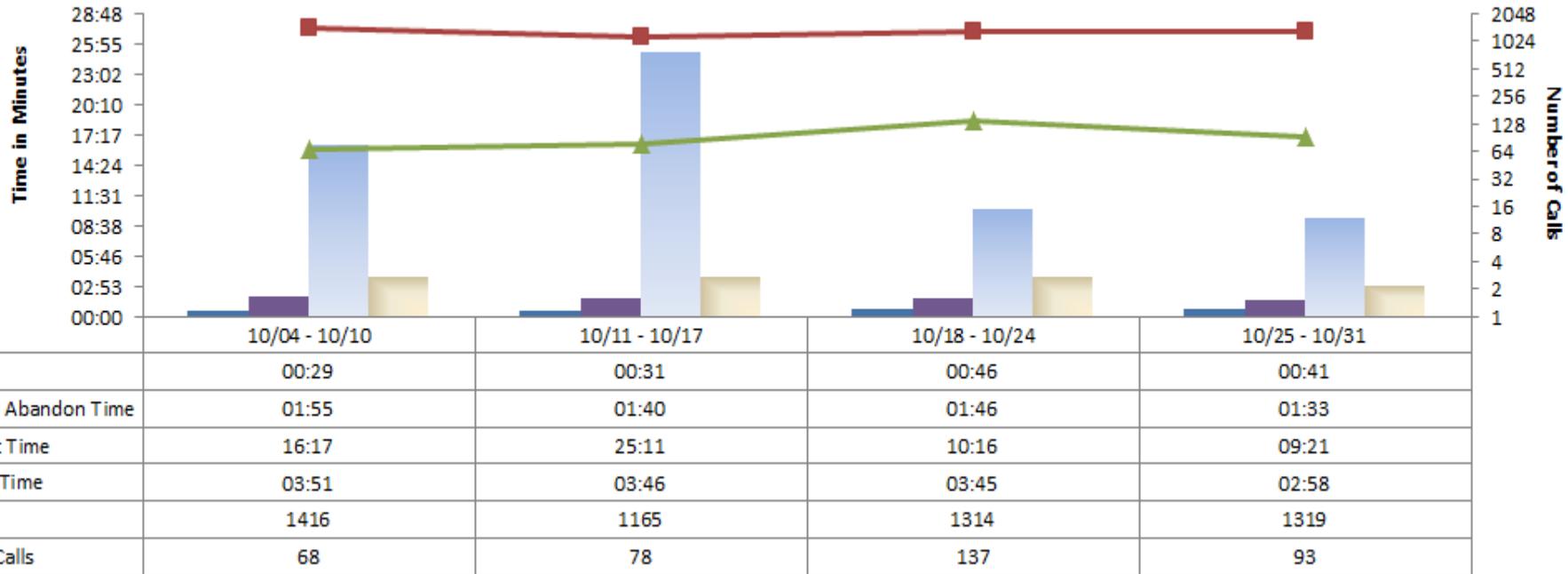
**Source:** ESC Footprints & Avaya data from 10/04/2015 – 10/31/2015.

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



# Inbound Call Data

### Wait Time, Call Volumes, & Abandonment Rates



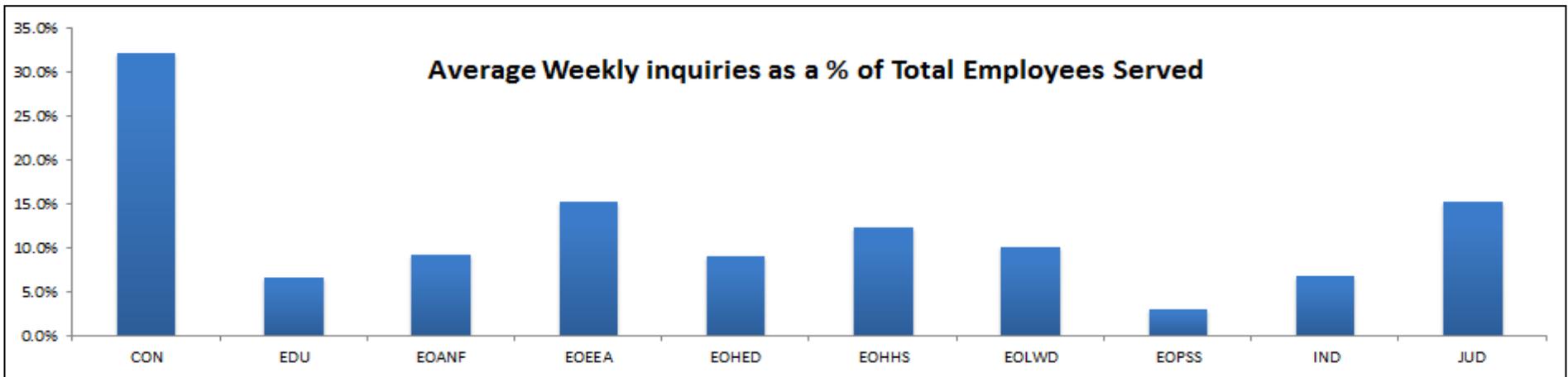
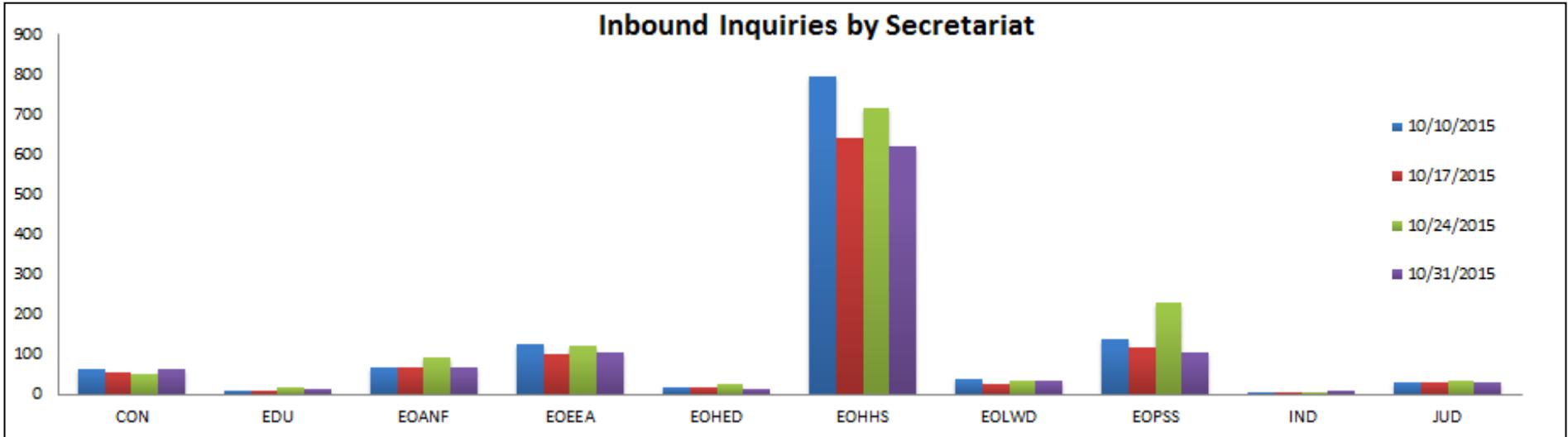
**Source:** ESC Footprints & Avaya data from 10/04/2015 – 10/31/2015.

\*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.

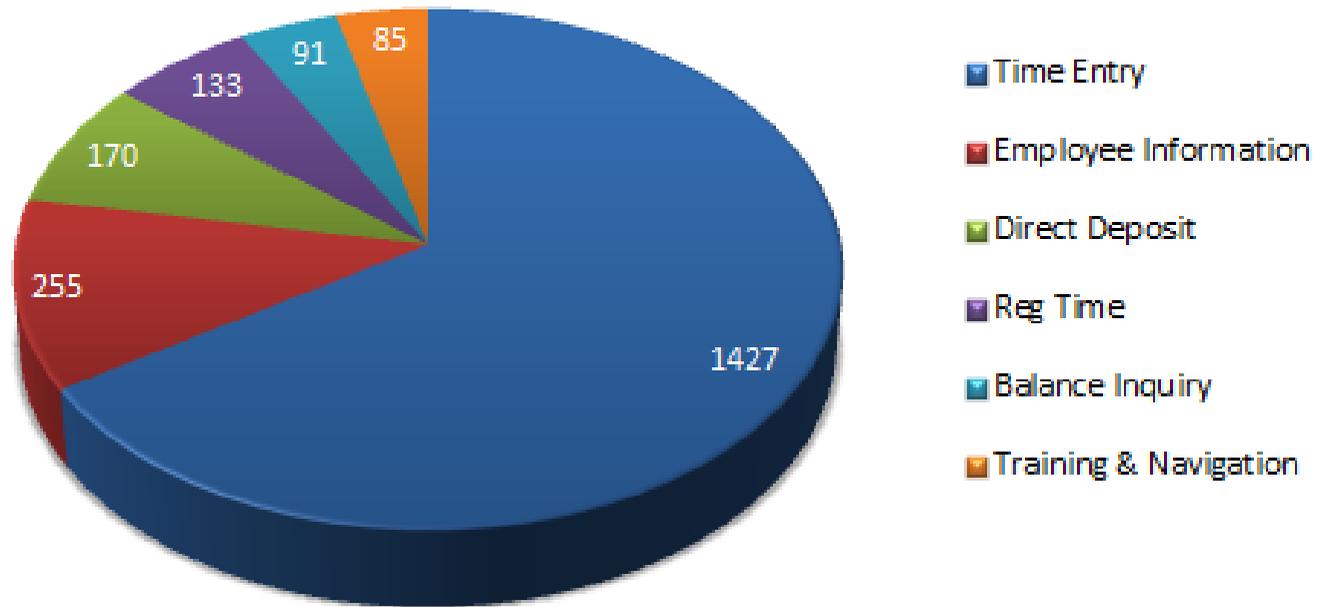


**Source:** ESC Footprints data from 10/04/2015 – 10/31/2015. Average inquiries per employee is shown for comparison purposes and does not account for repeat contacts (i.e., one employee calling multiple times).



# Type of Inquiries Received

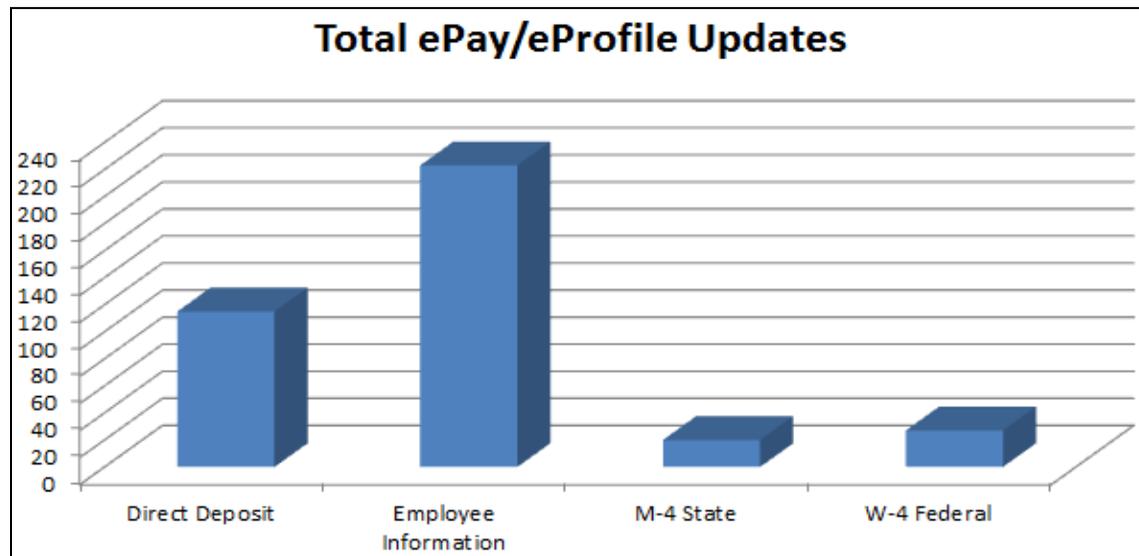
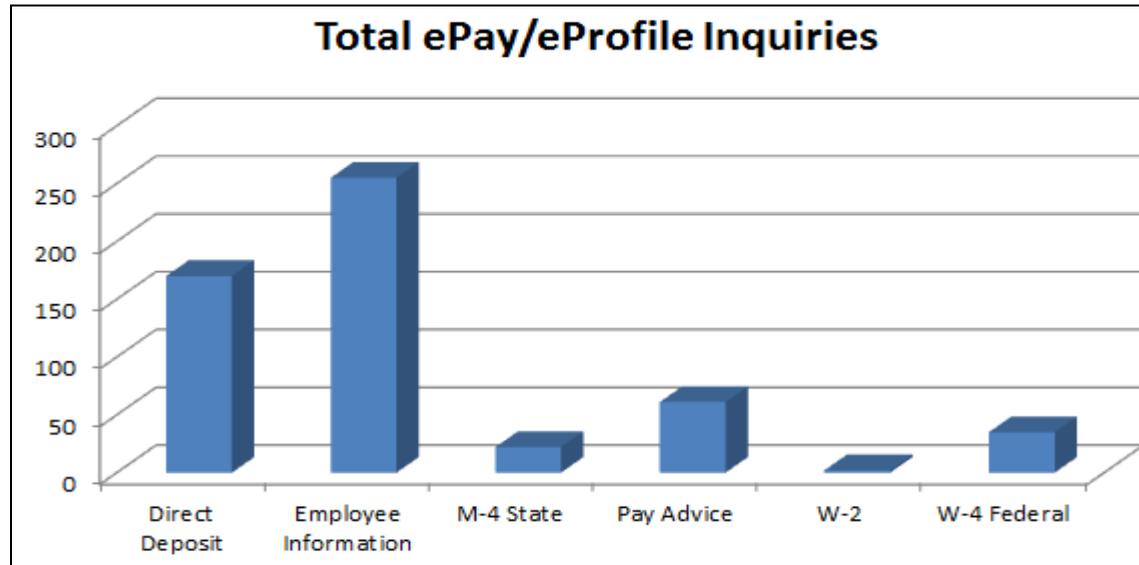
## Top Inquiry Classifications (Excluding Password Resets)



Source: ESC Footprints data from 10/04/2015 – 10/31/2015.



# ePay/eProfile Transactions

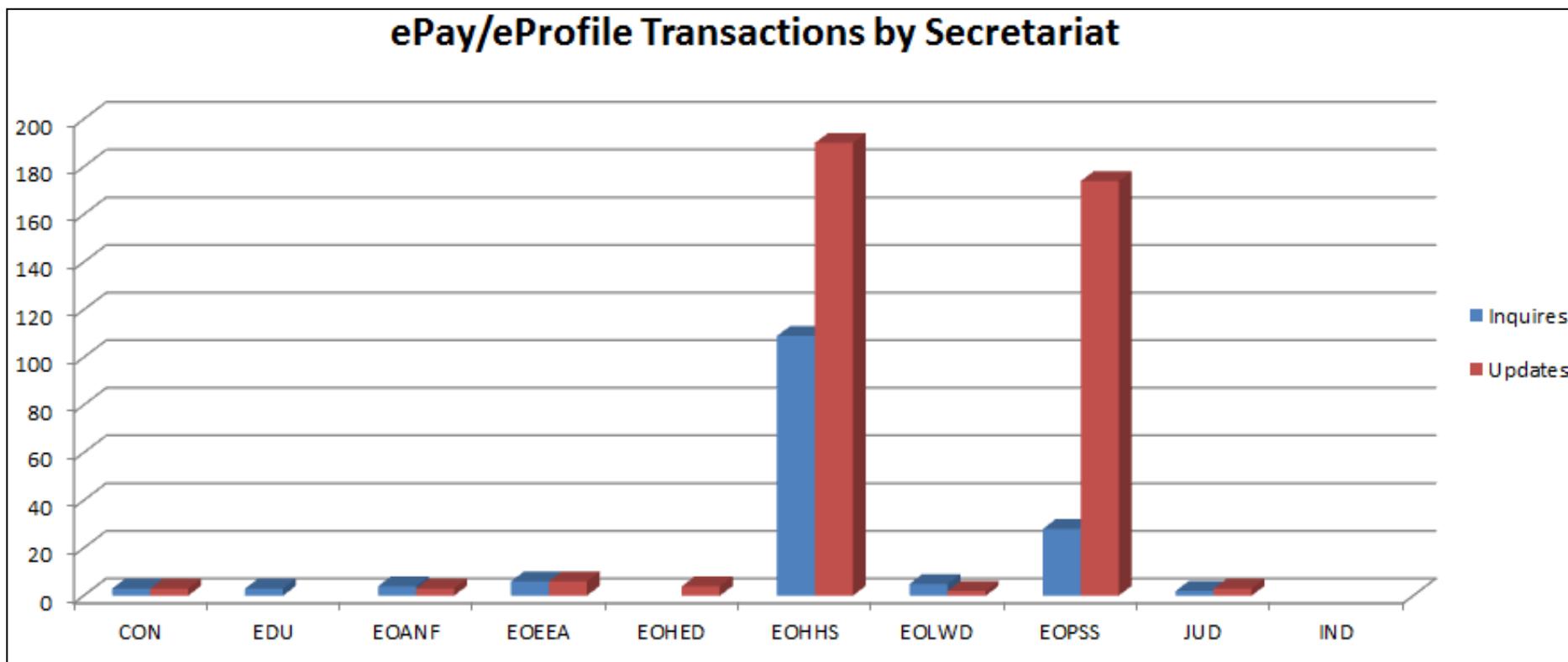


Source: ESC Footprints data from 10/04/2015 – 10/31/2015.

The Commonwealth of Massachusetts



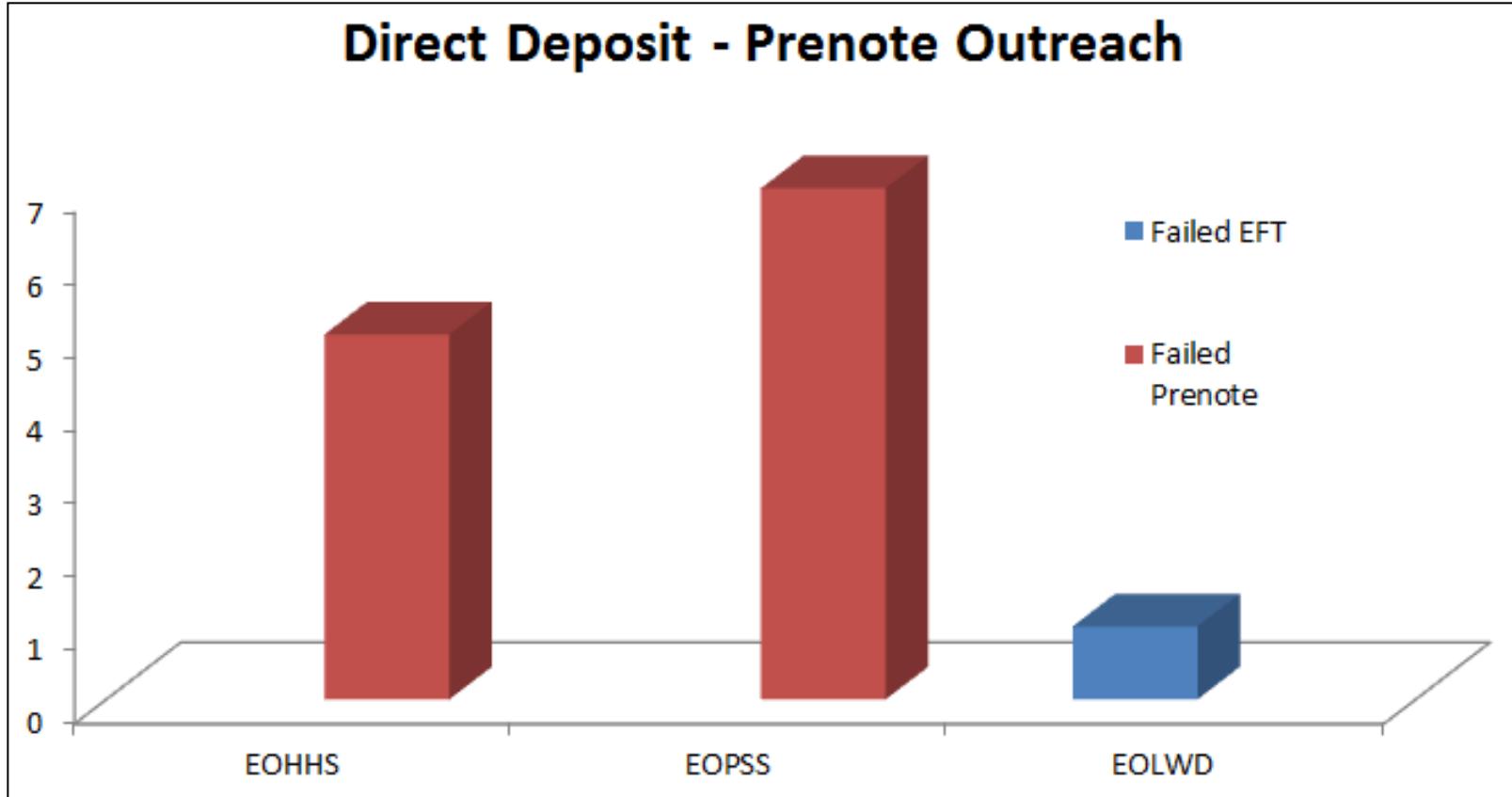
# ePay/eProfile Transactions by Secretariat



Source: ESC Footprints data from 10/04/2015 – 10/31/2015.



# Direct Deposit-Prenote Outreach



Source: ESC data from 10/04/2015 – 10/31/2015.



# Case Resolution Time

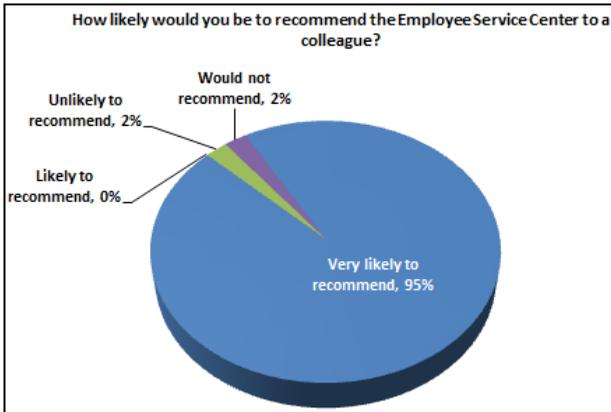
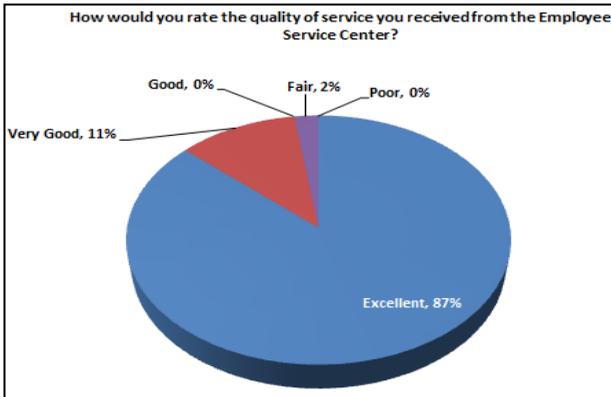
SLA Metric	Target	Current Period 10/04/2015 – 10/31/2015	Previous Period 09/06/15 – 10/03/15	Previous Year September 2014
Average case resolution time – password resets and e-mail updates (Time owned by ESC)	98% within 1 day	99.36%	99.64%	100%
Average case resolution time – inquiries and requests (Time owned by ESC)	75% within 1 day 90% within 3 days	95.8% within 1 Day 98.5% within 3 Days	94.0% within 1 Day 96.5% within 3 Days	97.6% within 1 day 98.4% within 3 days

**Source:** ESC Footprints data from 10/04/2015 – 10/31/2015.



# Customer Satisfaction Survey Results

SLA Metric	Target	Current Period (10/04/2015 – 10/31/2015)	Previous Period (09/06/2015 – 10/03/2015)	October 2014
<b>Customer satisfaction</b> (Based on automated survey upon ticket closure.)	80% of customers rate overall satisfaction good to excellent	98% rated good to excellent (0.938% response rate)	94% rated good to excellent (0.102% response rate)	89% rated good to excellent (0.054% response rate)



## Selected Monthly Comments:

- Since the issue was resolved the next day, I don't see how it could have been better.
- Outstanding service; personable and courteous.
- They couldn't have known about the issue without it being brought to them; was dealt with quite appropriately.
- It was handled fast and satisfactory. I don't think it could be improved. Great Job
- Perhaps better online FAQs for folks to resolve issues for themselves when possible.

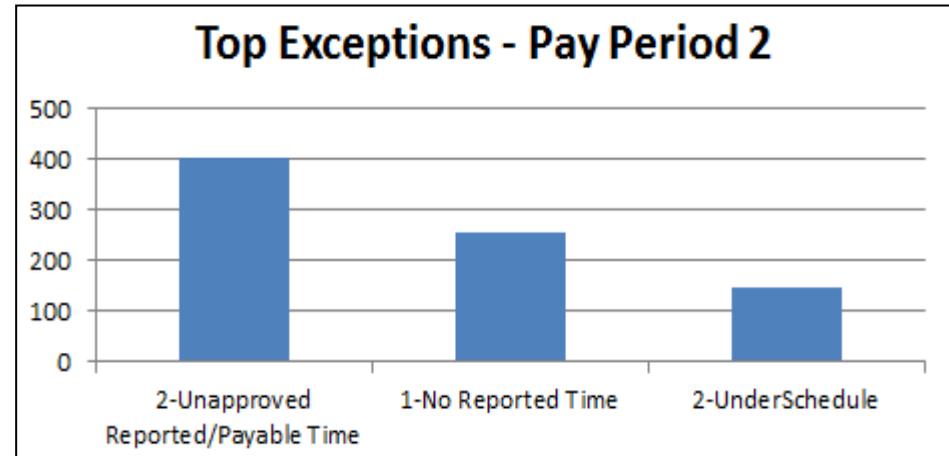
**Source:** ESC Customer Satisfaction Survey; survey link is provided on ticket closure notice and is voluntary. Survey results shown were collected between 10/04/2015 – 10/31/2015.

The Commonwealth of Massachusetts



# Outbound Contact Percentages

SLA Metric	Target	Current Period (10/04/2015 – 10/31/2015)	Previous Period (09/06/15 – 10/03/15)
Percentage of approvers contacted with unresolved high exceptions requiring ESC intervention for resolution:	98% 85% holiday/emergency leave weeks	81.40%	75.52%



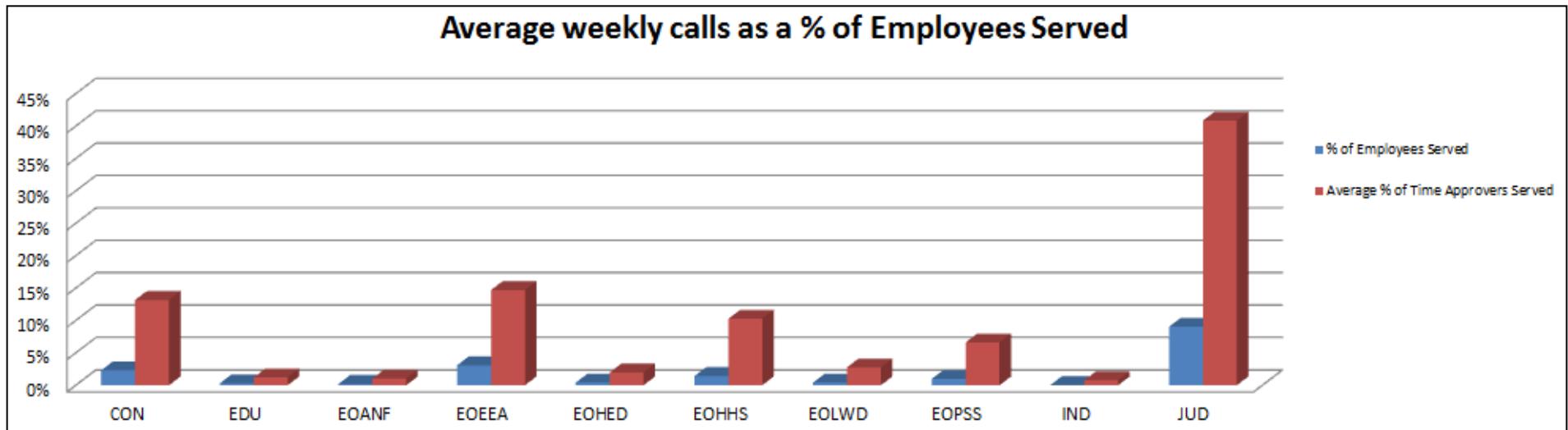
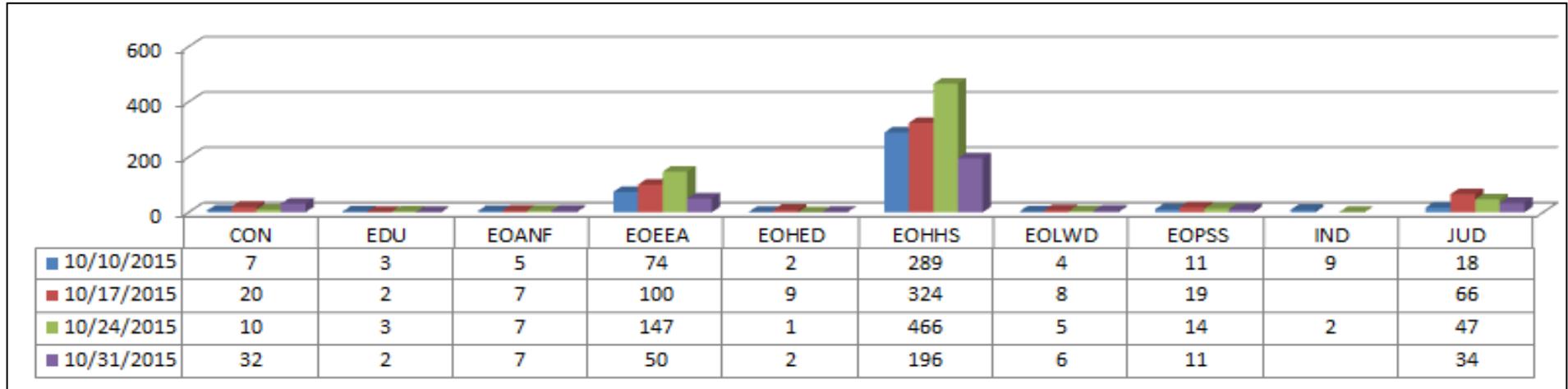
Source: ESC data from 10/04/2015 – 10/31/2015.



## 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 continue to represent the largest volume of outbound calls from the ESC.



**Source:** : ESC Exception Management System data from 10/04/2015 – 10/31/2015.

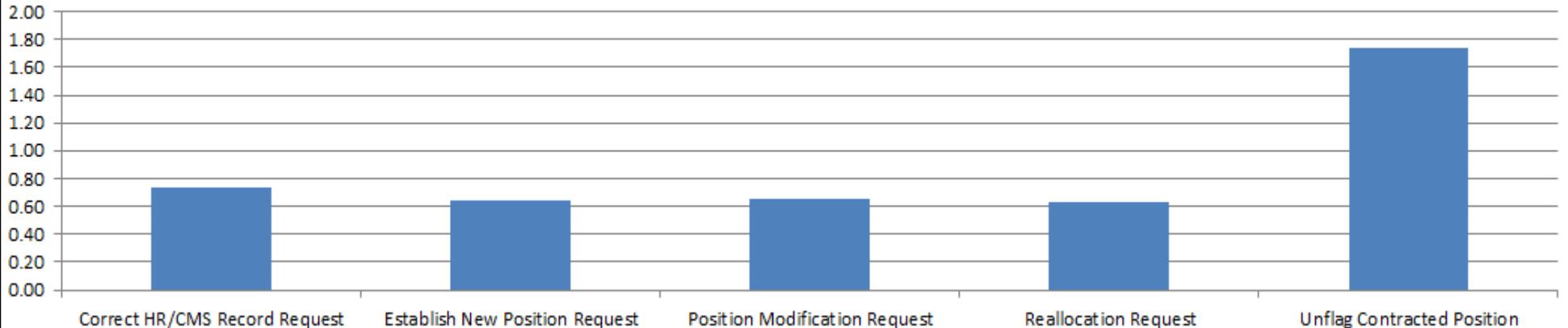
Average inquiries per employee is shown for comparison purposes and does not account for repeat contacts (i.e., calling an employee multiple times).



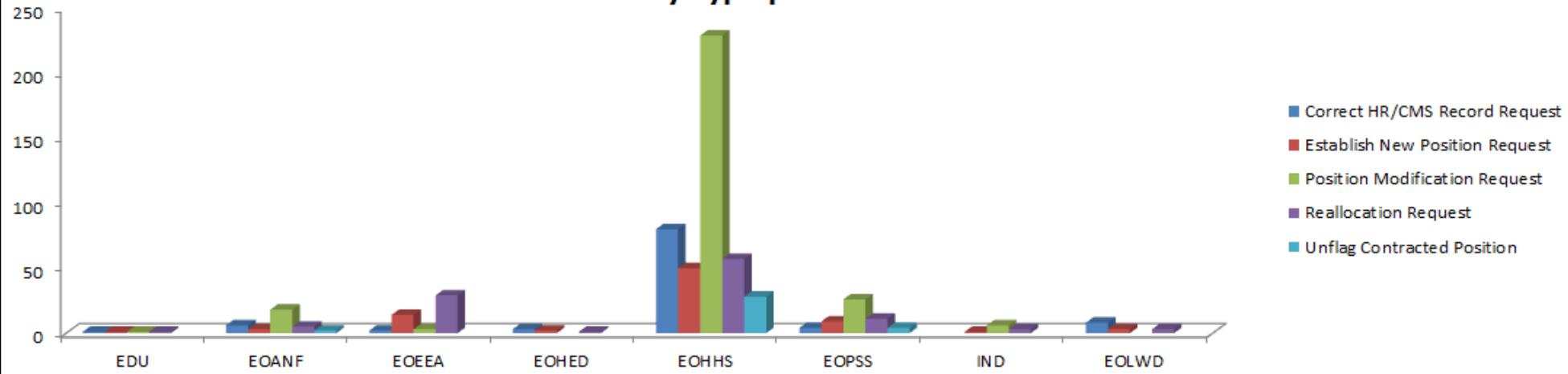
# Position Management

Total number of eForms processed by ESC: 614

**Average eForm Turnaround Time (Days)**



**eForms Processed by Type per Secretariat**



\*\*The EOHHS Position Modification Requests were due to Position Job Code Changes

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	141	MCB-Mass Commission For The Blind	161
AGR-Department Of Agricultural Resources	105	DOR-Department Of Revenue	1537	MCD-Commission For The Deaf And Hard Of Hearing	49
ALA-Administrative Law Appeals Division	35	DOS-Division Of Standards	19	MGC-Massachusetts Gaming Commission	92
ANF-Eo Administration & Finance	290	DPH-Department Of Public Health	3022	MIL-Massachusetts National Guard	9507
APC-Appeals Court	112	DPS-Department Of Public Safety	170	MMP-Massachusetts Marketing Partnership	15
ART-Mass Cultural Council	26	DPU-Department Of Public Utilities	154	MRC-Mass Rehabilitation Commission	951
ATB-Appellate Tax Board	21	DSS-Department Of Children And Families	3537	OCD-Dept Of Housing And Community	276
BLC-Board Of Library Commissioners	24	DYS-Department Of Youth Services	854	OHA-Massachusetts Office On Disability	10
BSB-Bureau Of State Buildings	13	EDU-Executive Office Of Education	89	ORI-Office For Refugees And Immigrants	18
CAD-Commission Against Discrimination	69	EEC-Department Of Early Education	189	OSC-Office Of The Comptroller	137
CDA-Massachusetts Emergency Management Agency	96	EED-Executive Office Of Housing & Economic Development	55	OSD-Division Of Operational Services	104
CHE-Soldiers' Home In Massachusetts	337	EHS-Executive Office Of Health And Human Services	1570	PAR-Parole Board	189
CHS-Department Of Criminal Justice Information Systems	40	ELD-Department Of Elder Affairs	55	POL-State Police	2654
CJT-Criminal Justice Training Council	493	ENE-Department Of Energy Resources	55	REG-Division Of Professional Licensure	113
CME-Chief Medical Examiner	83	ENV-Executive Office Of Energy And Environmental Affairs	292	RGT-Department Of Higher Education	67
CPC-Committee For Public Counsel Services	755	EOL-Executive Office Of Workforce Development	1397	SCA-Office Of Consumer Affairs And Business Regulations	25
CSC-Civil Service Commission	9	EPS-Executive Office Of Public Safety And Security	193	SDA-Sheriffs Department Association	4
CSW-Commission On Status Of Women	2	EQE-Department Of Environmental Protection	687	SEA-Department Of Business And Technology	13
DAC-Disabled Persons Protection Commission	31	FWE-Department Of Fish And Game	318	SOR-Sex Offender Registry	44
DCP-Capital Asset Management And Maintenance	423	GIC-Group Insurance Commission	57	SRB-State Reclamation Board	155
DCR-Department Conservation And Recreation	1239	HCF-Health Care Finance & Policy	164	TAC-Department Of Telecommunications	22
DFS-Department Of Fire Services	648	HLY-Soldiers' Home In Holyoke	368	TRB-Teachers Retirement Board	93
DMH-Department Of Mental Health	3392	HPC-Health Policy Commission	66	TRE-Office Of The State Treasurer	233
DMR-Health And Human Services	6543	HRD-Human Resources Division	147	VET-Department Of Veterans Service	66
DOB-Division Of Banks	170	ITD-Information Technology Division	335	VVA-Victim And Witness Assistance	16
DOC-Department Of Corrections	5070	LIB-George Fingold Library	11	WEL-Department Of Transitional Assistance	1459
DOE-Department Of Elementary & Secondary Education	502	LOT-Lottery And Gaming Commission	408	<b>Grand Total:</b>	<b>52908</b>



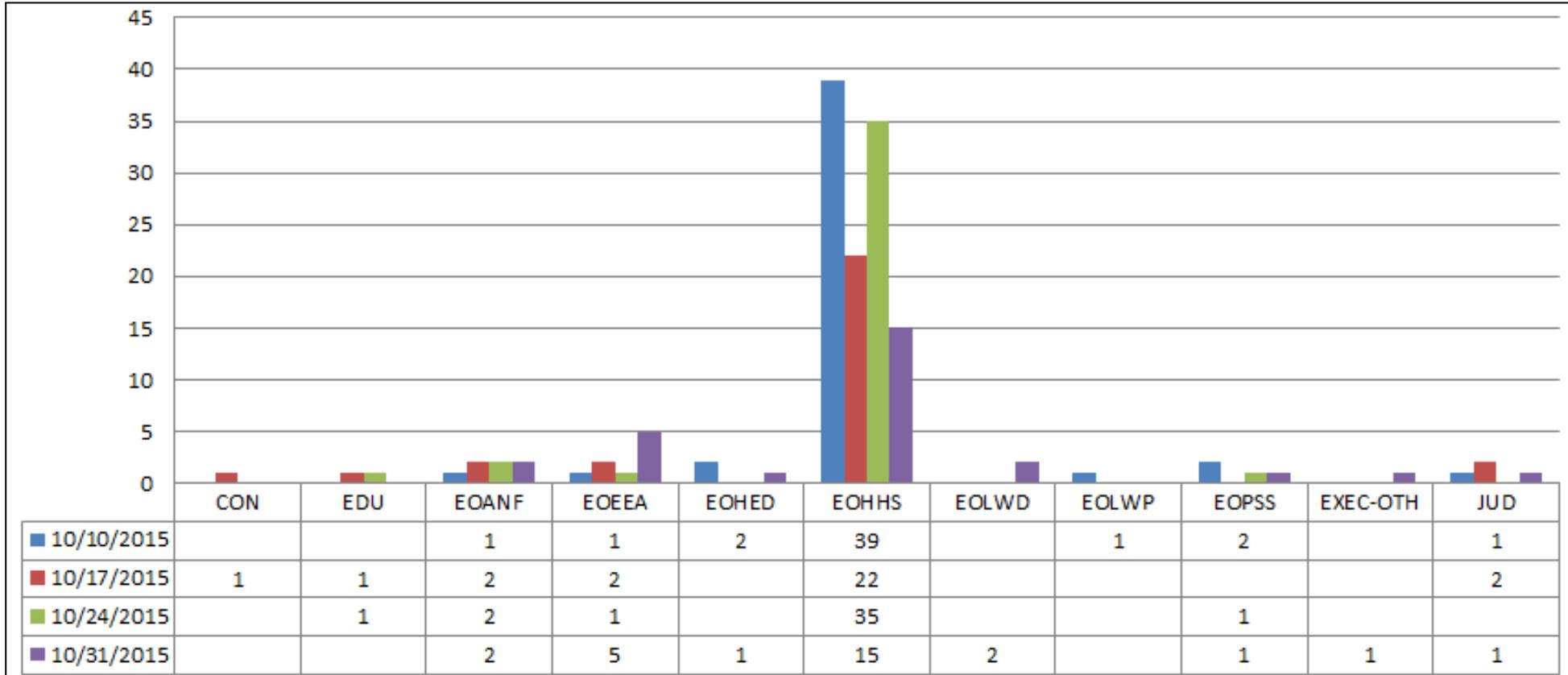
# Appendix: Inquiries by Agency

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

<b>CAD – Commission Against Discrimination</b>	<b>CJT – Criminal Justice Training Council</b>
<b>CSC – Civil Service Commission</b>	<b>CSW – Commission On Status Of Women</b>
<b>DAC – Disabled Persons Protection Commission</b>	<b>OHA – Massachusetts Office On Disability</b>
<b>SEA – Department Of Business And Technology</b>	

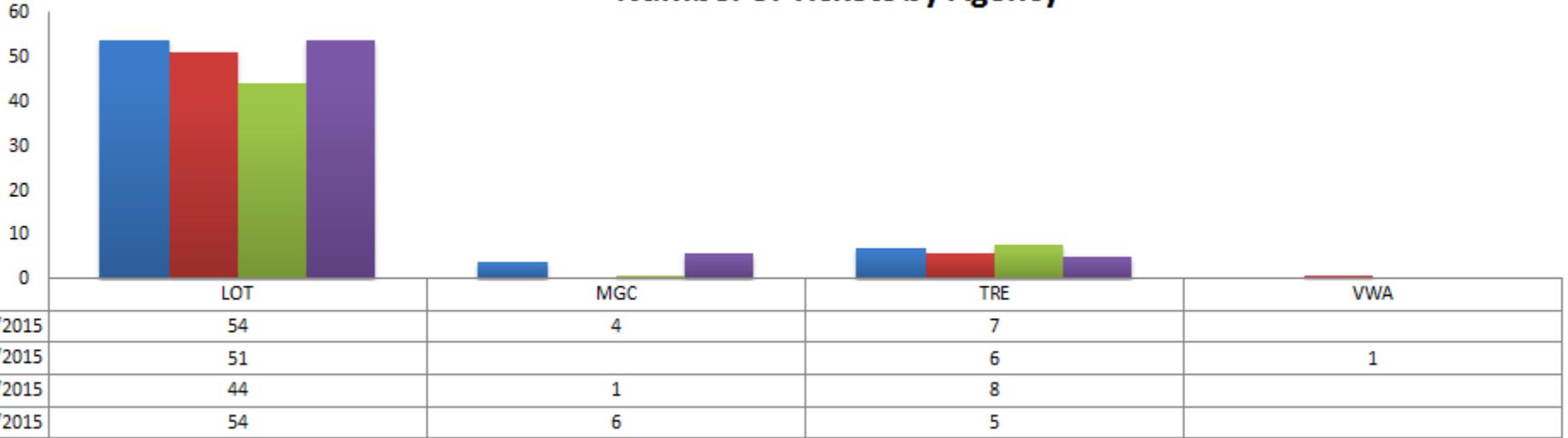


# Tickets Forwarded to Agency HR/ Payroll

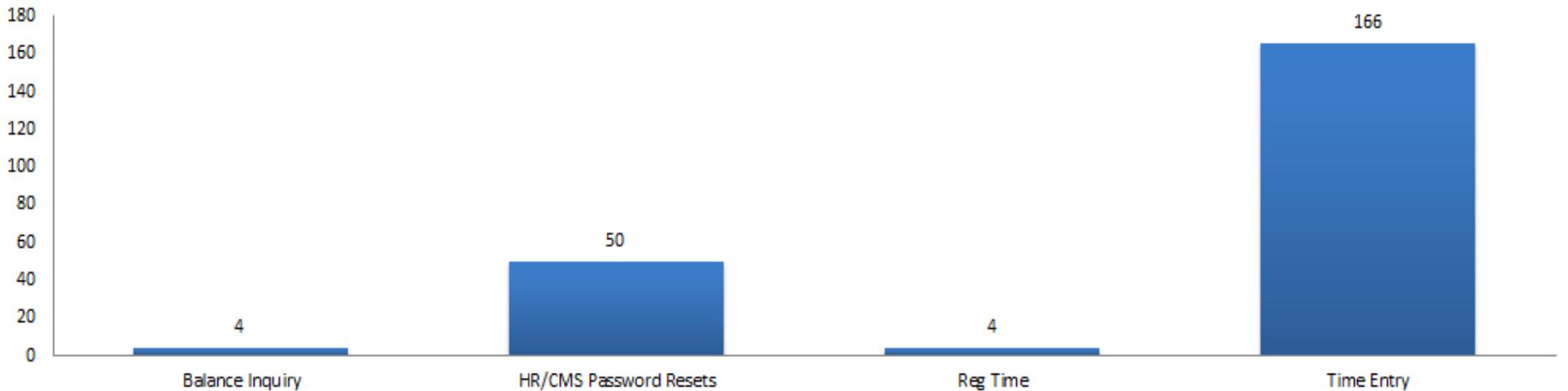


# CON Agencies

### Number of Tickets by Agency

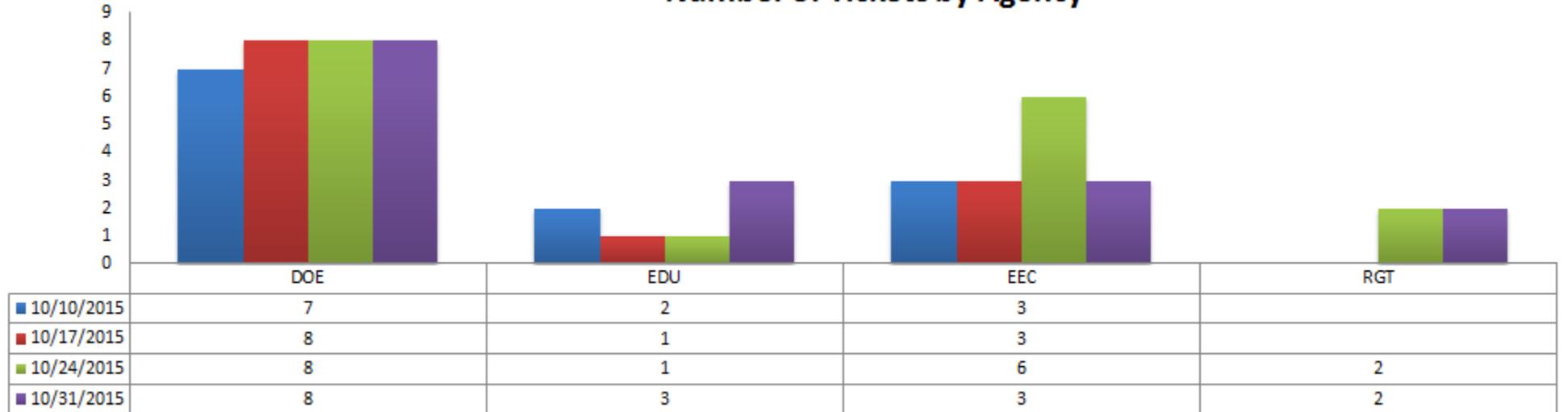


### Inquiry Classifications

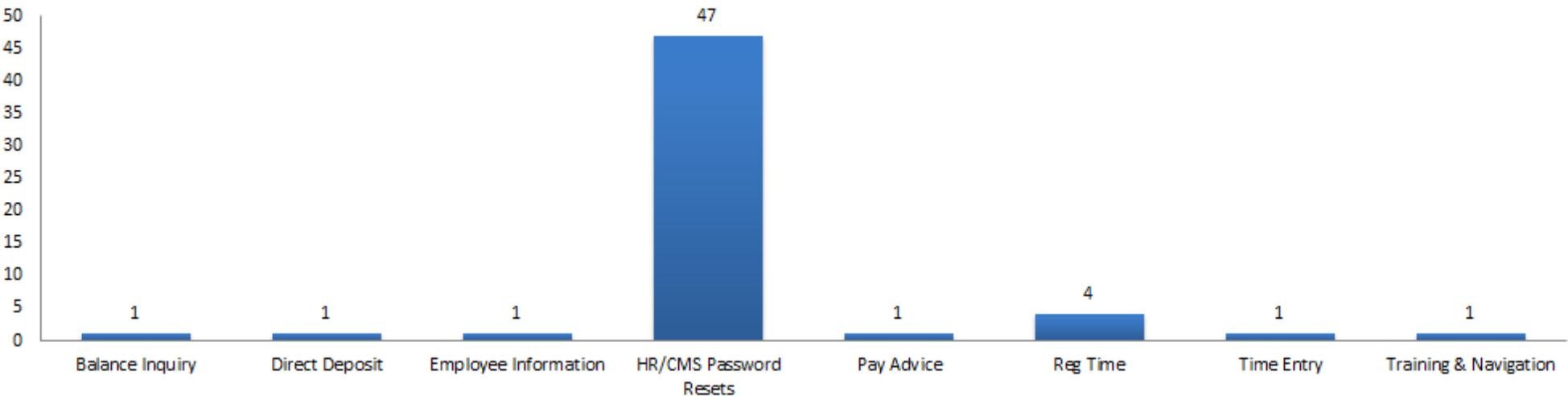


# EDU Secretariat Agencies

### Number of Tickets by Agency

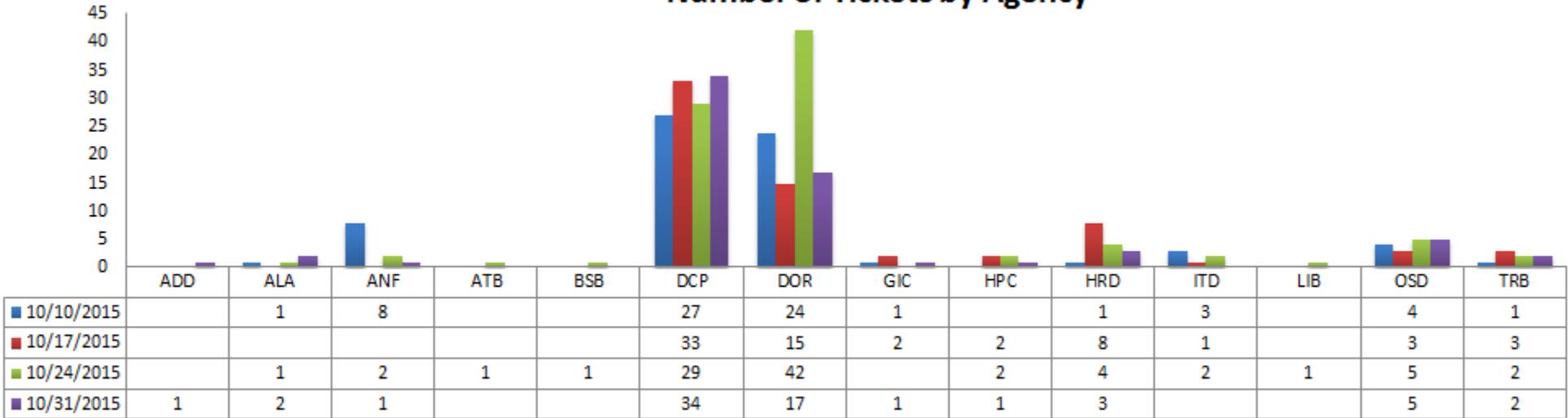


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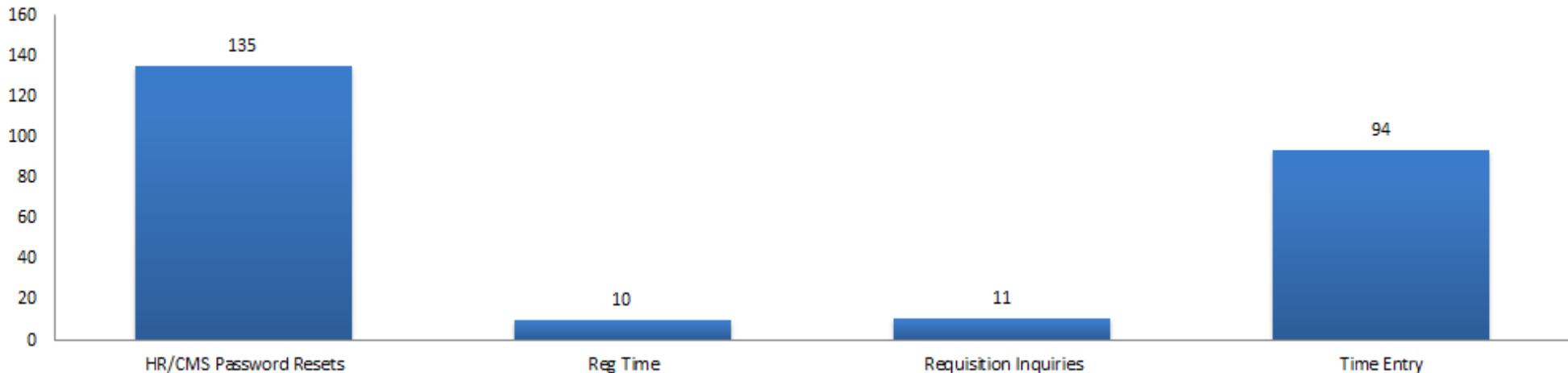


# EOANF Secretariat Agencies

### Number of Tickets by Agency

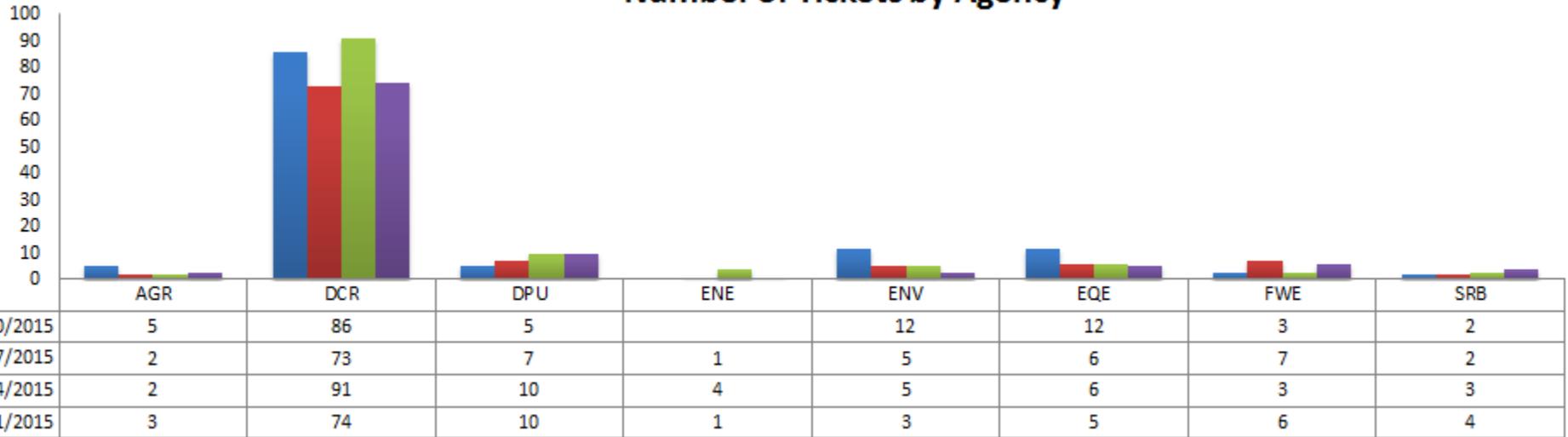


### Inquiry Classifications

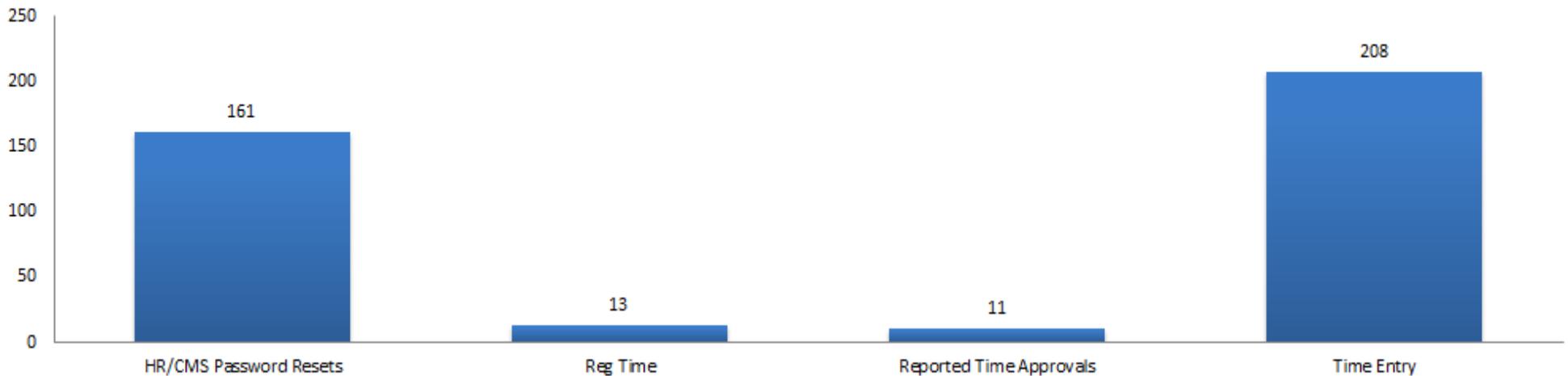


# EOEEA Secretariat Agencies

### Number of Tickets by Agency

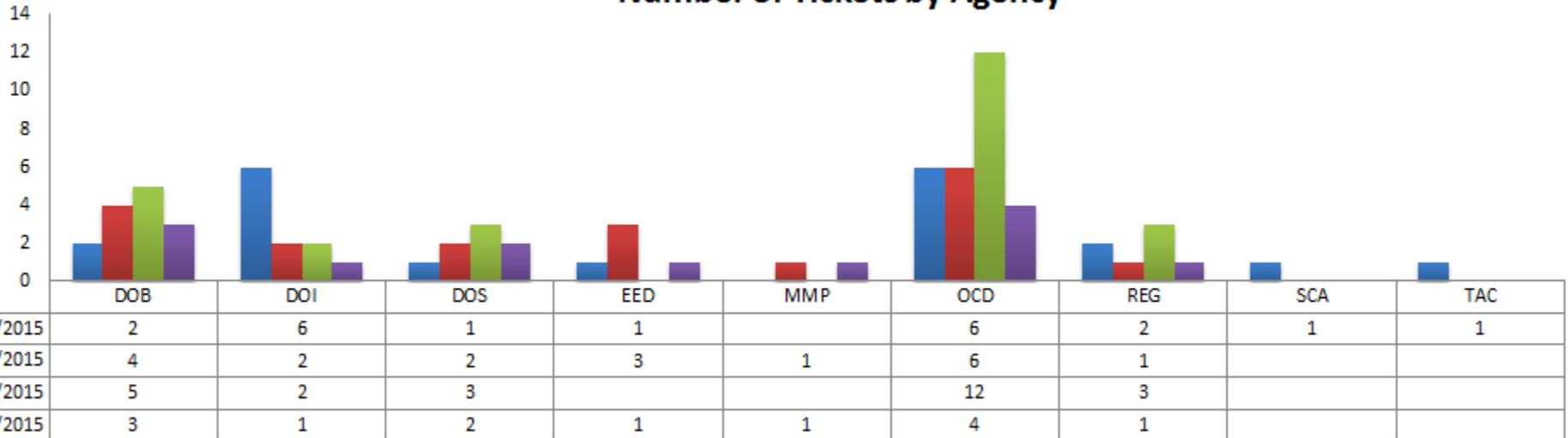


### Inquiry Classifications

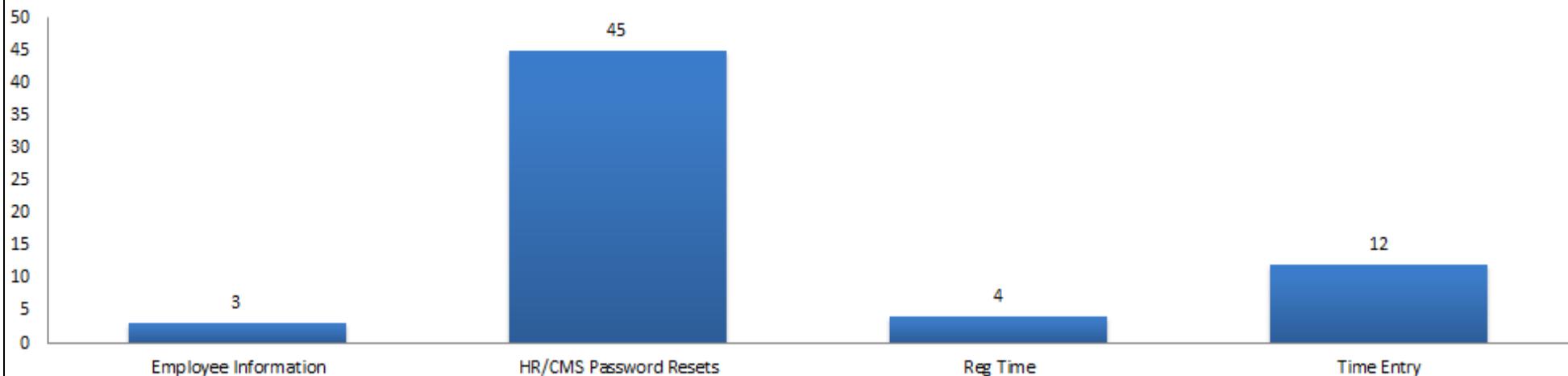


# EOHED Secretariat Agencies

### Number of Tickets by Agency

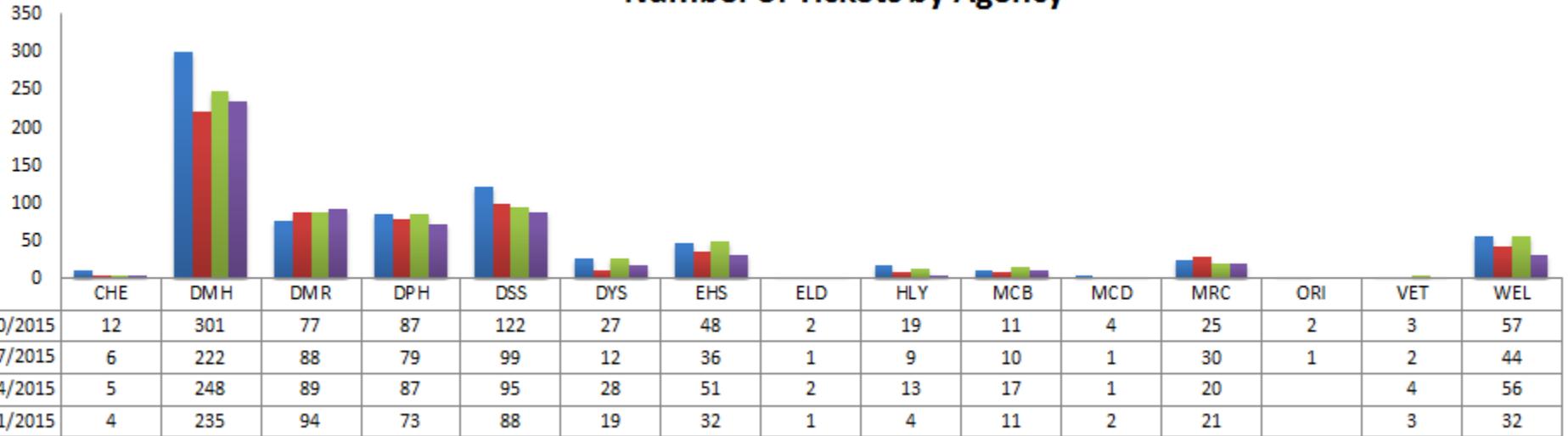


### Inquiry Classifications

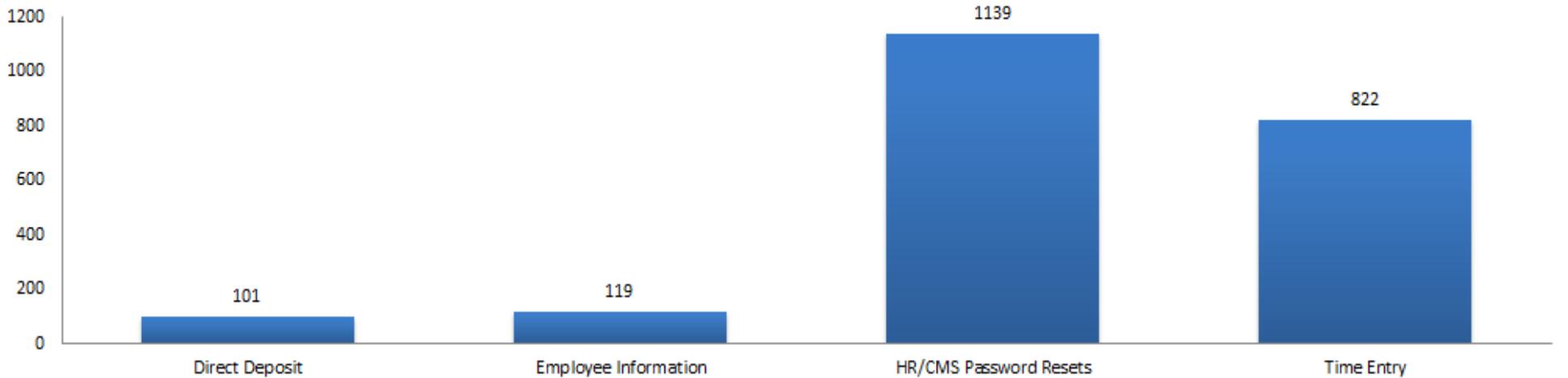


# EOHHS Secretariat Agencies

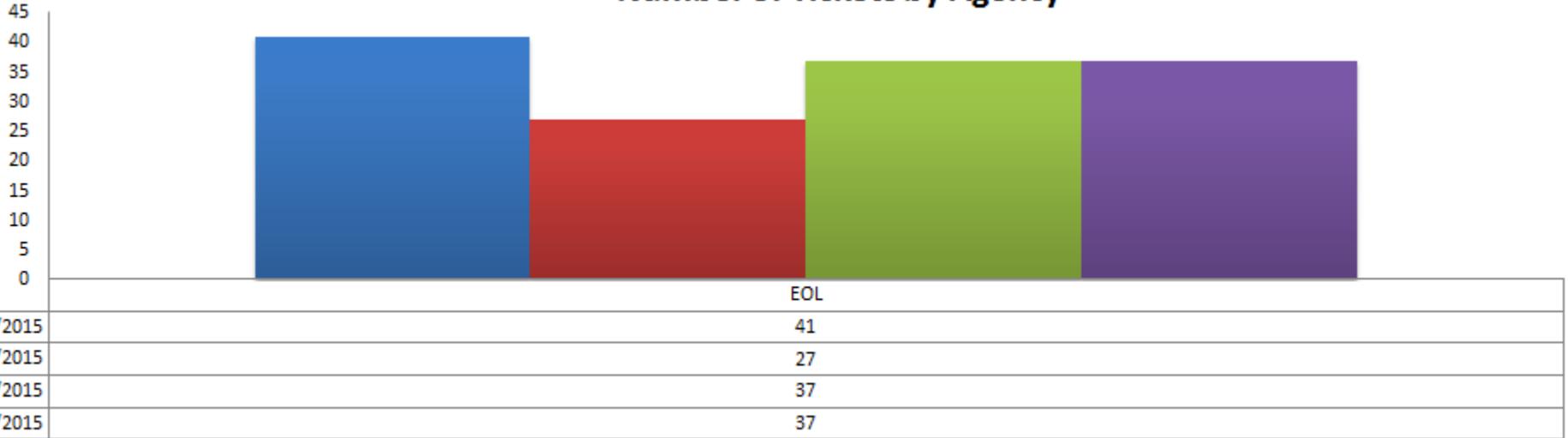
### Number of Tickets by Agency



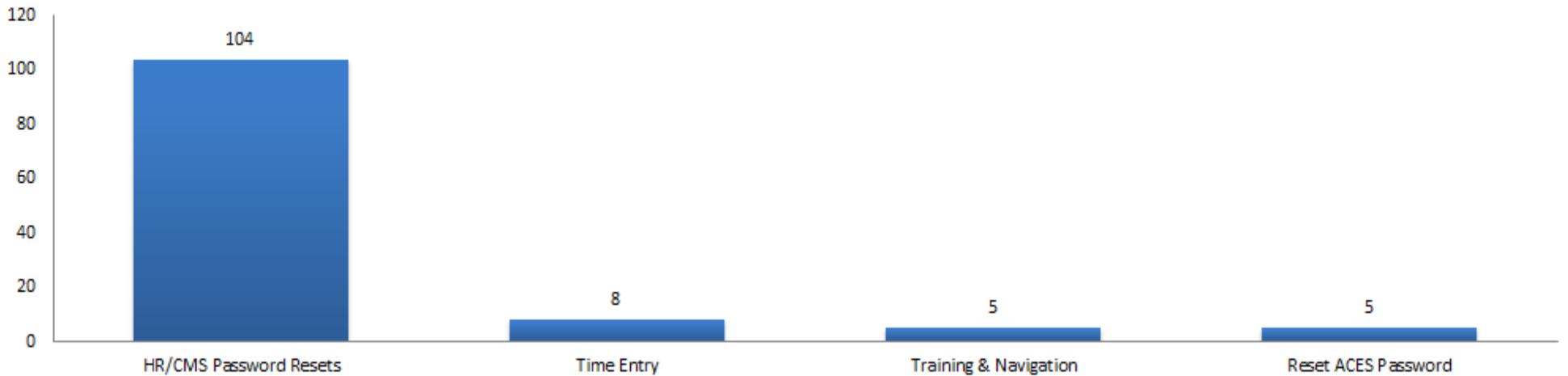
### Inquiry Classifications



### Number of Tickets by Agency

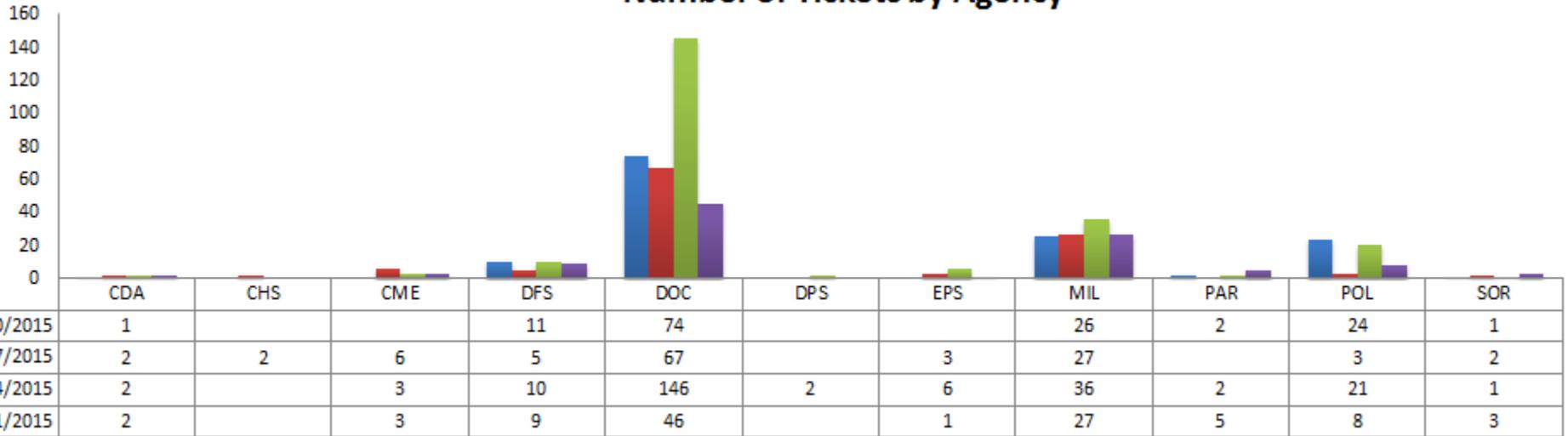


### Inquiry Classifications

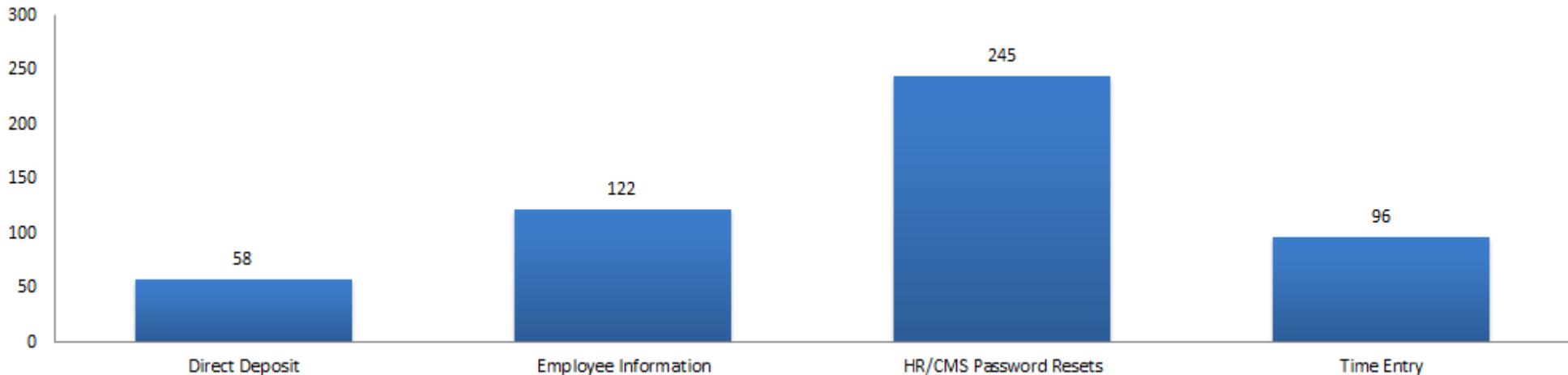


# EOPSS Secretariat Agencies

### Number of Tickets by Agency

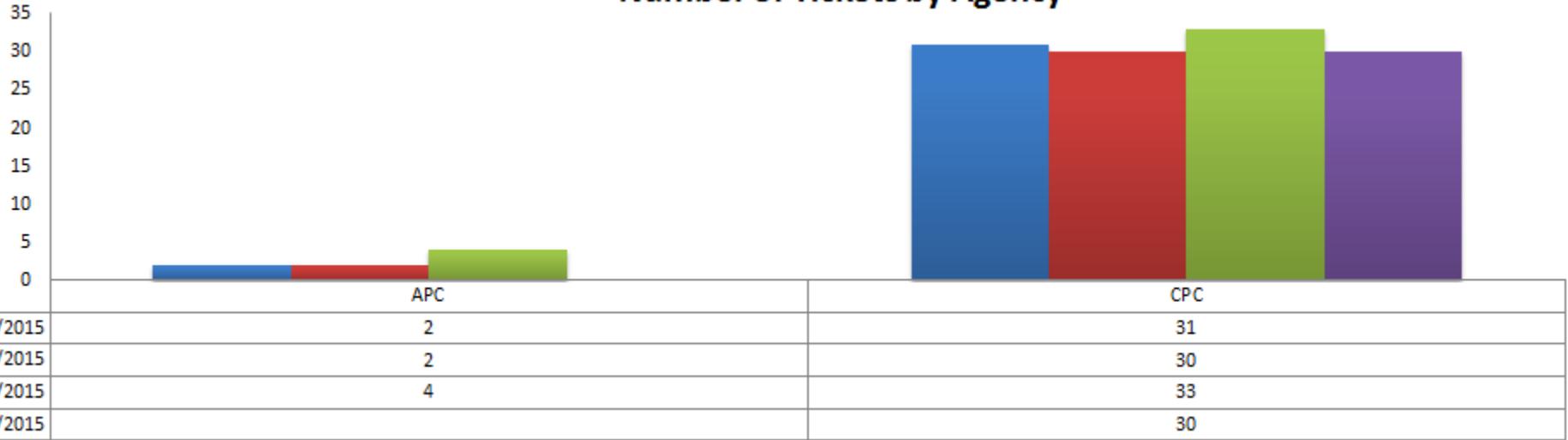


### Inquiry Classifications

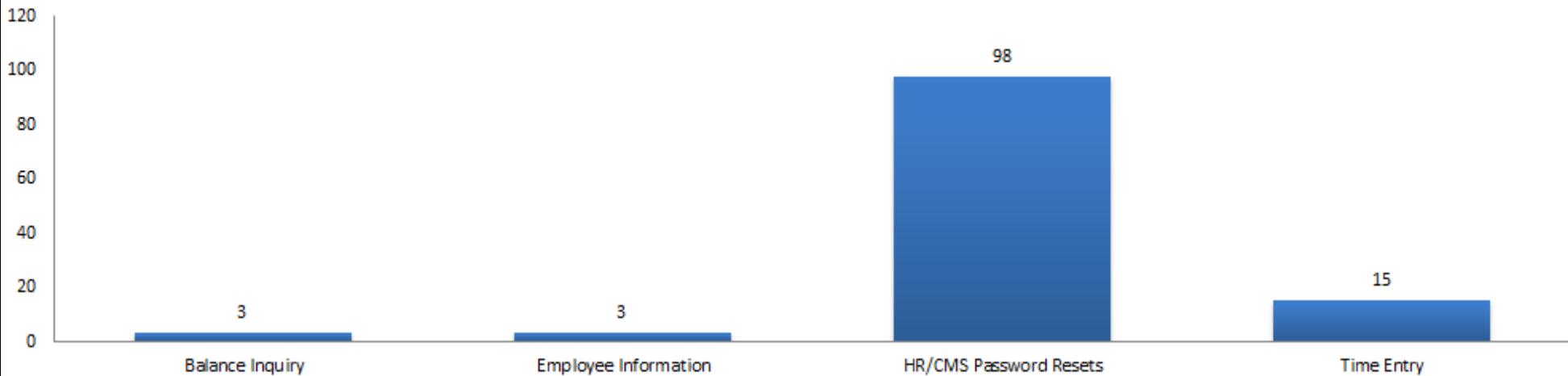


# JUD Agencies

### Number of Tickets by Agency

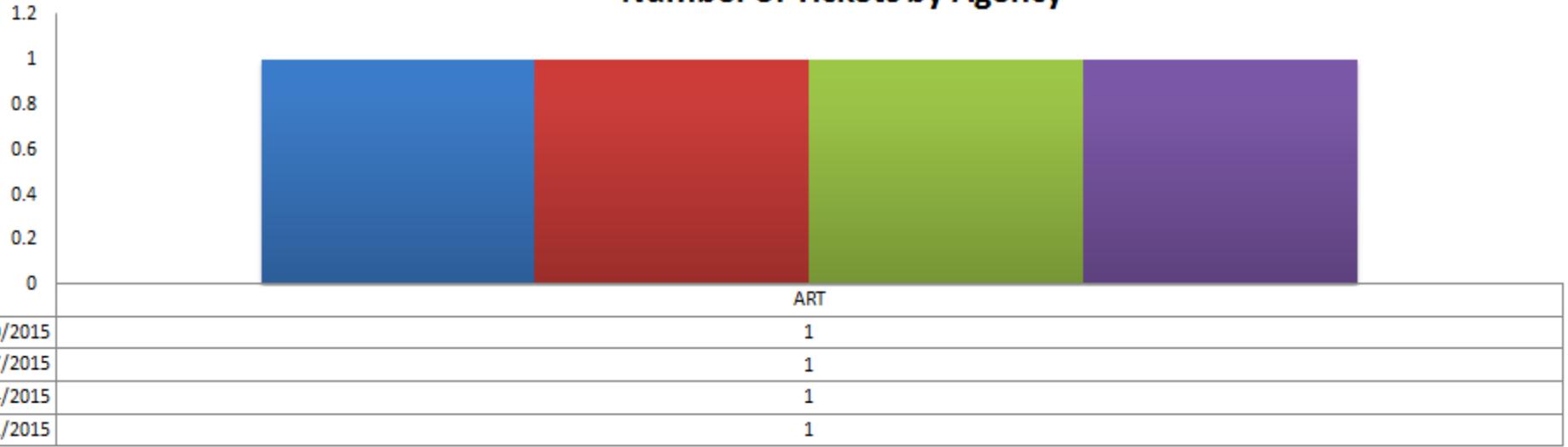


### Inquiry Classifications

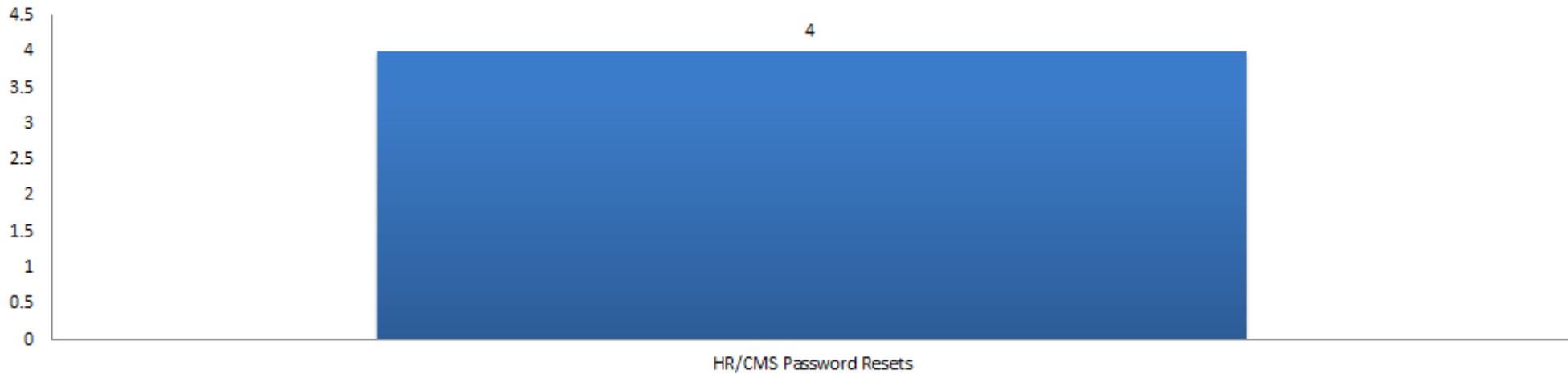


# ART Tickets and Classification

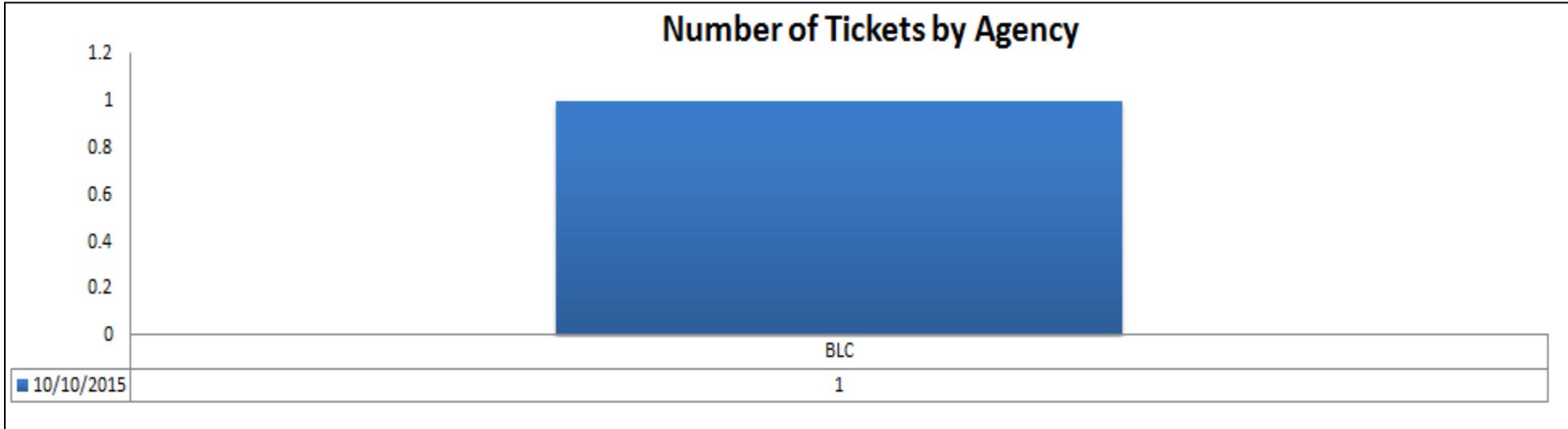
Number of Tickets by Agency



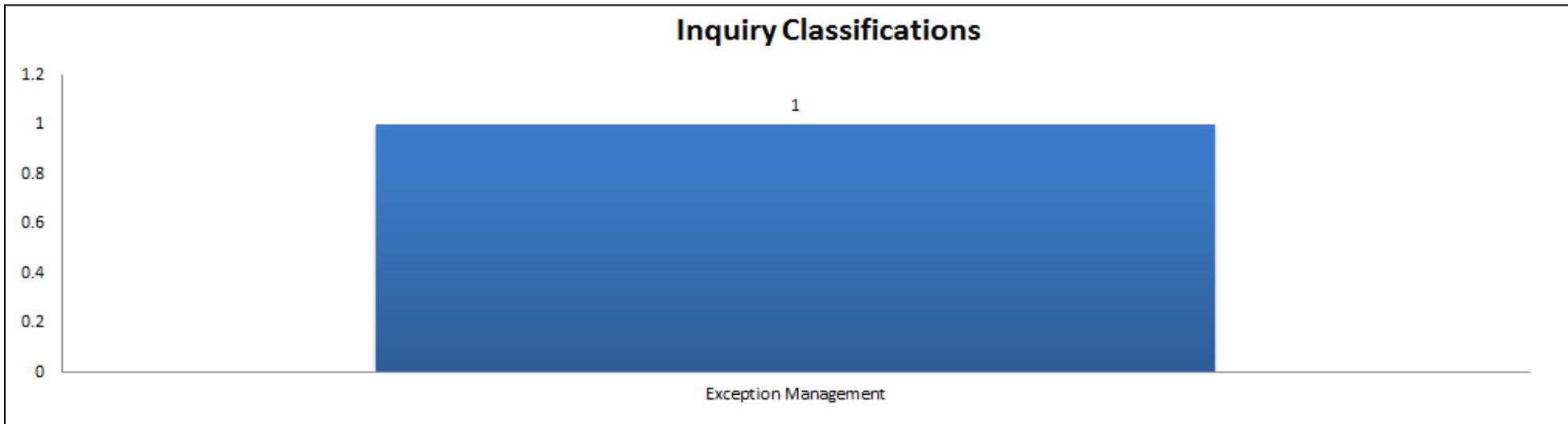
Inquiry Classifications



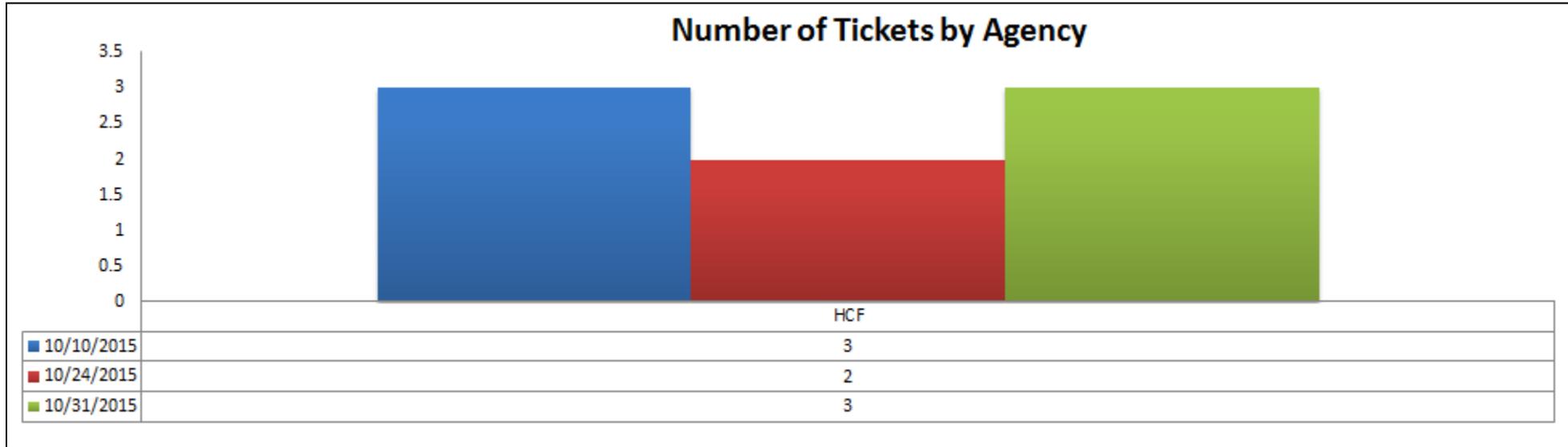
# BLC Tickets and Classification



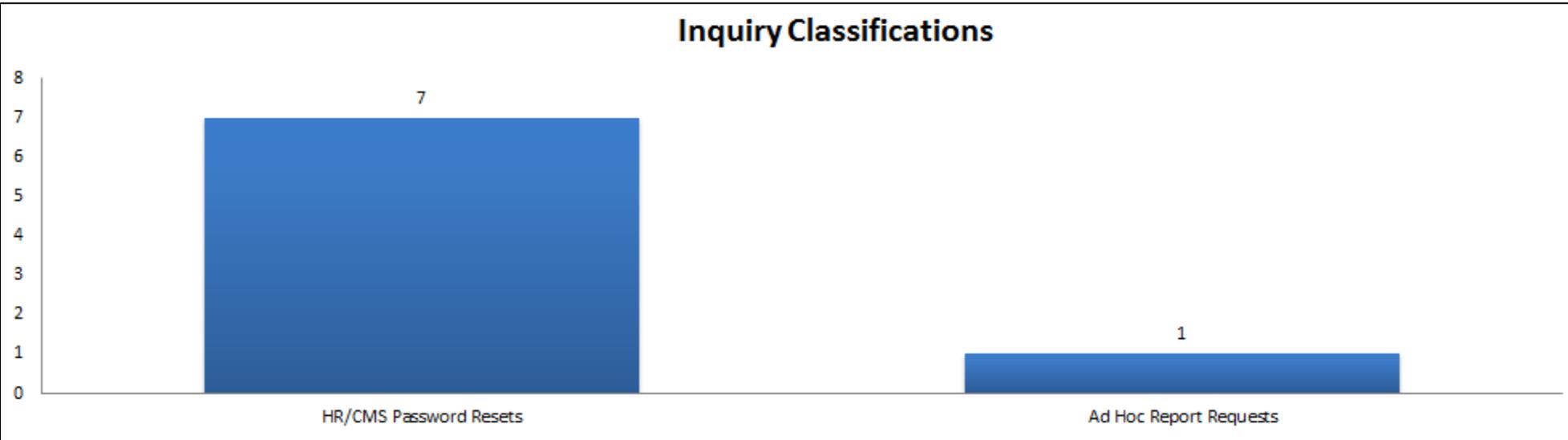
There were no requests the weeks of 10/17, 10/24, and 10/31



# HCF Tickets and Classification

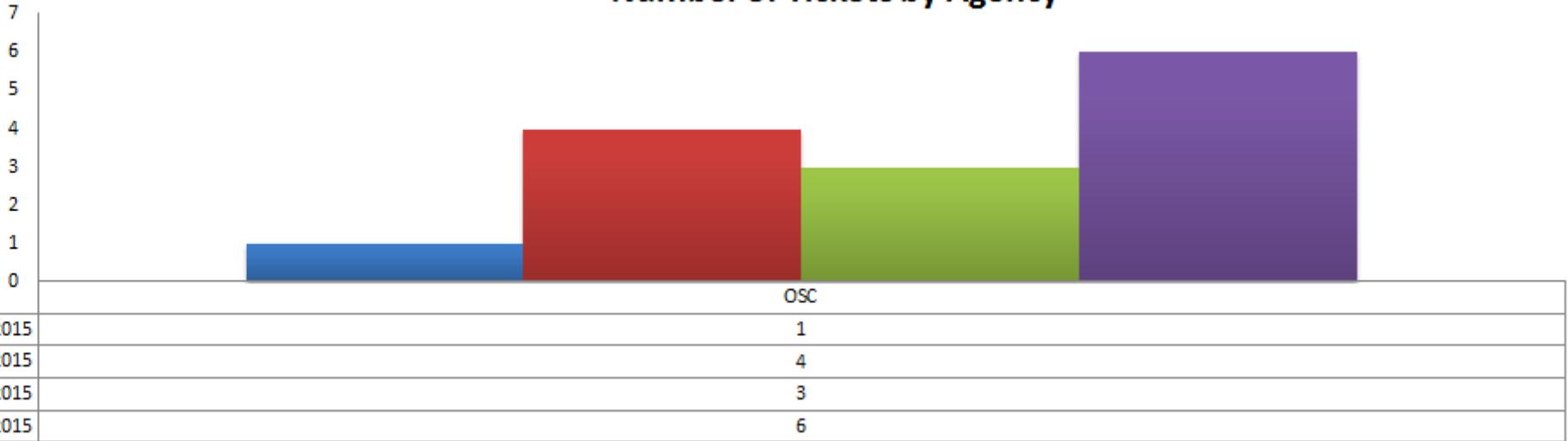


There were no requests the week of 10/17

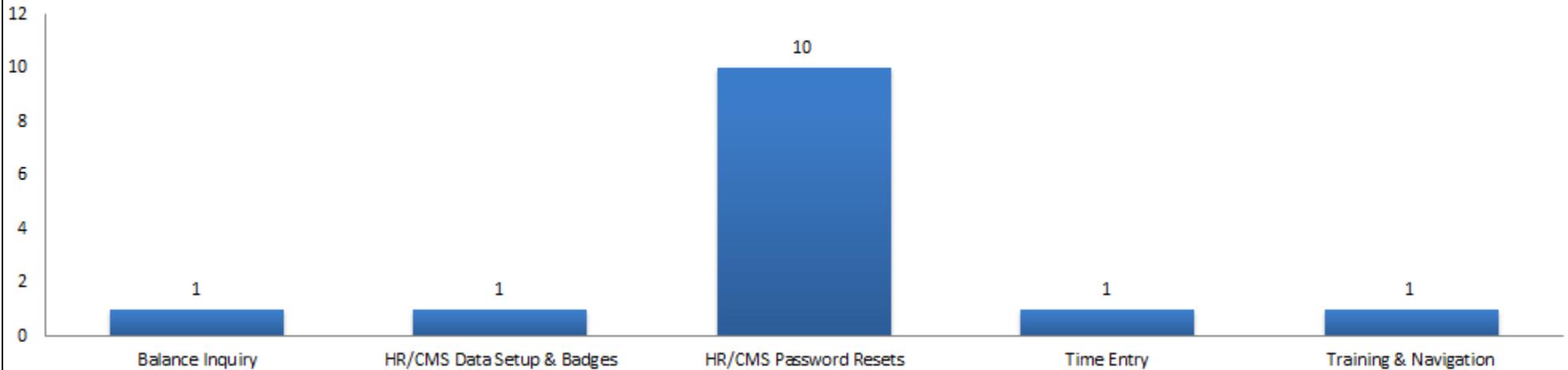


# OSC Tickets and Classification

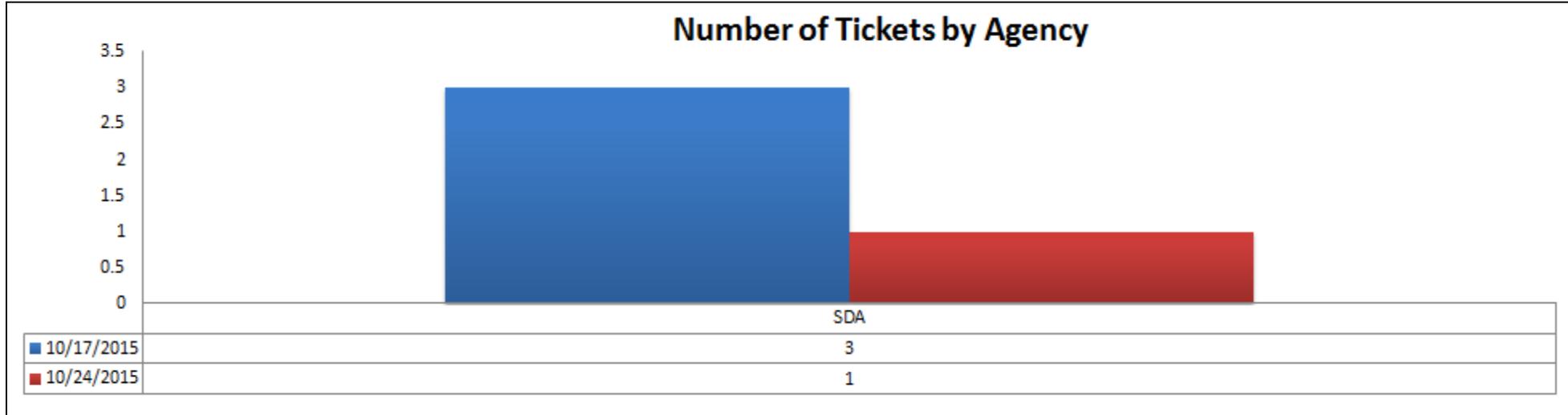
Number of Tickets by Agency



Inquiry Classifications



# SDA Tickets and Classification



There were no requests the weeks of 10/10 and 10/30

