



ESC Service Charter Scorecard

March 6, 2016 – April 2, 2016



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Service Delivery Overview

March 6, 2016 – April 2, 2016

Executive Summary

Total # Agencies Served: 80

Total # Employees Served: 54,609

Total calls received: 6,313

Average Call Wait Time: 00:46

Total email requests received: 902

Total FAX requests received: 206

Number of Transactions processed by ESC: 8,505

Total outbound contacts: 2,266

Total tickets opened: 5,836

Total tickets closed within 3 days: 5,714

Total tickets remain open beyond 3 days: 121

% tickets remain open beyond 3 days: 2.07%

% of Employees served by the ESC: 15.57%

Staffing

Area	Staffing as of 4/02/2016	Staffing as of 3/05/2016
Customer Service/Intake	8	8
Customer Service/Research	3	3
Processing & Outreach	8	8
Analyst	1	1
Supervisor	3	3
Senior Staff	4	4
Total	27	27

Activities

- 3/20 Massachusetts Commission Against Discrimination began using ESC Services.

Source: ESC Avaya CMS & Footprints Reports, data from 3/06/2016 – 4/02/2016.

***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



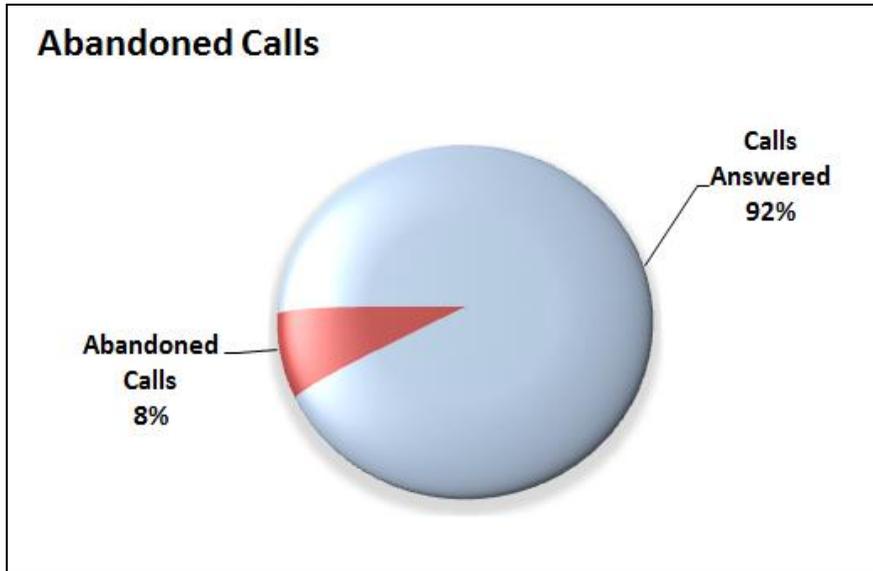
Delivering HR Services That Matter

Metric	Target	Current Period Performance 3/06/16 – 04/02/16	Pervious Period Performance 1/24/16 – 03/05/16	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	0:46 seconds	2:25 seconds	
Average case resolution time – password resets and e-mail updates (Time owned by ESC)	98% within 1 day	99.65%	99.17%	
Average case resolution time – inquiries and requests (Time owned by ESC)	75% within 1 day 90% within 3 days	92.2% within 1 Day and 95.9% within 3 Days	88.4% within 1 Day and 91.9% 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	82% rated good to excellent (1.645% response rate)	83% rated good to excellent (0.820% 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	

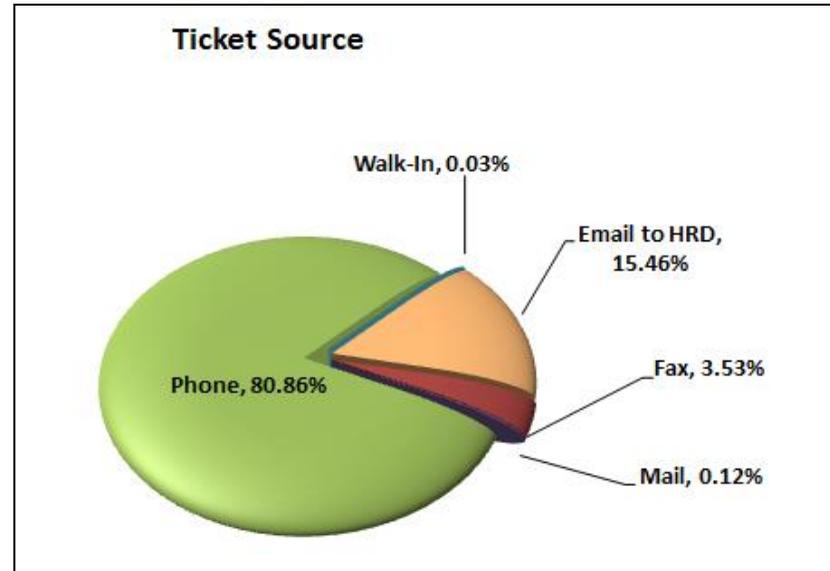


Inbound Call Data

SLA Metric	Target Level	Current Period 3/06/16 to 04/02/16	Previous Period 1/24/16 to 03/05/16	March 2015
Average wait time – all inquiries (Days operational)	Will not exceed 3 minutes 90% of the time	0:46 seconds	2:25 seconds	0:18 seconds



Total = 6,313 calls



Total = 5,836 Tickets

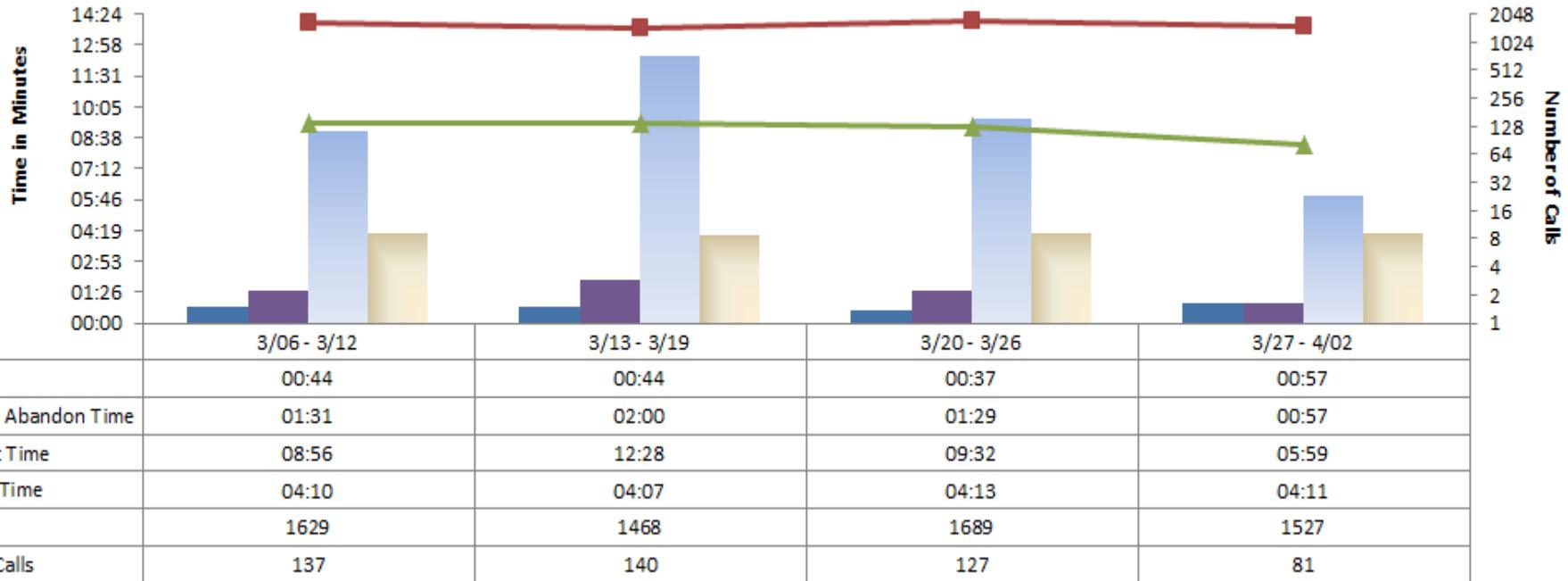
Source: ESC Footprints & Avaya data from 3/06/2016 – 4/02/2016.

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



Inbound Call Data

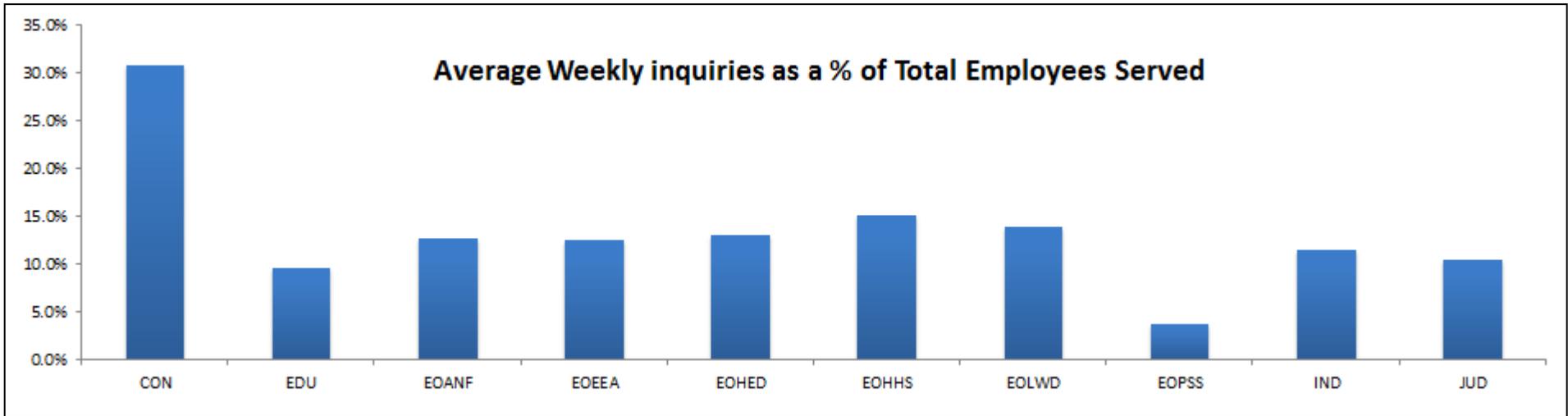
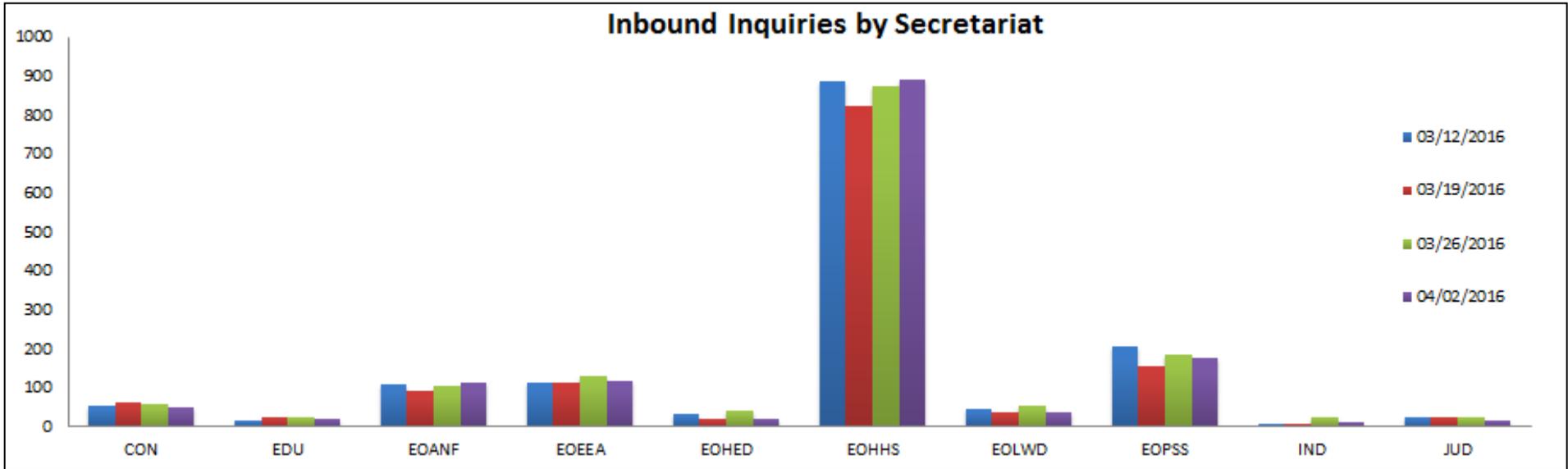
Wait Time, Call Volumes, & Abandonment Rates



Source: ESC Avaya data from 3/06/2016 – 4/02/2016.



Inbound Inquiries by Secretariat

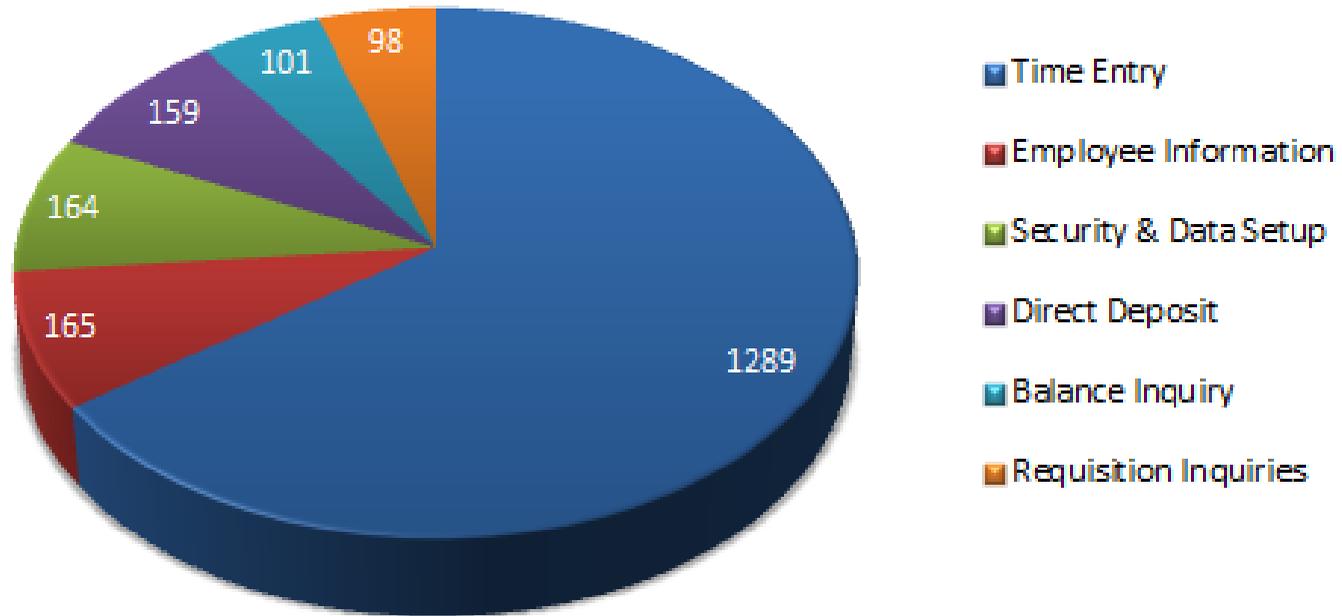


Source: ESC Footprints data from 3/06/2016 – 4/02/2016.



Types of Inquiries Received

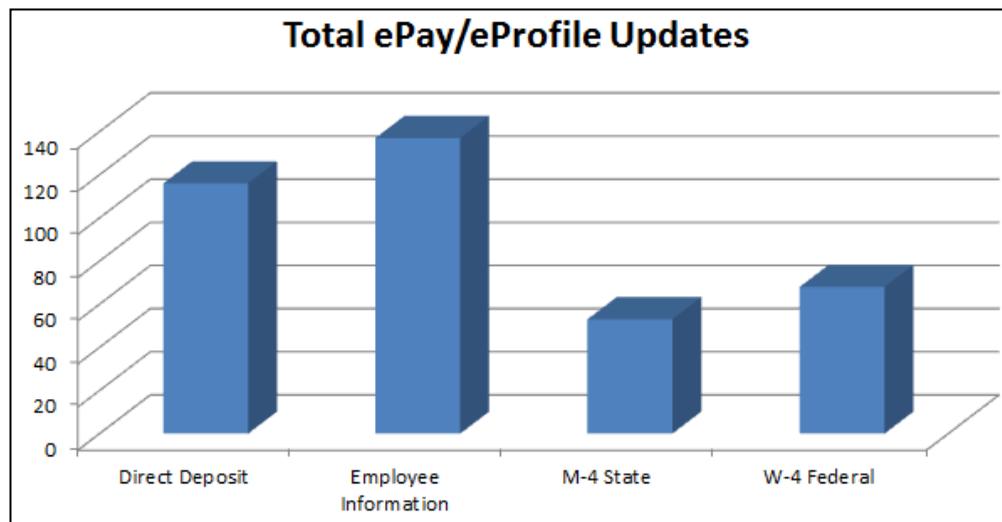
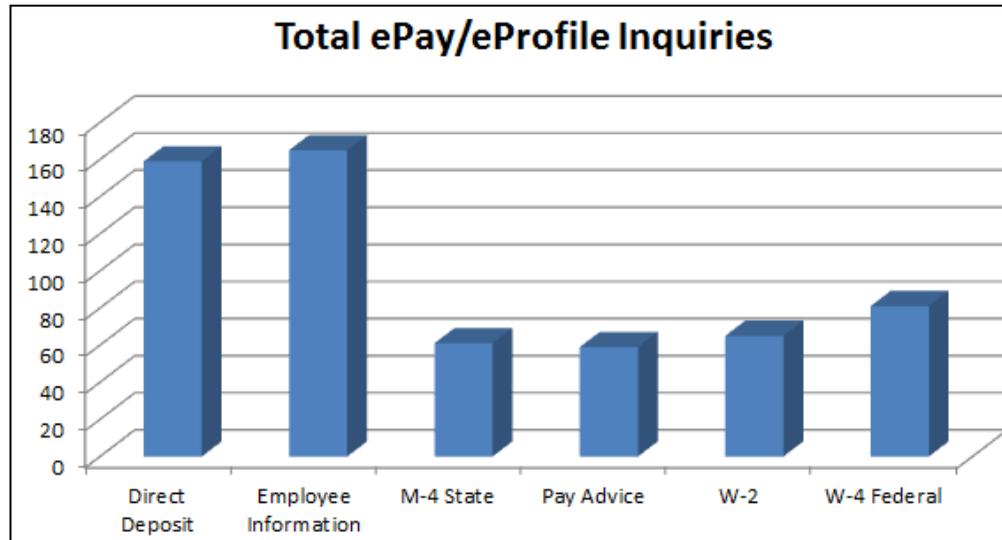
Top Inquiry Classifications (Excluding Password Resets)



Source: ESC Footprints data from 3/06/2016 – 4/02/2016.



ePay/eProfile Transactions

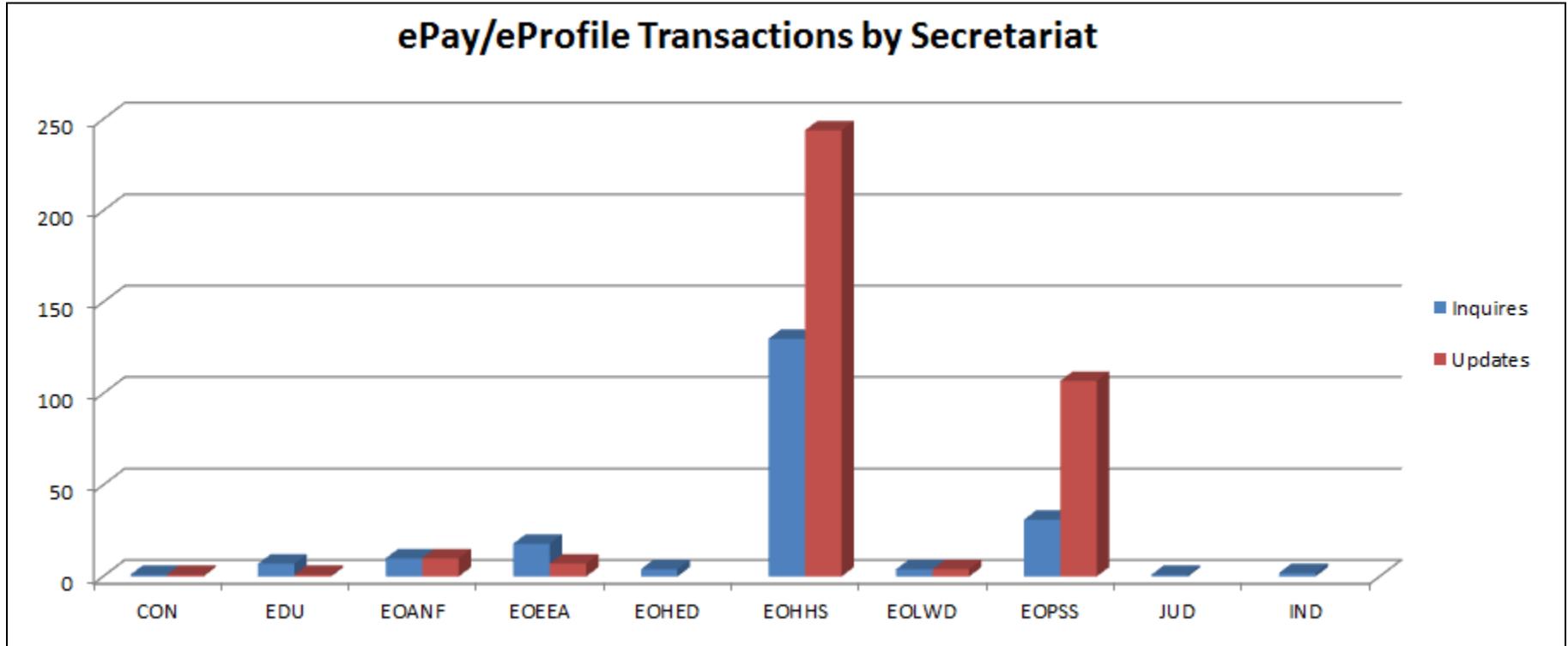


Source: ESC Footprints data from 3/06/2016 – 4/02/2016.

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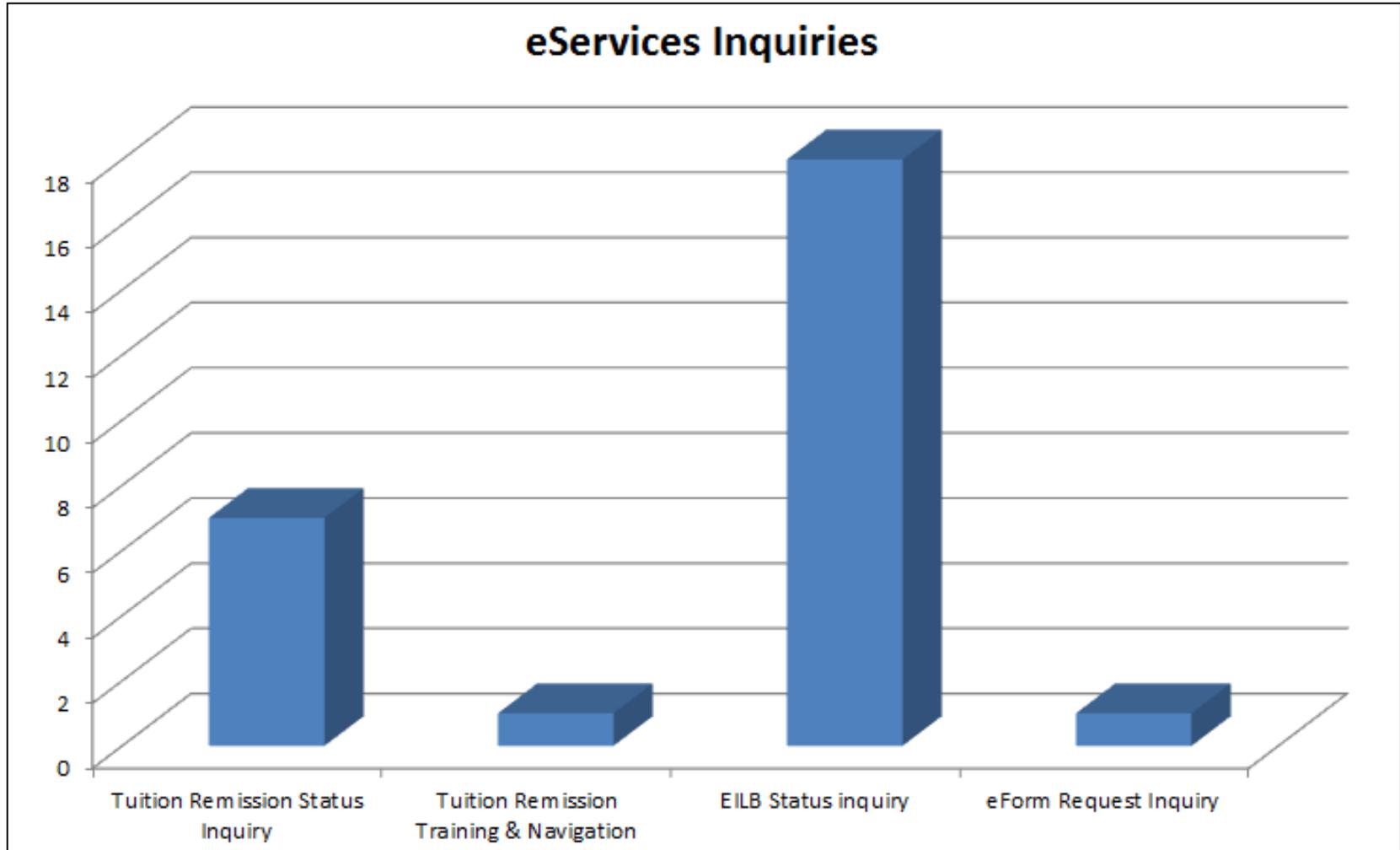
ePay/eProfile Transactions by Secretariat



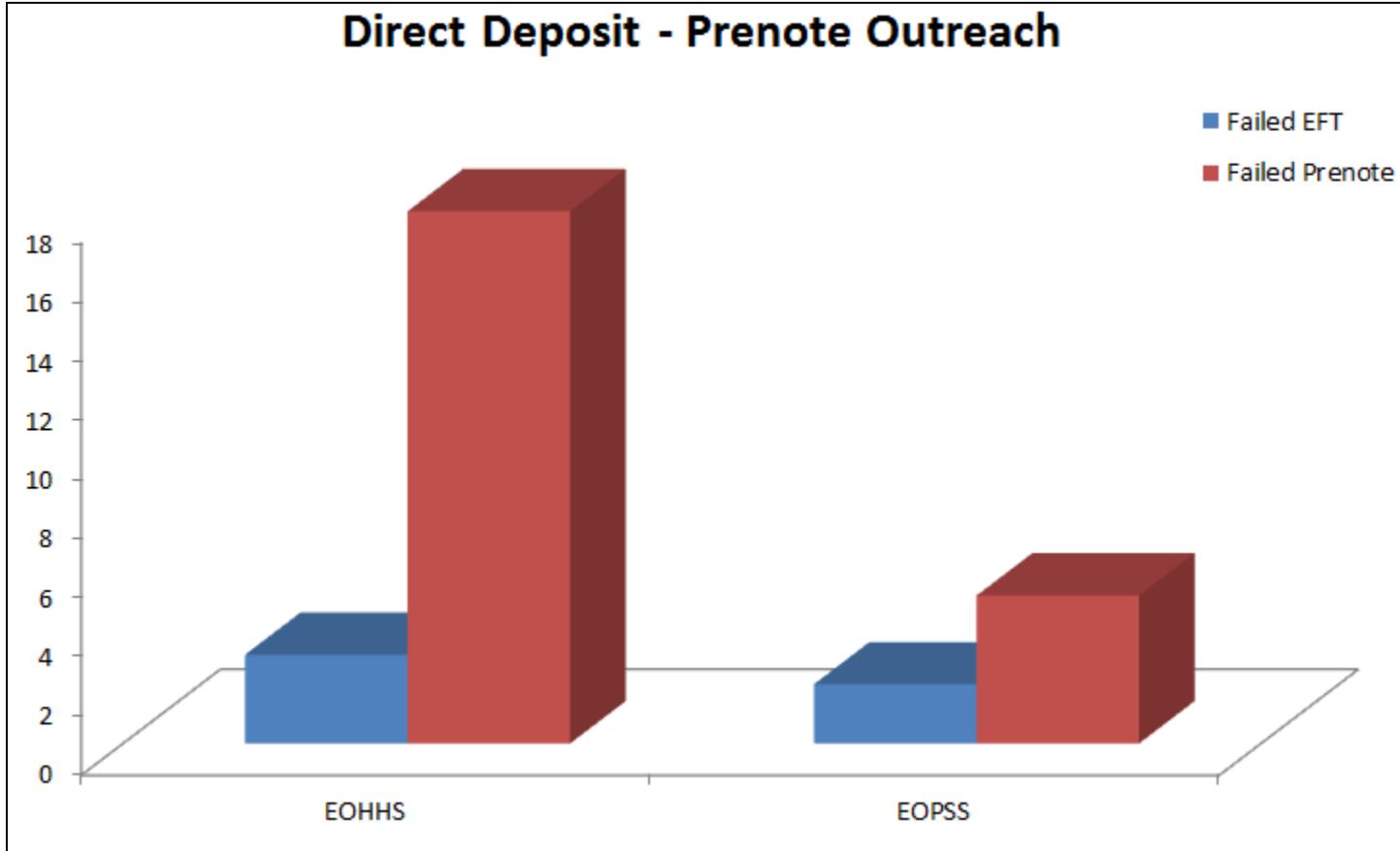
Source: ESC Footprints data from 3/06/2016 – 4/02/2016.



eServices Transactions



Direct Deposit-Prenote Outreach



Source: ESC data from 3/06/2016 – 4/02/2016.



Case Resolution Time

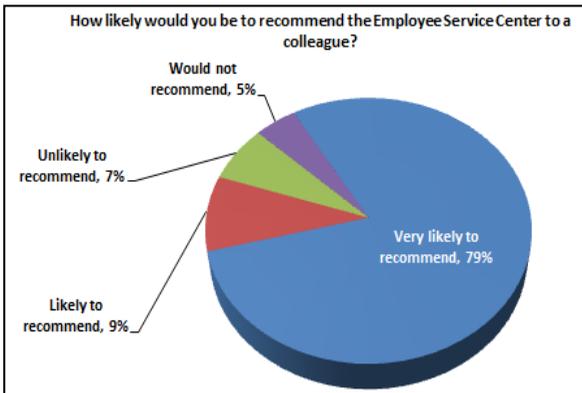
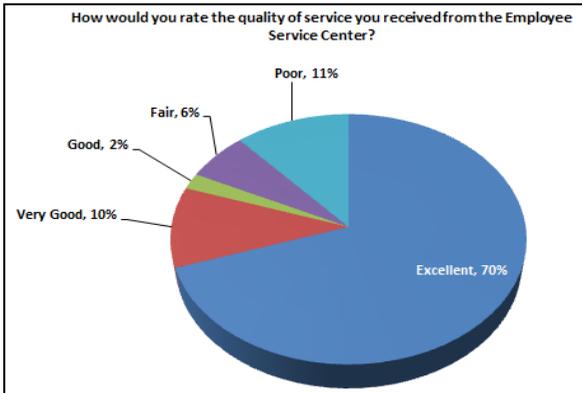
SLA Metric	Target	Current Period 3/06/2016 – 4/02/2016	Previous Period 1/24/2016 – 3/05/2016	Previous Year March 2015
Average case resolution time – password resets and e-mail updates (Time owned by ESC)	98% within 1 day	99.65%	99.17%	99.86%
Average case resolution time – inquiries and requests (Time owned by ESC)	75% within 1 day 90% within 3 days	92.2% within 1 Day and 95.9% within 3 Days	88.45% within 1 Day and 91.9% within 3 Days	96.1% within 1 Day and 97.4% within 3 Days

Source: ESC Footprints data from 3/06/2016 – 4/02/2016.



Customer Satisfaction Survey Results

SLA Metric	Target	Current Period 3/06/2015 – 4/02/2015	Previous Period 1/24/2015 – 3/05/2015	March 2015
Customer satisfaction (Based on automated survey upon ticket closure.)	80% of customers rate overall satisfaction good to excellent	82% rated good to excellent (1.645% response rate)	84% rated good to excellent (0.820% response rate)	98% rated good to excellent (0.220% response rate)



Selected Monthly Comments:

- She was quick and efficient, I don't feel there was any need for improvement.
- N/A - Resolved on first contact; excellent service
- I was satisfied and felt that I received the best service possible for my issue.
- Service Center Employee knew exactly what I needed and pointed me to the area I needed on the website without fail.
- Nothing could have been done differently. The service was prompt and courteous

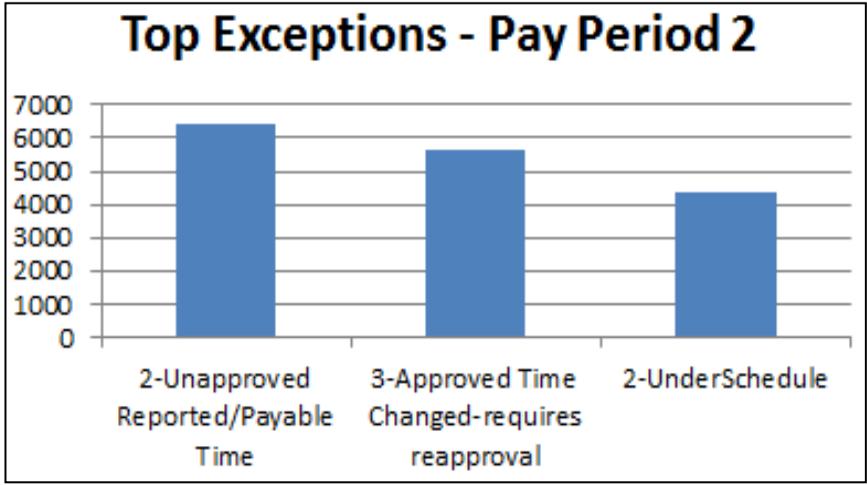
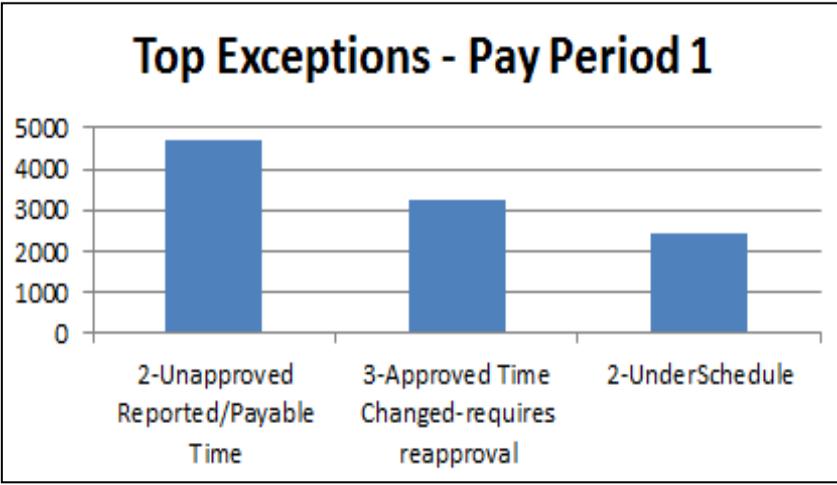
Source: ESC Customer Satisfaction Survey; survey link is provided on ticket closure notice and is voluntary. Survey results shown were collected between 3/06/2016 – 4/02/2016.

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Outbound Contact Percentages

SLA Metric	Target	Current Period 3/06/2016 – 04/02/2016	Previous Period 1/24/2016 – 03/05/2016
Percentage of approvers contacted with unresolved high exceptions requiring ESC intervention for resolution:	98% 85% holiday/emergency leave weeks	85.09%	65.91%



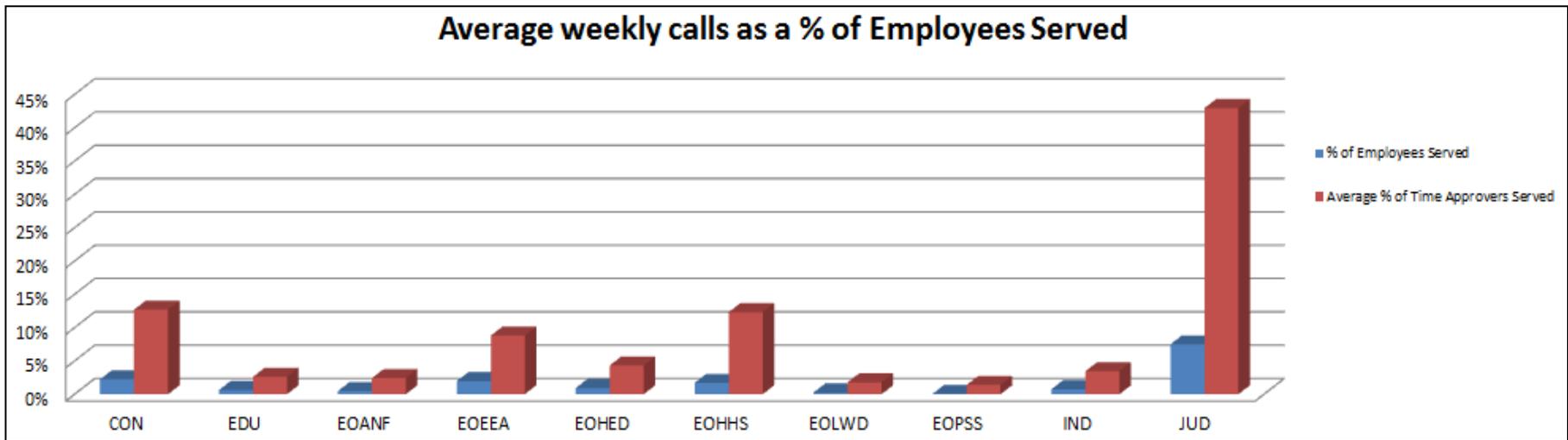
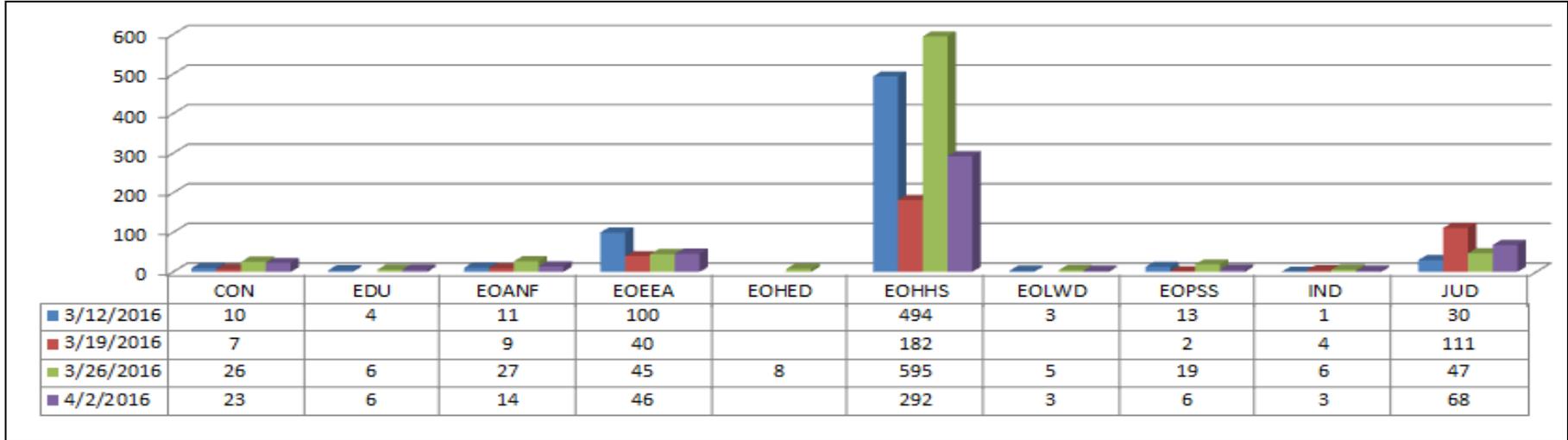
Source: ESC data from 3/06/2016 – 4/02/2016.



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 3/06/2016 – 4/02/2016.

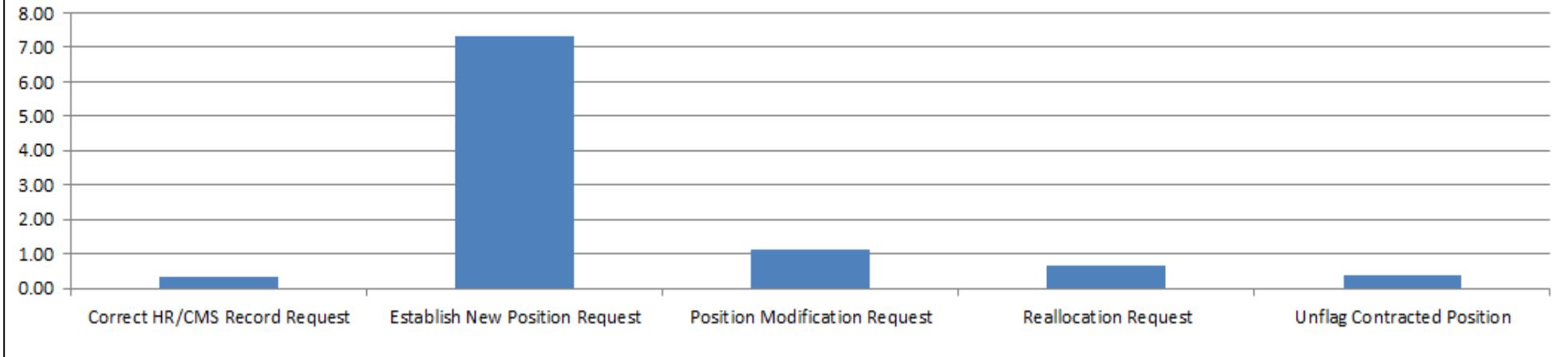
Average inquiries per employee is shown for comparison purposes and does not account for repeat contacts (i.e., calling an employee multiple times).



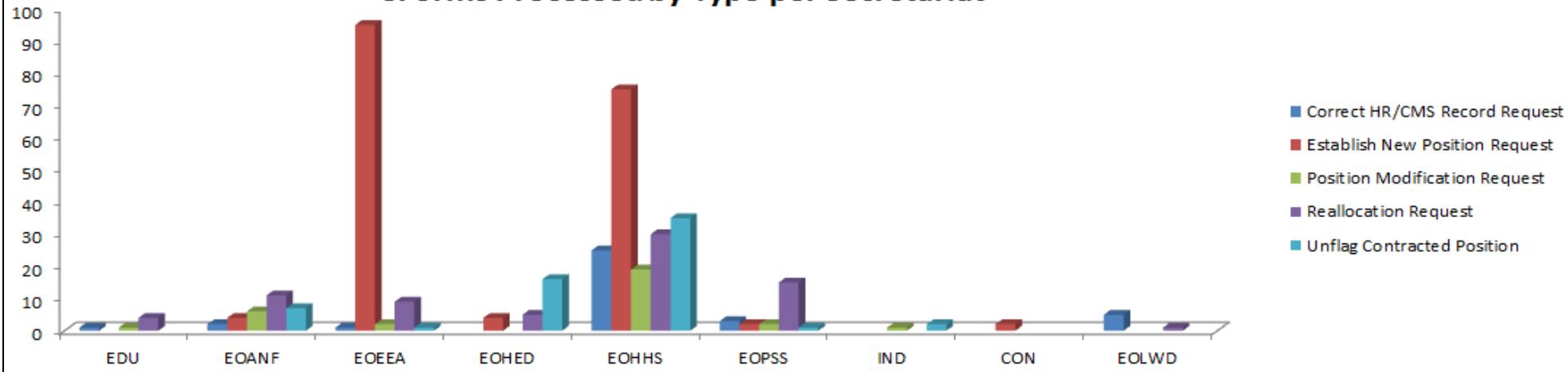
Position Management

Total number of eForms processed by ESC: 387

Average eForm Turnaround Time (Days)



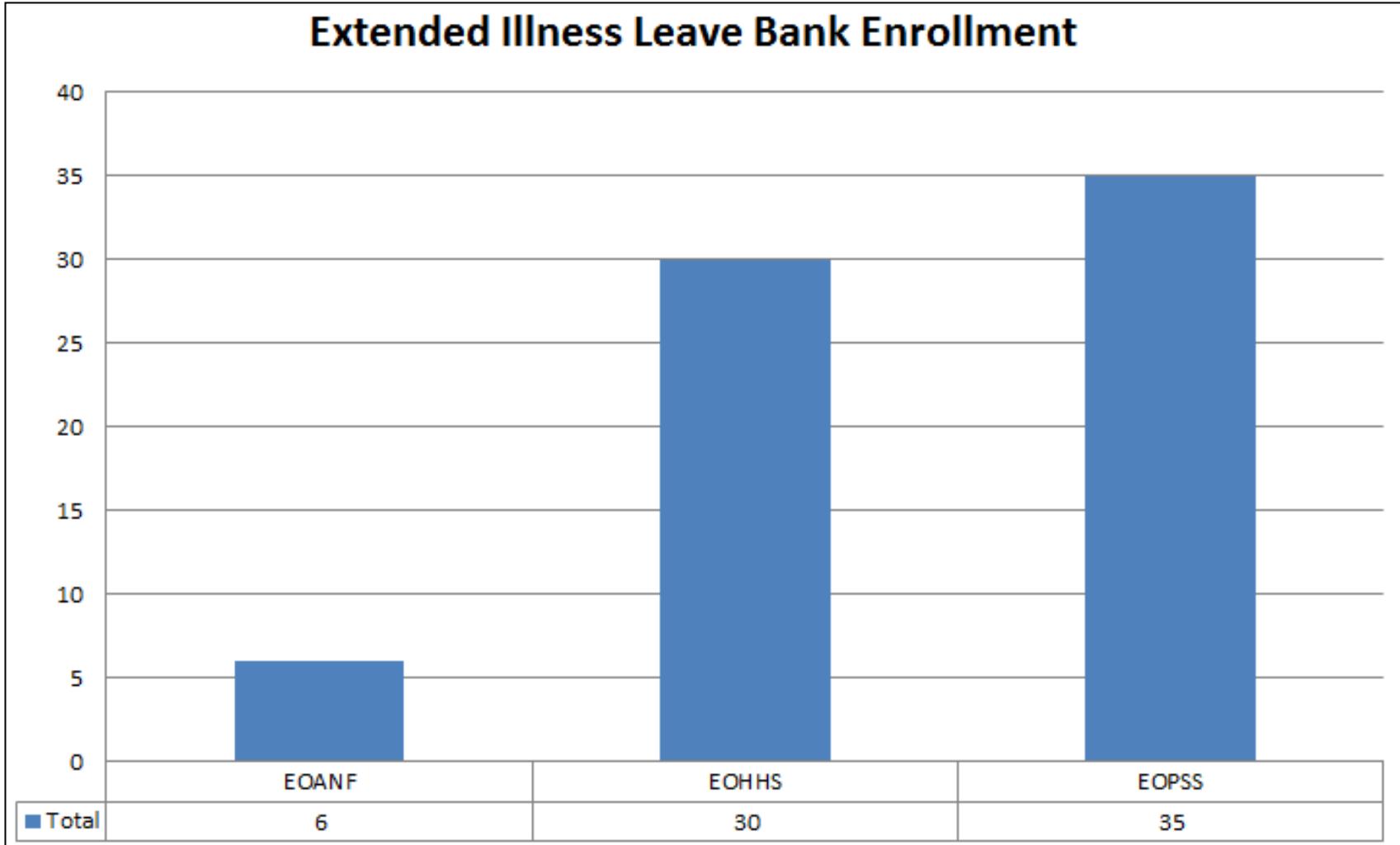
eForms Processed by Type per Secretariat



*The increase in EOEEA Establish New Position requests were due to lack of vacant positions available for seasonals and laborers.



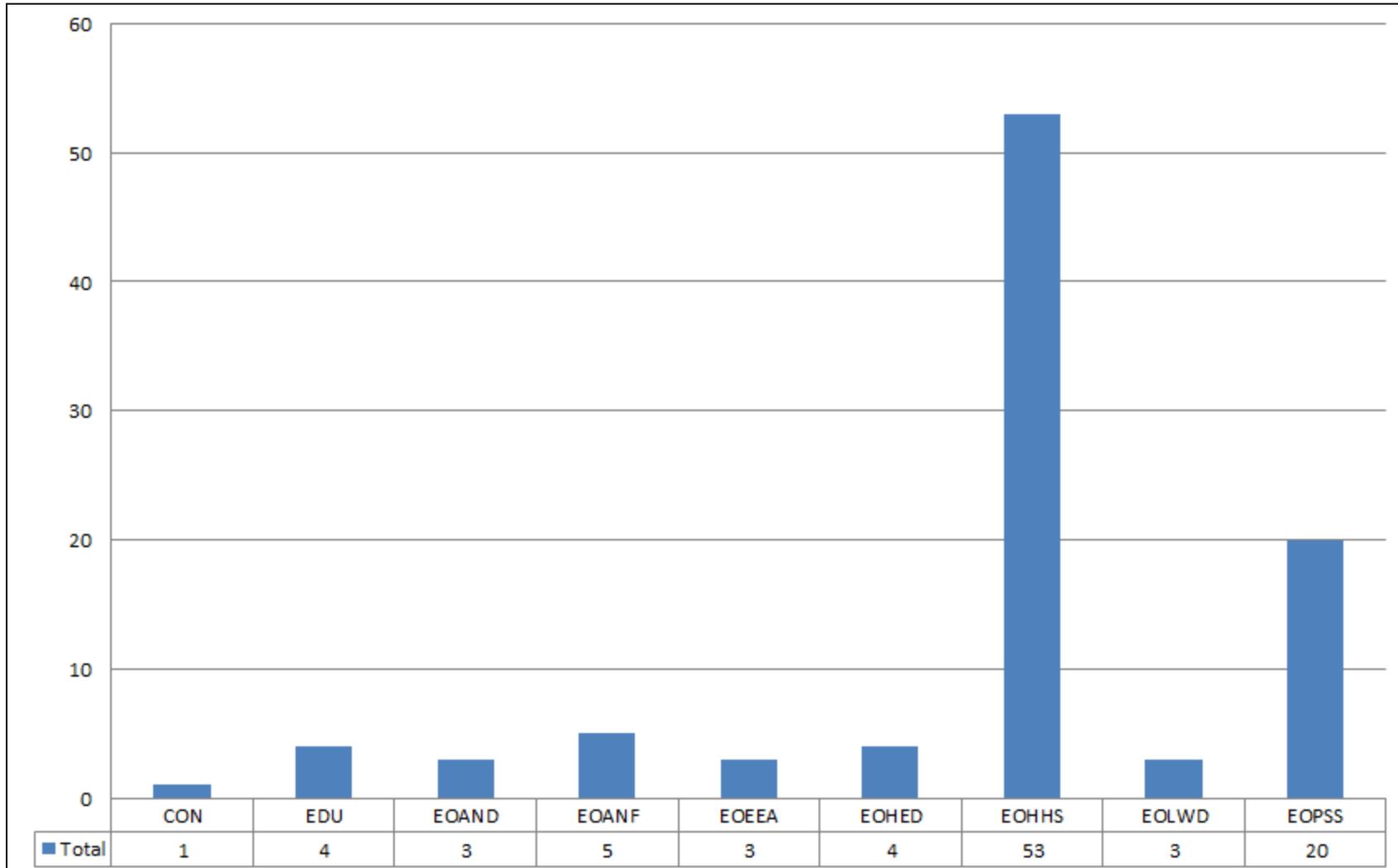
Extended Illness Leave Bank Submissions Per Agency



Source: OnBase - Hyland Utility Client Reporting data from 3/06/2016 – 4/02/2016.



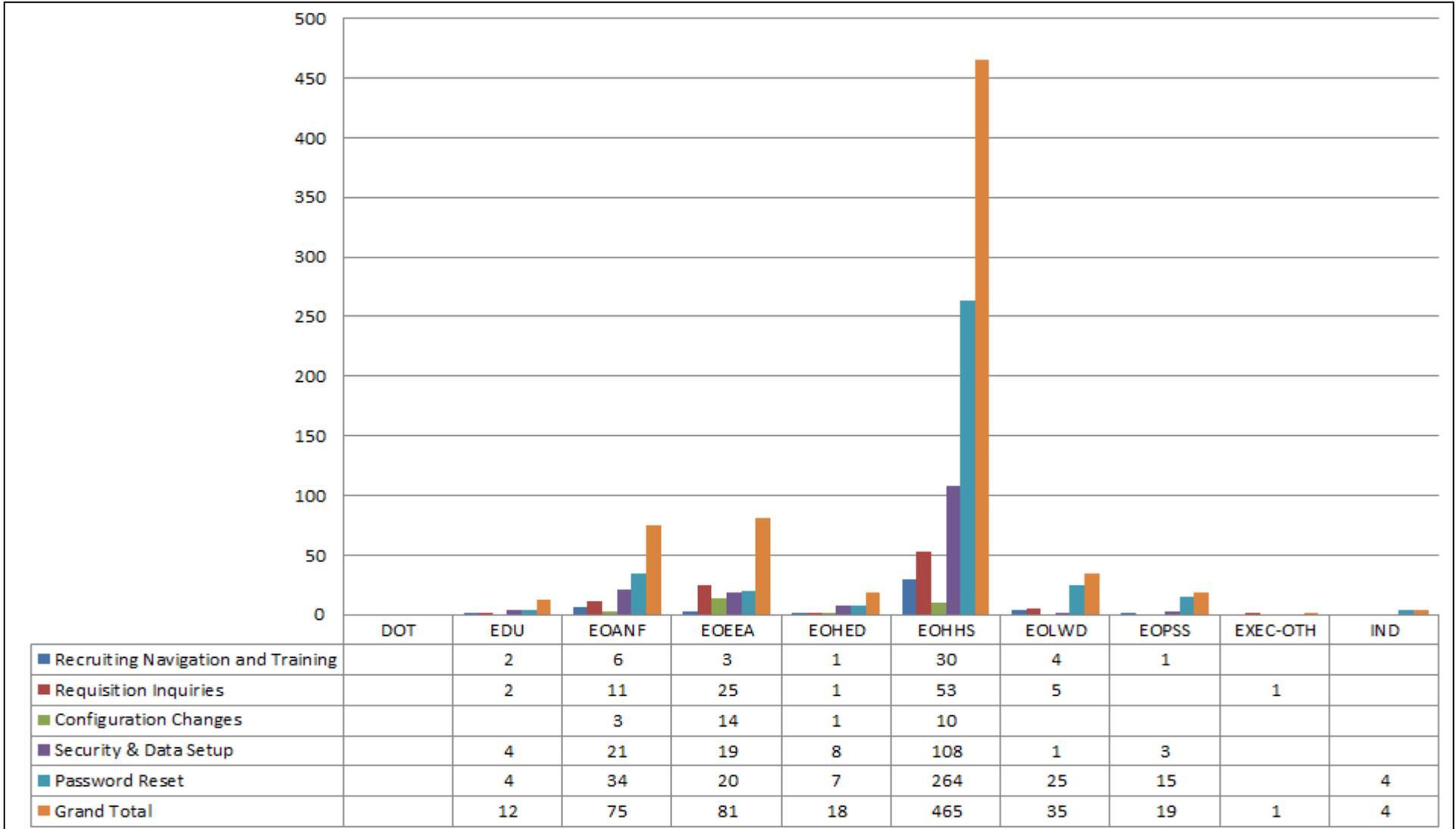
Tuition Remission Submissions by Secretariat



Source: OnBase - Hyland Utility Client Reporting data from 3/06/2016 – 4/02/2016.



MassCareers Top 5 Most Frequent Classifications by Secretariat



Source: ESC Footprints data from 3/06/2016 – 4/02/2016.



Review Schedule Service Charter Scorecard

Service Month*		
Start Date	End Date	Report Available
3/6/2016	4/2/2016	4/20/2016
4/3/2016	4/30/2016	5/18/2016
5/1/2016	5/28/2016	6/15/2016
5/29/2016	6/25/2016	7/13/2016
6/26/2016	8/6/2015	8/24/2016
8/7/2016	9/3/2013	9/21/2016
9/4/2016	10/1/2016	10/19/2016
10/2/2016	10/29/2016	11/16/2016
10/30/2016	11/26/2016	12/14/2016
11/27/2016	12/24/2016	1/11/2017
12/25/2016	1/28/2017	2/8/2017
1/29/2017	3/4/2017	3/15/2017

***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	18	DOI-Division Of Insurance	139	MCB-Mass Commission For The Blind	157
AGR-Department Of Agricultural Resources	100	DOR-Department Of Revenue	1627	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	282	DPH-Department Of Public Health	3073	MIL-Massachusetts National Guard	9752
APC-Appeals Court	112	DPS-Department Of Public Safety	177	MMP-Massachusetts Marketing Partnership	17
ART-Mass Cultural Council	33	DPU-Department Of Public Utilities	153	MRC-Mass Rehabilitation Commission	965
ATB-Appellate Tax Board	25	DSS-Department Of Children And Families	3823	OCD-Dept Of Housing And Community	283
BLC-Board of Library Comisioners	23	DYS-Department Of Youth Services	832	OHA-Massachusetts Office On Disability	18
BSB-Bureau Of State Buildings	15	EDU-Executive Office Of Education	90	ORI-Office For Refugees And Immigrants	21
CAD-Commission Against Discrimination	88	EEC-Department Of Early Education	203	OSC-Office Of The Comptroller	131
CDA-Massachusetts Emergency Management Agency	97	EED-Executive Office Of Housing & Economic Development	60	OSD-Division Of Operational Services	102
CHE-Soldiers' Home In Massachusetts	343	EHS-Executive Office Of Health and Human Services	1573	PAR-Parole Board	177
CHS-Department of Criminal Justice Information Systems	42	ELD-Department Of Elder Affairs	58	POL-State Police	2624
CJT-Criminal Justice Training Council	543	ENE-Department Of Energy Resources	59	REG-Division Of Professional Licensure	110
CME-Chief Medical Examiner	86	ENV-Executive Office Of Energy and Environmental Affairs	297	RGT-Department Of Higher Education	69
CPC-Committee for Public Counsel Services	762	EOL-Executive Office Of Workforce Development	1256	SCA-Office Of Consumer Affairs And Business Regulations	27
CSC-Civil Service Commission	11	EPS-Executive Office Of Public Safety and Security	198	SDA-Sheriffs Department Association	3
CSW-Commission On Status Of Women	2	EQE-Department Of Environmental Protection	708	SEA-Department Of Business And Technology	13
DAC-Disabled Persons Protection Commission	32	FWE-Department Of Fish And Game	350	SOR-Sex Offender Registry	50
DCP-Capital Asset Management And Maintenance	445	GIC-Group Insurance Commission	56	SRB-State Reclamation Board	171
DCR-Department Conservation And Recreation	1930	HCF-Health Care Finance & Policy	163	TAC-Department Of Telecommunications	23
DFS-Department Of Fire Services	664	HLY-Soldiers' Home In Holyoke	371	TRB-Teachers Retirement Board	96
DMH-Department of Mental Health	3550	HPC-Health Policy Commission	68	TRE-Office Of The State Treasurer	231
DMR-Health and Human Services	6581	HRD-Human Resources Division	145	VET-Department Of Veterans Service	70
DOB-Division Of Banks	168	ITD-Information Techology Division	332	VVA-Victim And Witness Assistance	21
DOC-Department of Corrections	5055	LIB-George Fingold Library	11	WEL-Department Of Transitional Assistance	1557
DOE-Department Of Elementary & Secondary Education	506	LOT-Lottery And Gaming Commission	394	Grand Total:	54609



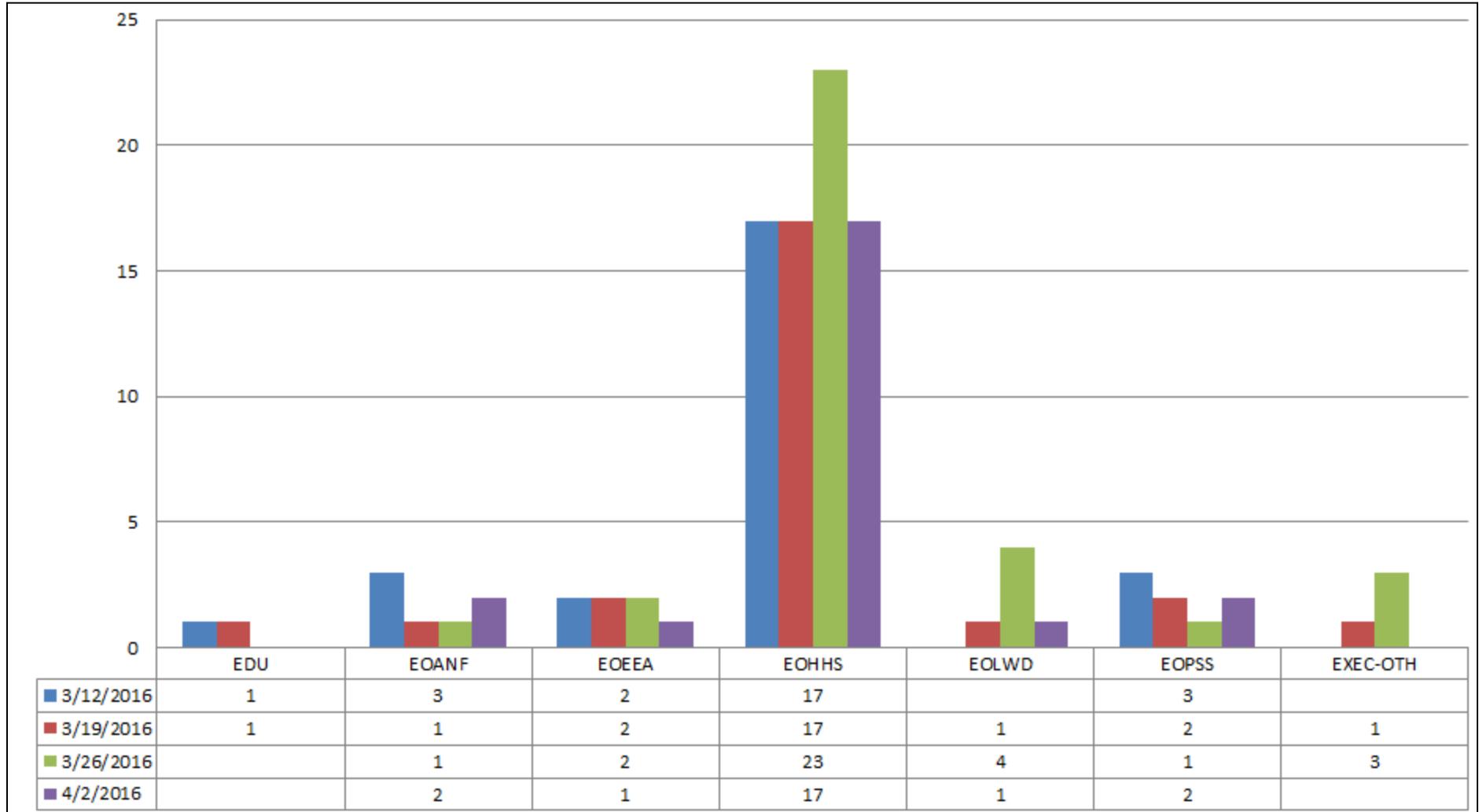
Appendix: Inquiries by Agency

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

ART – Mass Cultural Council	BSB - Bureau Of State Buildings
CSC - Civil Service Commission	CSW - Commission On Status Of Women
DAC - Disabled Persons Protection Commission	MMP - Massachusetts Marketing Partnership
VWA - Victim And Witness Assistance	

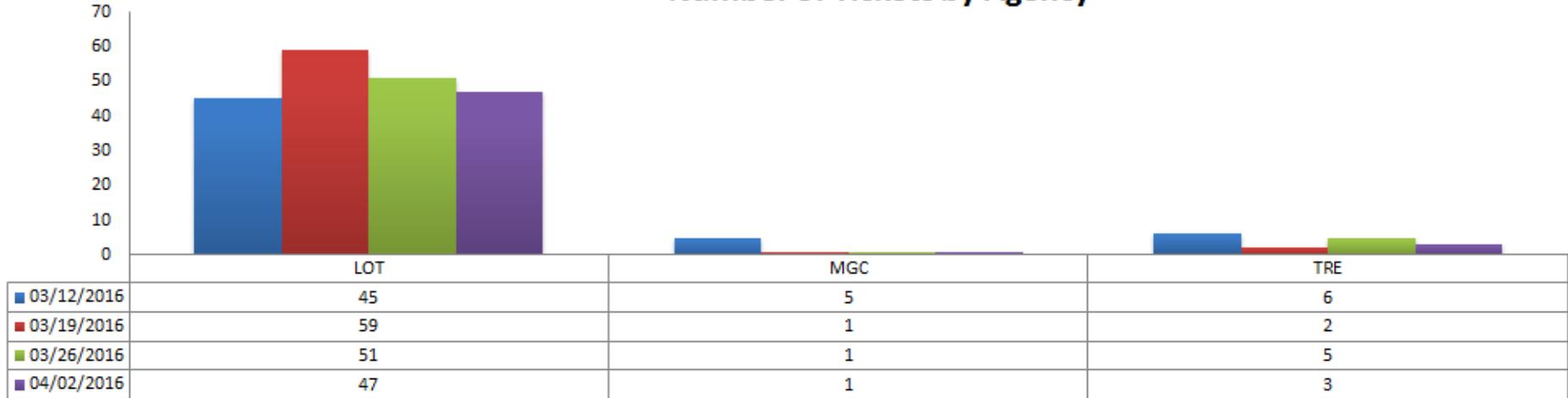


Tickets Forwarded to Agency HR/ Payroll

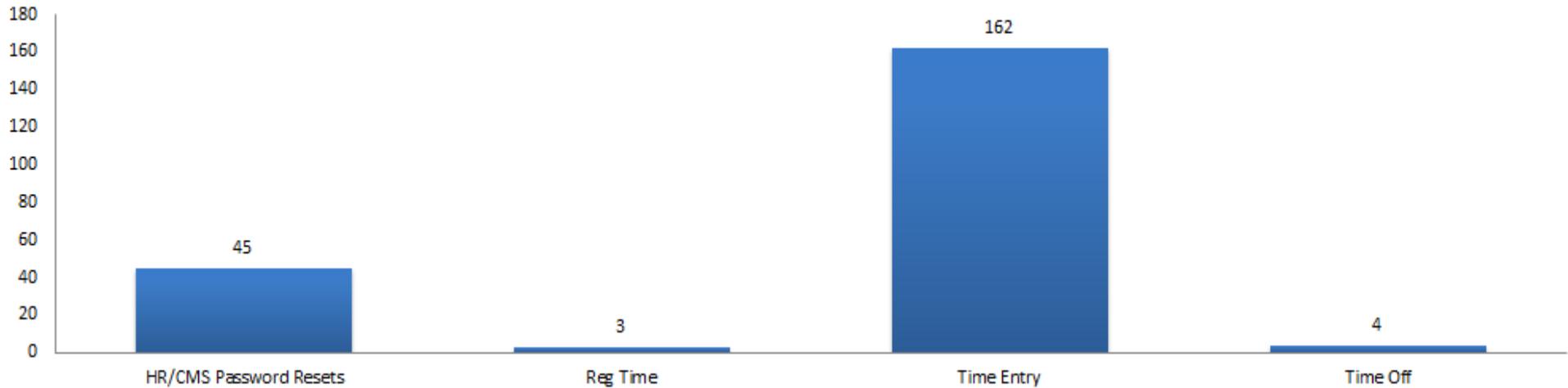


CON Agencies

Number of Tickets by Agency

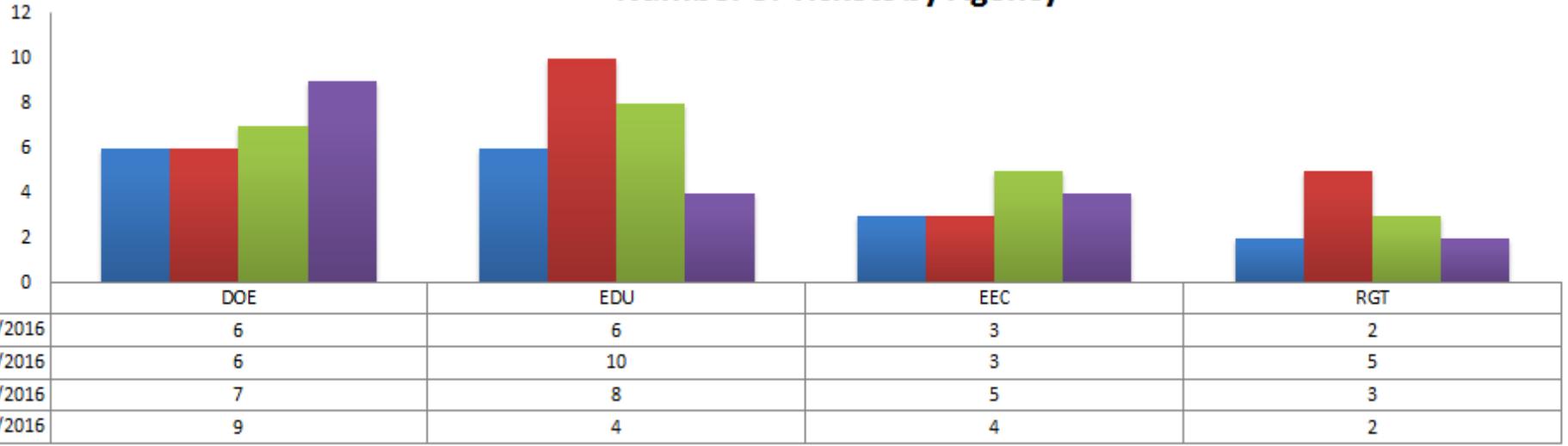


Inquiry Classifications

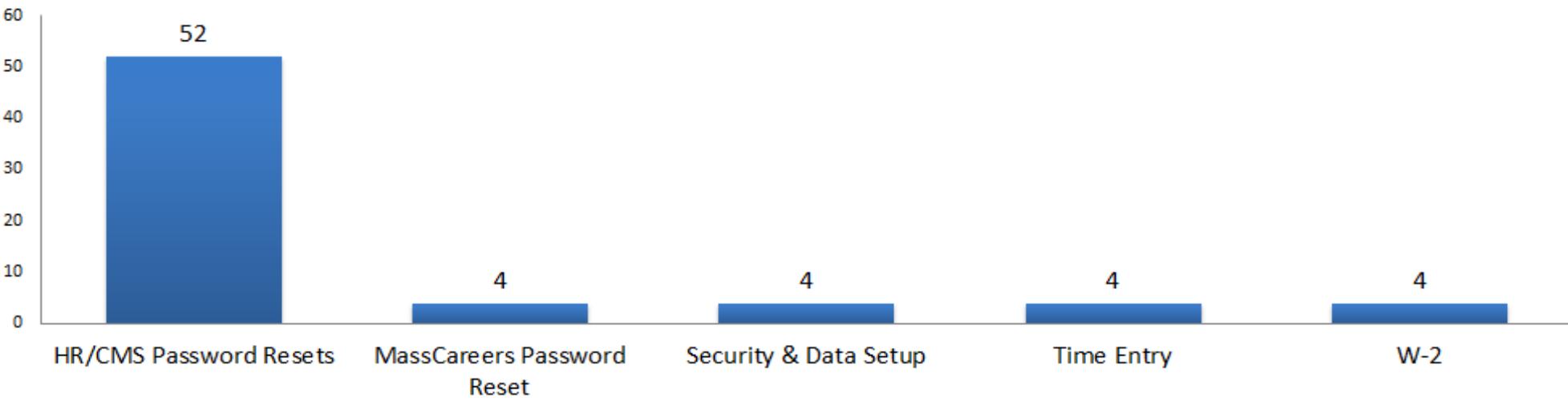


EDU Secretariat Agencies

Number of Tickets by Agency

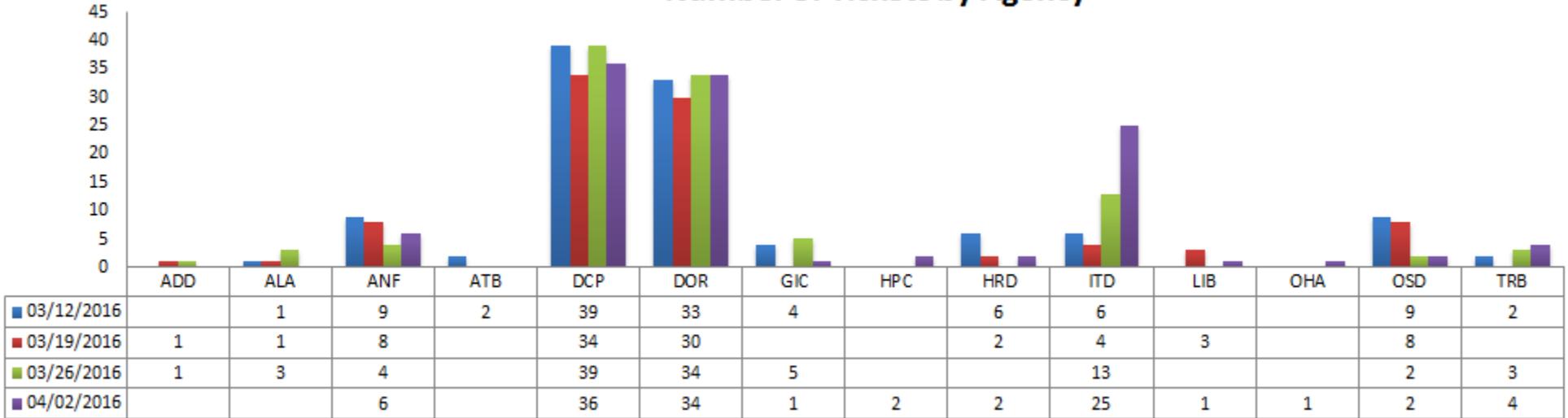


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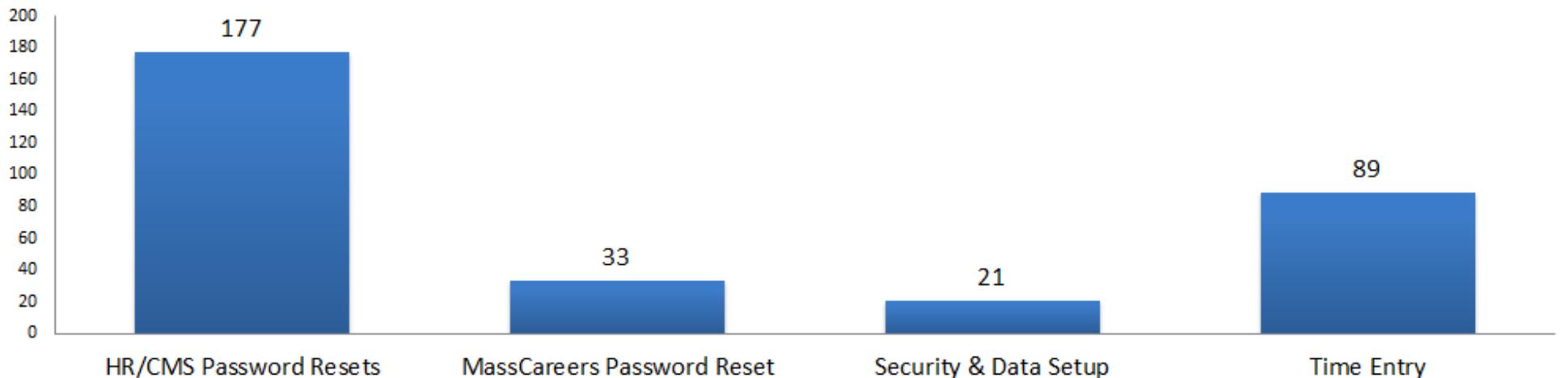


EOANF Secretariat Agencies

Number of Tickets by Agency

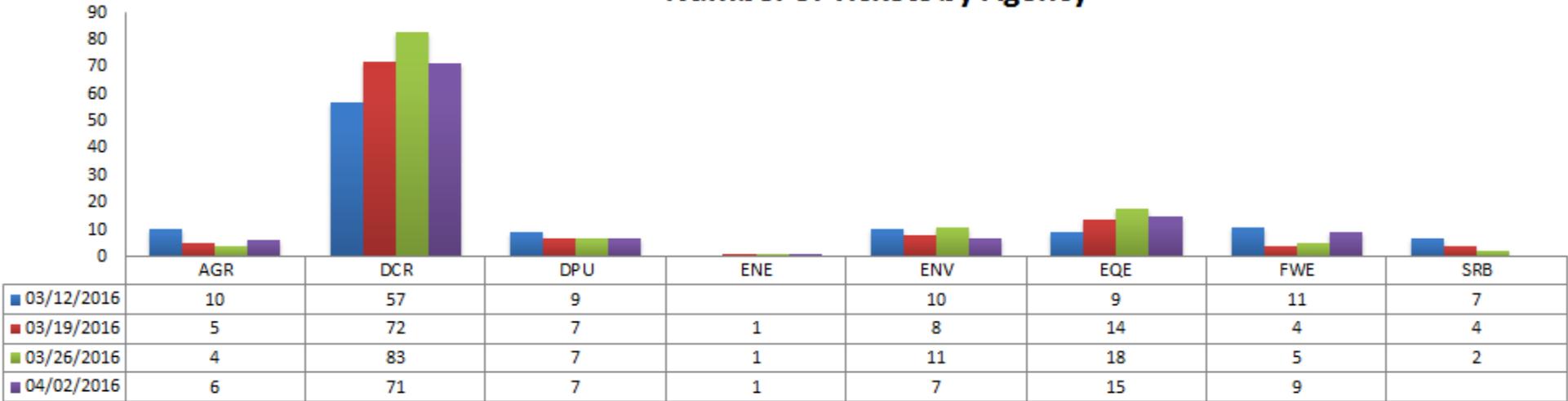


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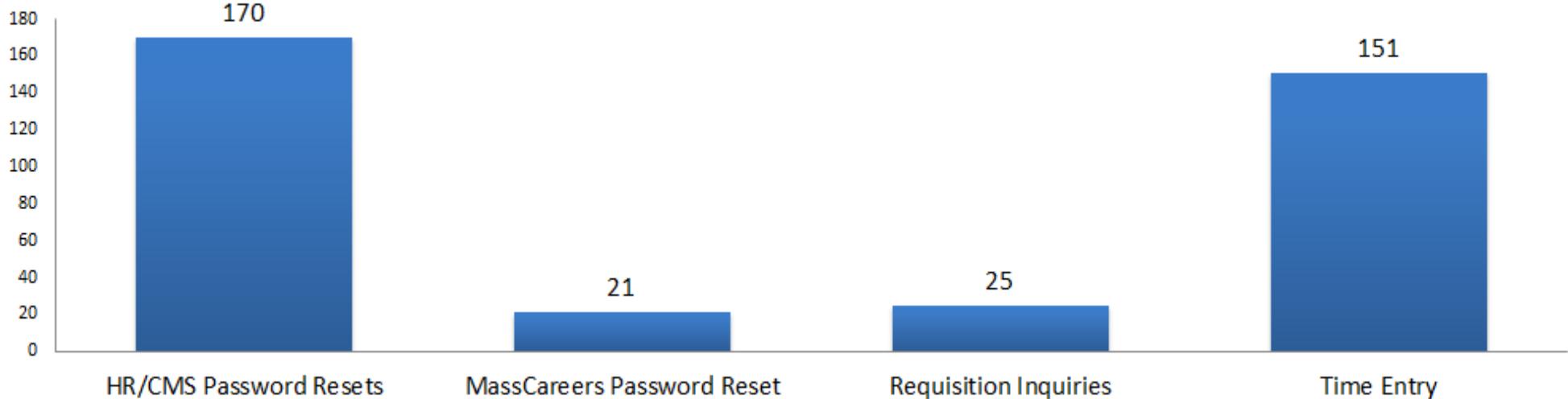


EOEEA Secretariat Agencies

Number of Tickets by Agency

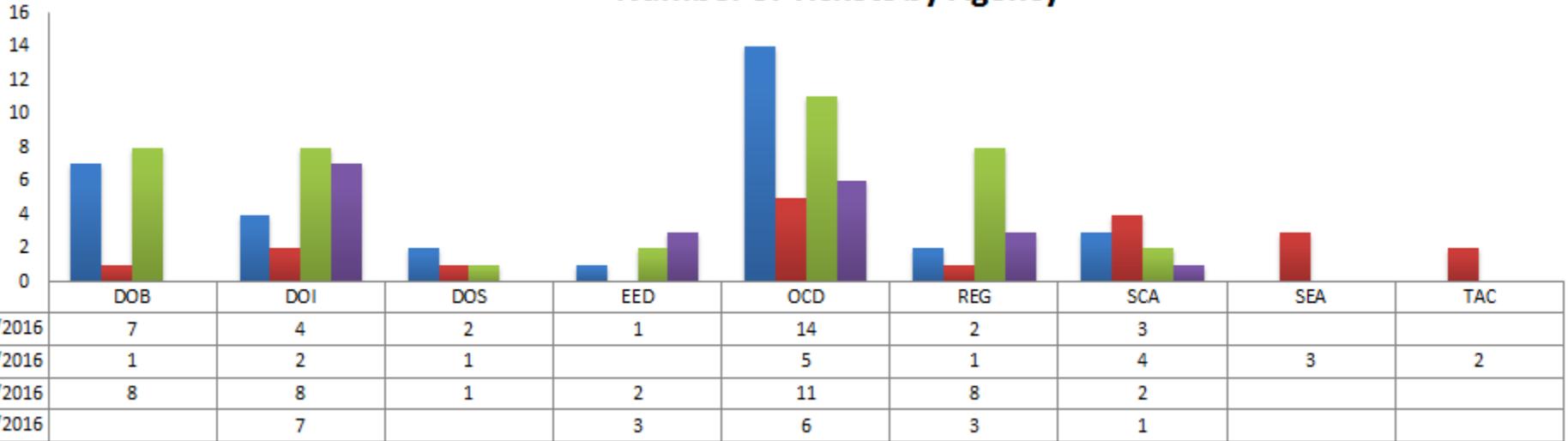


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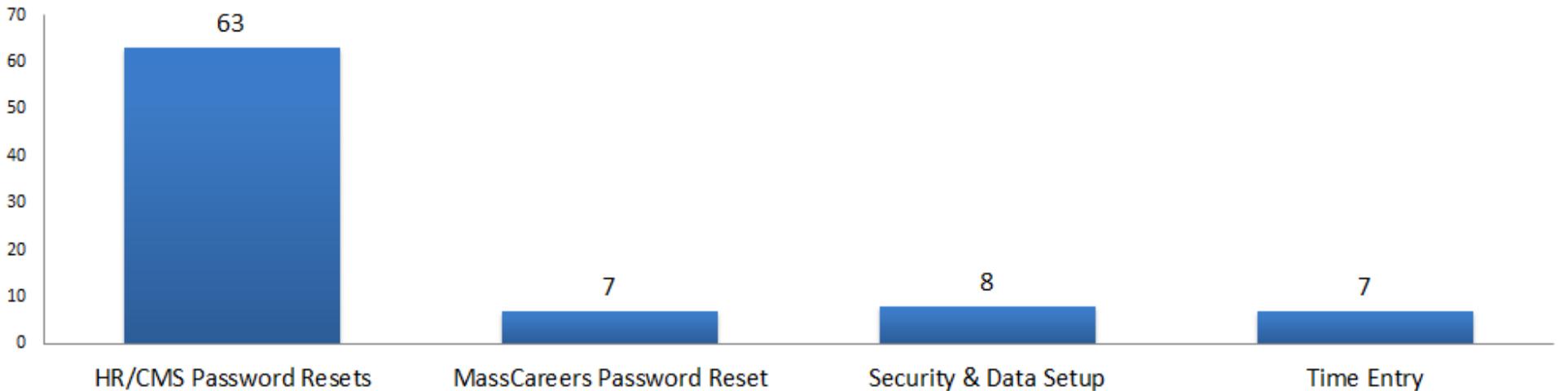


EOHED Secretariat Agencies

Number of Tickets by Agency

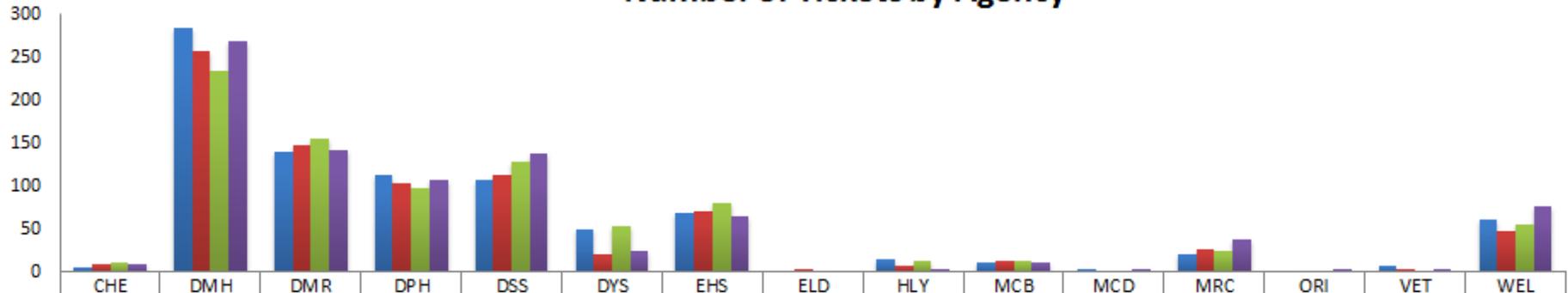


Inquiry Classifications



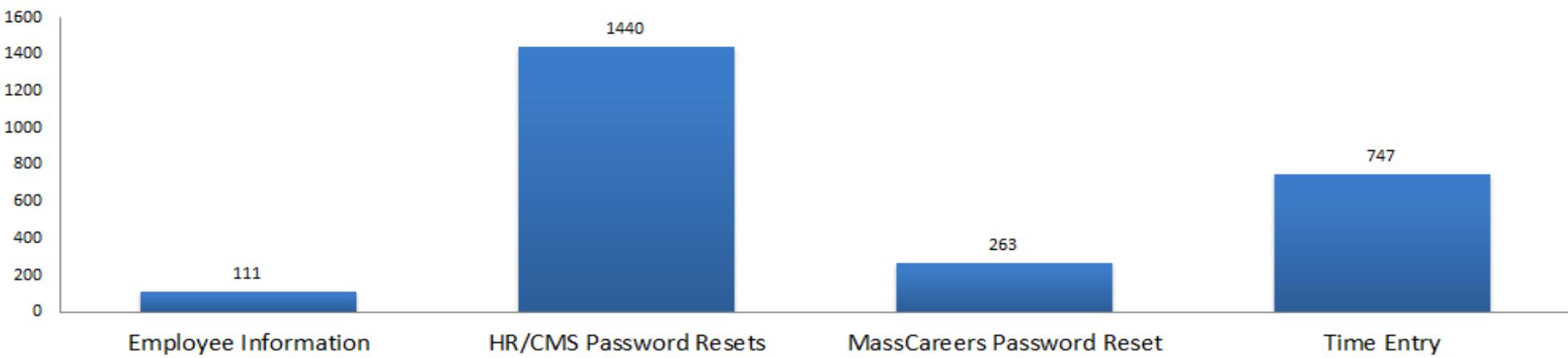
EOHHS Secretariat Agencies

Number of Tickets by Agency

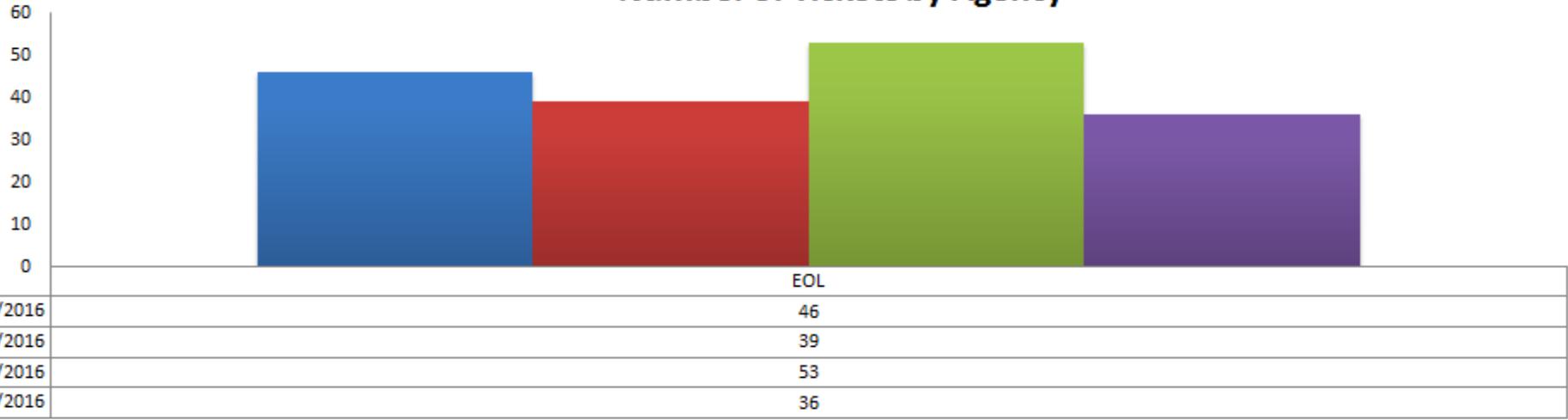


	CHE	DMH	DMR	DPH	DSS	DYS	EHS	ELD	HLY	MCB	MCD	MRC	ORI	VET	WEL
03/12/2016	5	283	139	113	108	49	69	1	15	11	4	20		7	62
03/19/2016	10	256	147	103	112	21	71	3	8	13	2	27	1	3	47
03/26/2016	11	233	156	98	128	54	80	2	14	14	2	25	1	1	55
04/02/2016	9	268	142	108	137	25	65		3	12	3	38	3	4	76

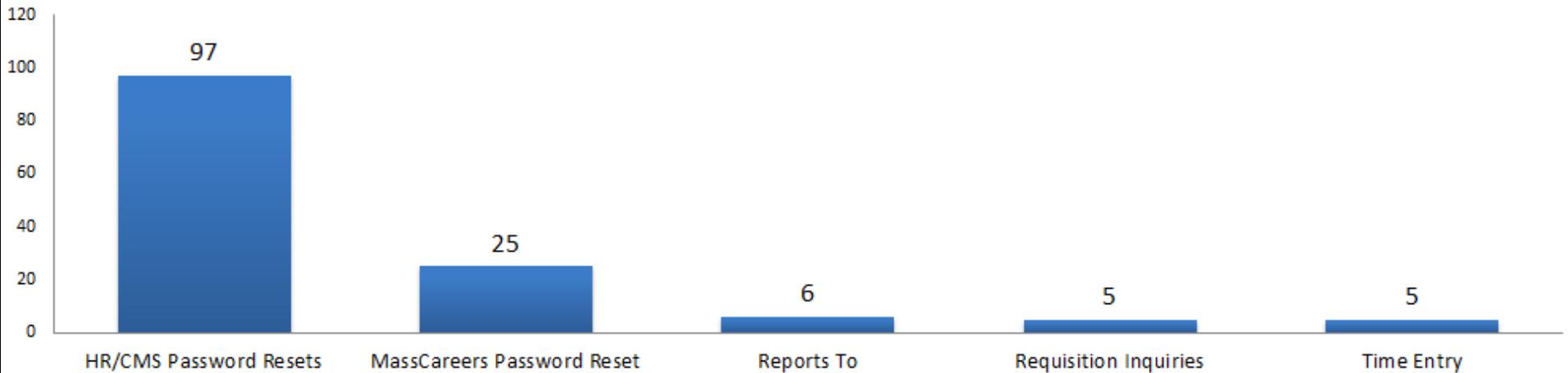
Inquiry Classifications



Number of Tickets by Agency

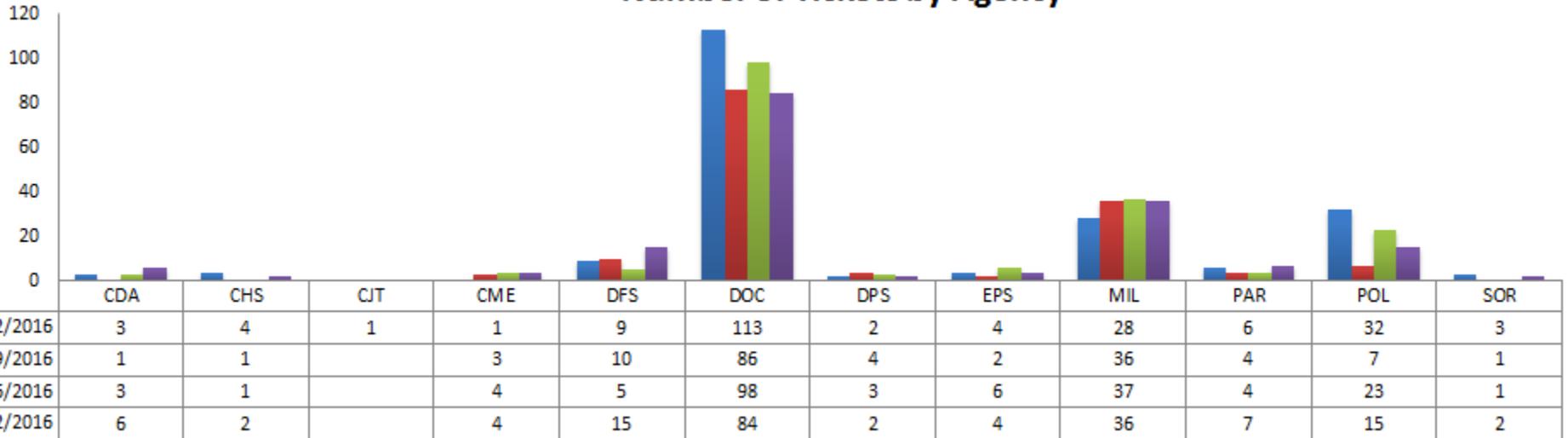


Inquiry Classifications

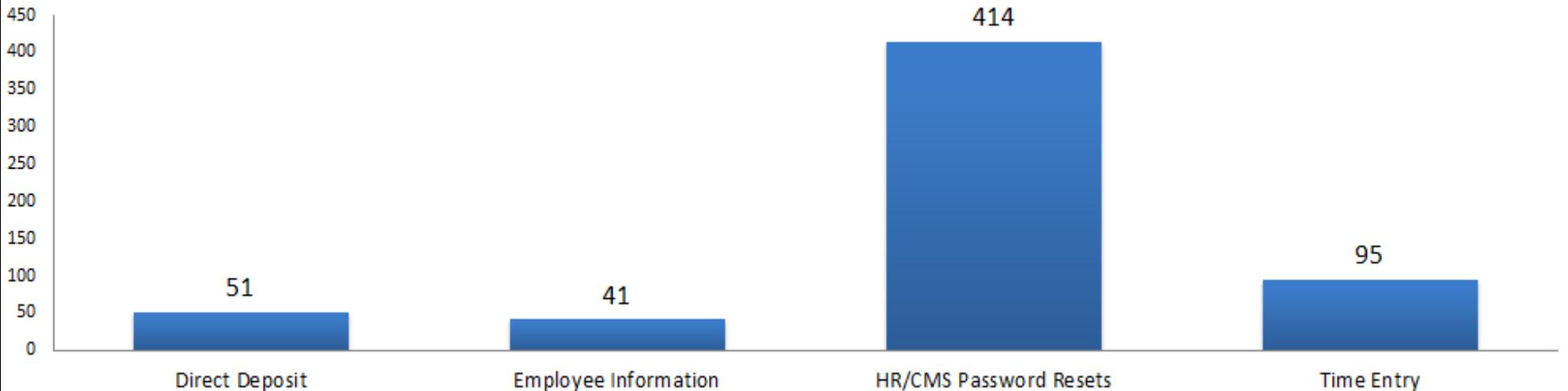


EOPSS Secretariat Agencies

Number of Tickets by Agency

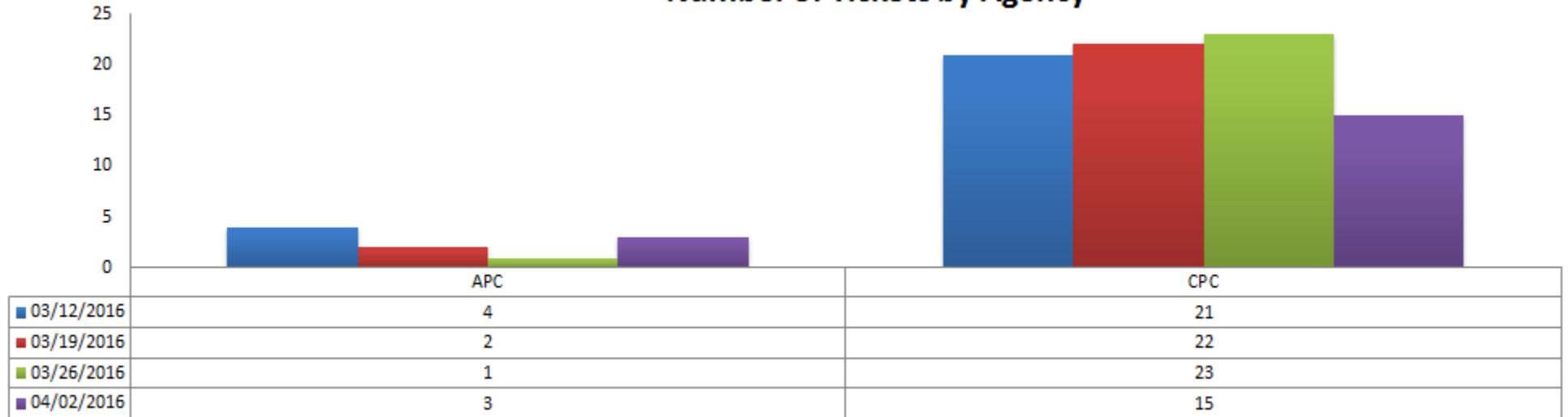


Inquiry Classifications

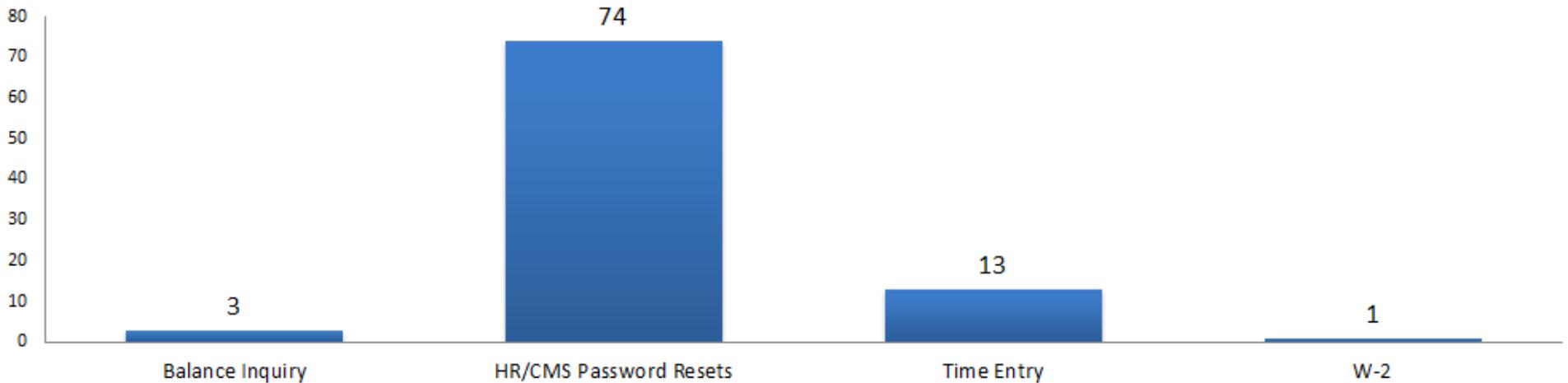


JUD Agencies

Number of Tickets by Agency

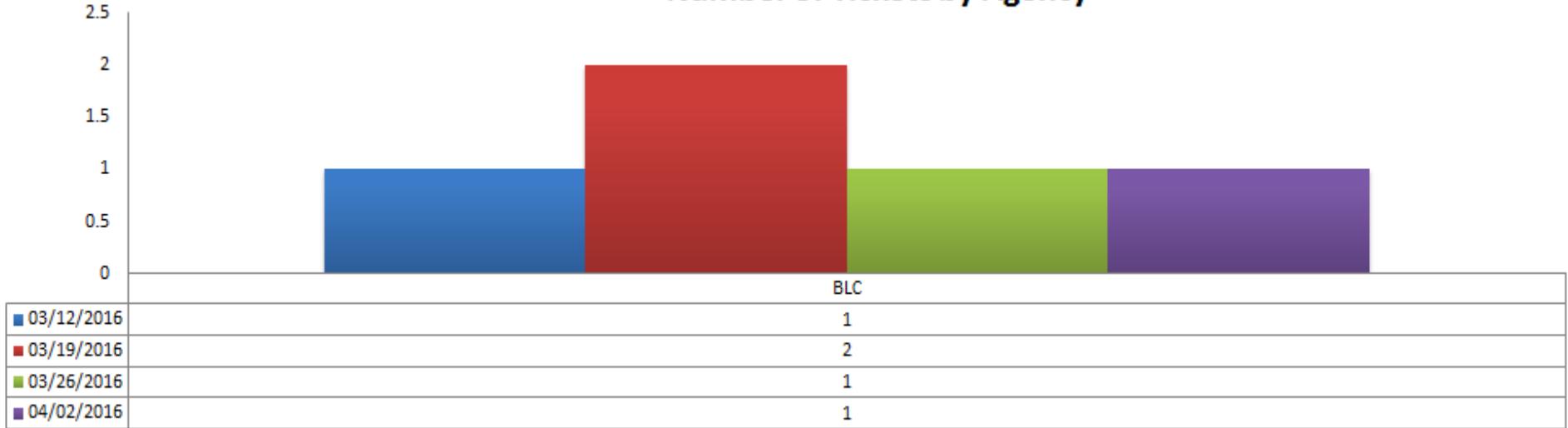


Inquiry Classifications

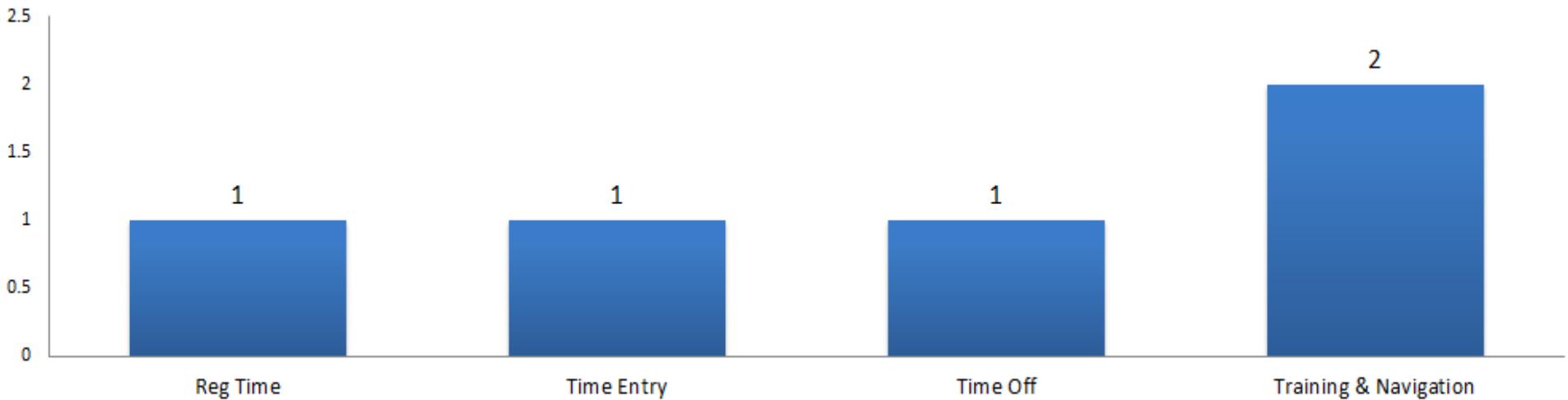


BLC Tickets and Classification

Number of Tickets by Agency

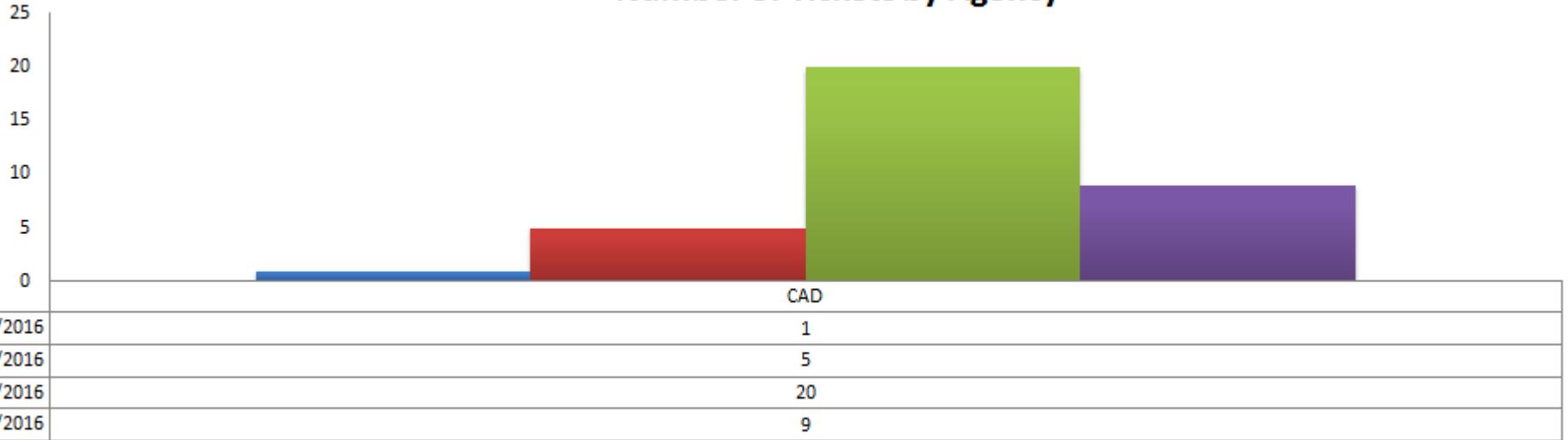


Inquiry Classifications

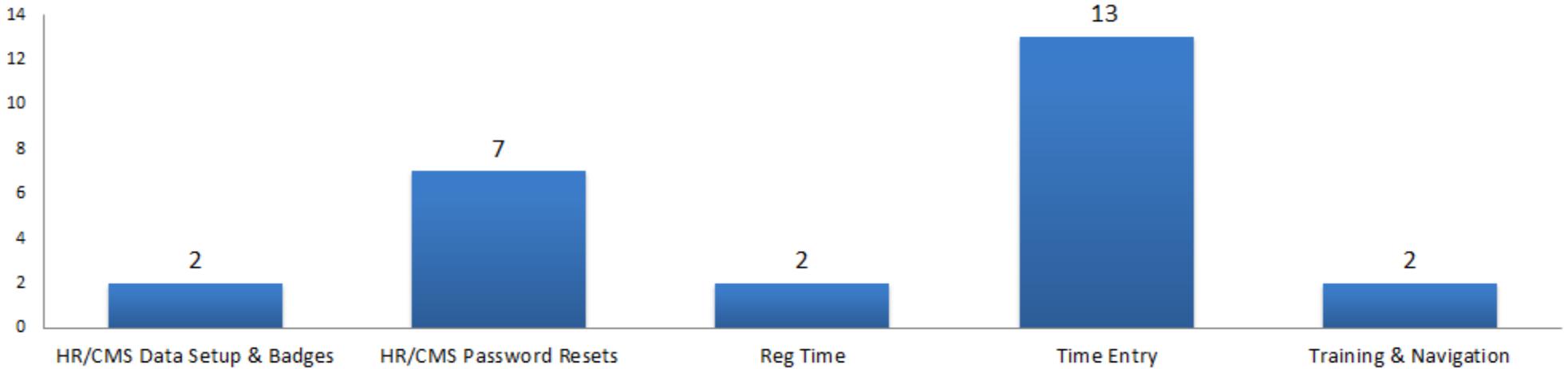


CAD Tickets and Classification

Number of Tickets by Agency

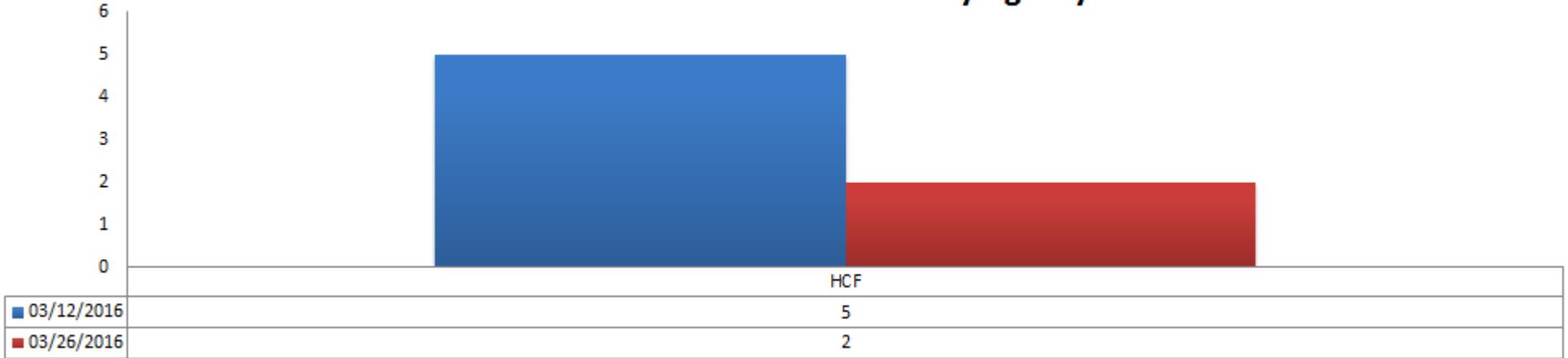


Inquiry Classifications



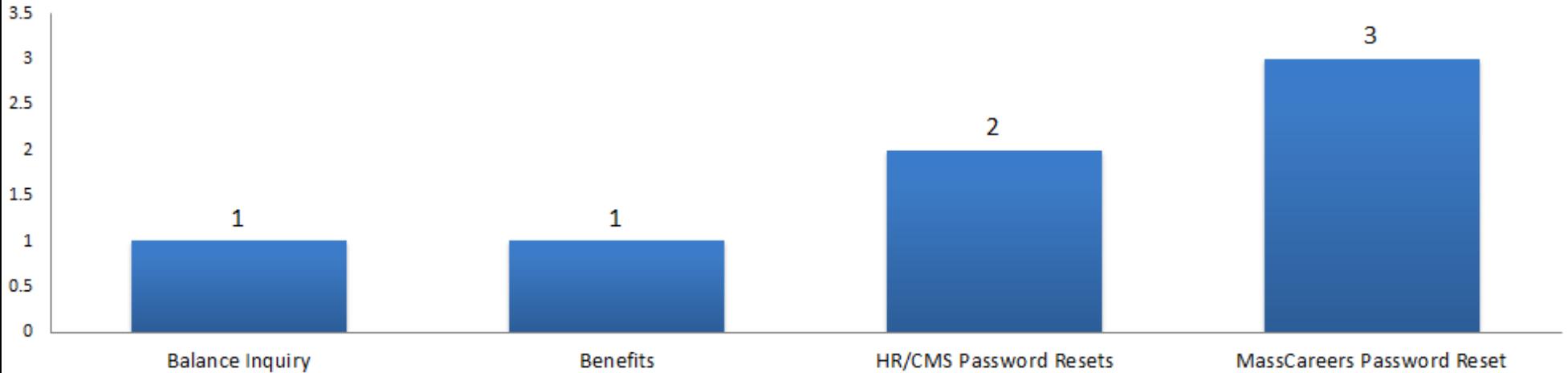
HCF Tickets and Classification

Number of Tickets by Agency



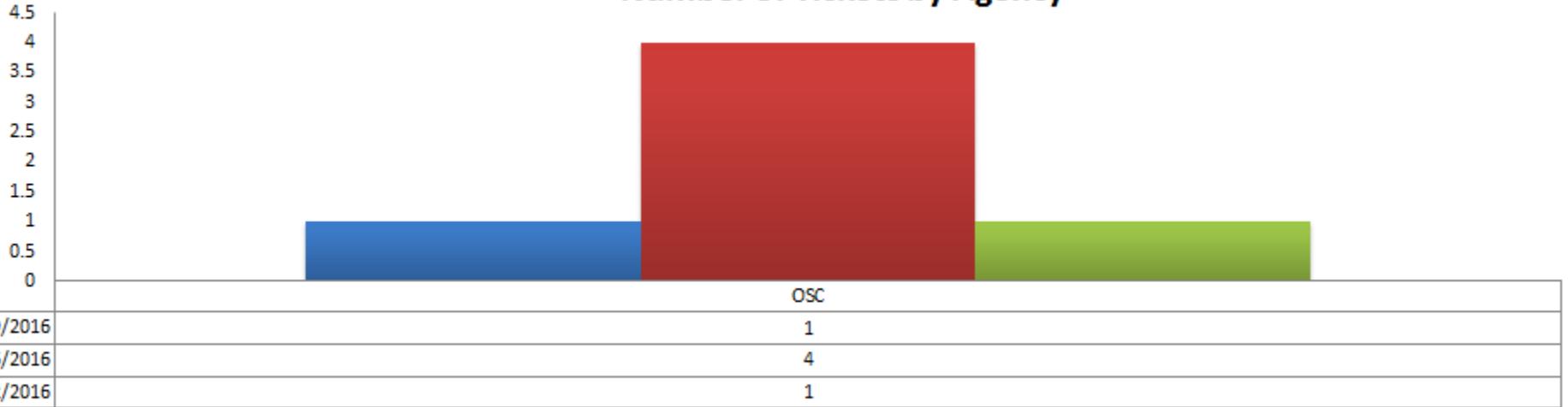
There were no requests the weeks of 3/19 & 4/2

Inquiry Classifications



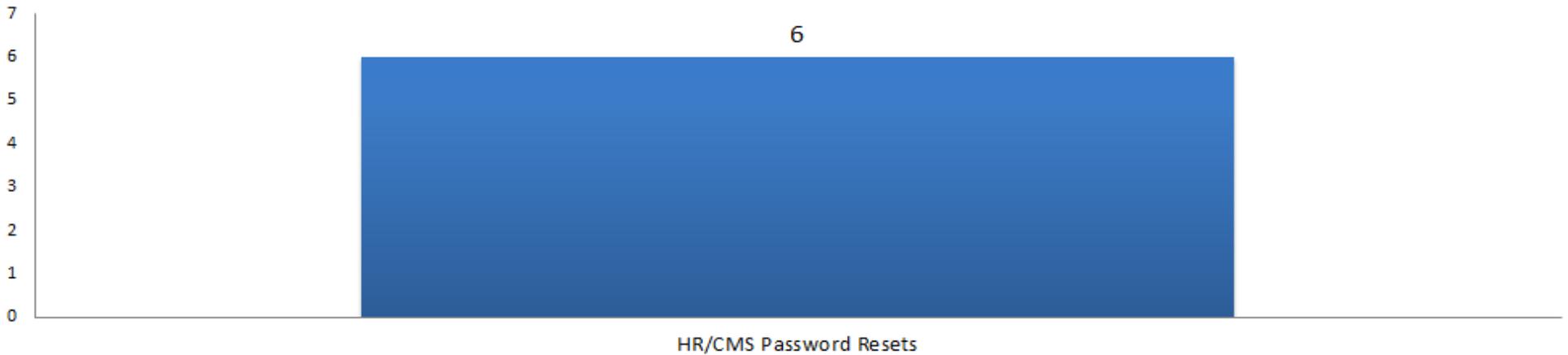
OSC Tickets and Classification

Number of Tickets by Agency

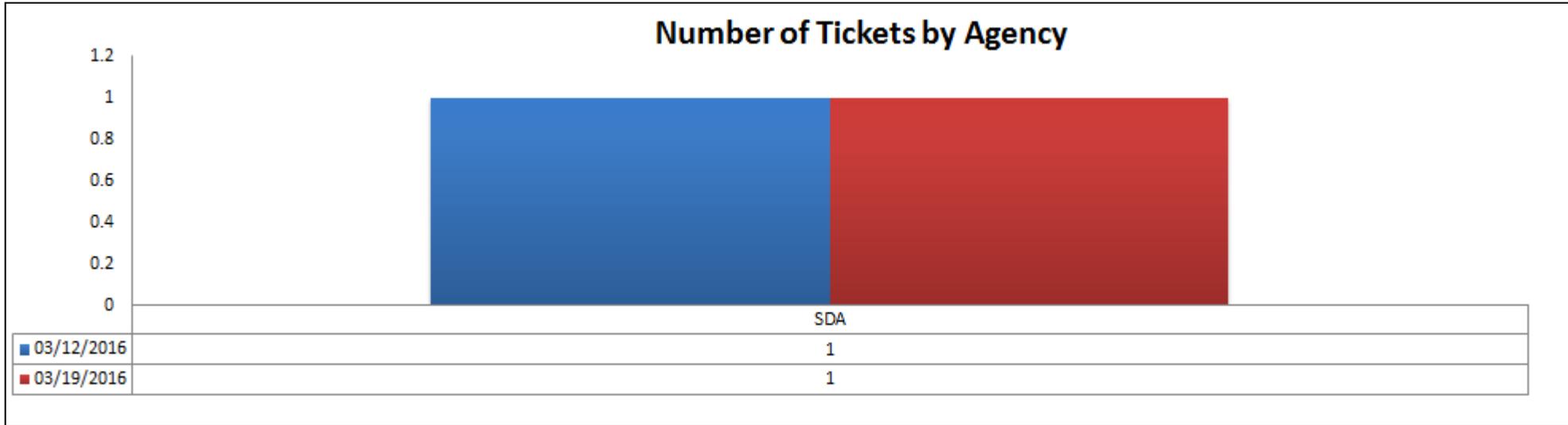


There were no requests the week of 3/12

Inquiry Classifications



SDA Tickets and Classification



There were no requests the weeks of 3/26 & 4/2

