



ESC Service Charter Scorecard

November 1, 2015 – November 28, 2015



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Service Delivery Overview

November 1, 2015 – November 28, 2015

Executive Summary

Total # Agencies Served: 80

Total # Employees Served: 53,048

Total calls received: 5,395

Average Call Wait Time: 00:50

Total email requests received: 631

Total FAX requests received: 159

Number of Transactions processed by ESC: 7,237

Total outbound contacts: 1,555

Total tickets opened: 5,117

Total tickets closed within 3 days: 5,021

Total tickets remain open beyond 3 days: 96

% tickets remain open beyond 3 days: 1.87%

% of Employees served by the ESC: 13.64%

Staffing

Area	Staffing as of 11/28/2015	Staffing as of 10/31/2015
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

- 11/16/2015: MassCareers Go-Live Rollout Group #1

Source: ESC Avaya CMS & Footprints Reports, data from 11/01/2015 – 11/28/2015.

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

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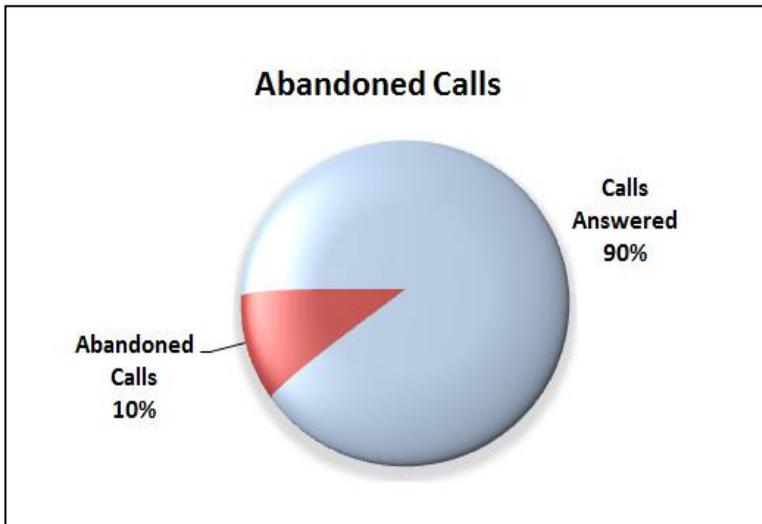
SLA Targets and Actual Performance

Metric	Target	Current Period Performance 11/01/15 – 11/28/15	Previous Period Performance 10/04/15 – 10/31/15	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	0:50 seconds	0:37 seconds	
Average case resolution time – password resets and e-mail updates (Time owned by ESC)	98% within 1 day	99.78%	99.36%	
Average case resolution time – inquiries and requests (Time owned by ESC)	75% within 1 day 90% within 3 days	89.9% within 1 Day and 96.7 within 3 Days	95.8% within 1 Day and 98.5 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	96% rated good to excellent (1.388% response rate)	98% rated good to excellent (0.938% response rate)	
Percent of notification runs executed to completion: <ul style="list-style-type: none"> All: Reminder Report Time Employees: Unreported time - 1st & 2nd notice Approvers: Unapproved reported time - 1st & 2nd notice Agency HR/Payroll: Over/Under scheduled hours and unapproved Payable Time notifications -1st & 2nd notice Failsafe outreach to Agy. HR/PY and signatories Failsafe outreach to CTR and CHRO 	95%	100%	100%	
Secretariat ad hoc reports produced within established timeframes: <ul style="list-style-type: none"> Simple*: 3 business days Complex*: 7 business days 	90%	100%	100%	
SLA reports produced on time according to predefined schedule (see section 5.5)	Y/N	N	N	

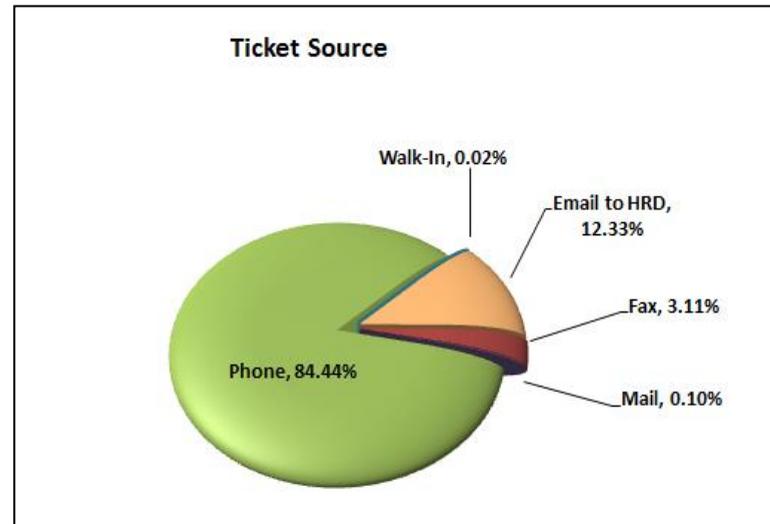


Inbound Call Data

SLA Metric	Target Level	Current Period 11/01/15 to 11/28/15	Previous Period 10/04/15 to 10/31/15	November 2014
Average wait time – all inquiries (Days operational)	Will not exceed 3 minutes 90% of the time	0:50 seconds	0:37 seconds	0:18 seconds



Total = 5,395 calls



Total = 5,117 Tickets

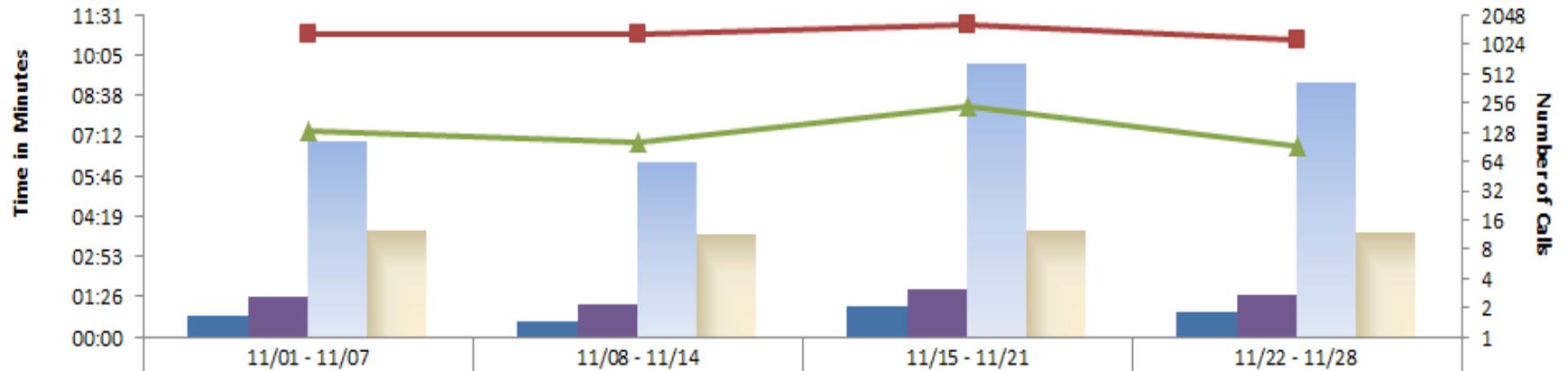
Source: ESC Footprints & Avaya data from 11/01/2015 – 11/28/2015.

*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



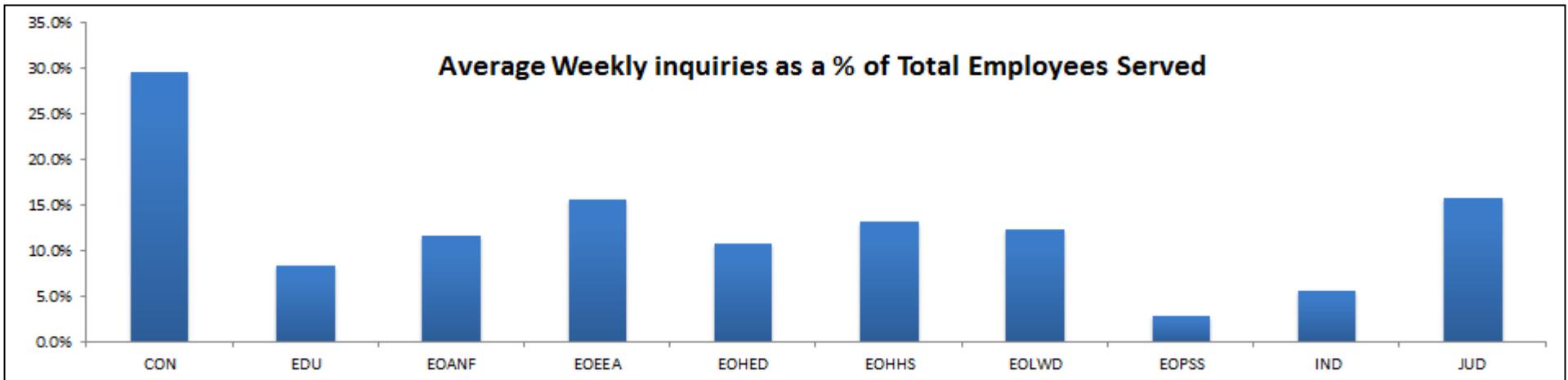
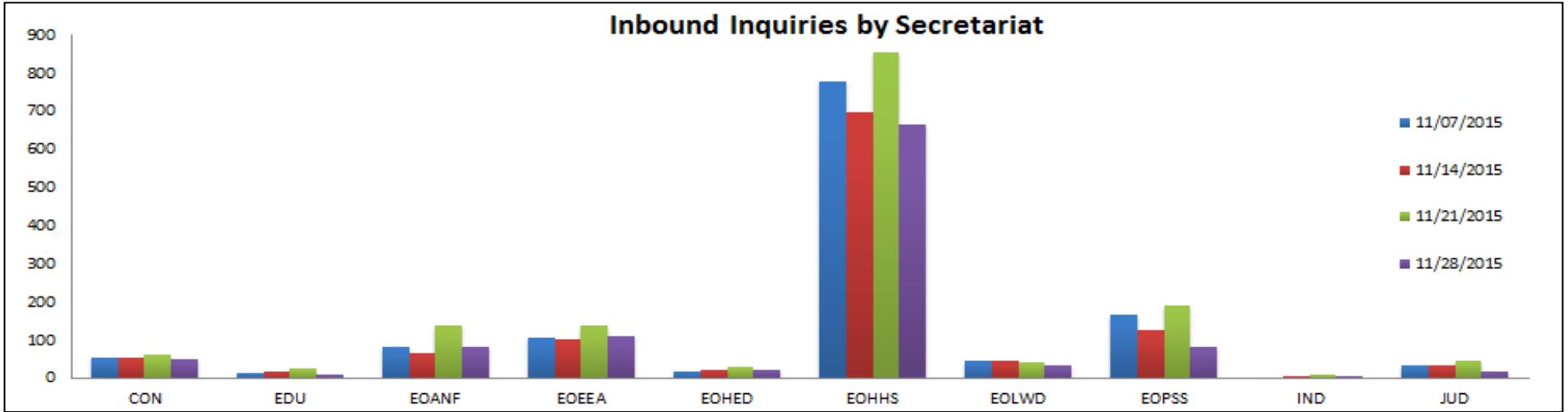
■ Wait Time	00:47	00:34	01:05	00:53
■ Average Call Abandon Time	01:26	01:09	01:43	01:29
■ Longest Wait Time	07:03	06:18	09:47	09:09
■ Average Call Time	03:49	03:40	03:49	03:47
■ Call Volume	1312	1293	1660	1130
▲ Abandoned Calls	134	99	237	90

Source: ESC Avaya data from 11/01/2015 – 11/28/2015.



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.

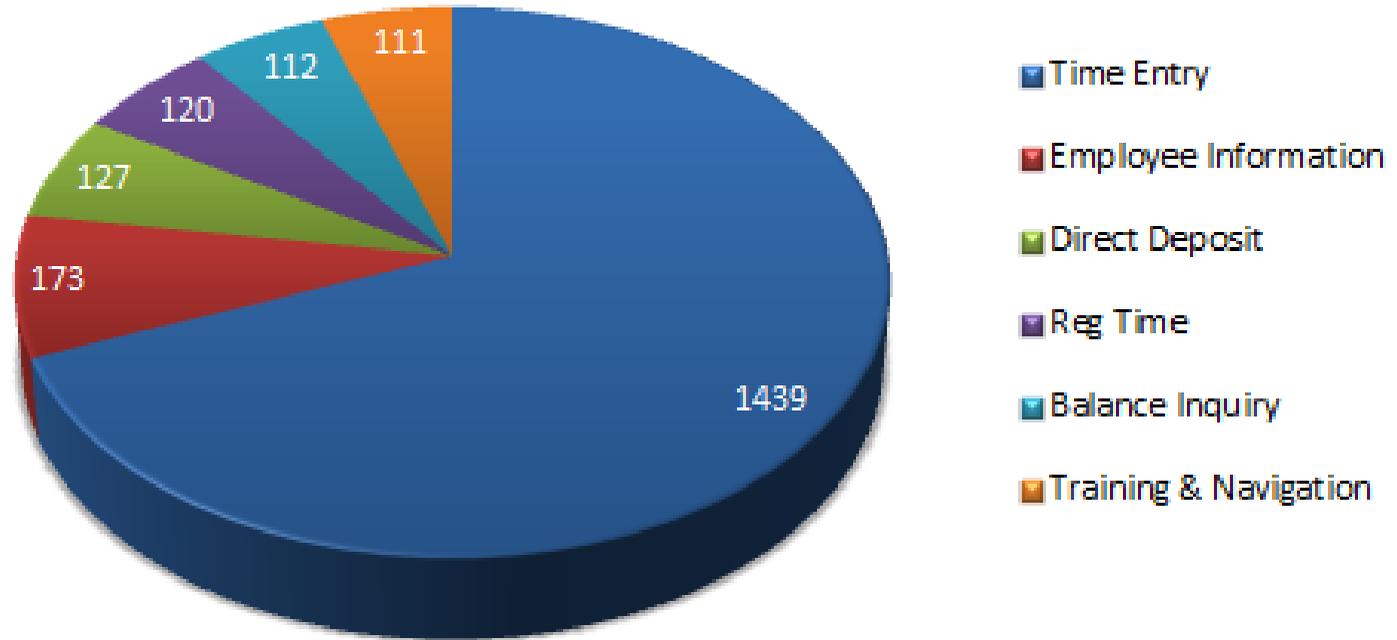


Source: ESC Footprints data from 11/01/2015 – 11/28/2015. Average inquiries per employee is shown for comparison purposes and does not account for repeat contacts (i.e., one employee calling multiple times).



Type of Inquiries Received

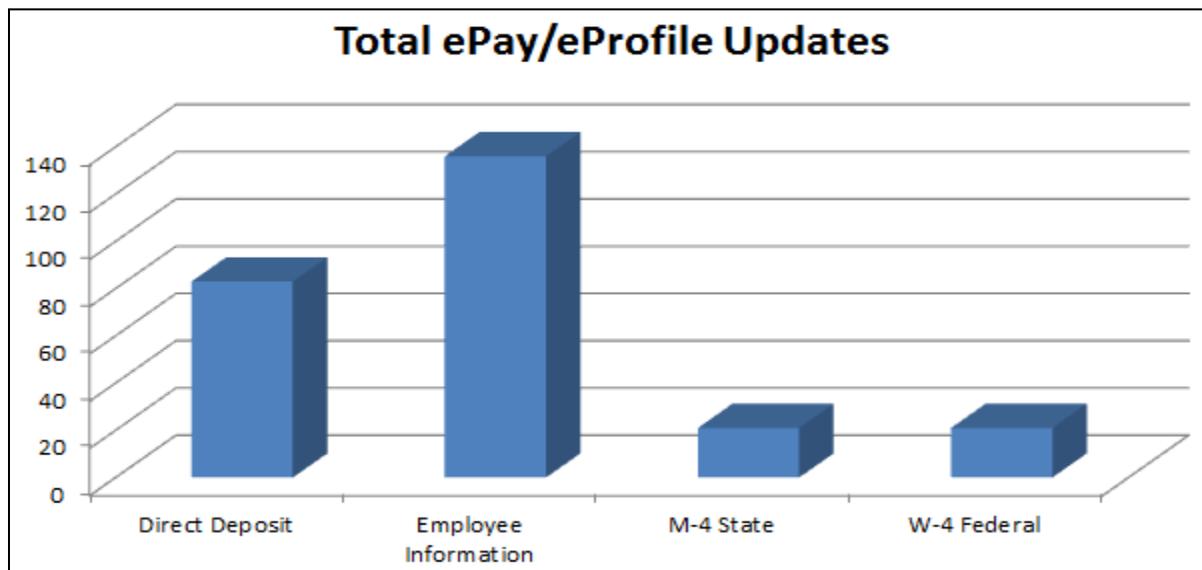
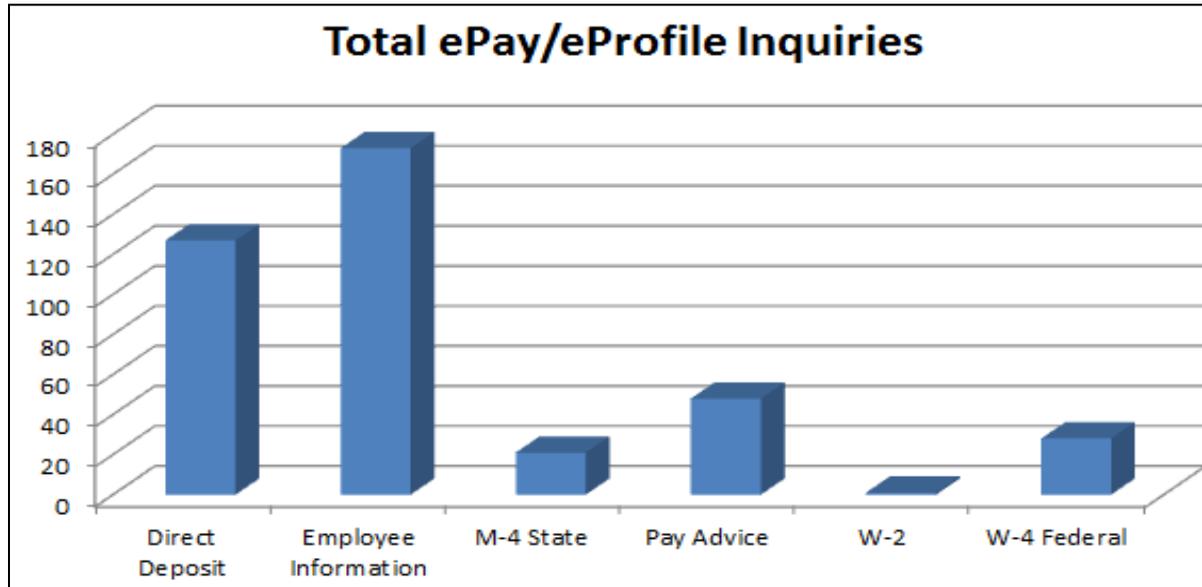
Top Inquiry Classifications (Excluding Password Resets)



Source: ESC Footprints data from 11/01/2015 – 11/28/2015.



ePay/eProfile Transactions

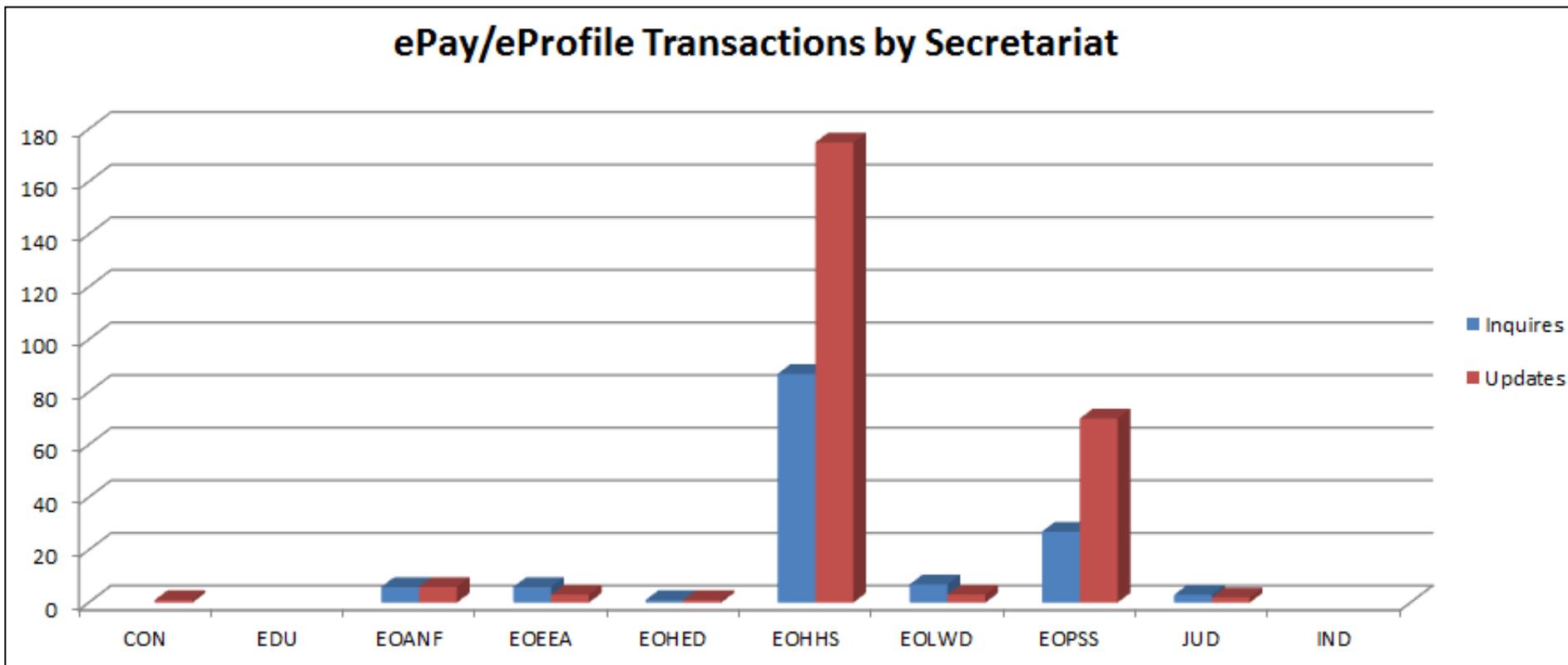


Source: ESC Footprints data from 11/01/2015 – 11/28/2015.

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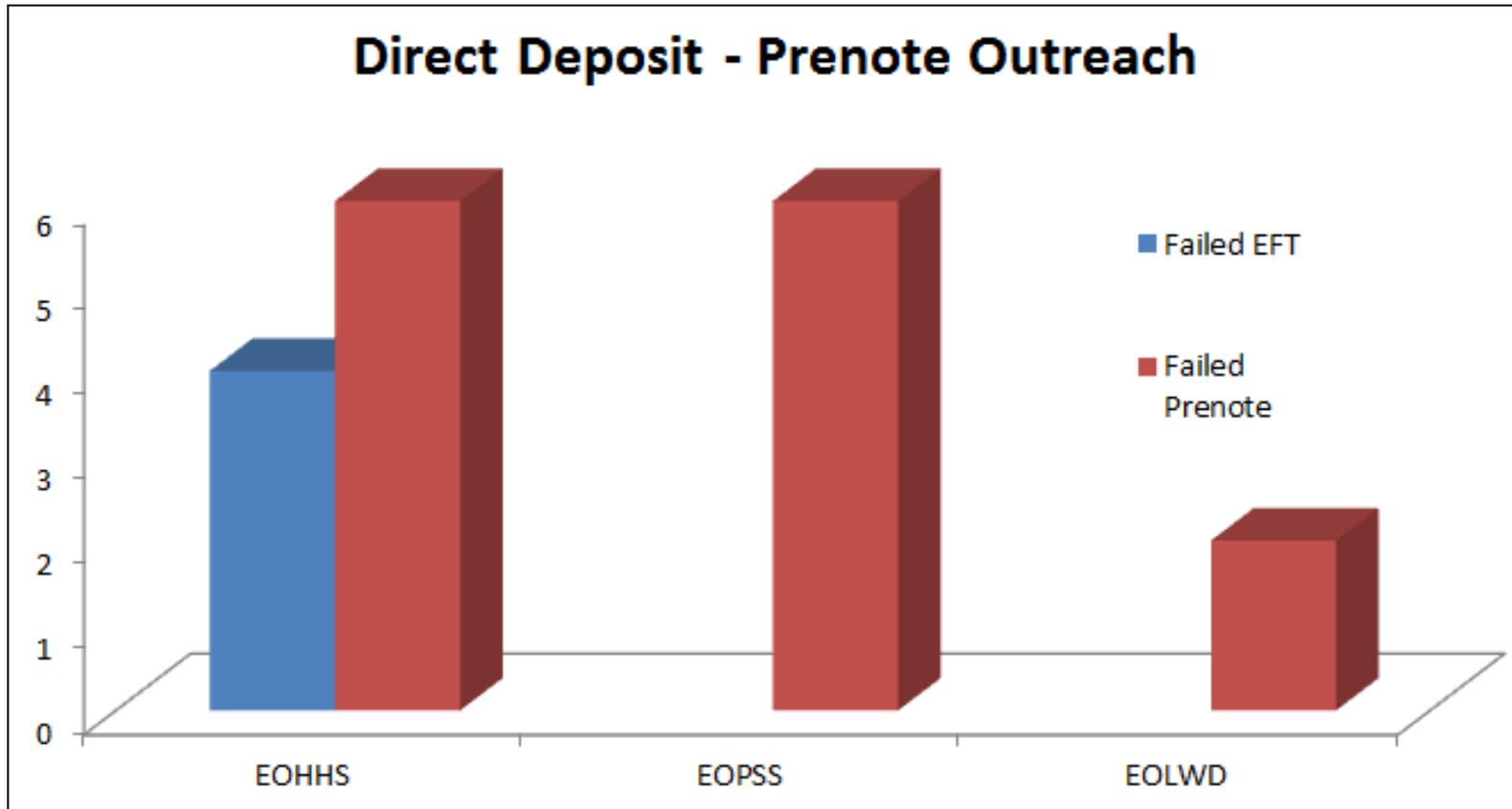
ePay/eProfile Transactions by Secretariat



Source: ESC Footprints data from 11/01/2015 – 11/28/2015.



Direct Deposit-Prenote Outreach



Source: ESC data from 11/01/2015 – 11/28/2015.



Case Resolution Time

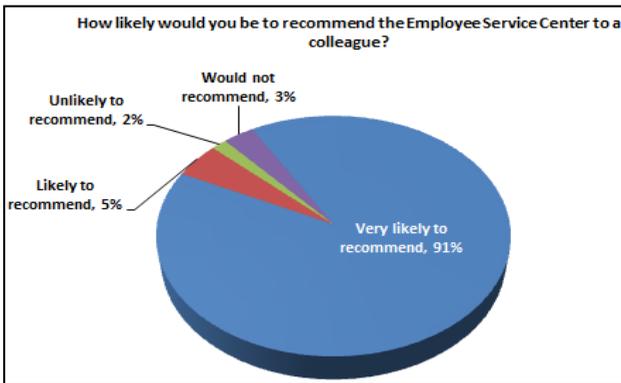
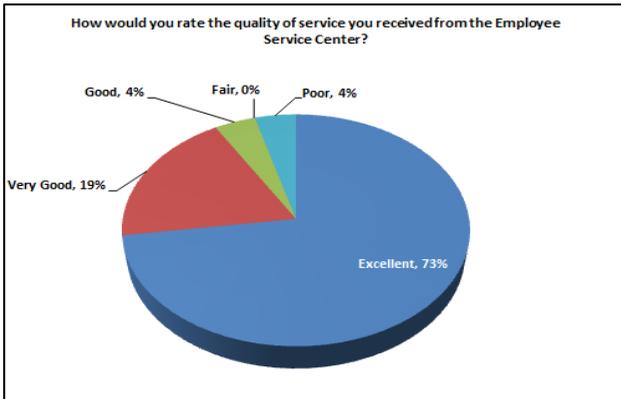
SLA Metric	Target	Current Period 11/01/2015 – 11/25/2015	Previous Period 10/04/2015 – 10/31/2015	Previous Year November 2014
Average case resolution time – password resets and e-mail updates (Time owned by ESC)	98% within 1 day	99.78%	99.36%	100%
Average case resolution time – inquiries and requests (Time owned by ESC)	75% within 1 day 90% within 3 days	89.9% within 1 Day 96.7% within 3 Days	95.8% within 1 Day 98.5% within 3 Days	97.4% within 1 day 98.8% within 3 days

Source: ESC Footprints data from 11/01/2015 – 11/28/2015.



Customer Satisfaction Survey Results

SLA Metric	Target	Current Period (11/01/2015 – 11/28/2015)	Previous Period (10/04/2015 – 10/31/2015)	November 2014
Customer satisfaction (Based on automated survey upon ticket closure.)	80% of customers rate overall satisfaction good to excellent	96% rated good to excellent (1.388% response rate)	98% rated good to excellent (0.938% response rate)	93% rated good to excellent (0.056% response rate)



Selected Monthly Comments:

- It was great - no improvement needed
- My problem was solved very satisfactorily! I have no complaints. :)
- It was perfect this time, so I can't recommend improvement.

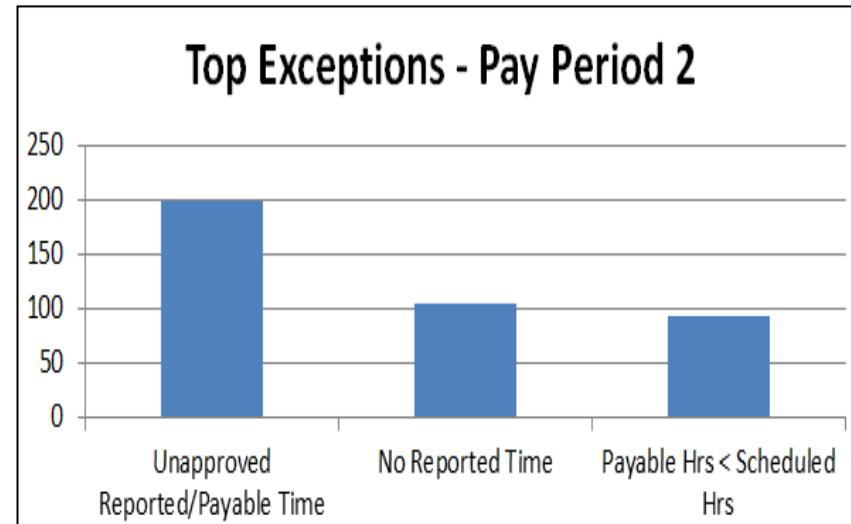
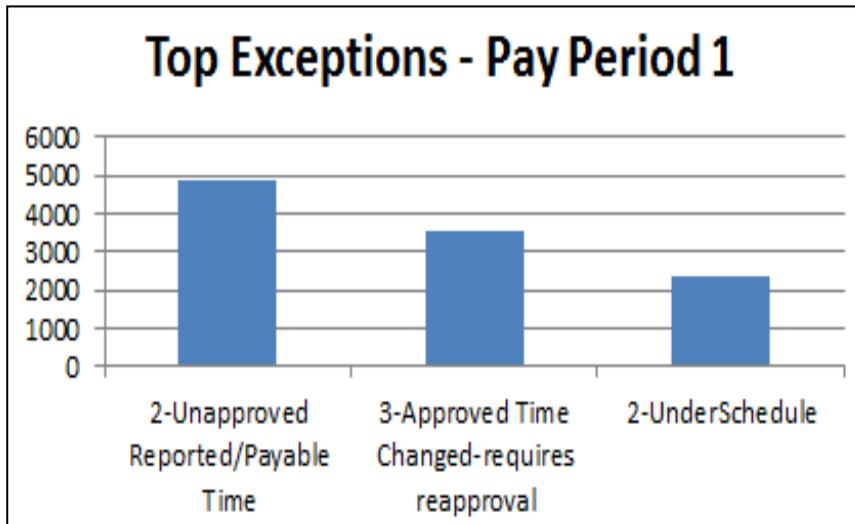
Source: ESC Customer Satisfaction Survey; survey link is provided on ticket closure notice and is voluntary. Survey results shown were collected between 11/01/2015 – 11/28/2015.

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Outbound Contact Percentages

SLA Metric	Target	Current Period (11/01/2015 – 11/28/2015)	Previous Period (10/04/2015 – 10/31/2015)
Percentage of approvers contacted with unresolved high exceptions requiring ESC intervention for resolution:	98% 85% holiday/emergency leave weeks	77.14%	81.40%



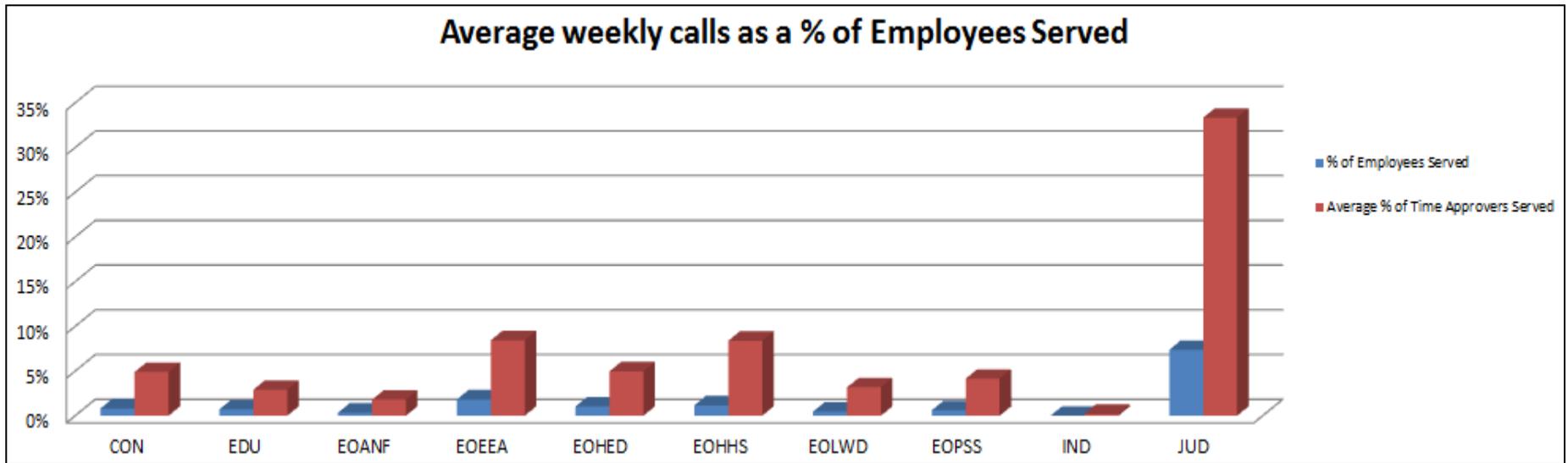
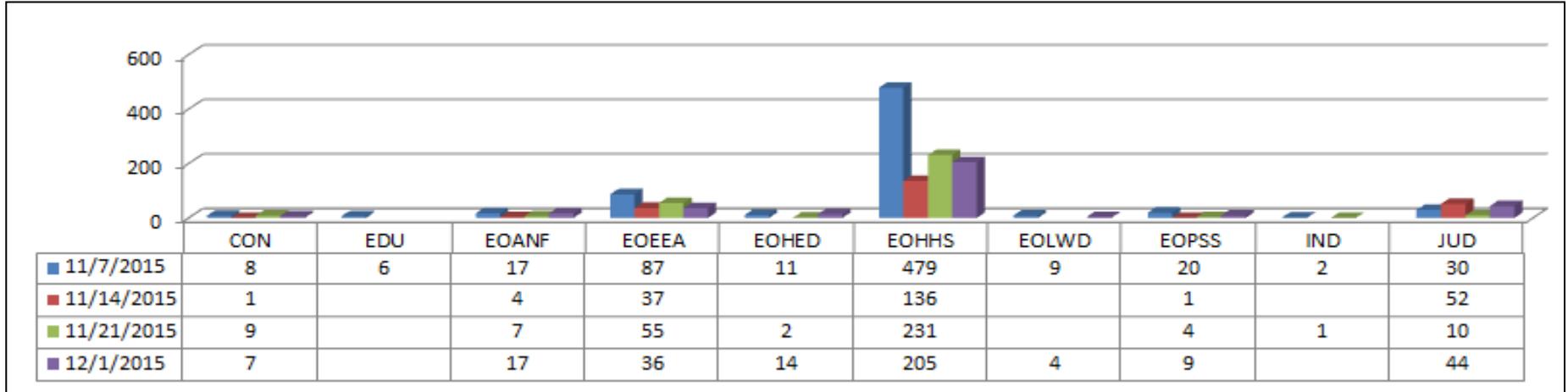
Source: ESC data from 11/01/2015 – 11/28/2015.



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 11/01/2015 – 11/28/2015.

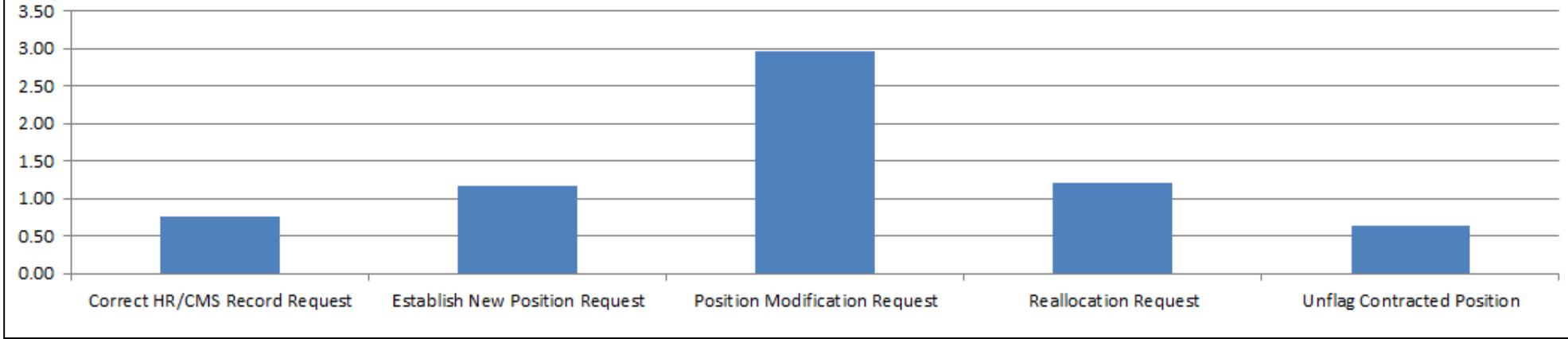
Average inquiries per employee is shown for comparison purposes and does not account for repeat contacts (i.e., calling an employee multiple times).



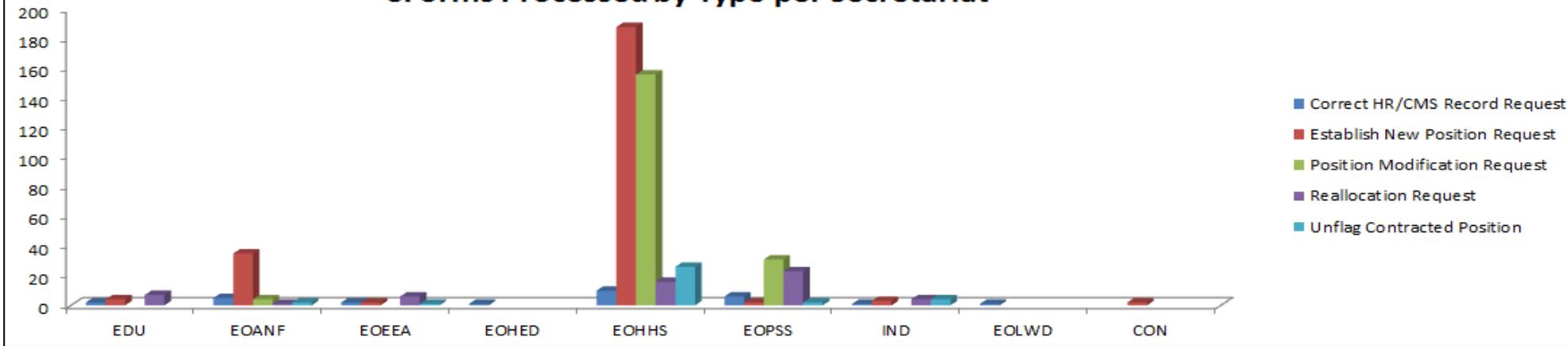
Position Management

Total number of eForms processed by ESC: 547

Average eForm Turnaround Time (Days)



eForms Processed by Type per Secretariat



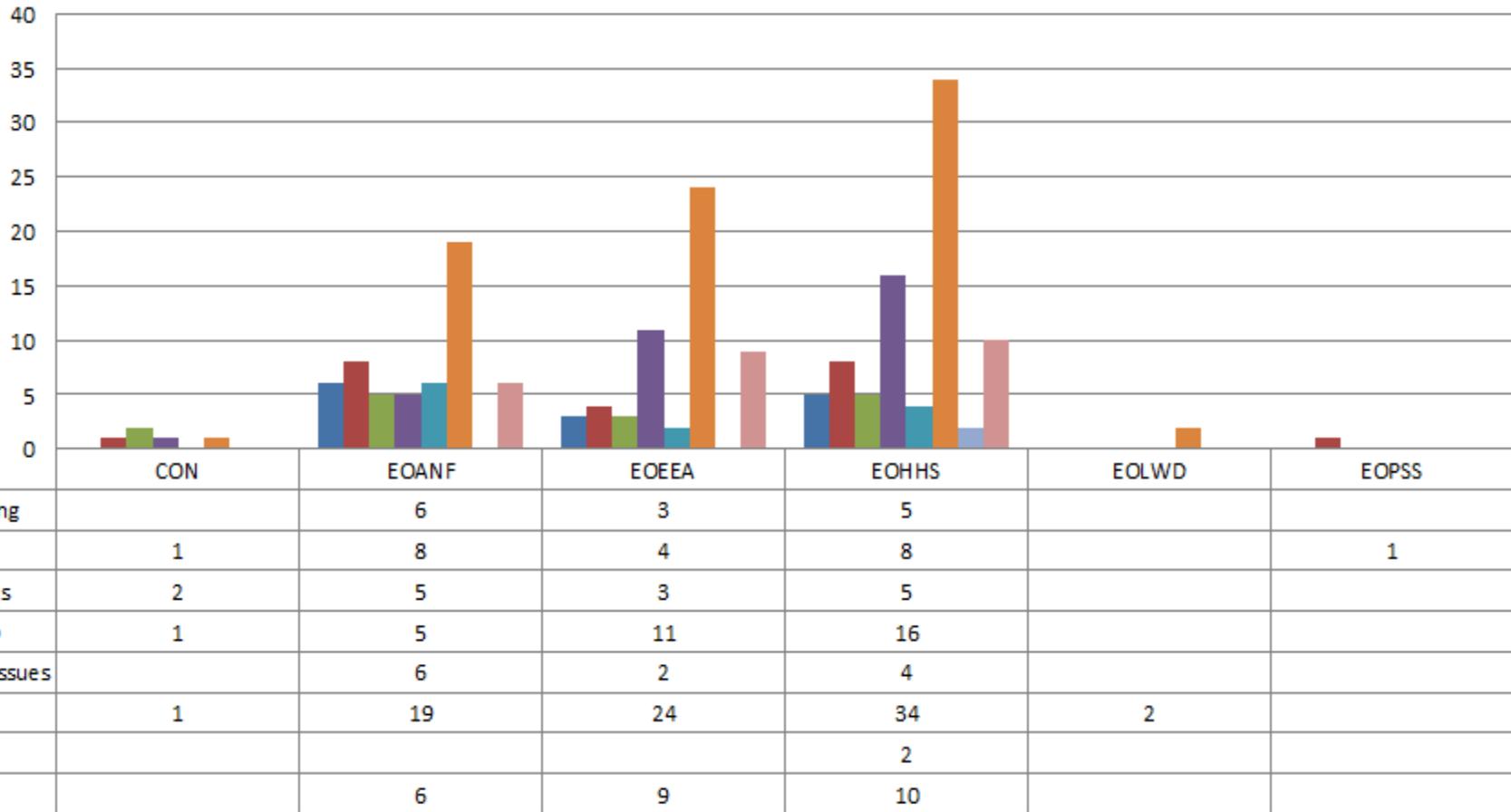
**The EOHHS Position Modification Requests were due to Position Job Code Changes

Unflag Contract Position Requests are dependent on ANF Platform Approval

Source: ESC data from 11/01/2015 – 11/28/2015.
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MassCareers Top Classifications



Source: ESC Footprints data from 11/01/2015 – 11/28/2015.



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	162
AGR-Department Of Agricultural Resources	105	DOR-Department Of Revenue	1552	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	291	DPH-Department Of Public Health	3026	MIL-Massachusetts National Guard	9508
APC-Appeals Court	111	DPS-Department Of Public Safety	170	MMP-Massachusetts Marketing Partnership	15
ART-Mass Cultural Council	30	DPU-Department Of Public Utilities	153	MRC-Mass Rehabilitation Commission	950
ATB-Appellate Tax Board	21	DSS-Department Of Children And Families	3588	OCD-Dept Of Housing And Community	279
BLC-Board of Library Comisioners	24	DYS-Department Of Youth Services	856	OHA-Massachusetts Office On Disability	11
BSB-Bureau Of State Buildings	15	EDU-Executive Office Of Education	89	ORI-Office For Refugees And Immigrants	20
CAD-Commission Against Discrimination	68	EEC-Department Of Early Education	191	OSC-Office Of The Comptroller	135
CDA-Massachusetts Emergency Management Agency	96	EED-Executive Office Of Housing & Economic Development	58	OSD-Division Of Operational Services	101
CHE-Soldiers' Home In Massachusetts	338	EHS-Executive Office Of Health and Human Services	1588	PAR-Parole Board	184
CHS-Department of Criminal Justice Information Systems	41	ELD-Department Of Elder Affairs	55	POL-State Police	2656
CJT-Criminal Justice Training Council	498	ENE-Department Of Energy Resources	56	REG-Division Of Professional Licensure	115
CME-Chief Medical Examiner	85	ENV-Executive Office Of Energy and Environmental Affairs	291	RGT-Department Of Higher Education	66
CPC-Committee for Public Counsel Services	752	EOL-Executive Office Of Workforce Development	1396	SCA-Office Of Consumer Affairs And Business Regulations	26
CSC-Civil Service Commission	11	EPS-Executive Office Of Public Safety and Security	195	SDA-Sheriffs Department Association	4
CSW-Commission On Status Of Women	2	EQE-Department Of Environmental Protection	689	SEA-Department Of Business And Technology	13
DAC-Disabled Persons Protection Commission	32	FWE-Department Of Fish And Game	317	SOR-Sex Offender Registry	45
DCP-Capital Asset Management And Maintenance	430	GIC-Group Insurance Commission	57	SRB-State Reclamation Board	155
DCR-Department Conservation And Recreation	1178	HCF-Health Care Finance & Policy	166	TAC-Department Of Telecommunications	22
DFS-Department Of Fire Services	643	HLY-Soldiers' Home In Holyoke	372	TRB-Teachers Retirement Board	92
DMH-Department of Mental Health	3398	HPC-Health Policy Commission	64	TRE-Office Of The State Treasurer	235
DMR-Health and Human Services	6567	HRD-Human Resources Division	147	VET-Department Of Veterans Service	68
DOB-Division Of Banks	172	ITD-Information Techology Division	339	VVA-Victim And Witness Assistance	15
DOC-Department of Corrections	5062	LIB-George Fingold Library	11	WEL-Department Of Transitional Assistance	1513
DOE-Department Of Elementary & Secondary Education	500	LOT-Lottery And Gaming Commission	409	Grand Total:	53048



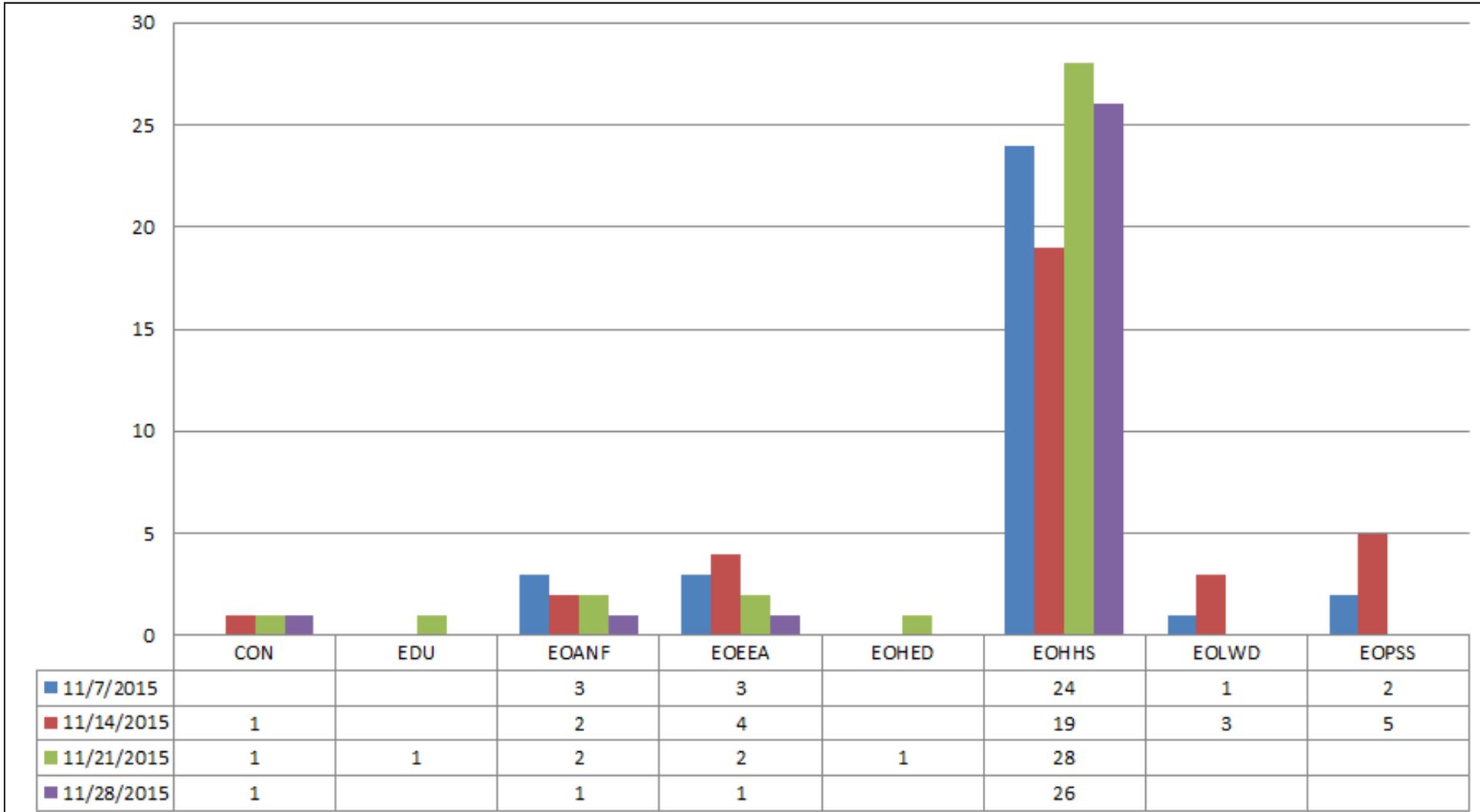
Appendix: Inquiries by Agency

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

CAD – Commission Against Discrimination	CJT – Criminal Justice Training Council
CSC – Civil Service Commission	CSW – Commission On Status Of Women
DAC – Disabled Persons Protection Commission	MMP - Massachusetts Marketing Partnership

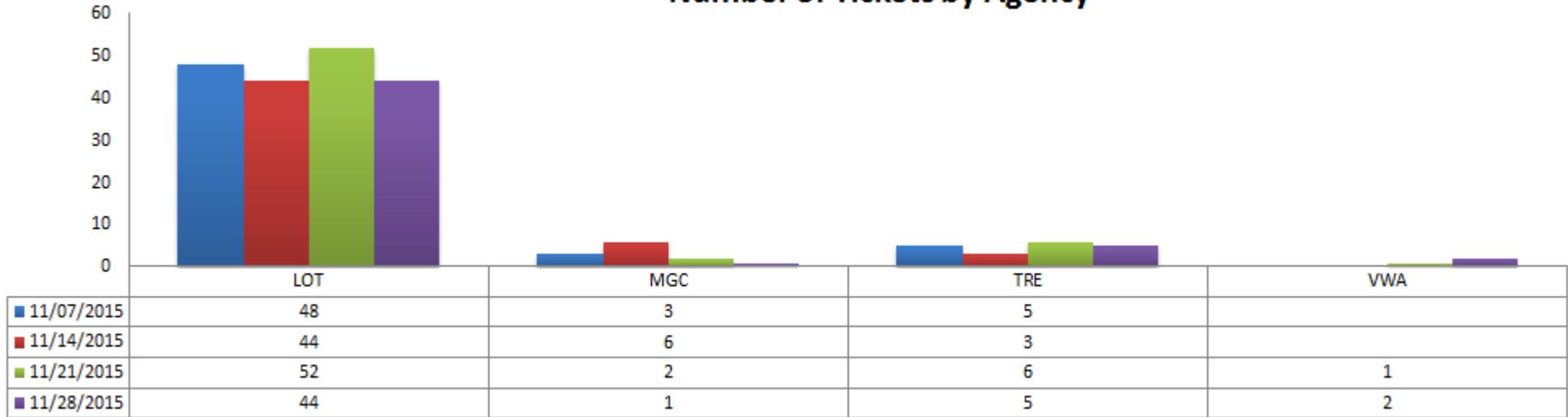


Tickets Forwarded to Agency HR/ Payroll

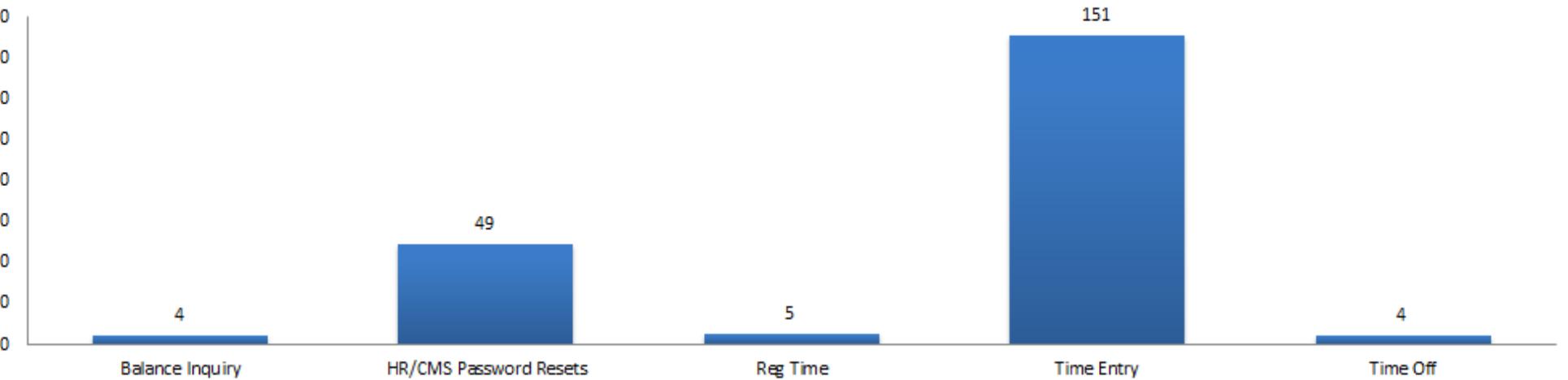


CON Agencies

Number of Tickets by Agency

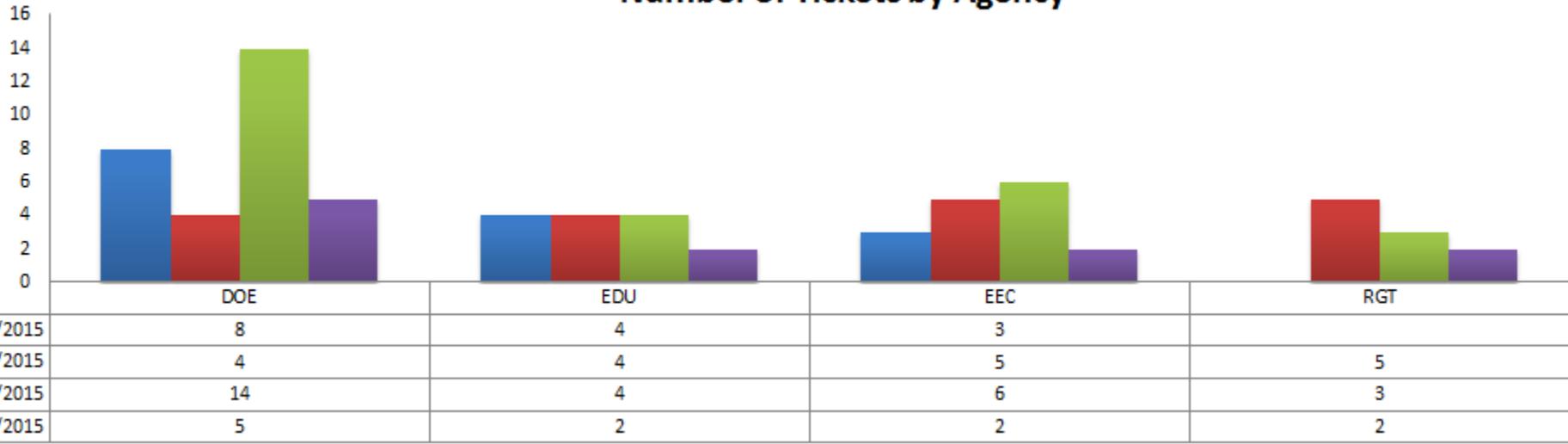


Inquiry Classifications

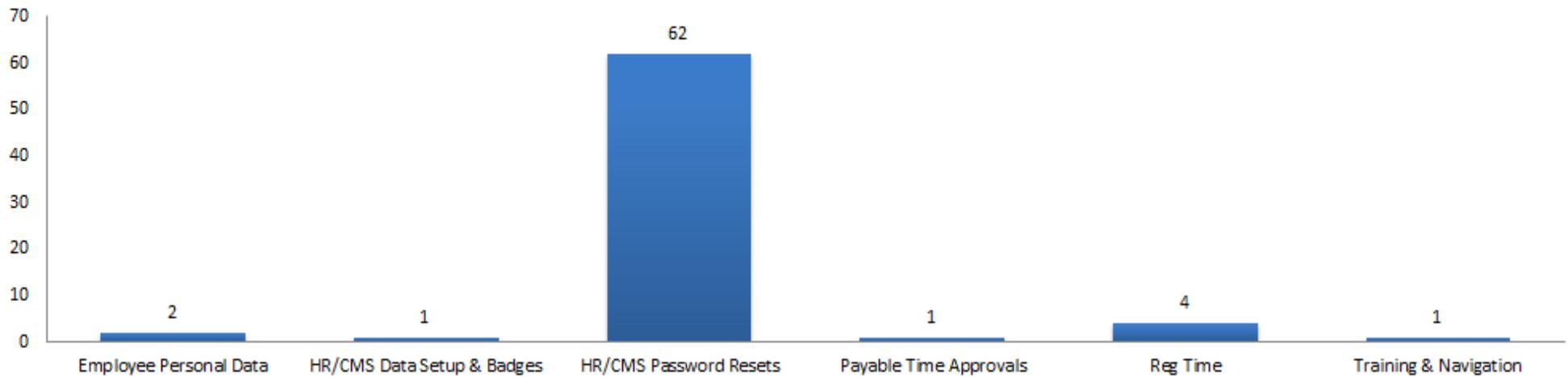


EDU Secretariat Agencies

Number of Tickets by Agency

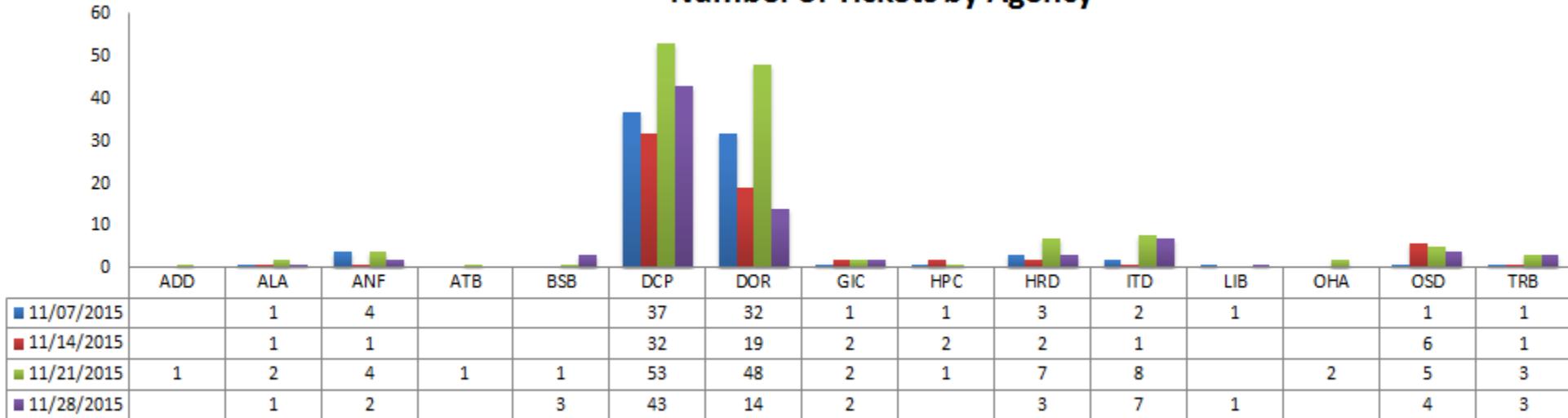


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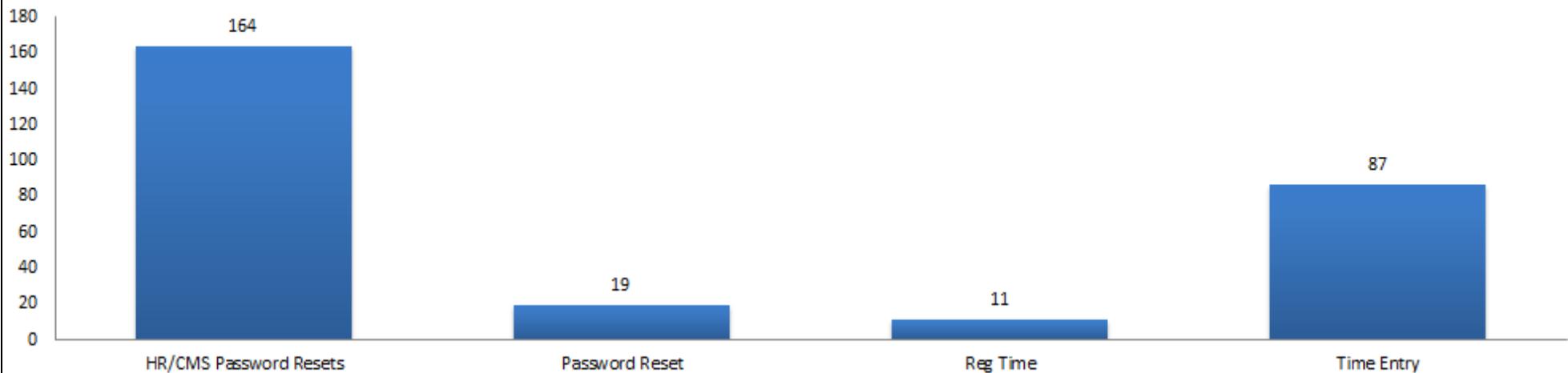


EOANF Secretariat Agencies

Number of Tickets by Agency

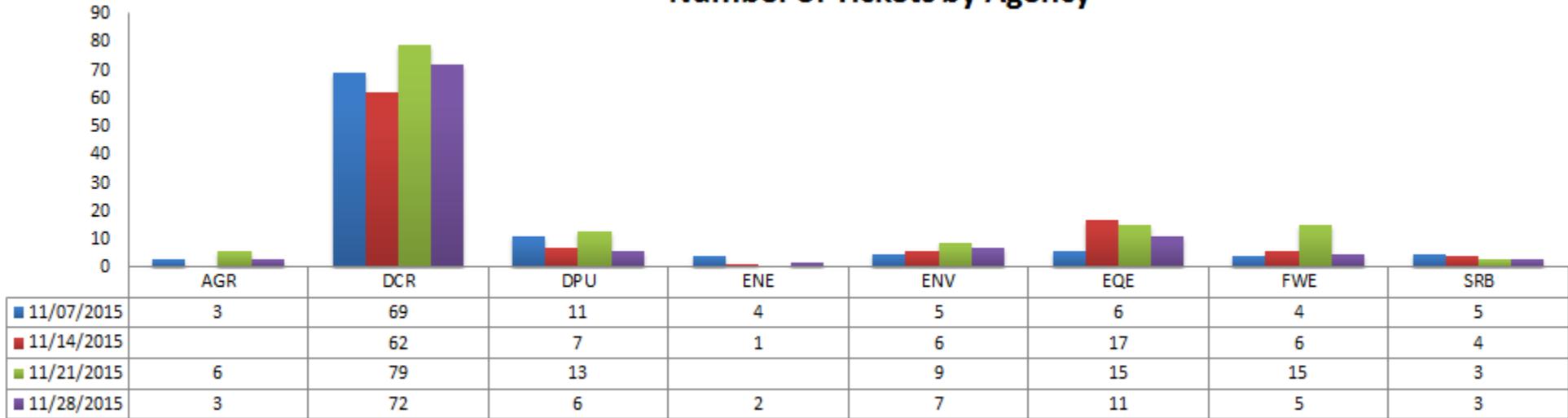


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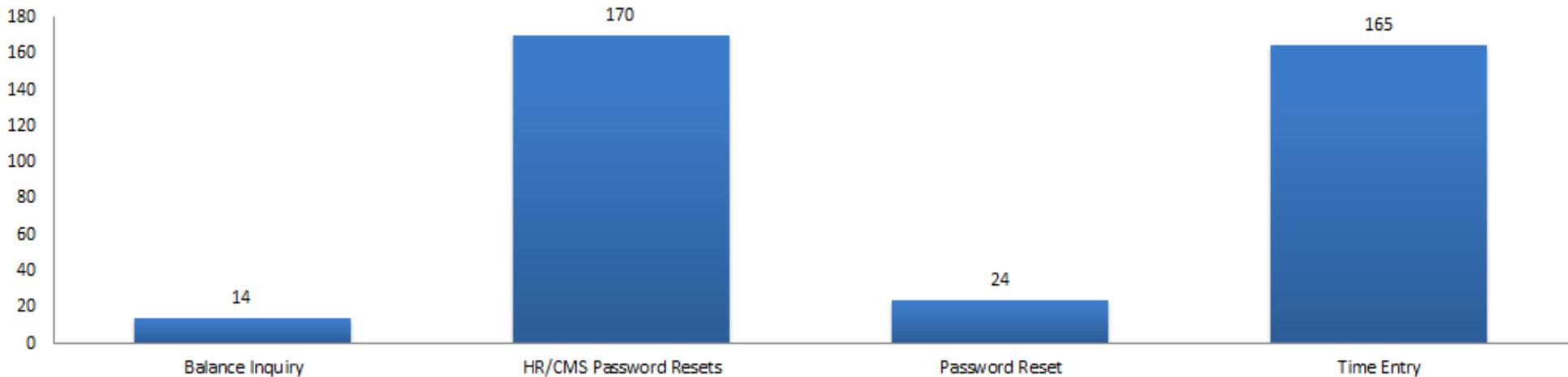


EOEEA Secretariat Agencies

Number of Tickets by Agency

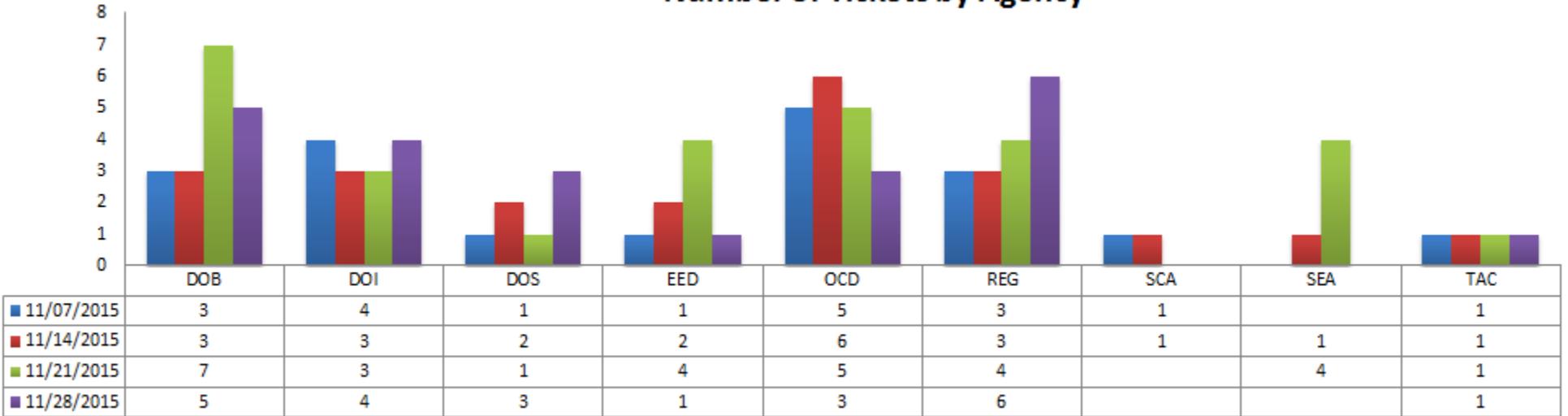


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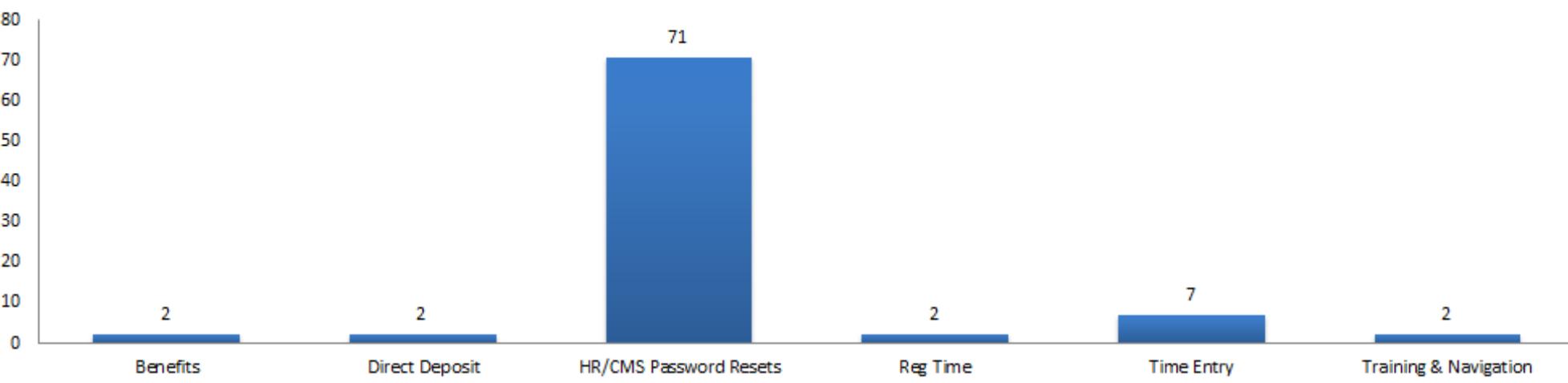


EOHED Secretariat Agencies

Number of Tickets by Agency

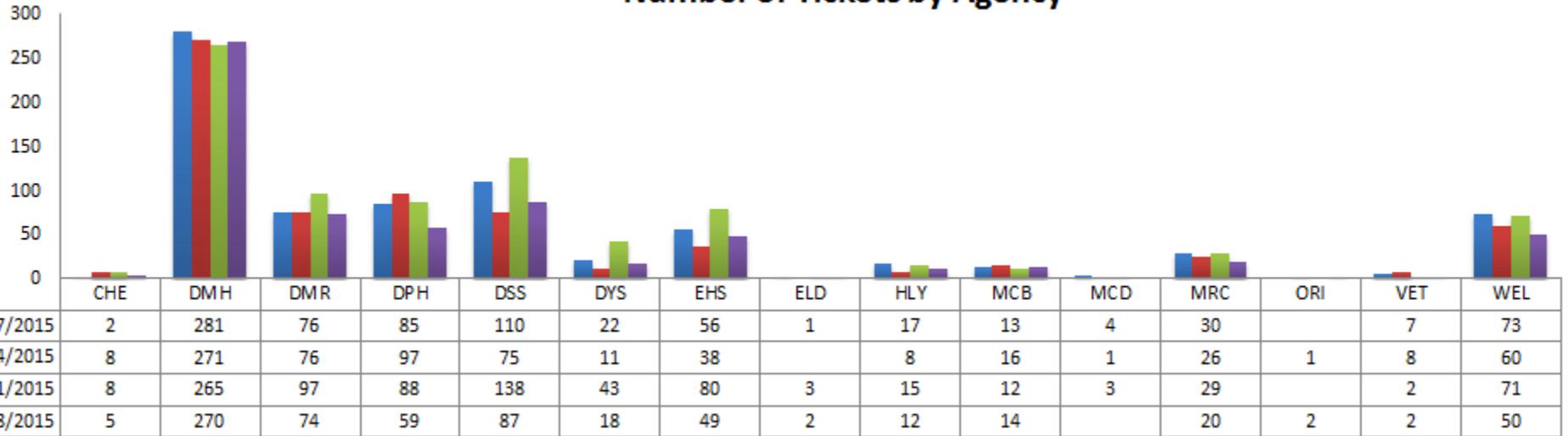


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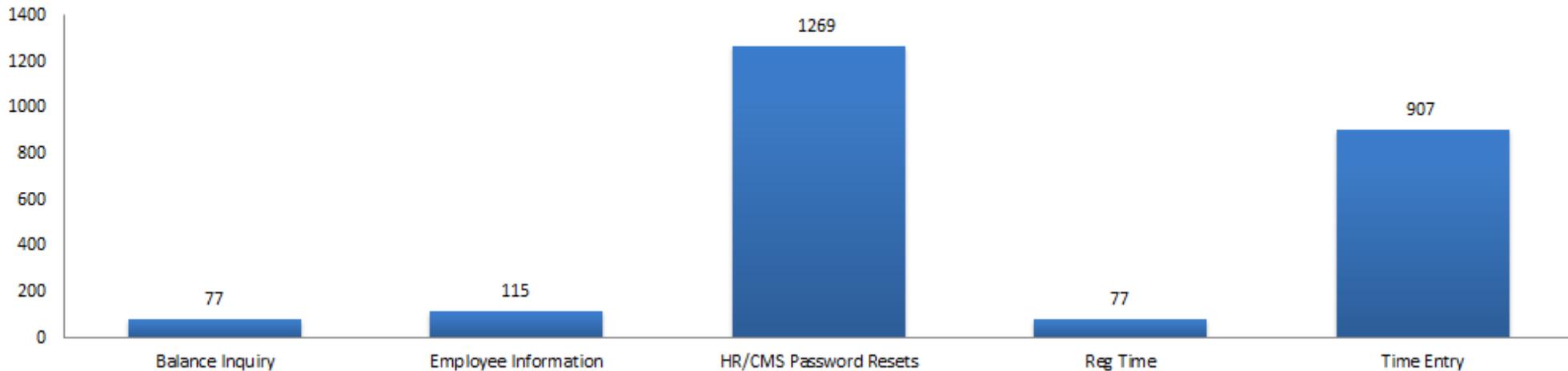


EOHHS Secretariat Agencies

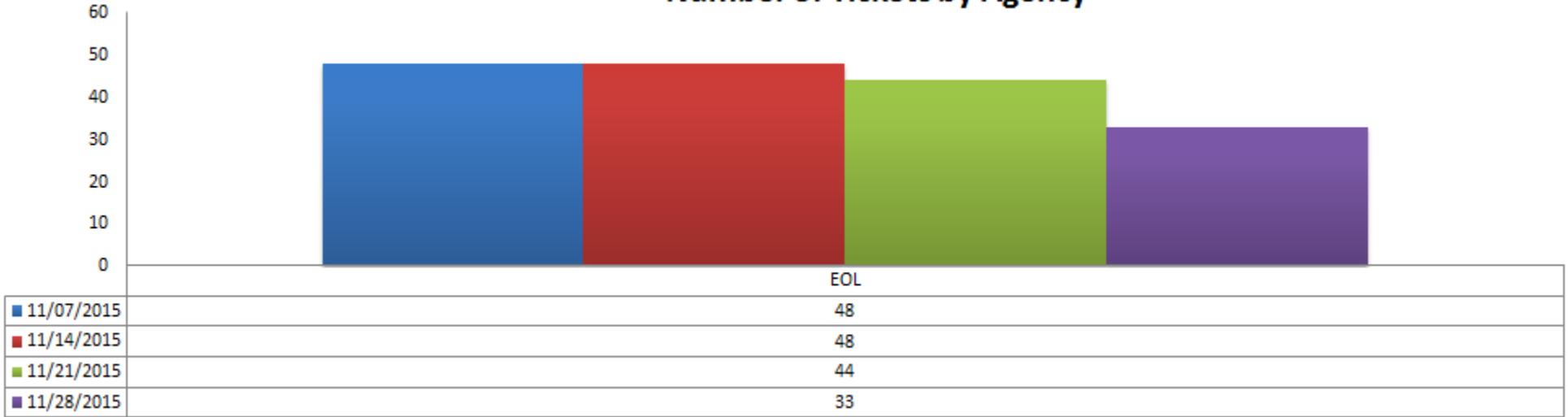
Number of Tickets by Agency



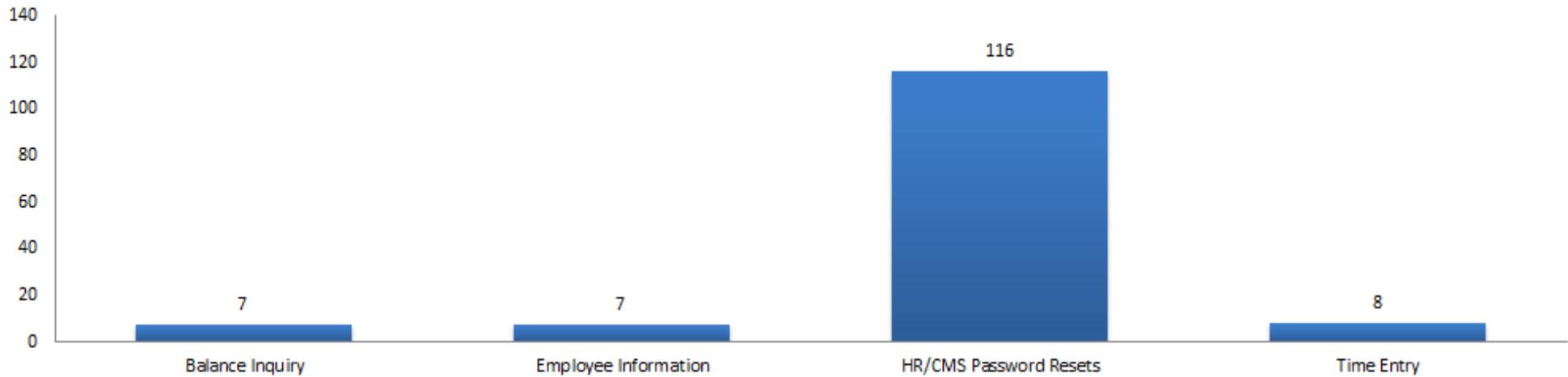
Inquiry Classifications



Number of Tickets by Agency

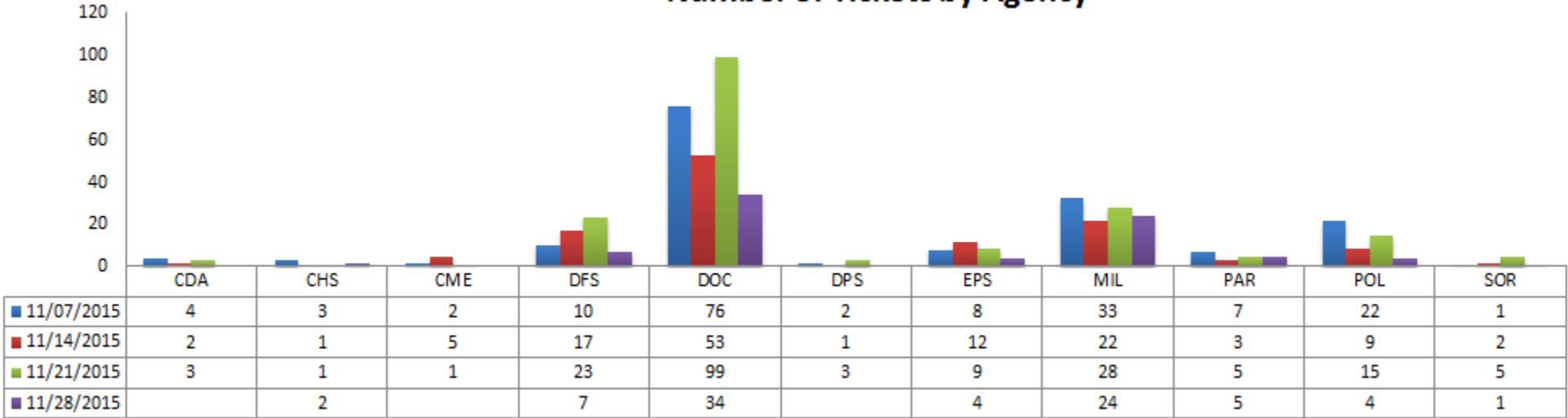


Inquiry Classifications

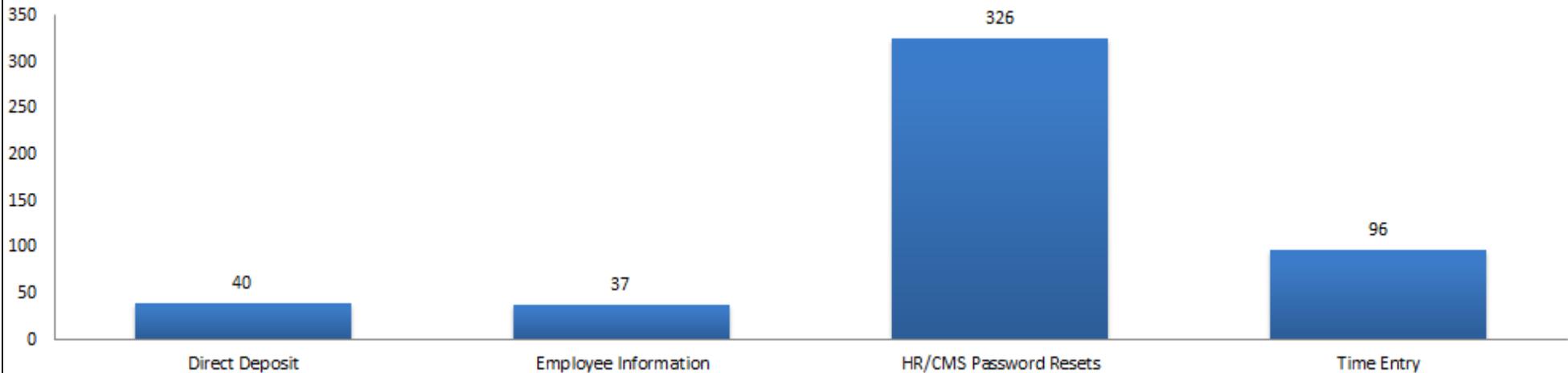


EOPSS Secretariat Agencies

Number of Tickets by Agency

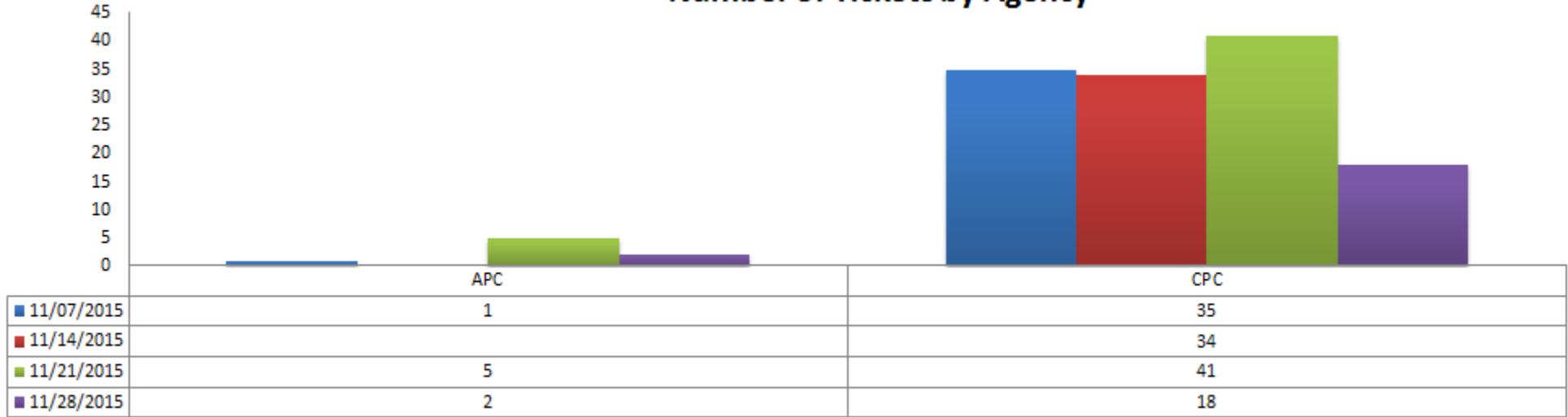


Inquiry Classifications

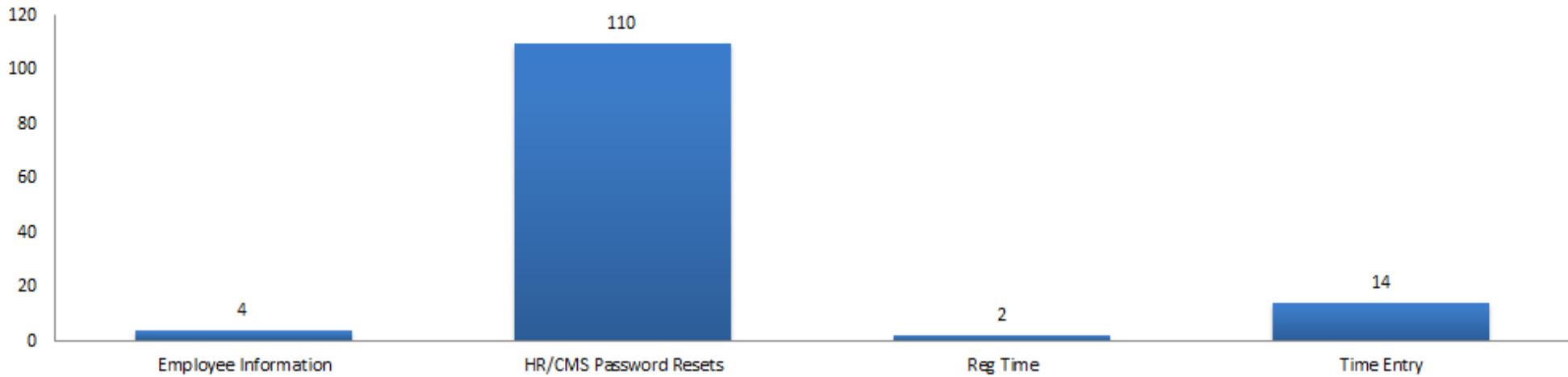


JUD Agencies

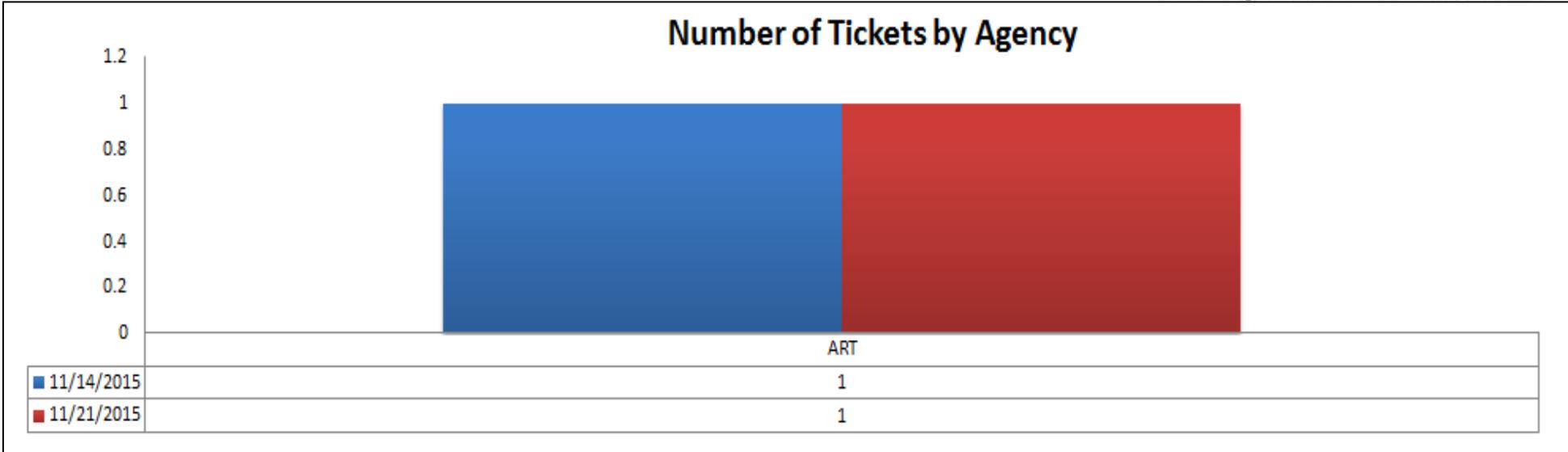
Number of Tickets by Agency



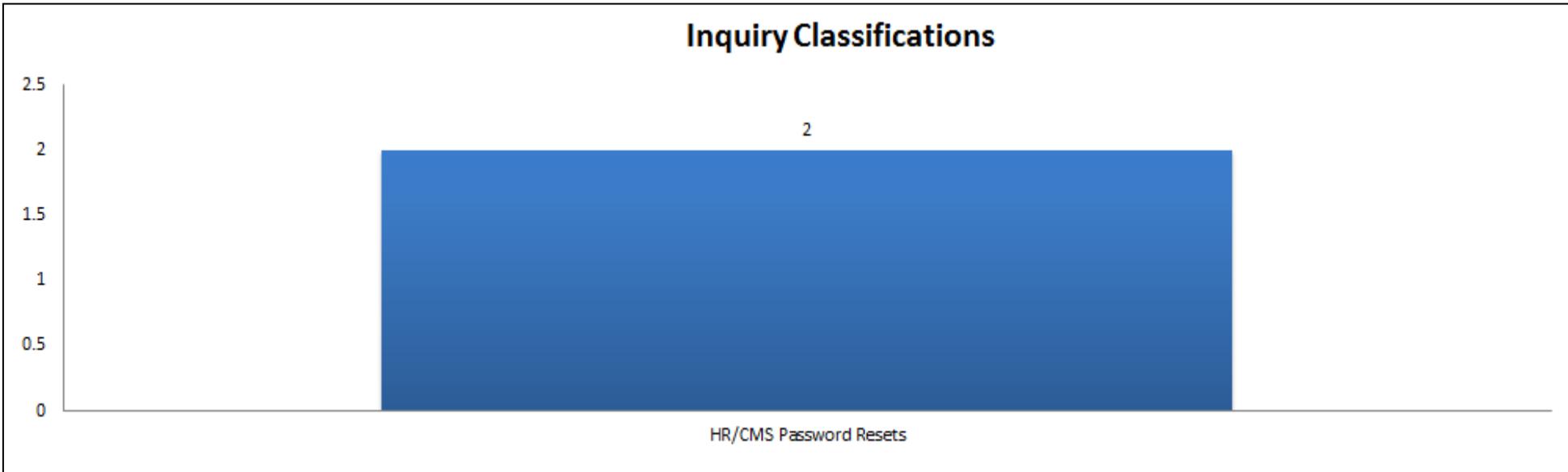
Inquiry Classifications



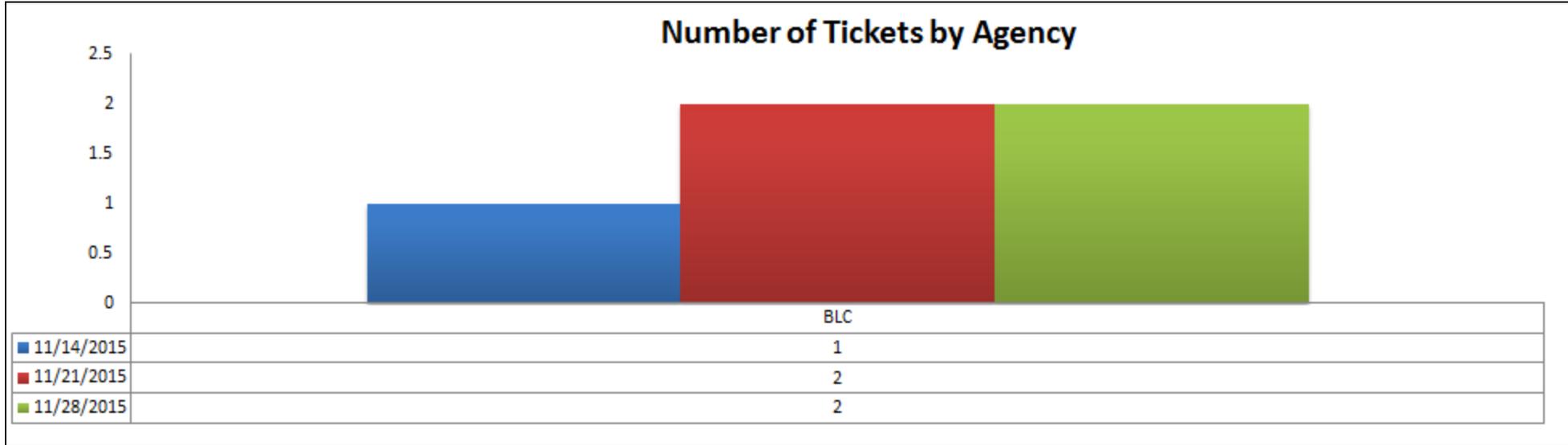
ART Tickets and Classification



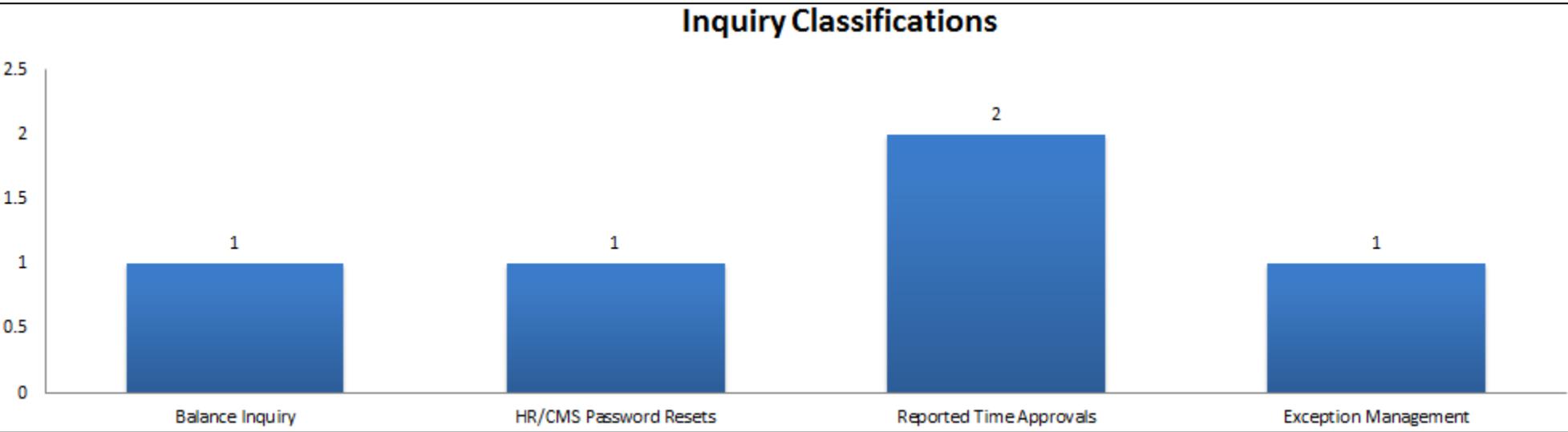
There were no requests the weeks of 11/7 and 11/28



BLC Tickets and Classification

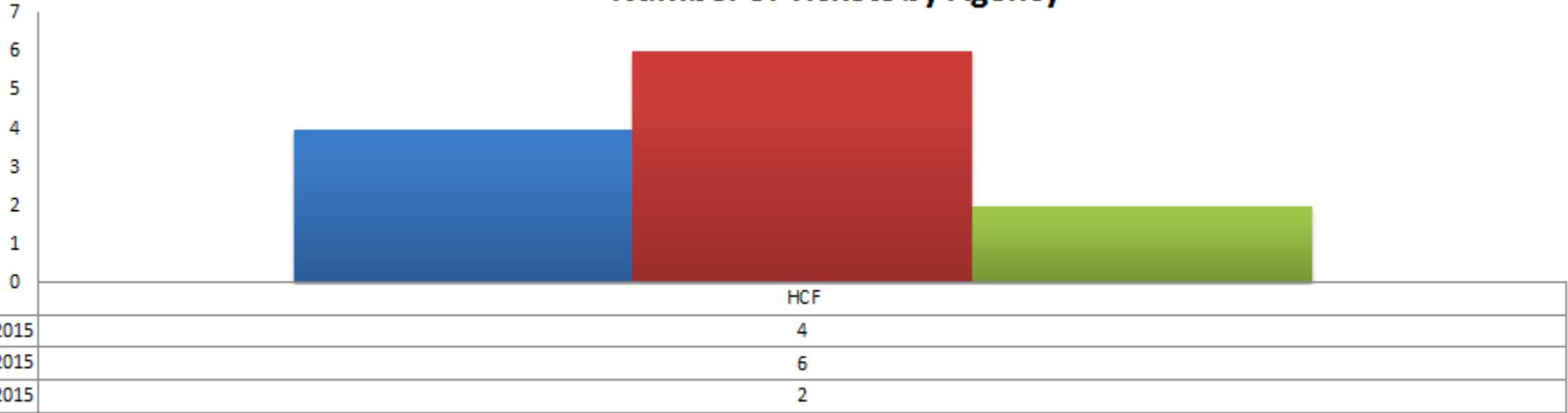


There were no requests the week of 11/7



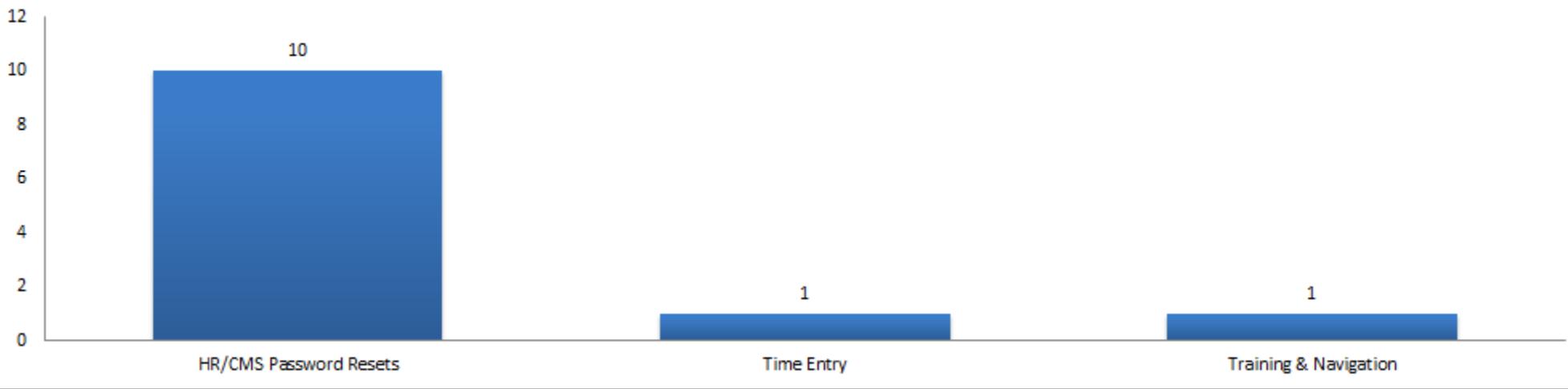
HCF Tickets and Classification

Number of Tickets by Agency



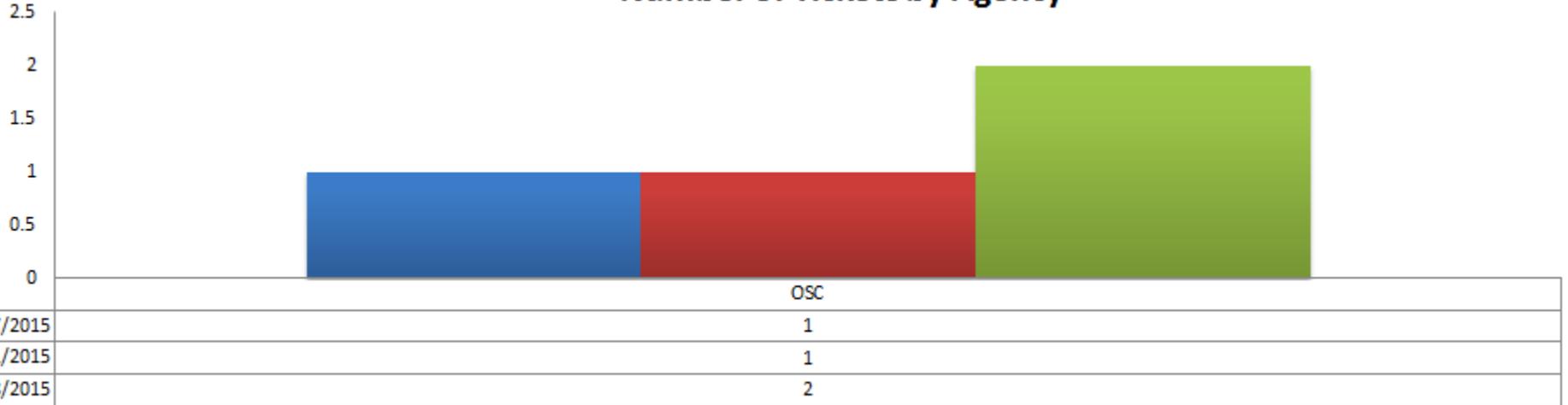
There were no requests the week of 11/7

Inquiry Classifications



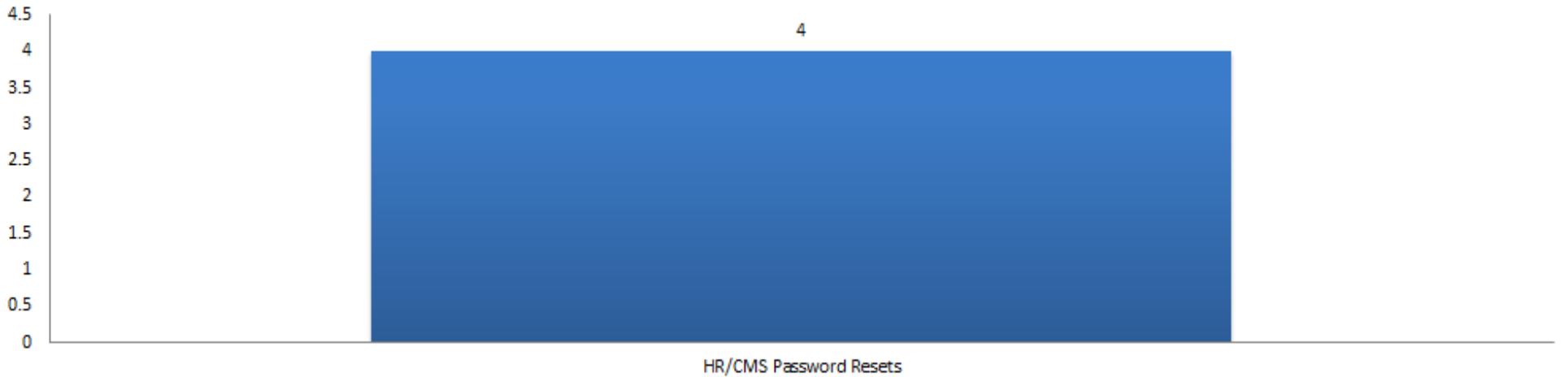
OSC Tickets and Classification

Number of Tickets by Agency



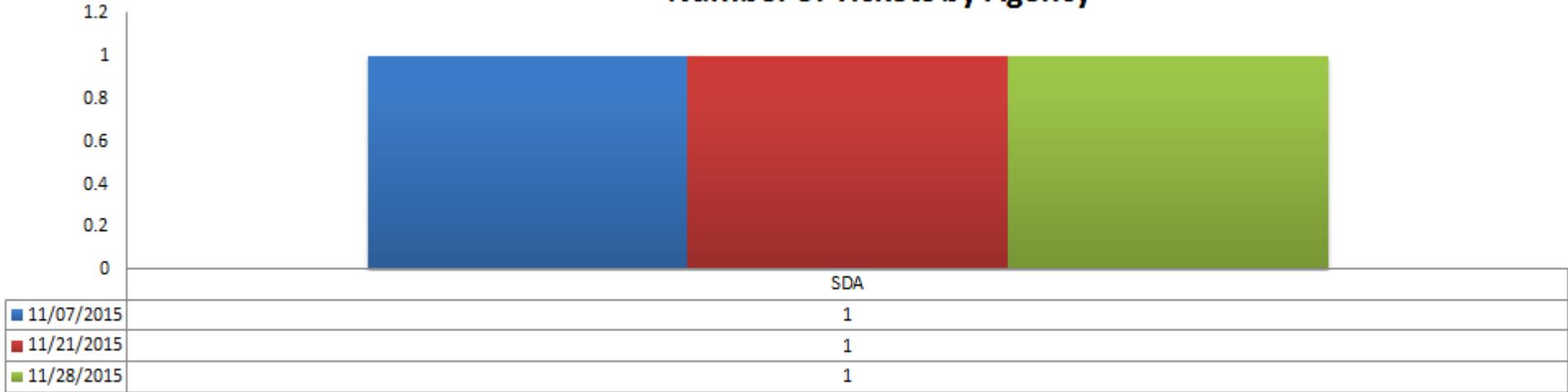
There were no requests the week of 11/14

Inquiry Classifications



SDA Tickets and Classification

Number of Tickets by Agency



There were no requests the week of 11/14

Inquiry Classifications

