



ESC Service Charter Scorecard

January 24, 2016 – March 5, 2016



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Service Delivery Overview

January 24, 2016 – March 5, 2016

Executive Summary

Total # Agencies Served: 80

Total # Employees Served: 53,306

Total calls received: 10,099

Average Call Wait Time: 02:25

Total email requests received: 1527

Total FAX requests received: 408

Number of Transactions processed by ESC: 13,168

Total outbound contacts: 1,165

Total tickets opened: 9,640

Total tickets closed within 3 days: 9,221

Total tickets remain open beyond 3 days: 419

% tickets remain open beyond 3 days: 4.34%

% of Employees served by the ESC: 24.70%

Staffing

Area	Staffing as of 3/05/2016	Staffing as of 1/23/2016
Customer Service/Intake	8	5
Customer Service/Research	3	3
Processing & Outreach	8	8
Analyst	1	1
Supervisor	3	3
Senior Staff	4	4
Total	27	24

Activities

- Temporary ESC employees started on 2/22/2016 to support continued rollout of MassCareers.

Source: ESC Avaya CMS & Footprints Reports, data from 1/24/2016 – 3/05/2016.

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

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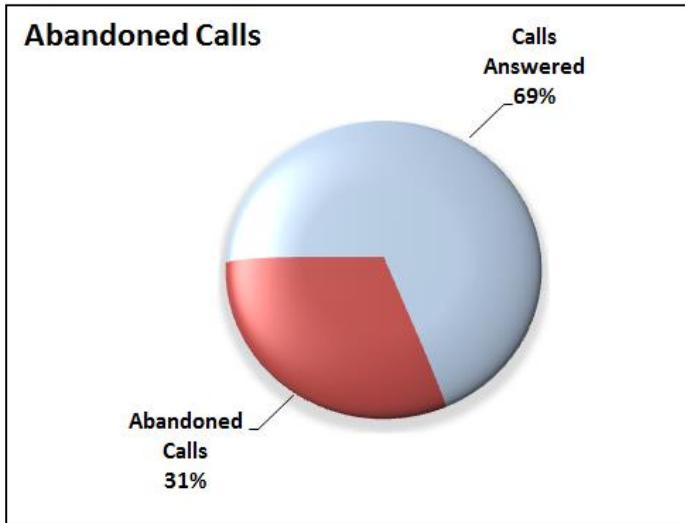
SLA Targets and Actual Performance

Metric	Target	Current Period Performance 1/24/16 – 03/05/16	Previous Period Performance 12/27/15 – 01/23/16	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	2:25 seconds	2:31 seconds	
Average case resolution time – password resets and e-mail updates (Time owned by ESC)	98% within 1 day	99.17%	99.49%	
Average case resolution time – inquiries and requests (Time owned by ESC)	75% within 1 day 90% within 3 days	88.45% within 1 Day and 91.9% within 3 Days	91.9% within 1 Day and 93.9% 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	83% rated good to excellent (0.820% response rate)	89% rated good to excellent (1.108% 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	

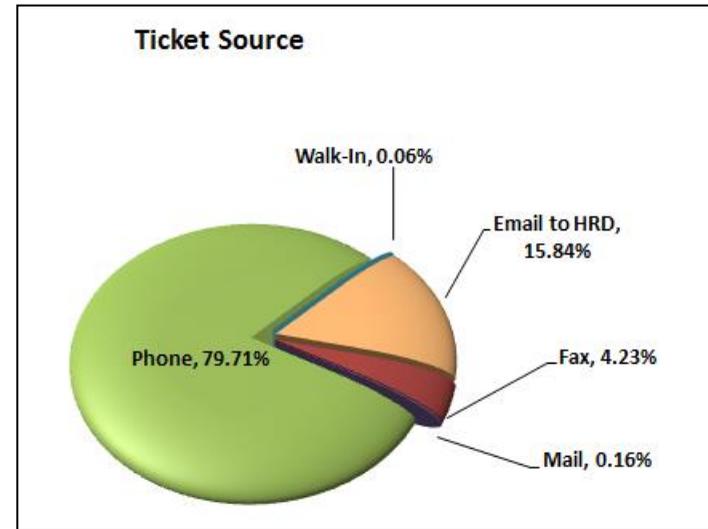


Inbound Call Data

SLA Metric	Target Level	Current Period 1/24/16 to 03/05/16	Previous Period 12/27/15 to 1/23/16	February 2015
Average wait time – all inquiries (Days operational)	Will not exceed 3 minutes 90% of the time	2:25 seconds	2:31 seconds	1:08 seconds



Total = 10,099 calls



Total = 9,640 Tickets

*There was an increase in call volume due to an EILB enrollment period. This caused the total number of calls to increase, along with an increase in Abandoned calls.

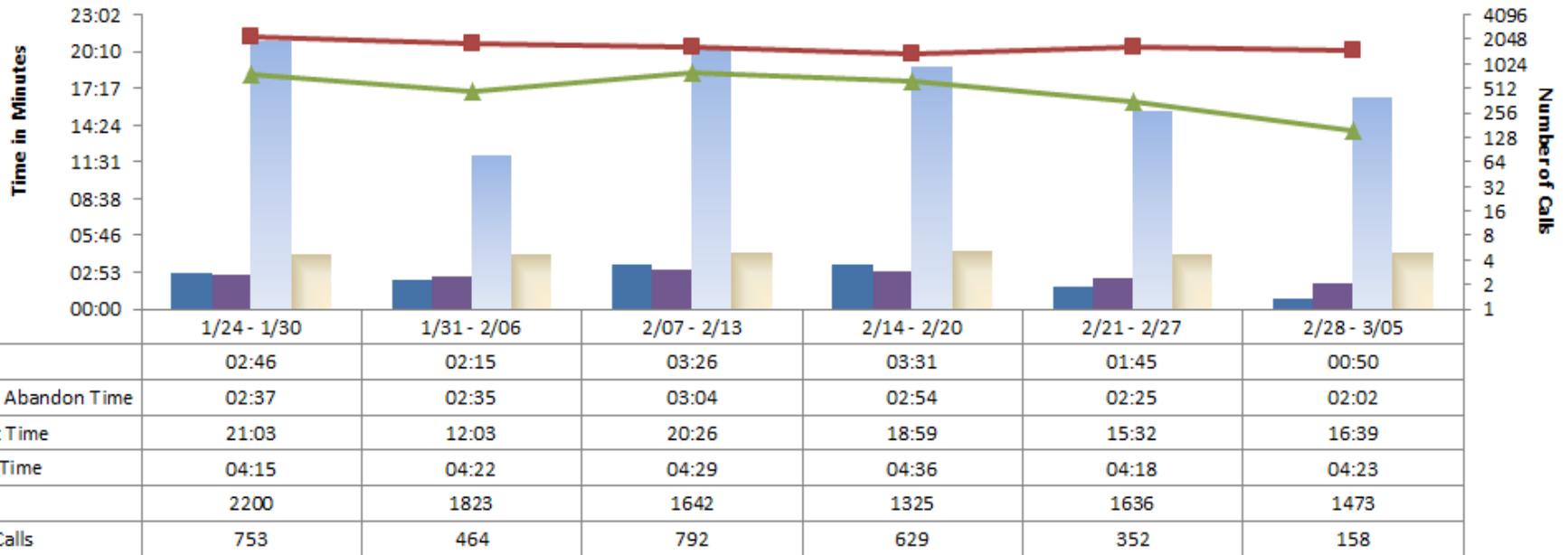
Source: ESC Footprints & Avaya data from 1/24/2016 – 3/05/2016.

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



Inbound Call Data

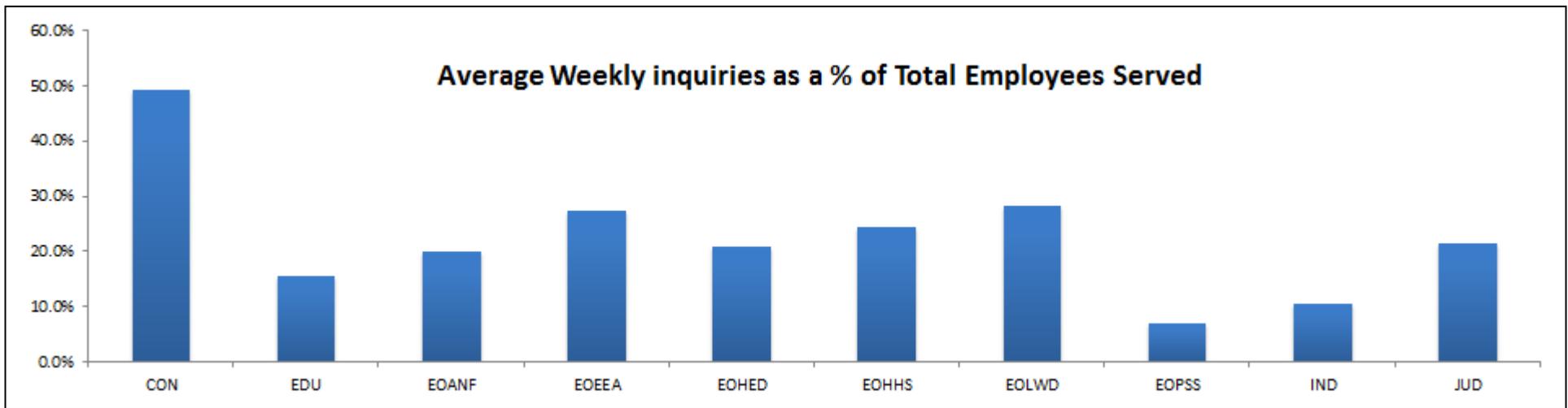
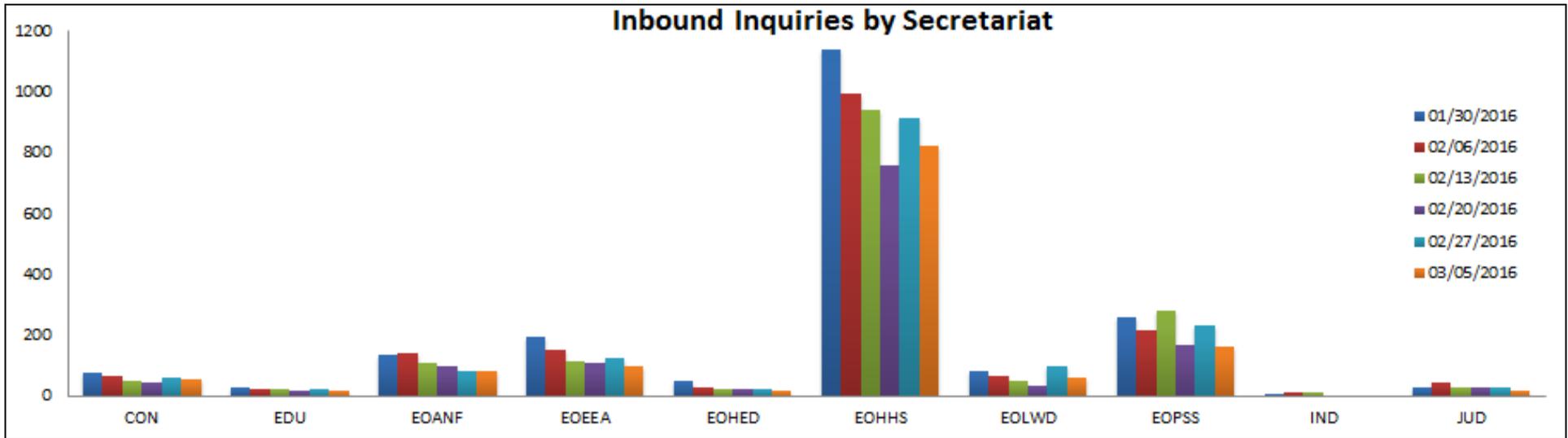
Wait Time, Call Volumes, & Abandonment Rates



Source: ESC Avaya data from 1/24/2016 – 3/05/2016.



Inbound Inquiries by Secretariat

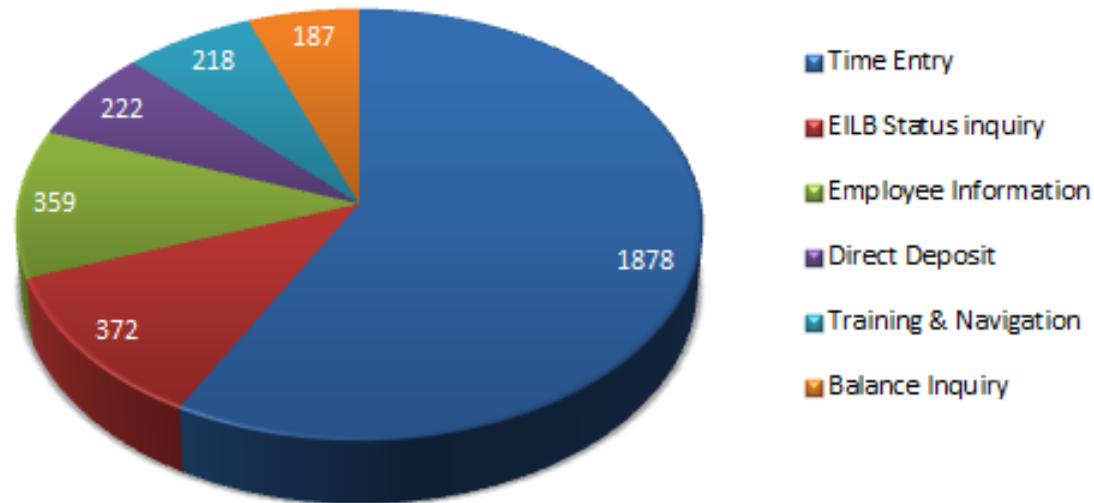


Source: ESC Footprints data from 1/24/2016 – 3/05/2016.



Types of Inquiries Received

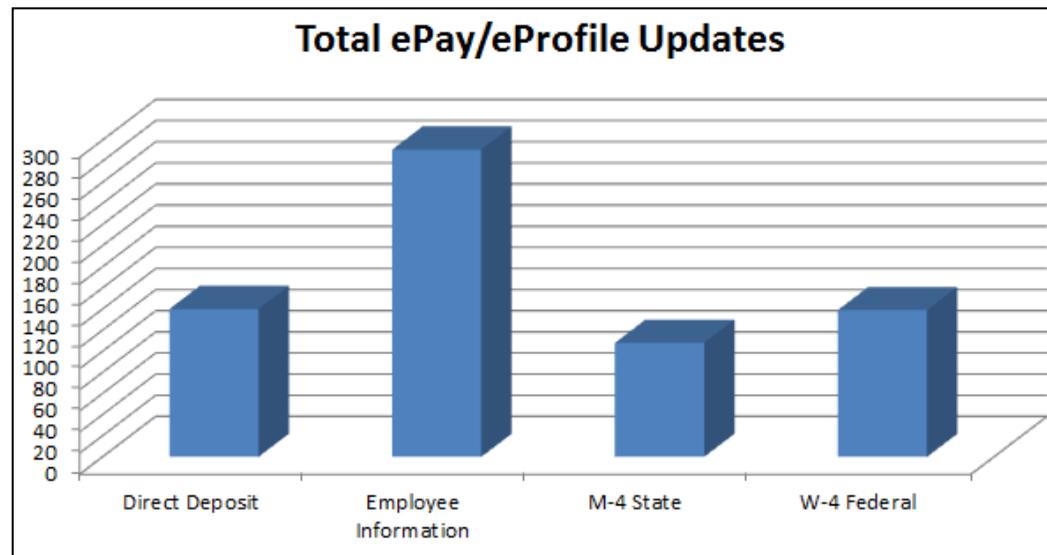
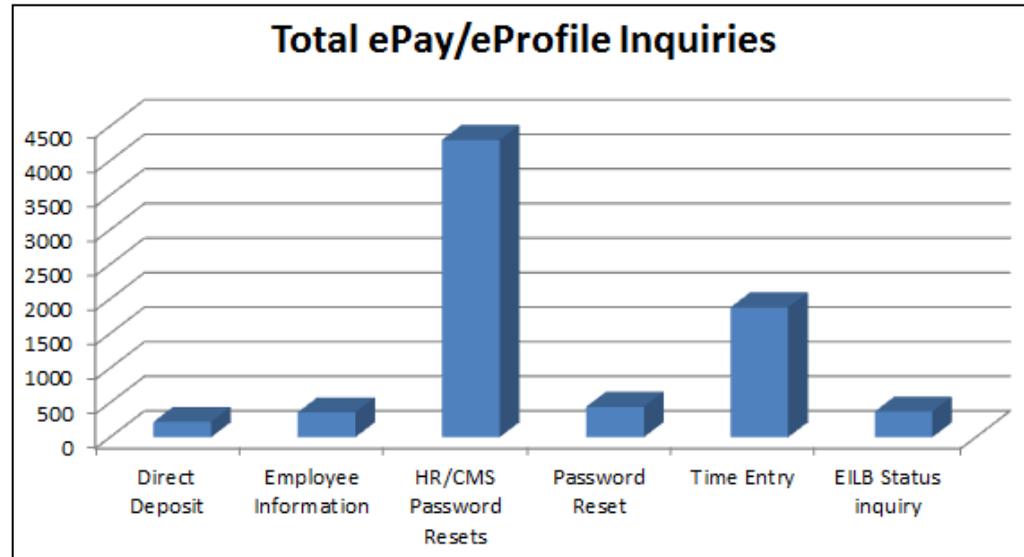
Top Inquiry Classifications (Excluding Password Resets)



Source: ESC Footprints data from 1/24/2015 – 3/05/2016.



ePay/eProfile Transactions

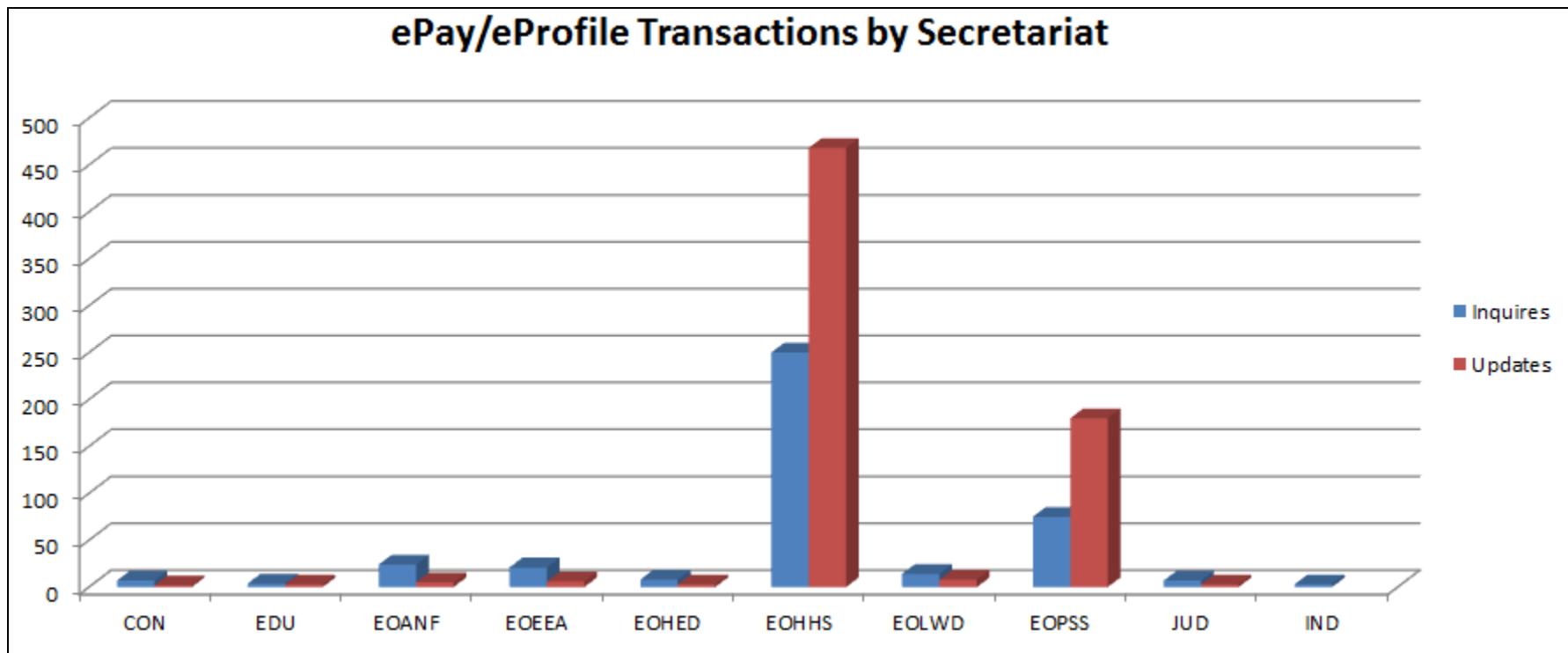


Source: ESC Footprints data from 1/24/2016 – 3/05/2016.

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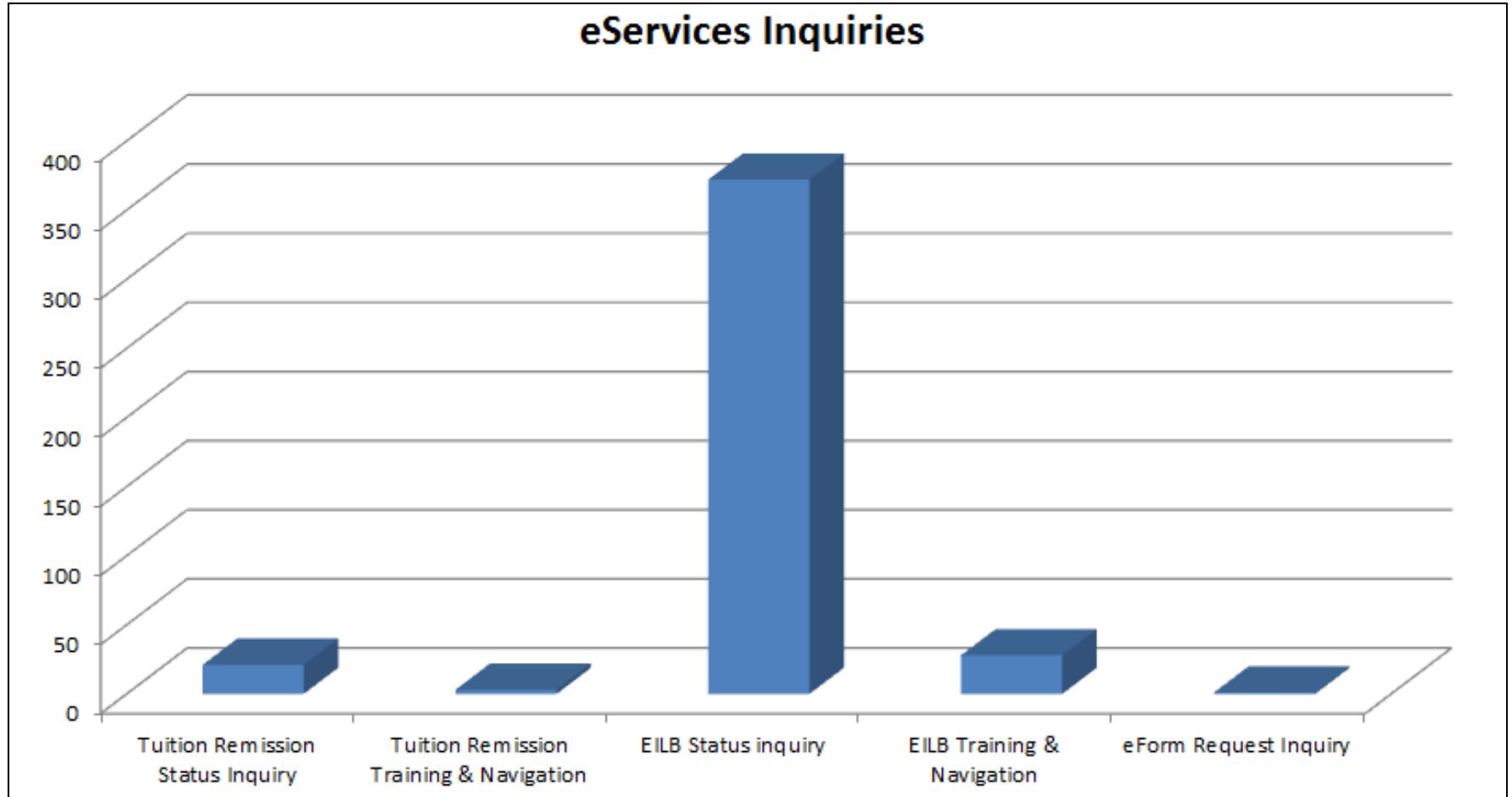
ePay/eProfile Transactions by Secretariat



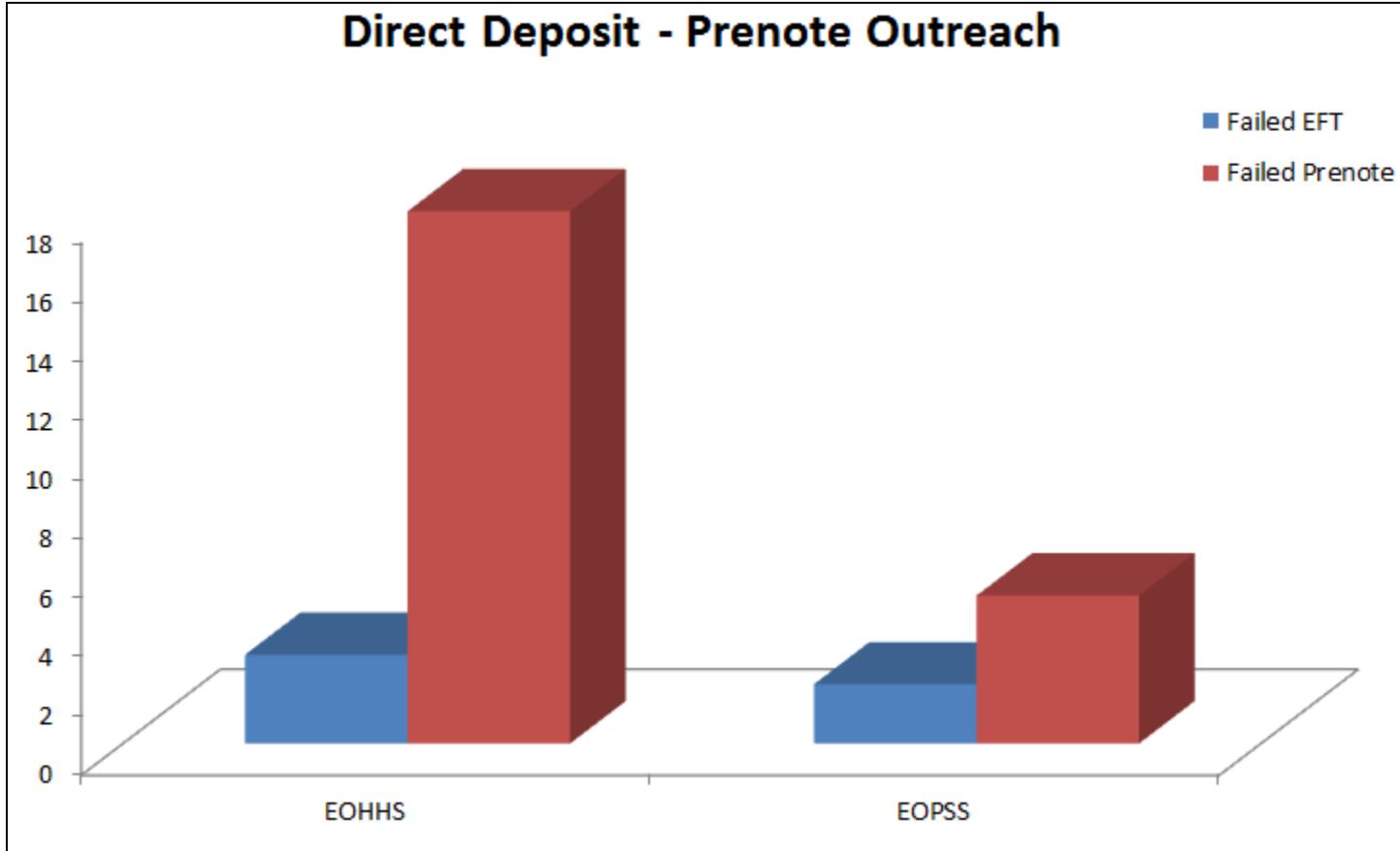
Source: ESC Footprints data from 1/24/2016 – 3/05/2016.



eServices Transactions



Direct Deposit-Prenote Outreach



Source: ESC data from 1/24/2016 – 3/05/2016.



Case Resolution Time

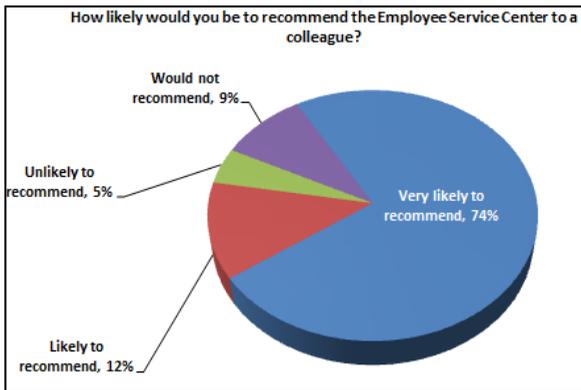
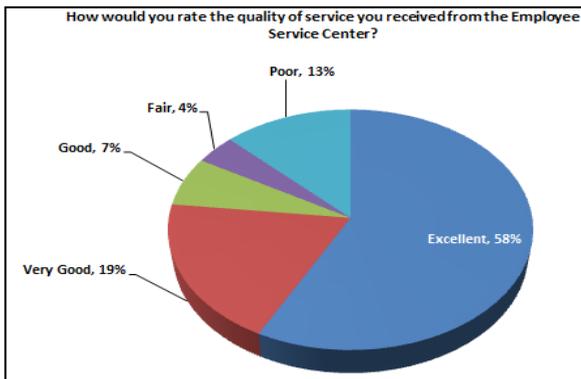
SLA Metric	Target	Current Period 1/24/2016 – 3/05/2016	Previous Period 12/27/2015 – 1/23/2016	Previous Year February 2015
Average case resolution time – password resets and e-mail updates (Time owned by ESC)	98% within 1 day	99.17%	99.49%	100%
Average case resolution time – inquiries and requests (Time owned by ESC)	75% within 1 day 90% within 3 days	88.45% within 1 Day and 91.9% within 3 Days	91.9% within 1 Day and 93.9% within 3 Days	1 Day – 96.1% 3 Days – 97.4%

Source: ESC Footprints data from 1/24/2016 – 3/05/2016.



Customer Satisfaction Survey Results

SLA Metric	Target	Current Period 1/24/2016 – 3/05/2016	Previous Period 12/27/2015 – 1/23/2015	February 2015
Customer satisfaction (Based on automated survey upon ticket closure.)	80% of customers rate overall satisfaction good to excellent	84% rated good to excellent (0.820% response rate)	89% rated good to excellent (1.108% response rate)	97% rated good to excellent (0.150% response rate)



Selected Monthly Comments:

- Could not be any better. Friendly, courteous and quick.
- I would like to praise the services. She has provided me with outstanding customer service.
- Great work and thanks for your quick response to my voice message.
- same way don't change a thing
- I think the ESC did a wonderful job assisting me.
- VERY PATIENT AND COURTEOUS
- I had to leave a message the first time of calling, and the prompt informed me that the response would be within 24 hrs. I called back later that day and spoke to someone who was very courteous. So I'd say that the department needs to hire more telephone reps.
- Long wait to get to a live person, approx. 10 minutes, but once a person answered it was great. She was very helpful and made sure it was fixed – very nice lady. Thank you.

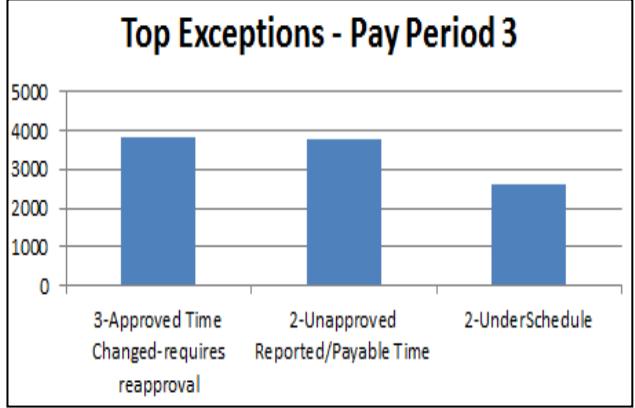
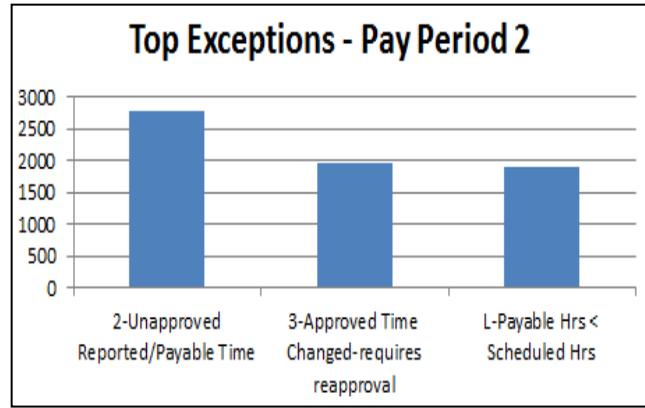
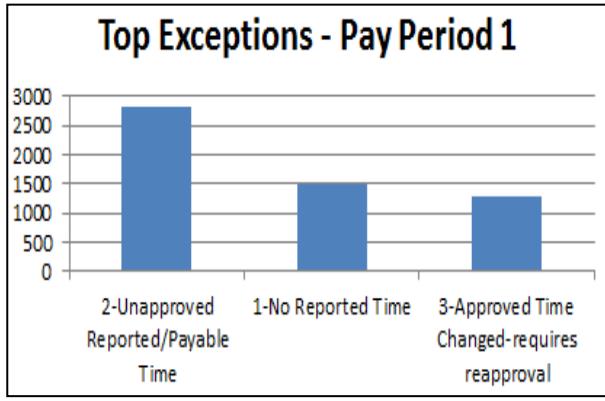
Source: ESC Customer Satisfaction Survey; survey link is provided on ticket closure notice and is voluntary. Survey results shown were collected between 1/24/2016 – 3/05/2016.

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Outbound Contact Percentages

SLA Metric	Target	Current Period 1/24/2016 – 03/05/2016	Previous Period 12/27/2015 – 01/23/2016
Percentage of approvers contacted with unresolved high exceptions requiring ESC intervention for resolution:	98% 85% holiday/emergency leave weeks	65.91%	42.70%



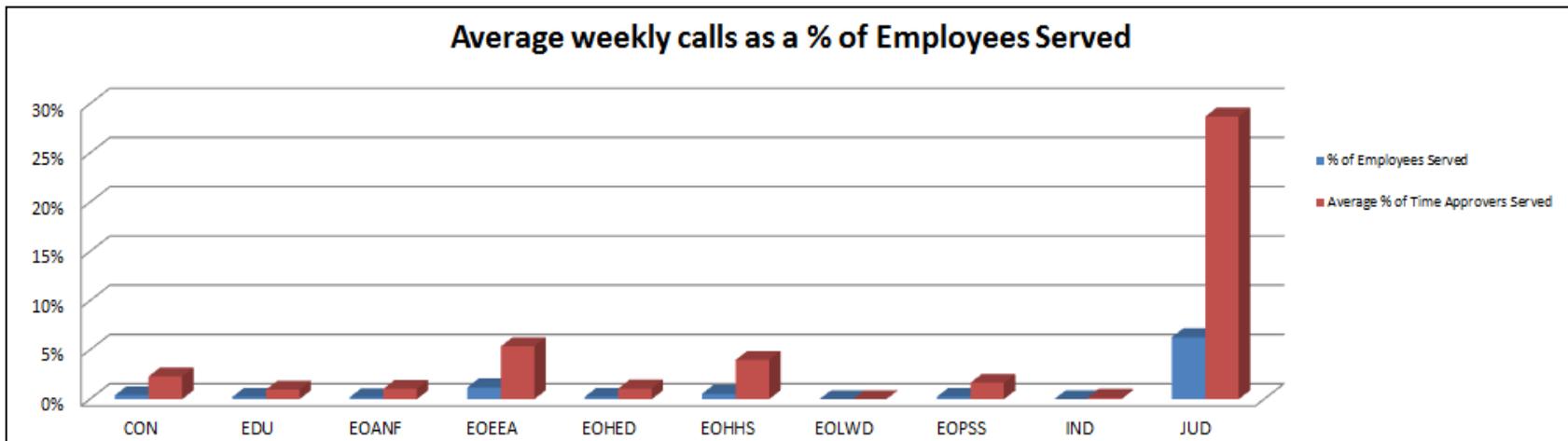
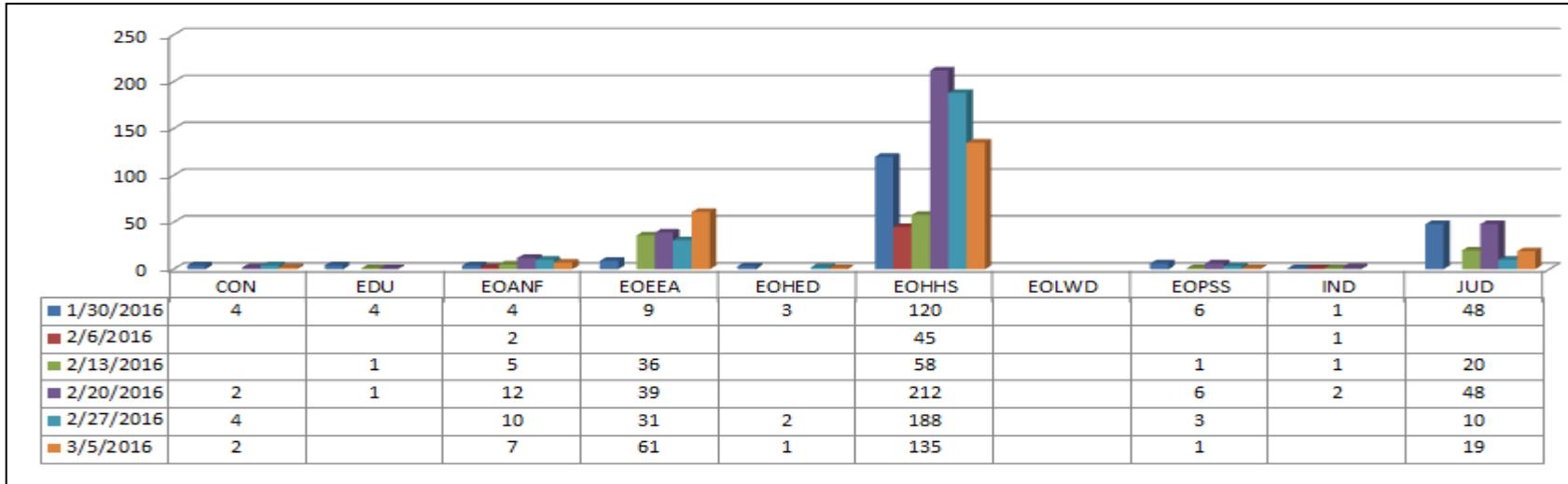
Source: ESC data from 1/24/2016 – 3/05/2016.



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.



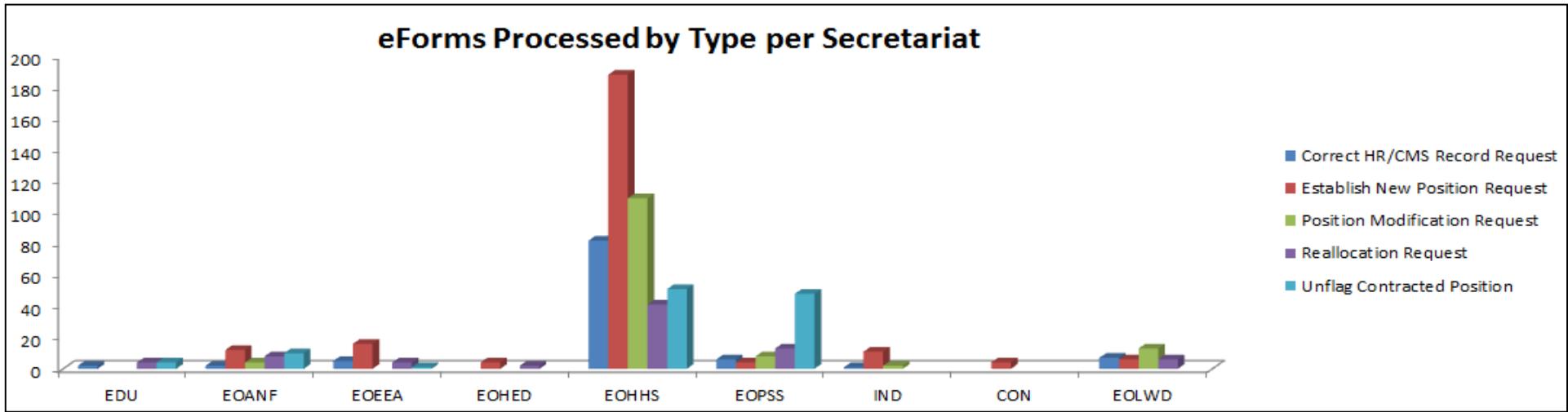
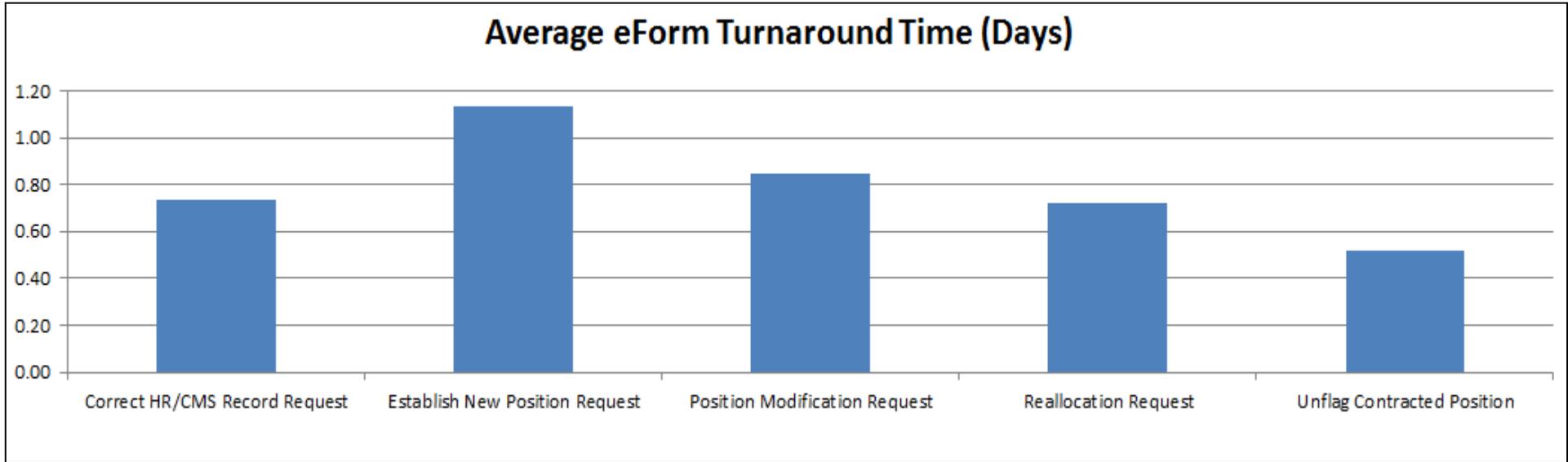
Source: ESC Exception Management System data from 1/24/2016 – 3/05/2016.

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: 336

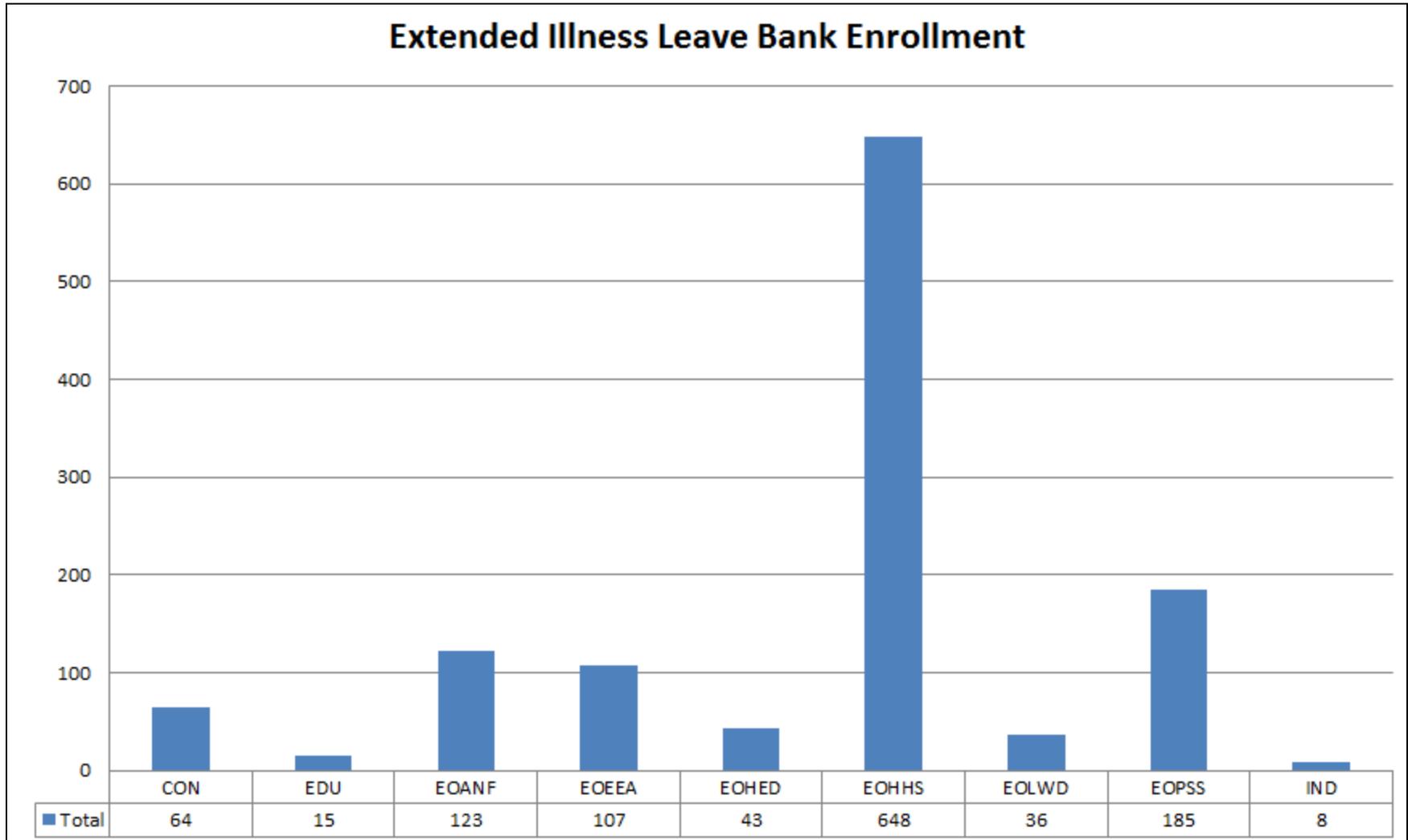


*The increase in EOHHS Establish New Position requests were due to HR/CMS corrections for ERIP backfill positions.

Unflag Contract Position Requests are dependent on ANF Platform Approval
Source: ESC data from 1/24/2016 – 3/05/2016.



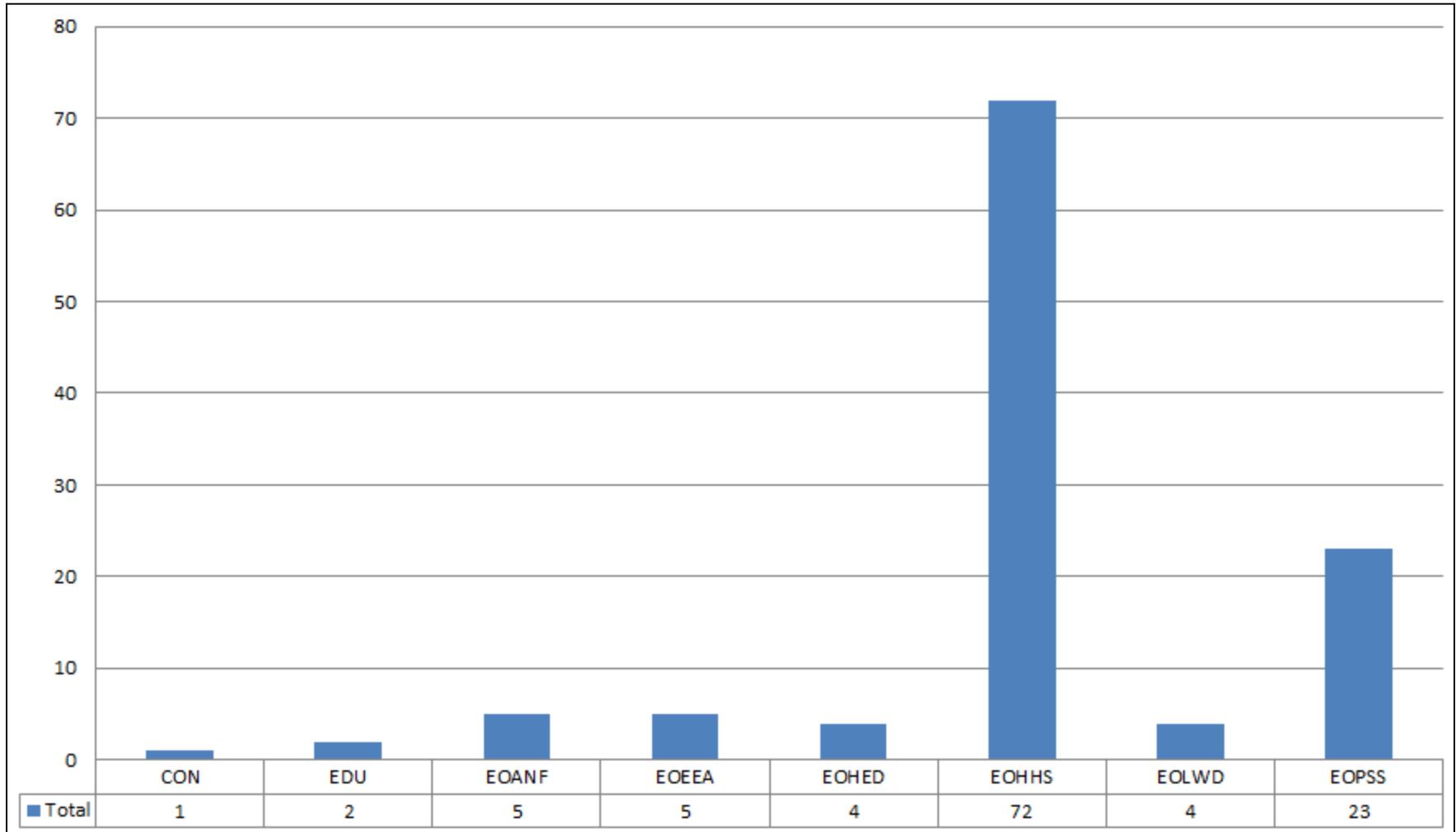
Extended Illness Leave Bank Submissions Per Agency



Source: OnBase - Hyland Utility Client Reporting data from 1/24/2016 – 3/5/2016.



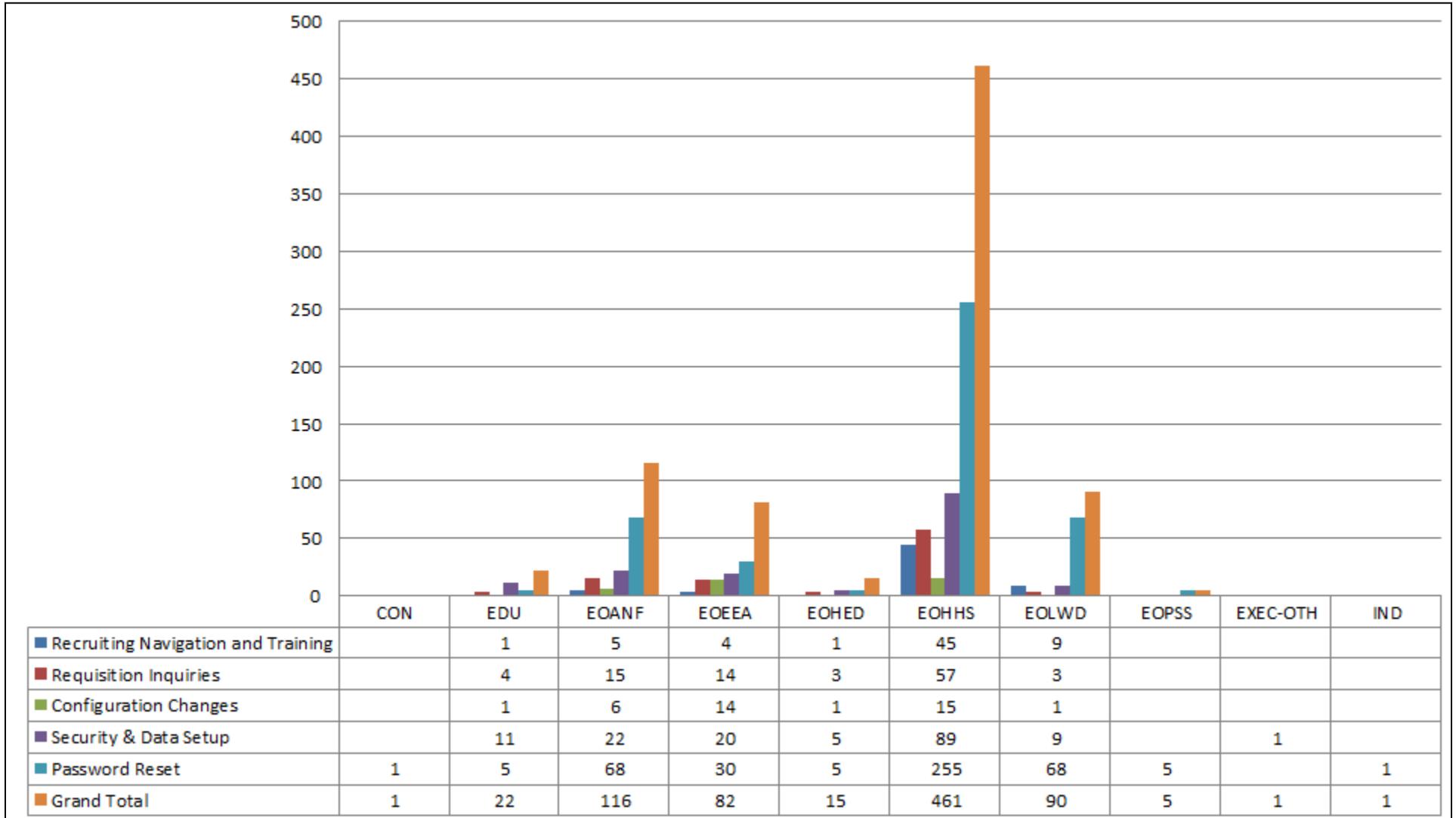
Tuition Remission Submissions by Secretariat



Source: OnBase - Hyland Utility Client Reporting data from 1/24/2016 – 3/5/2016.



MassCareers Top 5 Most Frequent Classifications by Secretariat



Source: ESC Footprints data from 1/24/2016 – 3/05/2016.



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	140	MCB-Mass Commission For The Blind	158
AGR-Department Of Agricultural Resources	97	DOR-Department Of Revenue	1604	MCD-Commission For The Deaf And Hard Of Hearing	51
ALA-Administrative Law Appeals Division	34	DOS-Division Of Standards	19	MGC-Massachusetts Gaming Commission	88
ANF-Eo Administration & Finance	288	DPH-Department Of Public Health	3034	MIL-Massachusetts National Guard	9513
APC-Appeals Court	113	DPS-Department Of Public Safety	175	MMP-Massachusetts Marketing Partnership	16
ART-Mass Cultural Council	34	DPU-Department Of Public Utilities	155	MRC-Mass Rehabilitation Commission	973
ATB-Appellate Tax Board	20	DSS-Department Of Children And Families	3754	OCD-Dept Of Housing And Community	280
BLC-Board Of Library Comissioners	23	DYS-Department Of Youth Services	828	OHA-Massachusetts Office On Disability	15
BSB-Bureau Of State Buildings	14	EDU-Executive Office Of Education	86	ORI-Office For Refugees And Immigrants	21
CAD-Commission Against Discrimination	75	EEC-Department Of Early Education	198	OSC-Office Of The Comptroller	128
CDA-Massachusetts Emergency Management Agency	100	EED-Executive Office Of Housing & Economic Development	55	OSD-Division Of Operational Services	101
CHE-Soldiers' Home In Massachusetts	338	EHS-Executive Office Of Health And Human Services	1554	PAR-Parole Board	180
CHS-Department Of Criminal Justice Information Systems	42	ELD-Department Of Elder Affairs	57	POL-State Police	2626
CJT-Criminal Justice Training Council	530	ENE-Department Of Energy Resources	56	REG-Division Of Professional Licensure	114
CME-Chief Medical Examiner	88	ENV-Executive Office Of Energy And Environmental Affairs	298	RGT-Department Of Higher Education	67
CPC-Committee For Public Counsel Services	741	EOL-Executive Office Of Workforce Development	1381	SCA-Office Of Consumer Affairs And Business Regulations	27
CSC-Civil Service Commission	10	EPS-Executive Office Of Public Safety And Security	197	SDA-Sheriffs Department Association	3
CSW-Commission On Status Of Women	2	EQE-Department Of Environmental Protection	702	SEA-Department Of Business And Technology	13
DAC-Disabled Persons Protection Commission	32	FWE-Department Of Fish And Game	323	SOR-Sex Offender Registry	47
DCP-Capital Asset Management And Maintenance	439	GIC-Group Insurance Commission	56	SRB-State Reclamation Board	152
DCR-Department Conservation And Recreation	1139	HCF-Health Care Finance & Policy	164	TAC-Department Of Telecommunications	23
DFS-Department Of Fire Services	649	HLY-Soldiers' Home In Holyoke	375	TRB-Teachers Retirement Board	96
DMH-Department Of Mental Health	3517	HPC-Health Policy Commission	69	TRE-Office Of The State Treasurer	231
DMR-Health And Human Services	6565	HRD-Human Resources Division	146	VET-Department Of Veterans Service	70
DOB-Division Of Banks	168	ITD-Information Techology Division	333	VWA-Victim And Witness Assistance	17
DOC-Department Of Corrections	5011	LIB-George Fingold Library	12	WEL-Department Of Transitional Assistance	1534
DOE-Department Of Elementary & Secondary Education	503	LOT-Lottery And Gaming Commission	402	Grand Total:	53306



Appendix: Inquiries by Agency

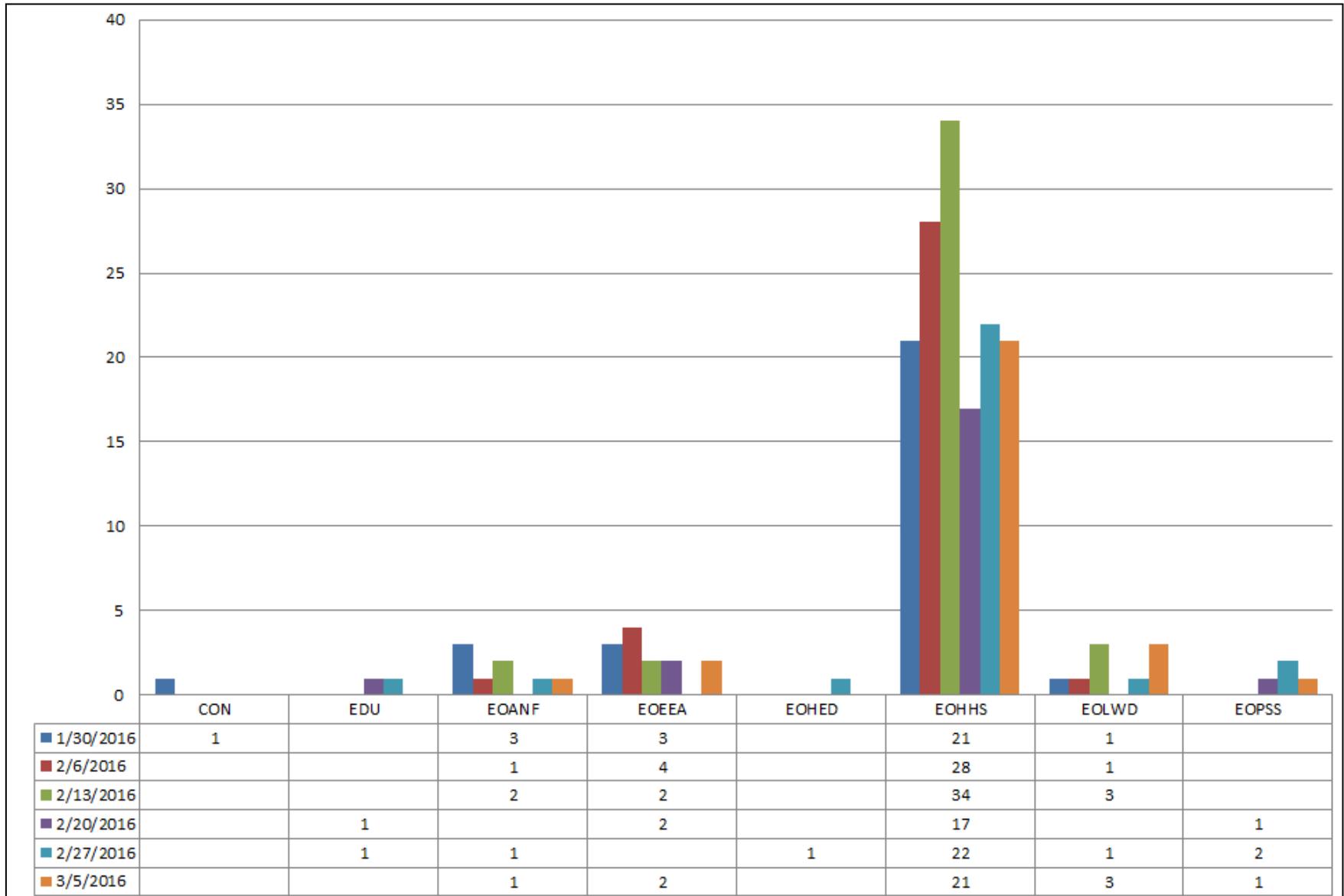
- Note: No inquiries were received for this service month from:

**ADD - Developmental
Disabilities Council**

**CSW – Commission
On Status Of Women**

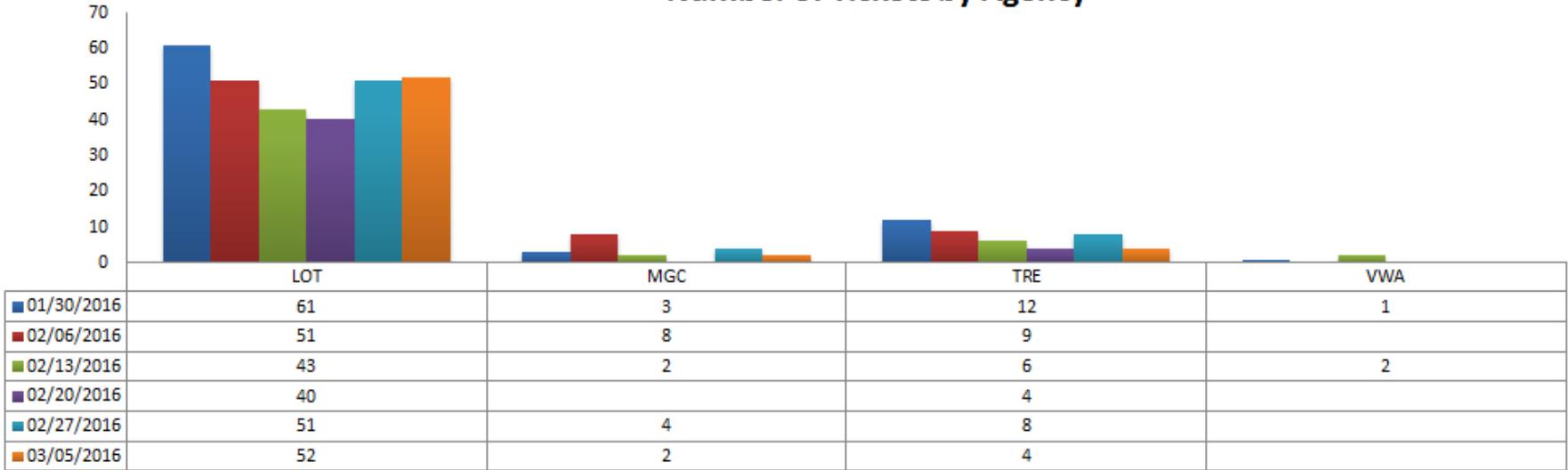


Tickets Forwarded to Agency HR/ Payroll

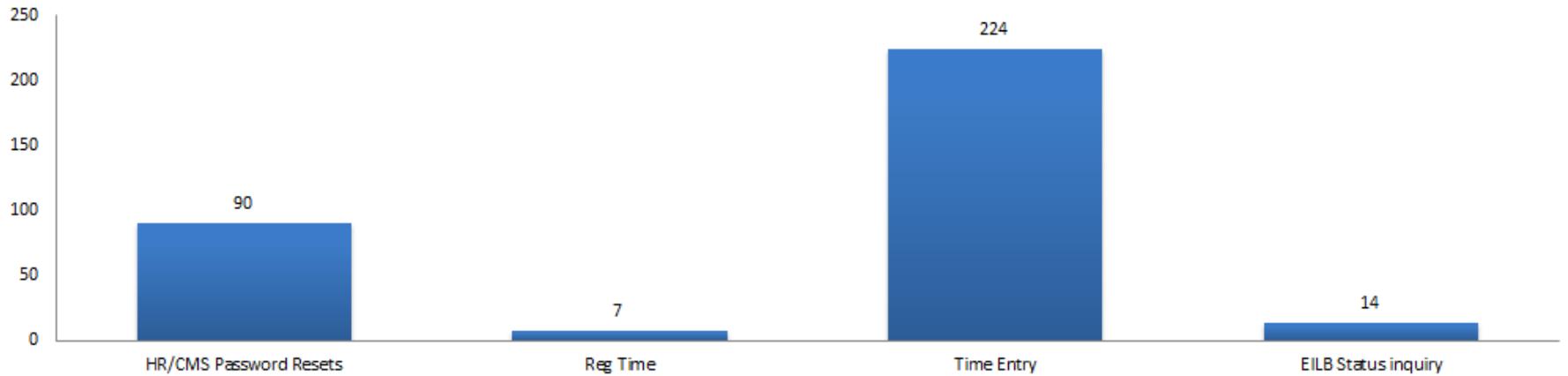


CON Agencies

Number of Tickets by Agency

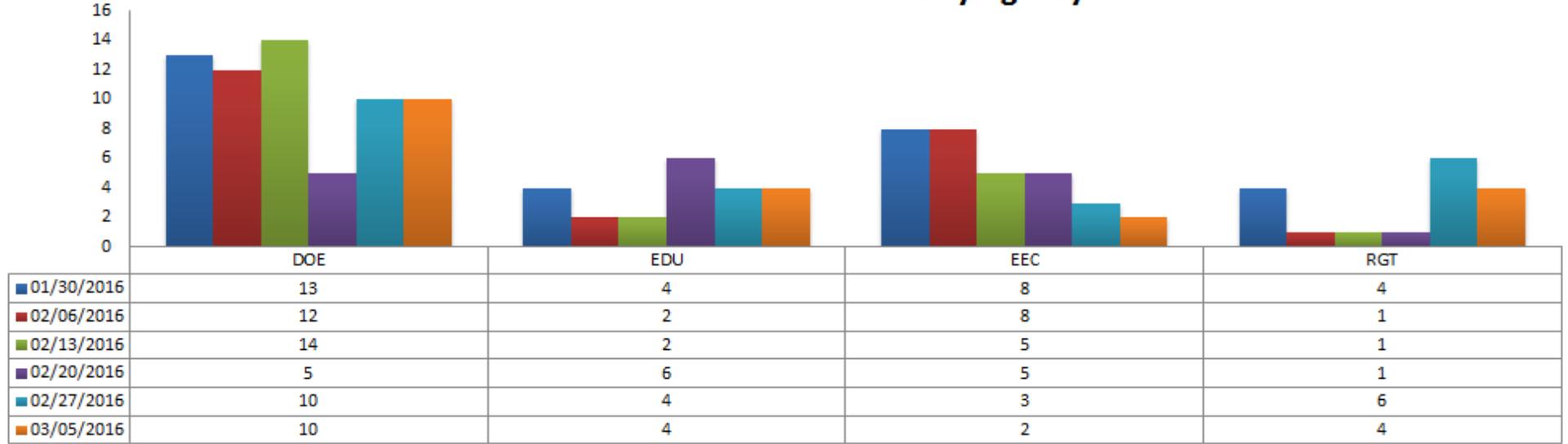


Inquiry Classifications

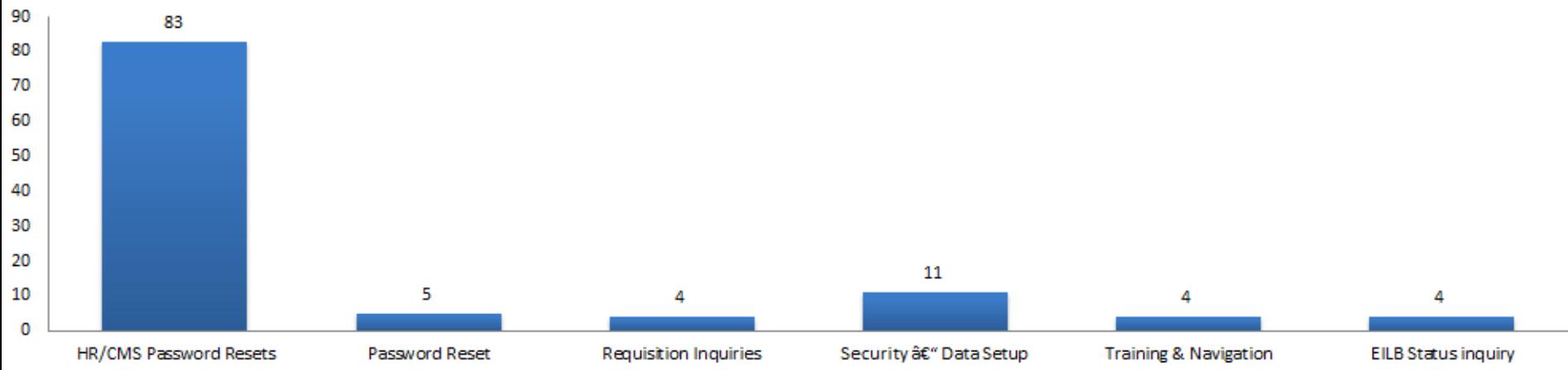


EDU Secretariat Agencies

Number of Tickets by Agency

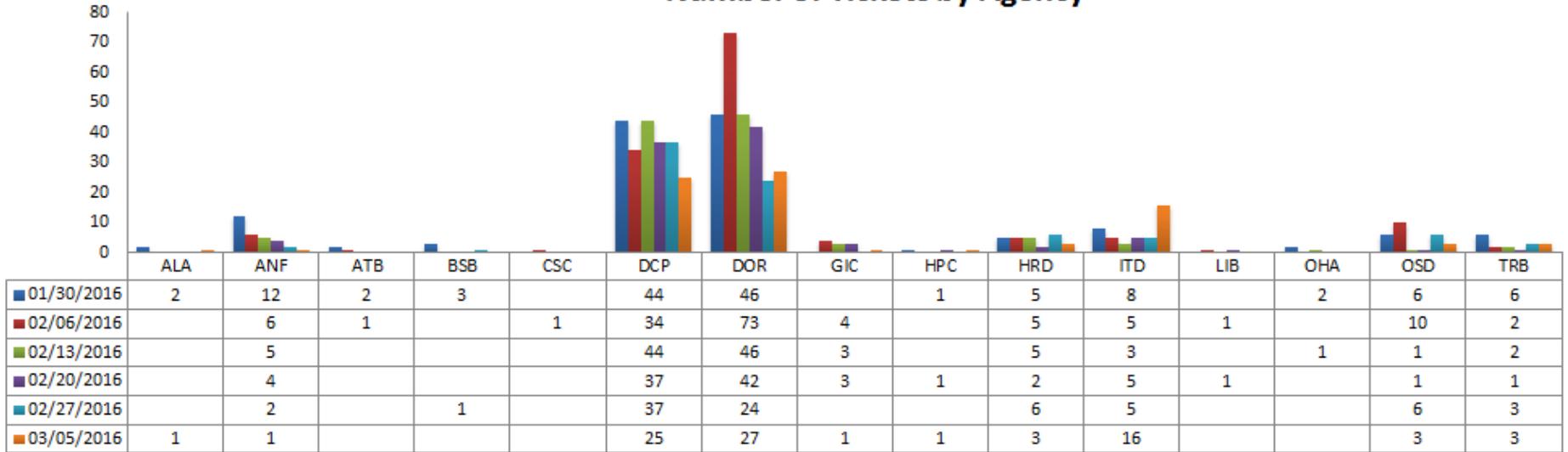


Inquiry Classifications

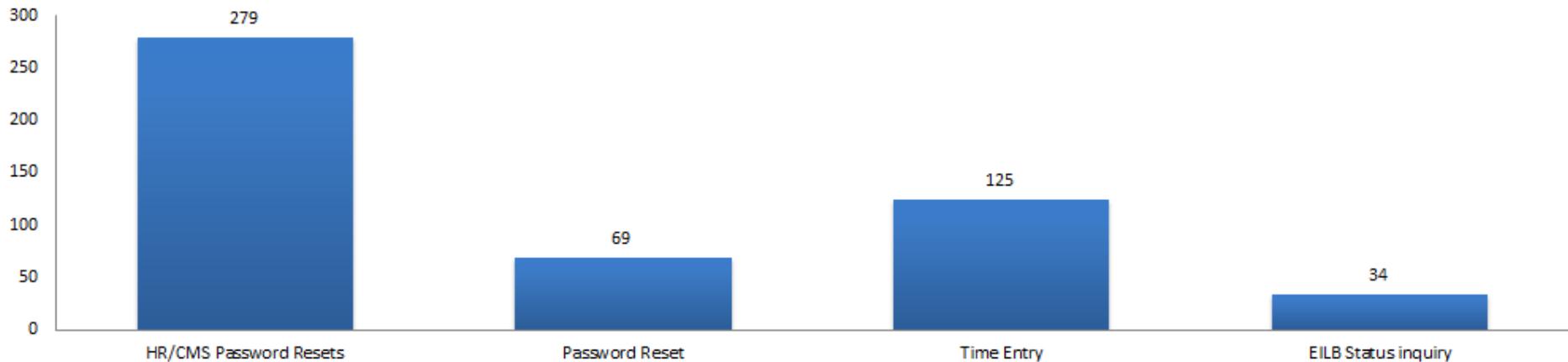


EOANF Secretariat Agencies

Number of Tickets by Agency

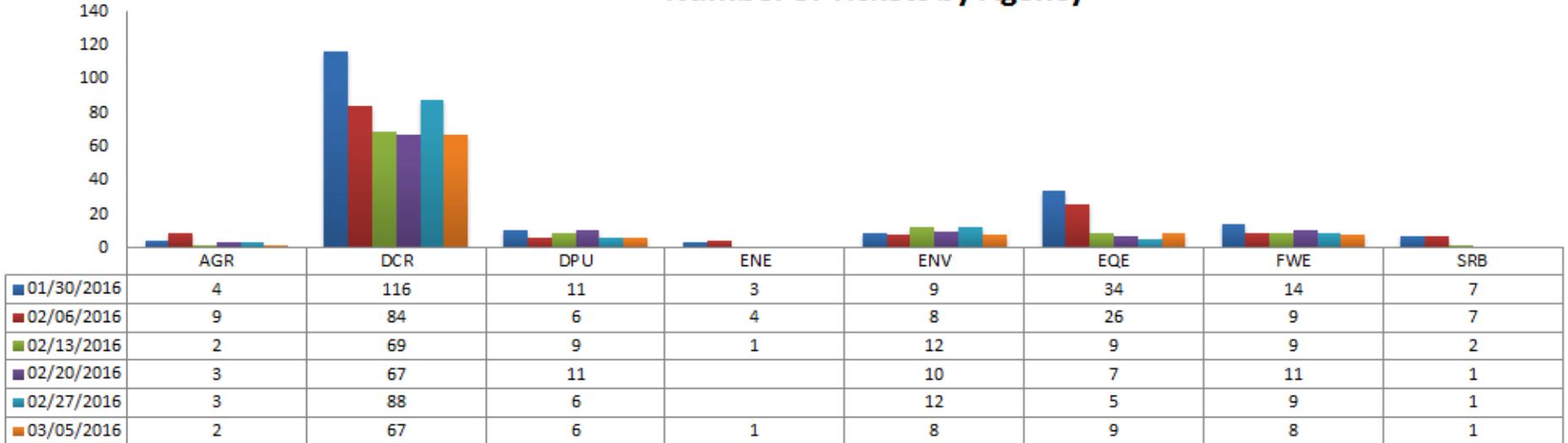


Inquiry Classifications

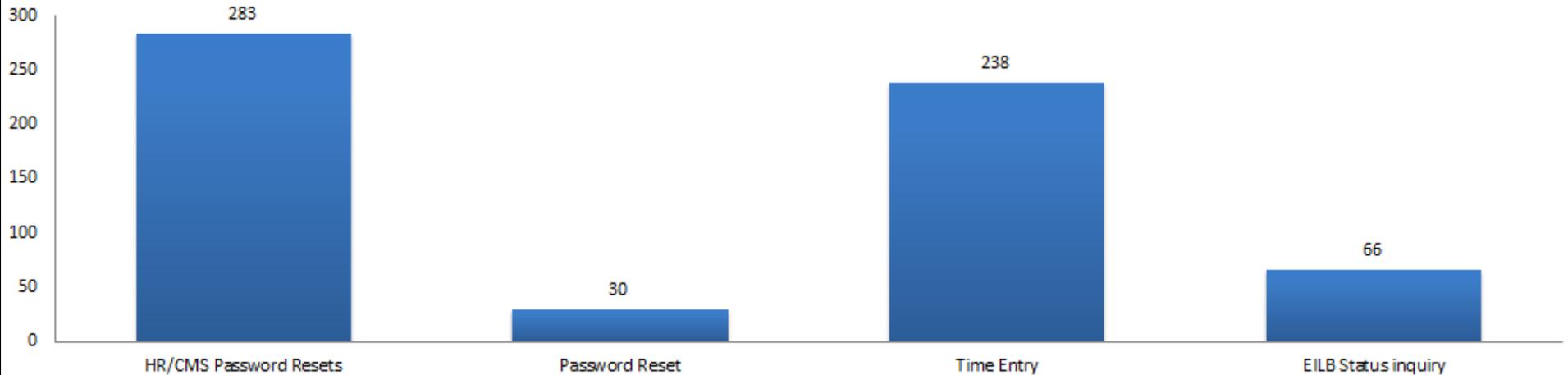


EOEEA Secretariat Agencies

Number of Tickets by Agency

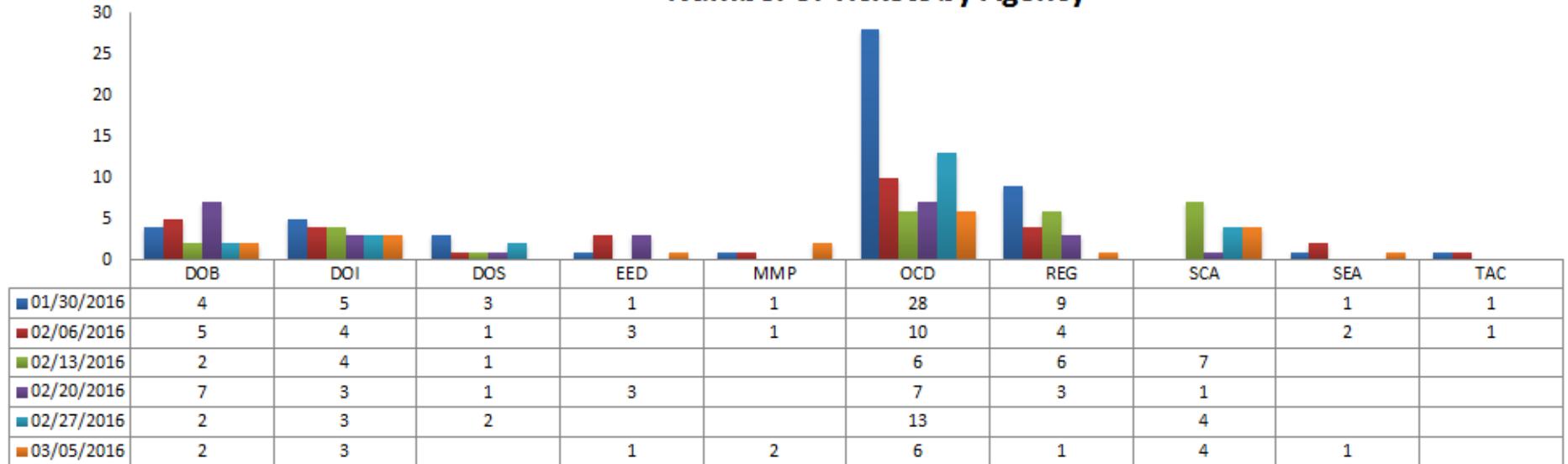


Inquiry Classifications

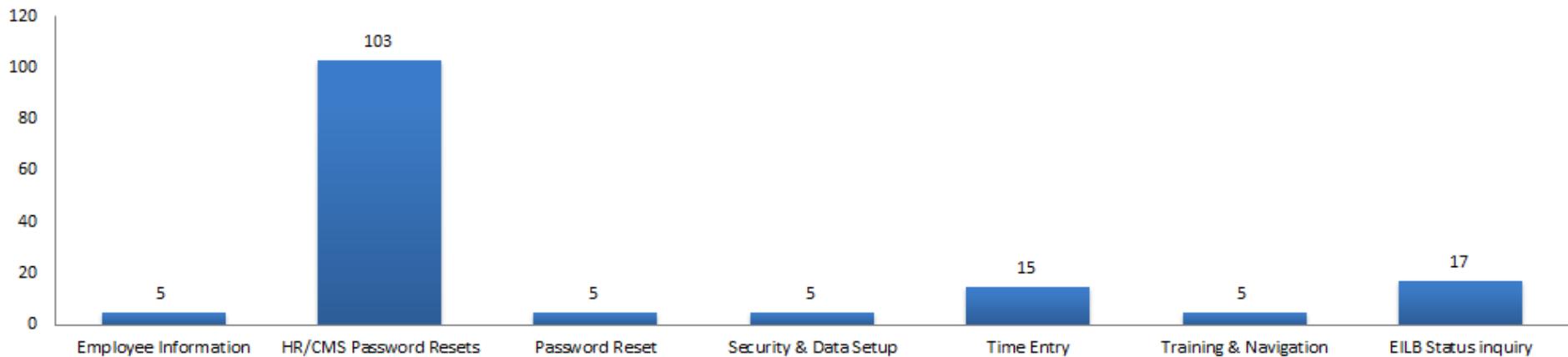


EOHED Secretariat Agencies

Number of Tickets by Agency

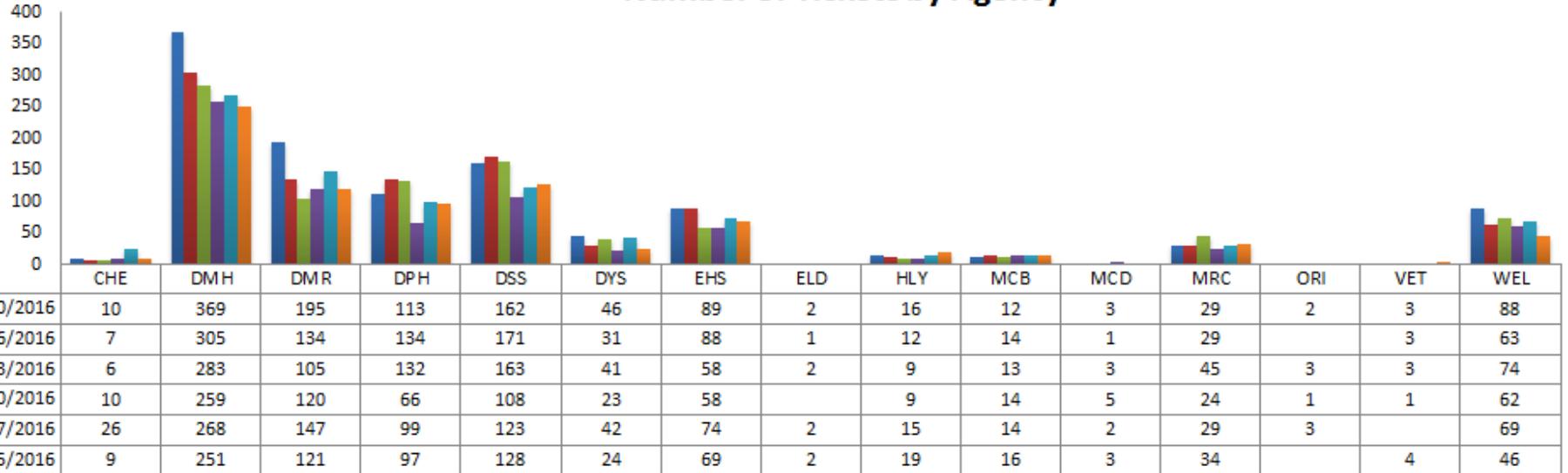


Inquiry Classifications

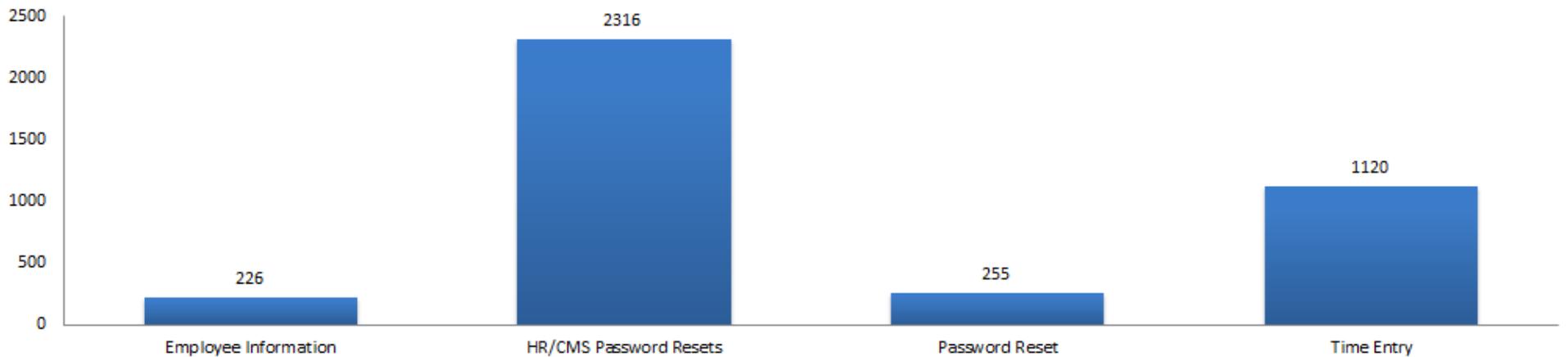


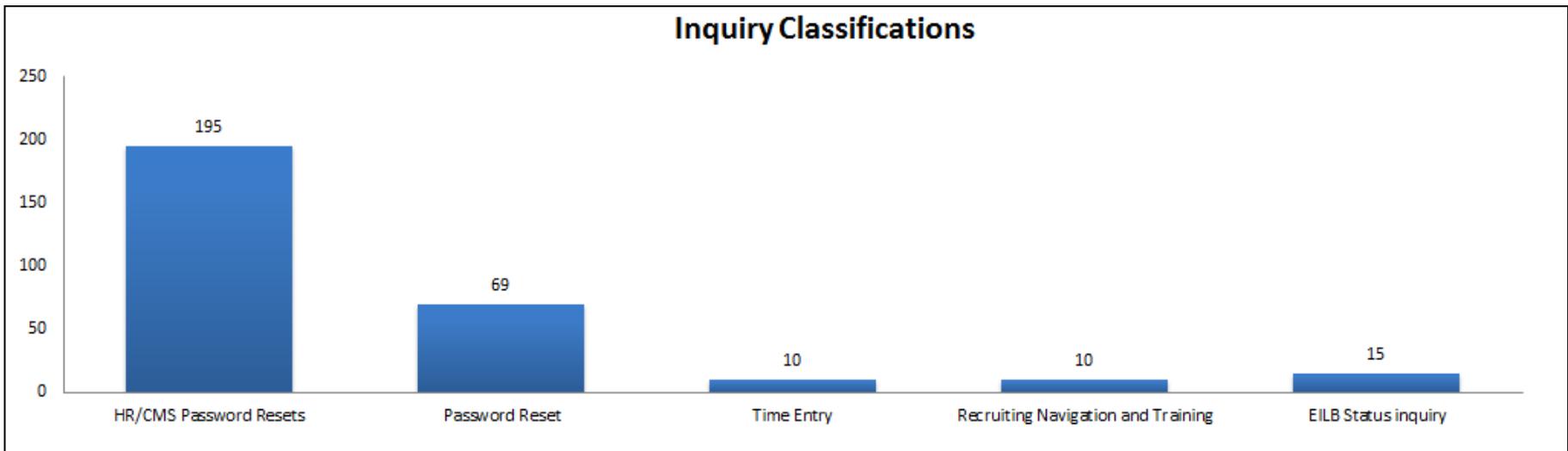
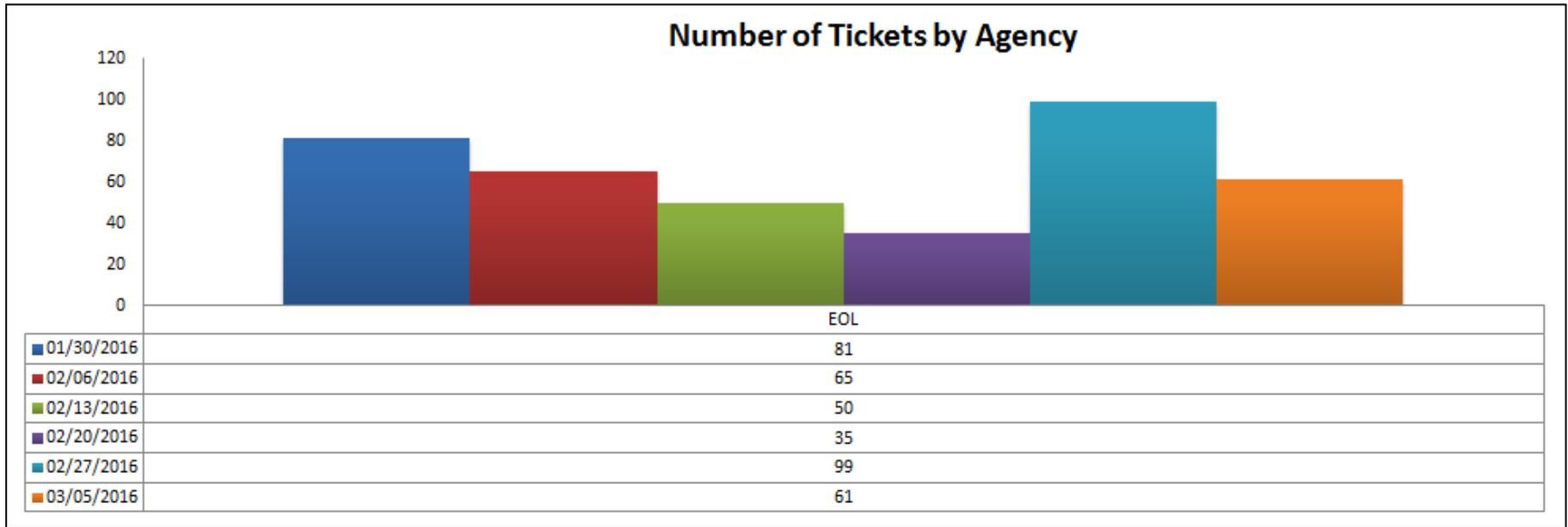
EOHHS Secretariat Agencies

Number of Tickets by Agency



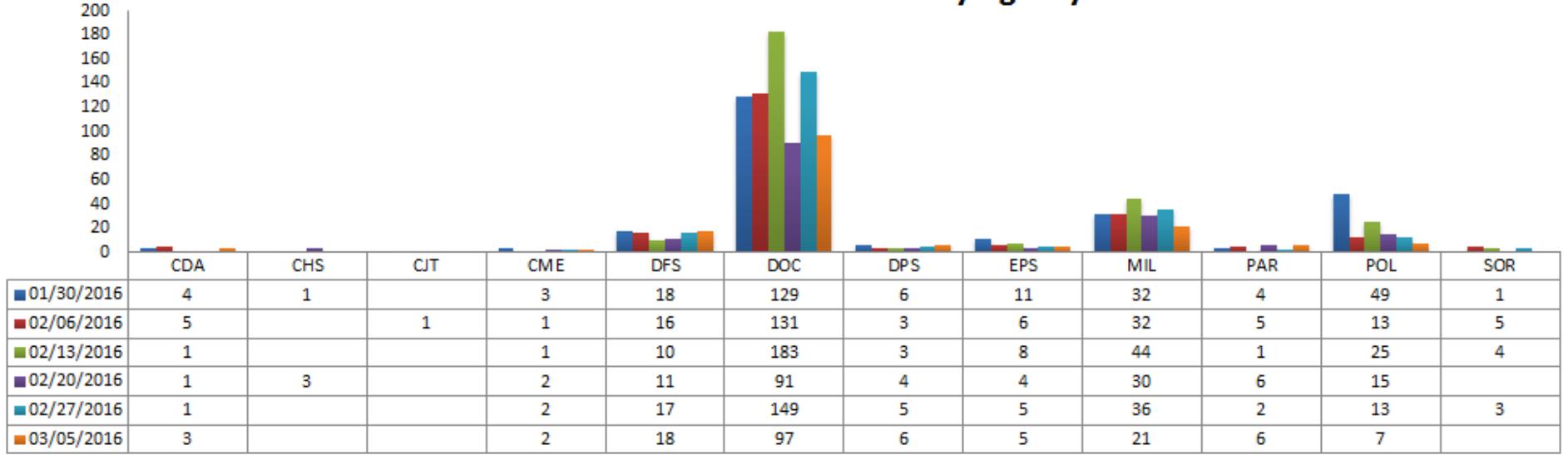
Inquiry Classifications



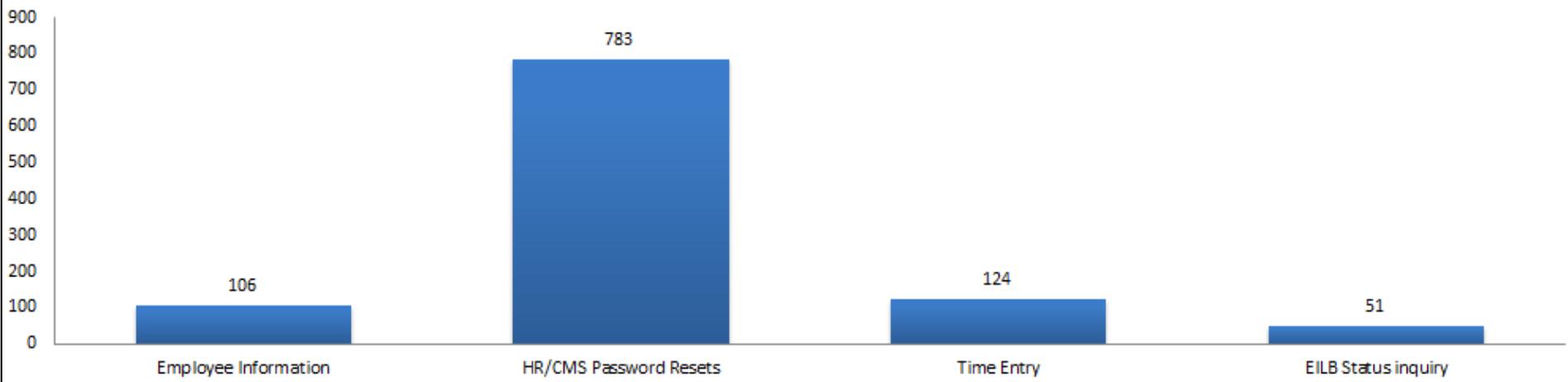


EOPSS Secretariat Agencies

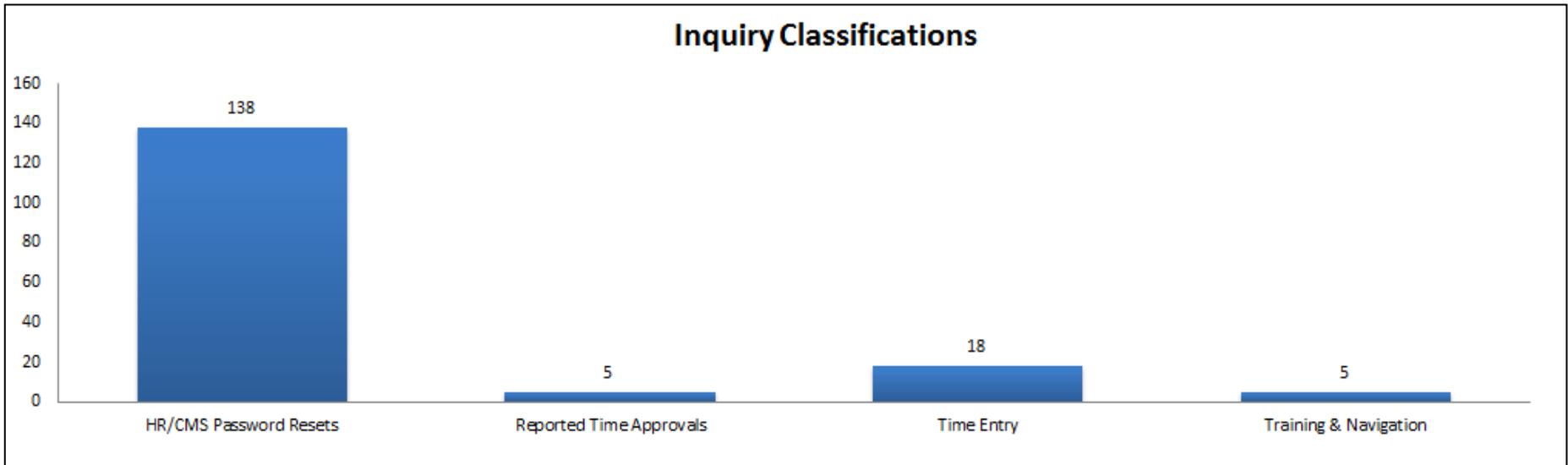
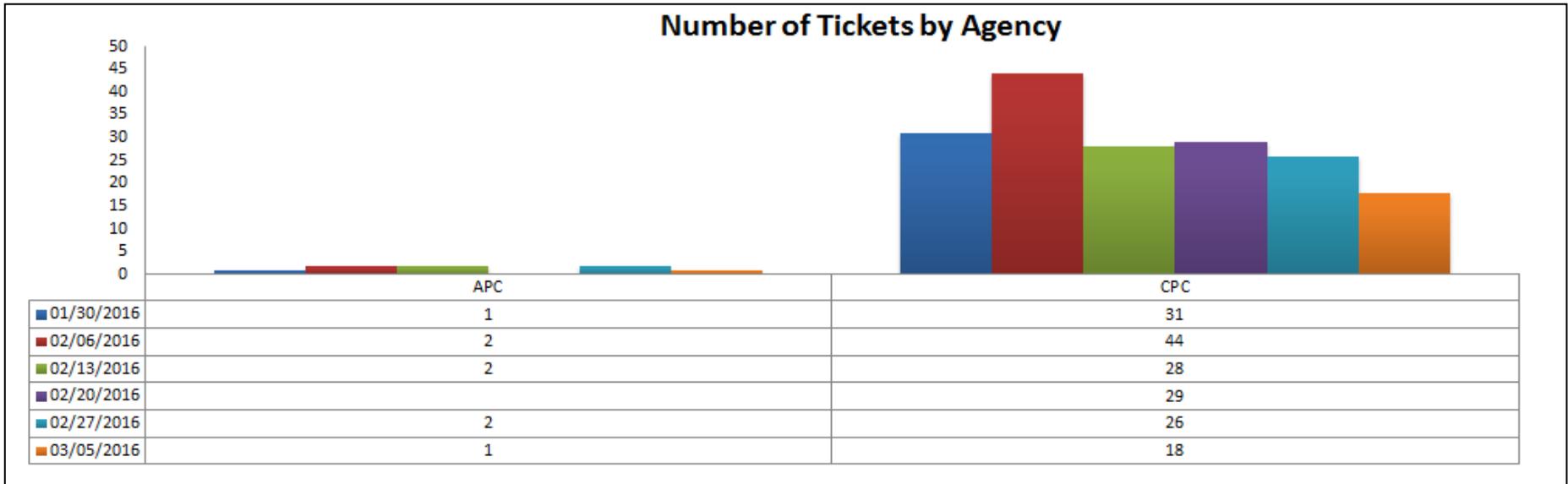
Number of Tickets by Agency



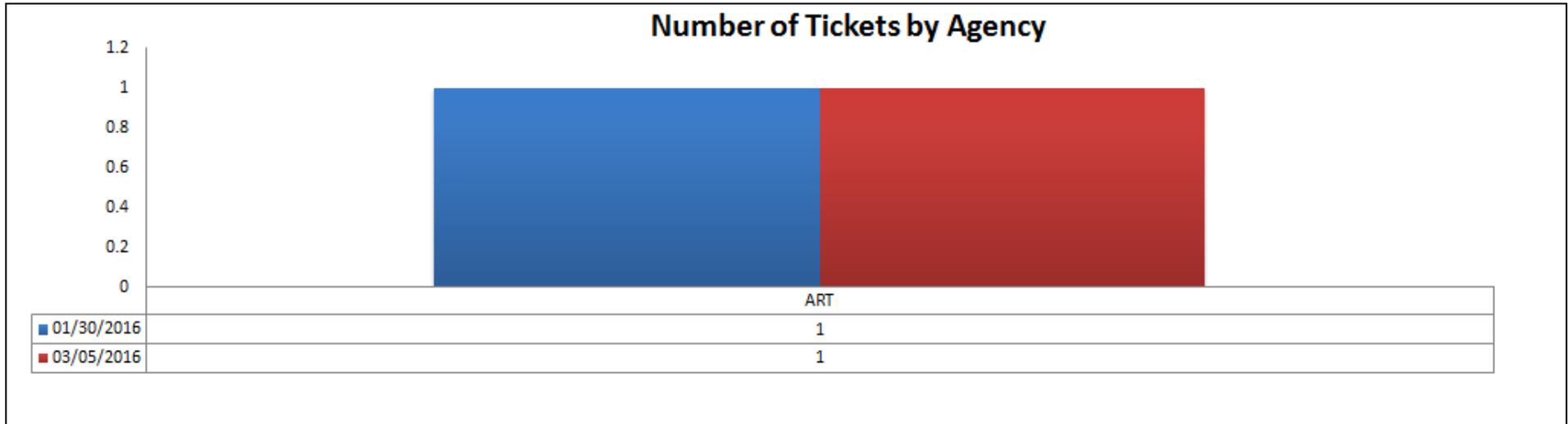
Inquiry Classifications



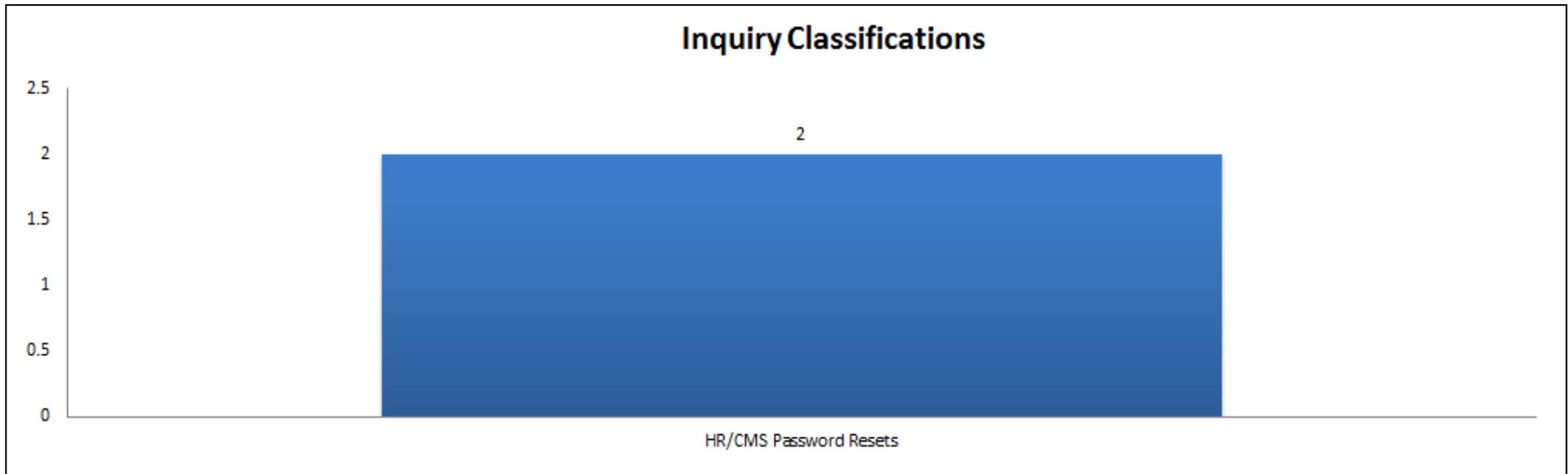
JUD Agencies



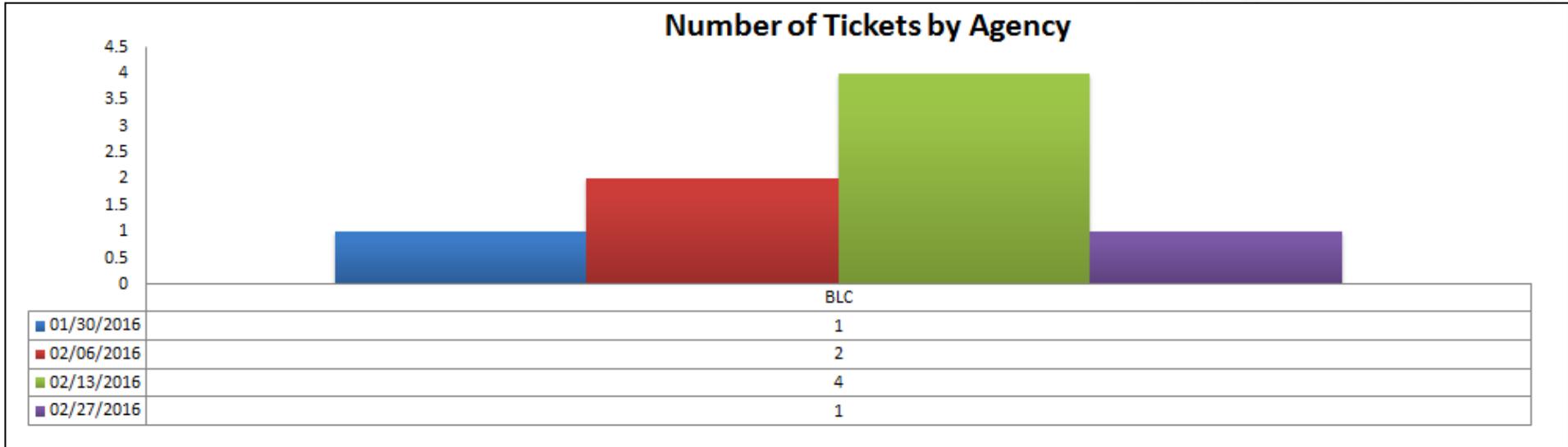
ART Tickets and Classification



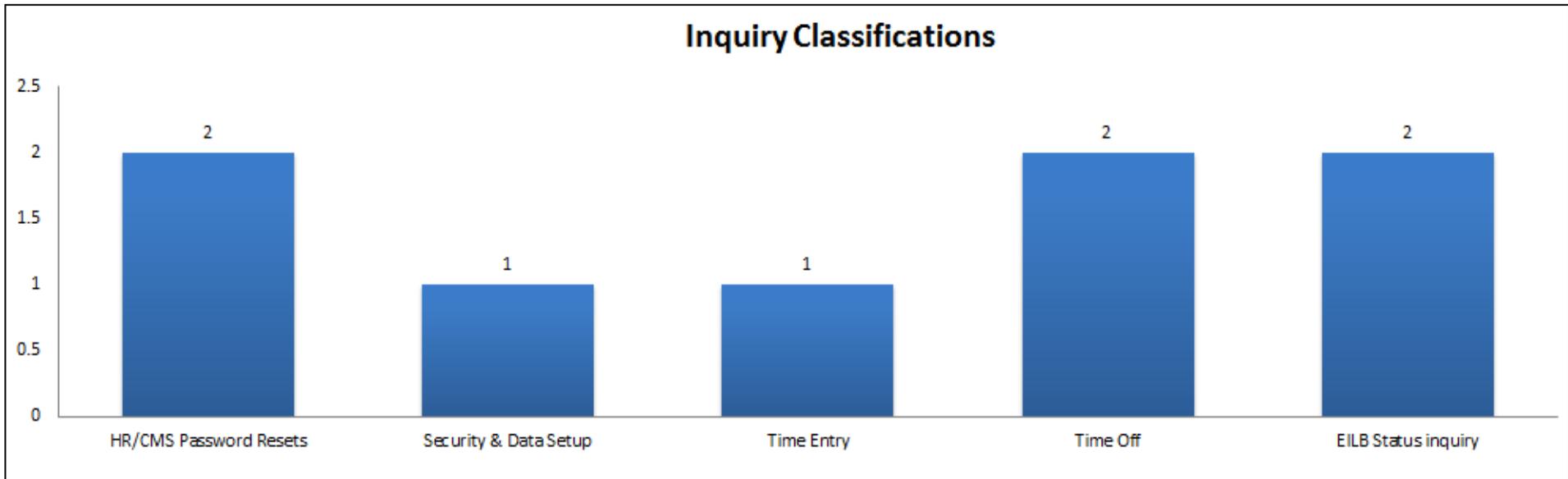
There were no requests the weeks of 2/6, 2/13, 2/20, & 2/27



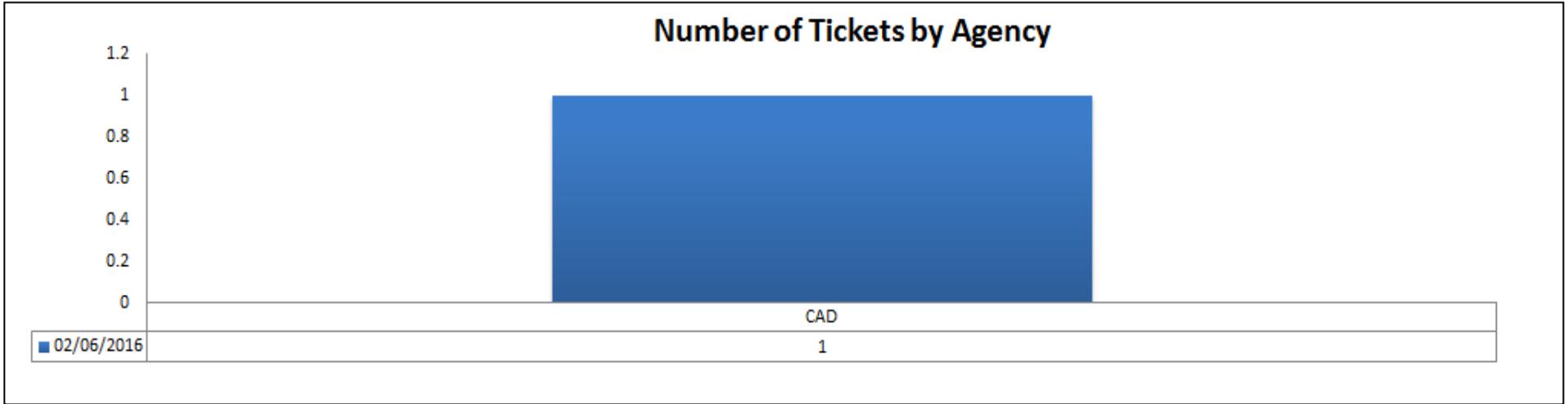
BLC Tickets and Classification



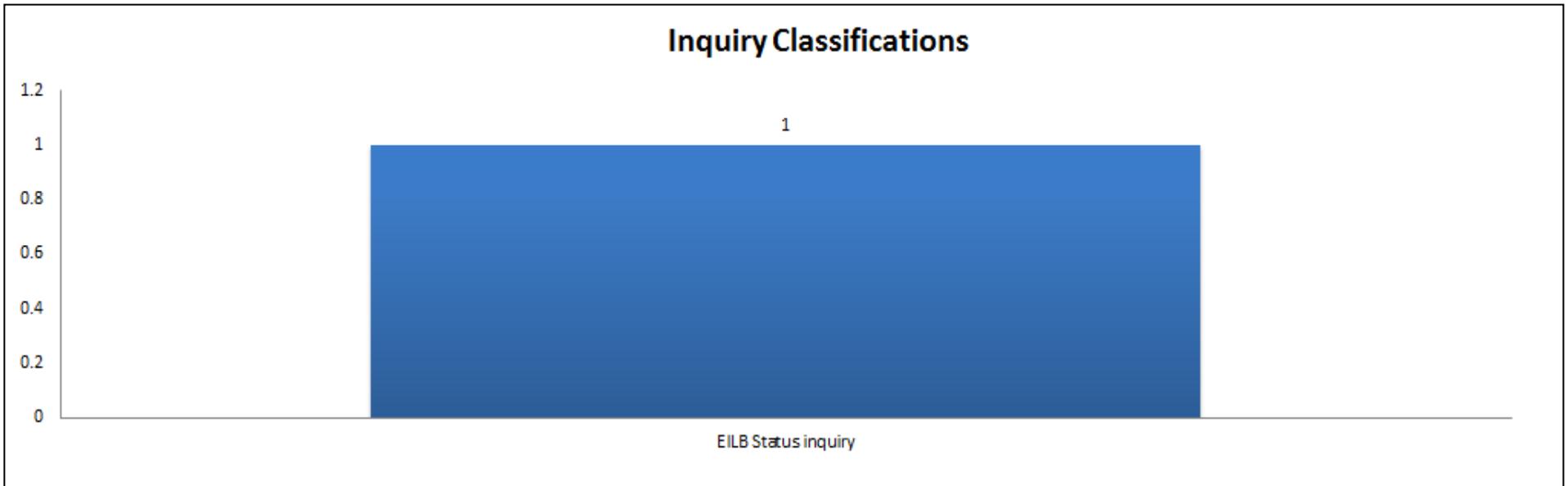
There were no requests the weeks of 2/20 & 3/5



CAD Tickets and Classification

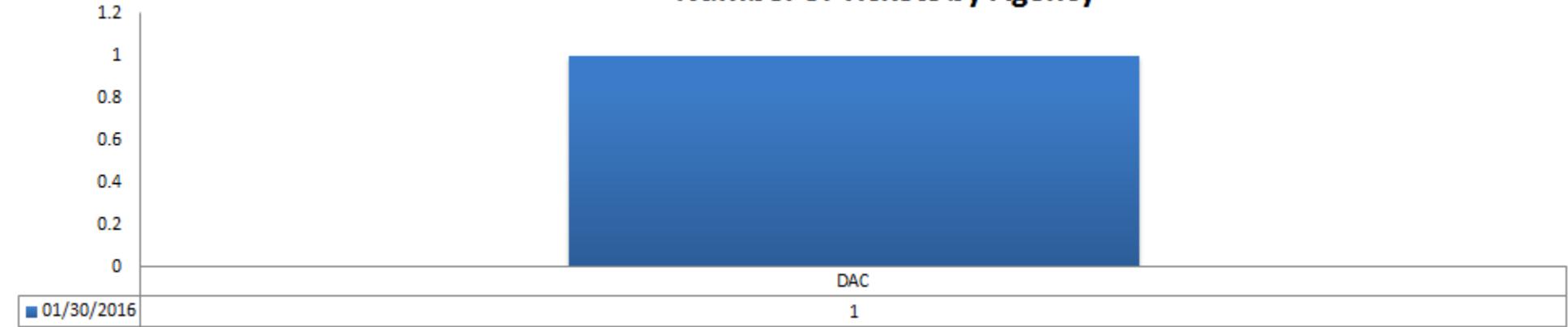


There were no requests the weeks of 1/30, 2/13, 2/20, 2/27, & 3/5



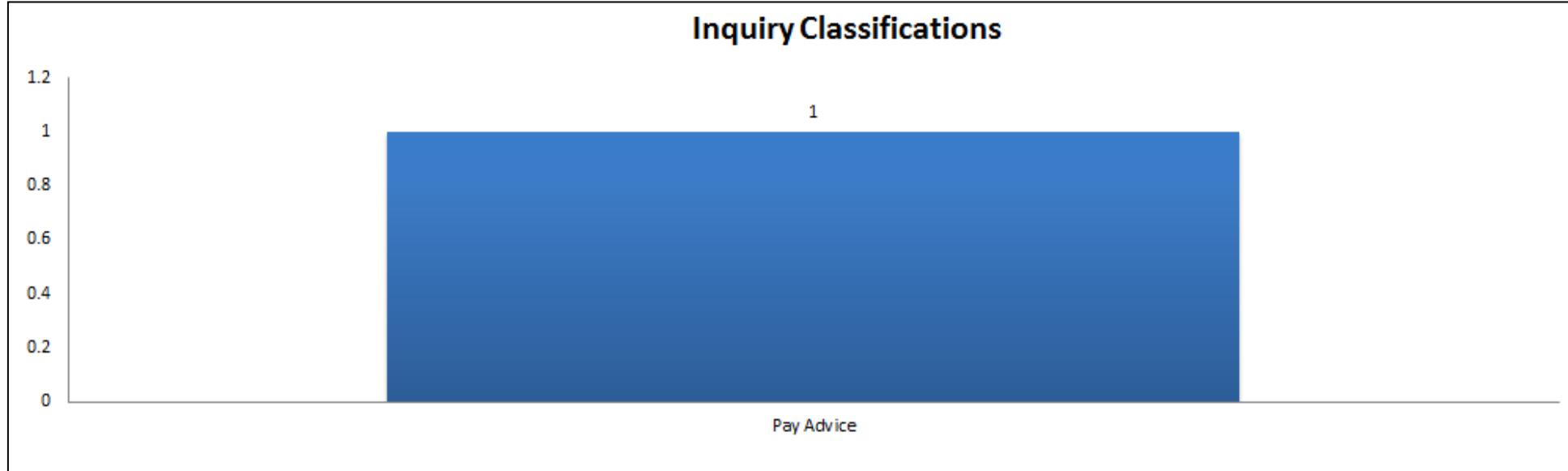
DAC Tickets and Classification

Number of Tickets by Agency

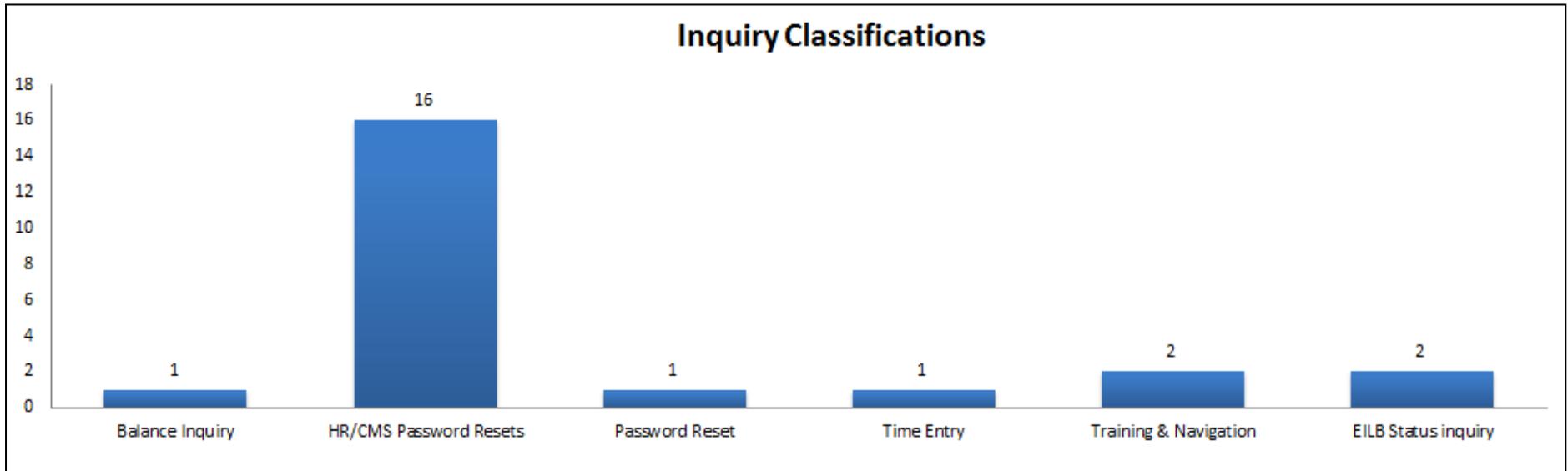
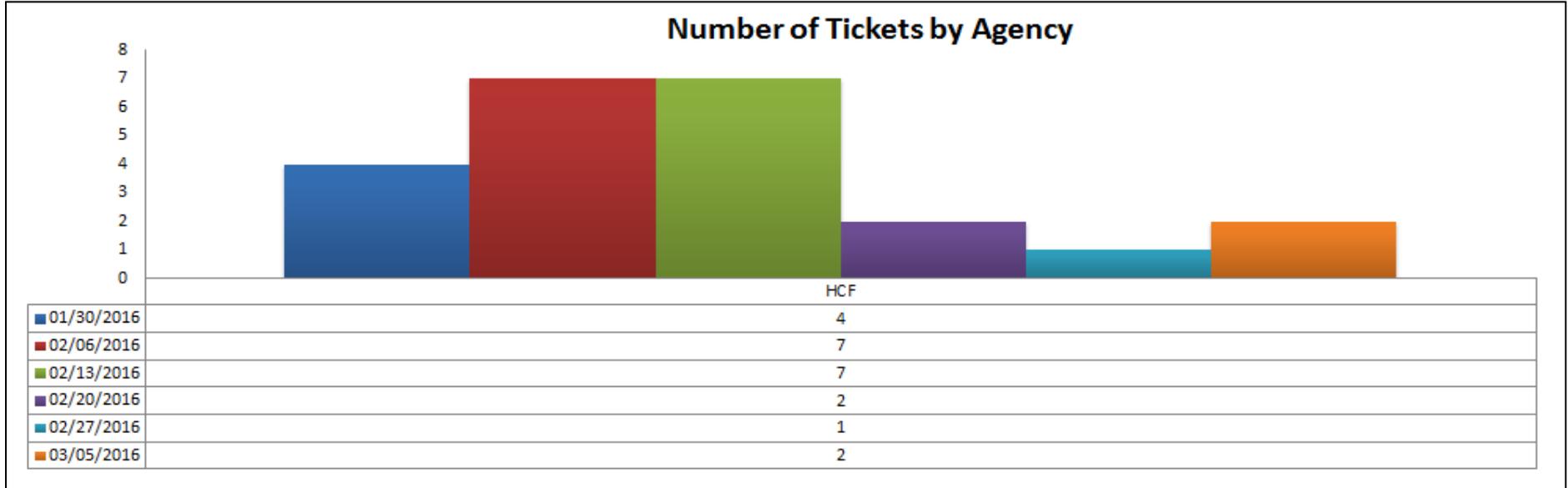


There were no requests the weeks of 2/6, 2/13, 2/20, 2/27, & 3/5

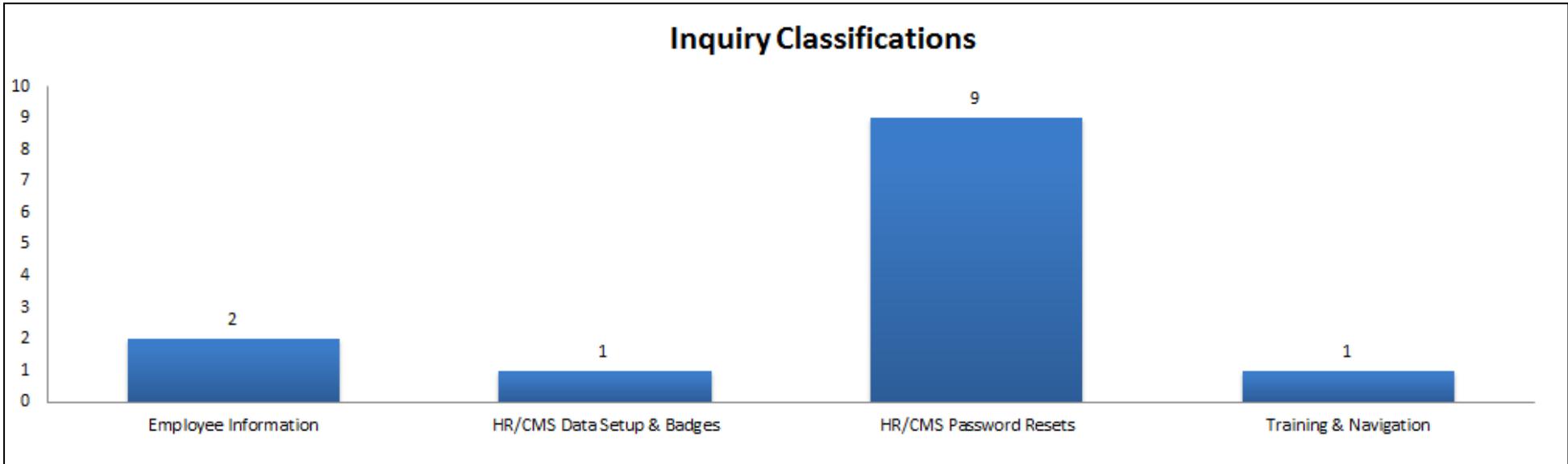
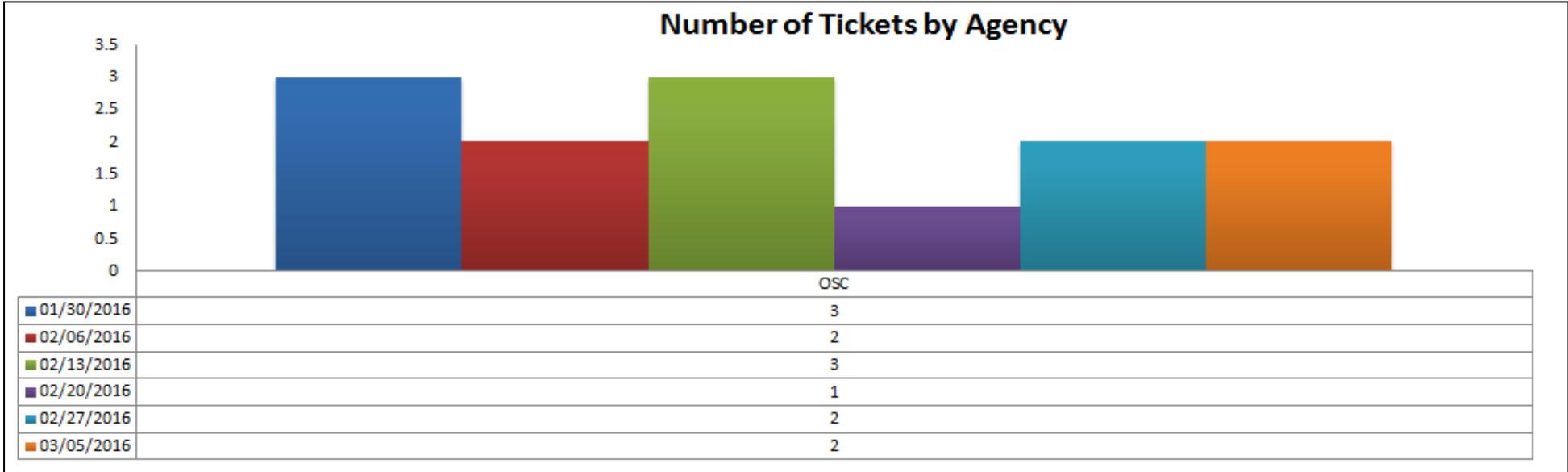
Inquiry Classifications



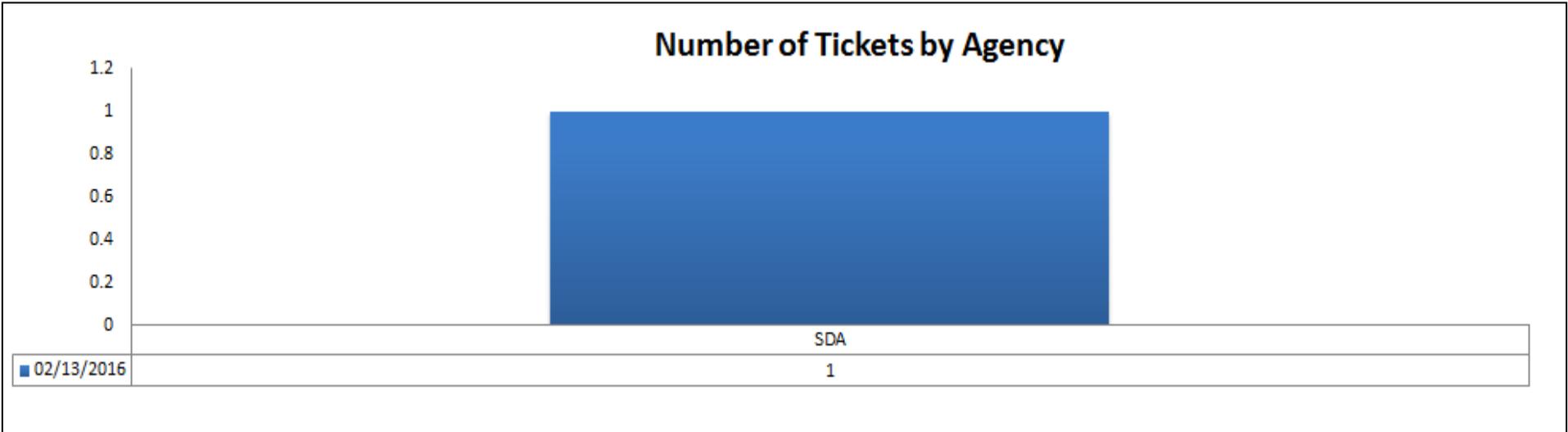
HCF Tickets and Classification



OSC Tickets and Classification



SDA Tickets and Classification



There were no requests the weeks of 1/30, 2/6, 2/20, 2/27 & 3/5

