ESC Service Charter Scorecard

October 2, 2016 – October 29, 2016

MassHR
EMPLOYEE SERVICE CENTER

Table of Contents

MassHR
Delivering HR Services That Matter

	PAGE
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
eServies Inquiries	11
Direct Deposit-Prenote Outreach	12
Case Resolution Time	13
Customer Satisfaction Survey Results	14
Outbound Contact Percentages	15
Outbound Exception Management Calls	16
Position Management	17
Tuition Remission Submissions by Secretariat	18
MassCareers Classifications by Secretariat	19
Tickets Forwarded to Agency HR/Payroll	20
Scorecard Schedule	21
Appendix: Agencies Served	22
Appendix: Inquiries by Agency	23-37

Service Delivery Overview
October 2, 2016 – October 29, 2016

MassHR
Delivering HR Services That Matter

Executive Summary

Total # Agencies Served: 80

Total # Employees Served: 53,699

Total calls received: 6,125

Average Call Wait Time: 00:44

Total email requests received: 695

Total FAX requests received: 163

Number of Transactions processed by ESC: 7,415

Total outbound contacts: 1,734

Total tickets opened: 5,469

Total tickets closed within 3 days: 5,321

Total tickets remain open beyond 3 days: 148

% tickets remain open beyond 3 days: 2.70%

% of Employees served by the ESC: 13.80%

Staffing

Area	Staffing as of 10/29/2016	Staffing as of 10/01/2016
Customer Service/Intake	3	3
Customer Service/Research	3	3
Processing & Outreach	9	9
Analyst	0	0
Supervisor	4	4
Senior Staff	2	2
Total	21	21

Activities

- MassIT launching of FLUID Mobile Device functionality support by the ESC

Source: ESC Avaya CMS & Footprints Reports, data from 10/2/2016 – 10/29/2016.
***Note**: "% of Employees served contacting ESC" does not account for repeat contacts (i.e., one employee calling multiple times).

SLA Targets and Actual Performance

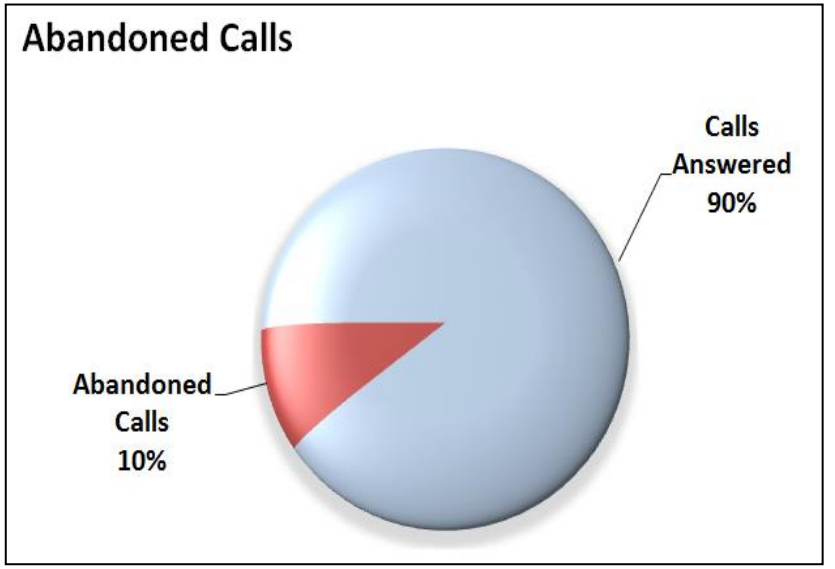
MassHR
Delivering HR Services That Matter

Metric	Target	Current Period Performance 10/2/16 – 10/29/16	Previous Period Performance 9/4/16 – 10/1/16	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	0:44 seconds	0:55 seconds	↑
Average case resolution time – password resets and e-mail updates (Time owned by ESC)	98% within 1 day	99.74%	99.62%	↑
Average case resolution time – inquiries and requests (Time owned by ESC)	75% within 1 day 90% within 3 days	91.8% within 1 Day and 94.8% within 3 Days	94.6% within 1 Day and 96.3% 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	94% rated good to excellent (1.061% response rate)	89% rated good to excellent (1.390% response rate)	↑
Percent of notification runs executed to completion: • 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: • Simple*: 3 business days • Complex*: 7 business days	90%	N/A	N/A	=
SLA reports produced on time according to predefined schedule (see section 5.5)	Y/N	N	N	=

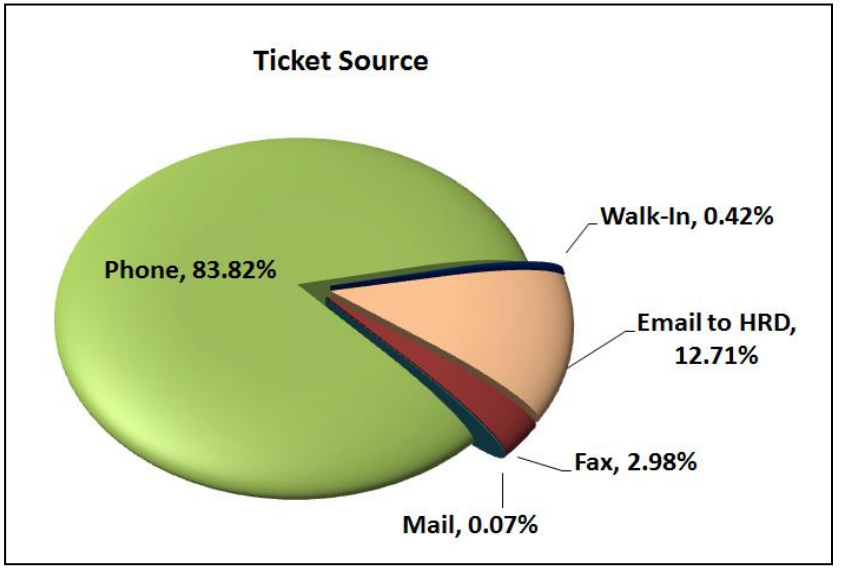
Inbound Call Data

MassHR
Delivering HR Services That Matter

SLA Metric	Target Level	Current Period 10/02/16 to 10/29/16	Previous Period 9/04/16 to 10/01/16	October 2015
Average wait time – all inquiries (Days operational)	Will not exceed 3 minutes 90% of the time	0:44 seconds	0:55 seconds	0:37 seconds



Total = 6,125 calls

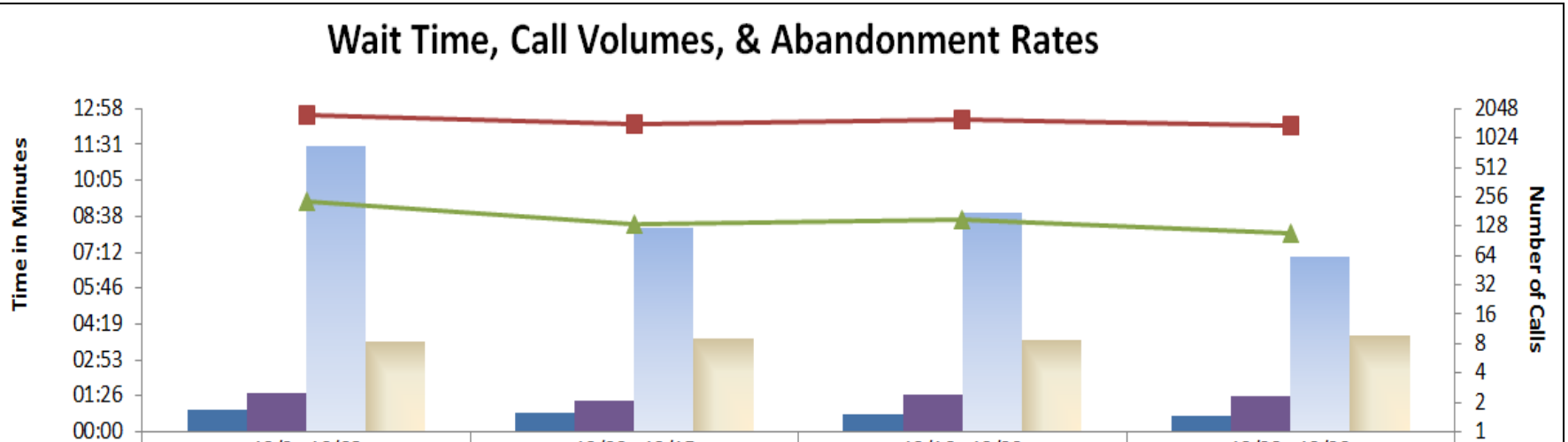


Total = 5,469 Tickets

Source: ESC Footprints & Avaya data from 10/2/2016 – 10/29/2016.
*E-mail tickets do not account for additional outreach to correct invalid employee e-mail addresses.

Inbound Call Data

MassHR
Delivering HR Services That Matter

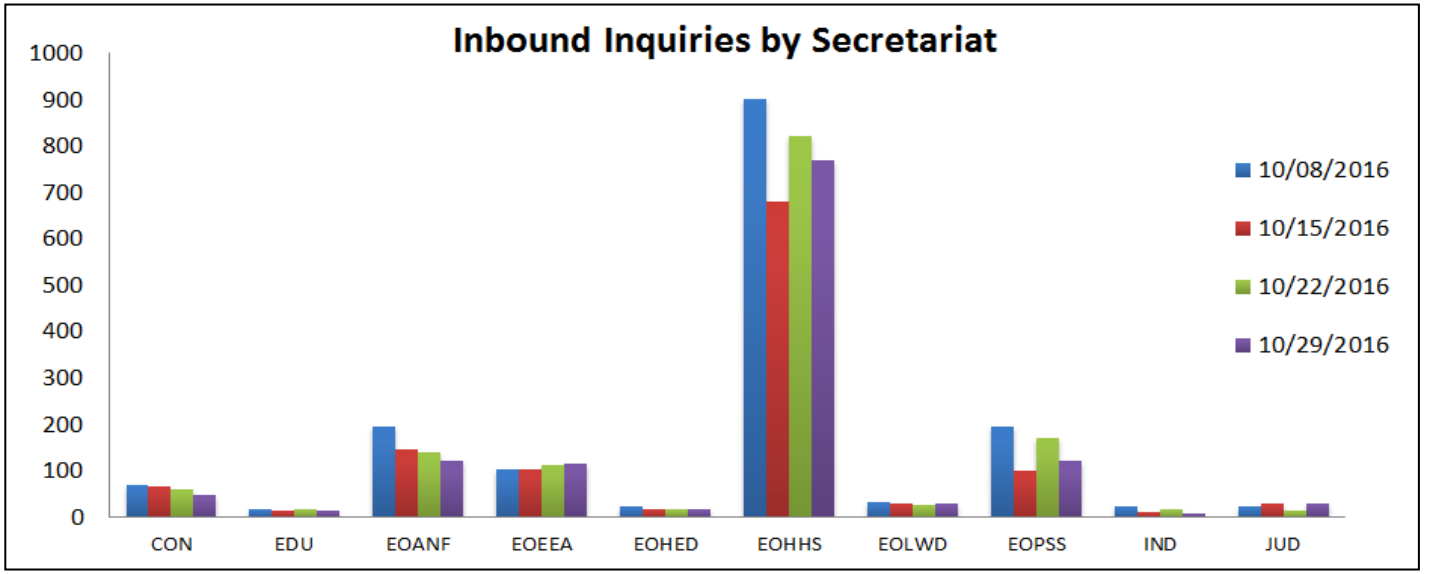


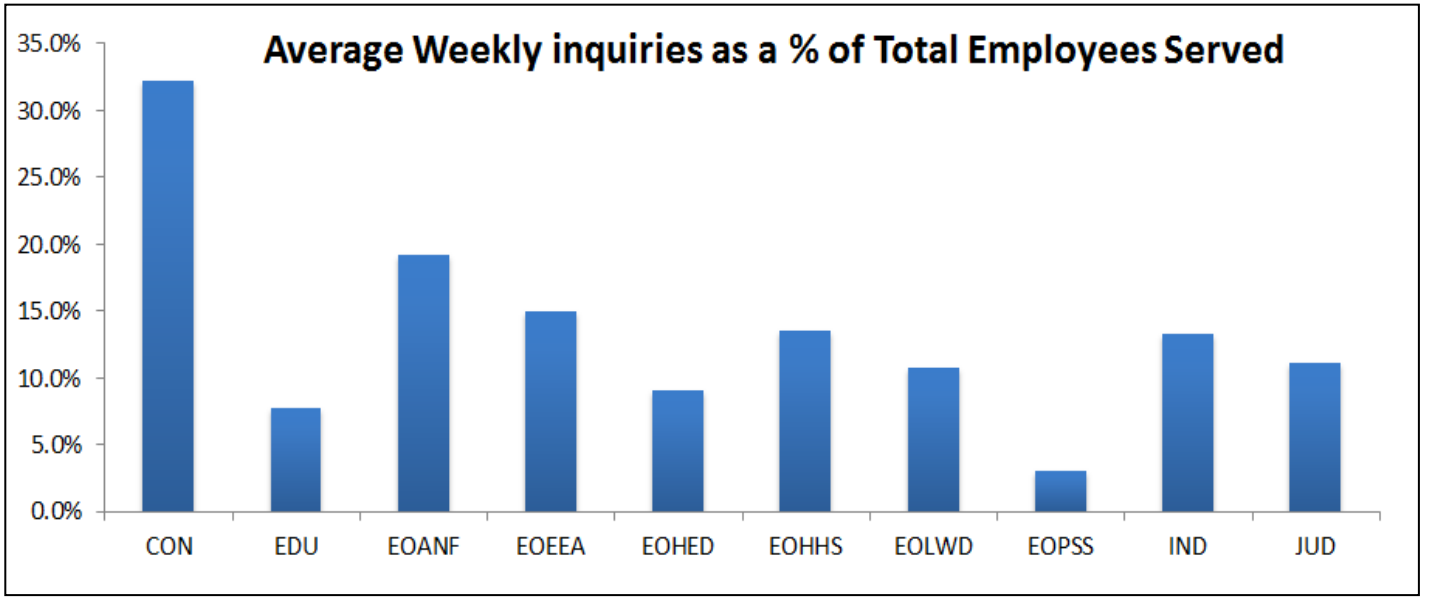
	10/2 - 10/08	10/09 - 10/15	10/16 - 10/22	10/23 - 10/29
Wait Time	00:54	00:45	00:42	00:37
Average Call Abandon Time	01:33	01:16	01:31	01:26
Longest Wait Time	11:27	08:09	08:47	07:01
Average Call Time	03:36	03:42	03:41	03:49
Call Volume	1735	1417	1584	1389
Abandoned Calls	228	133	150	109

Source: ESC Avaya data from 10/2/2016 – 10/29/2016.

Inbound Inquiries by Secretariat

MassHR
Delivering HR Services That Matter

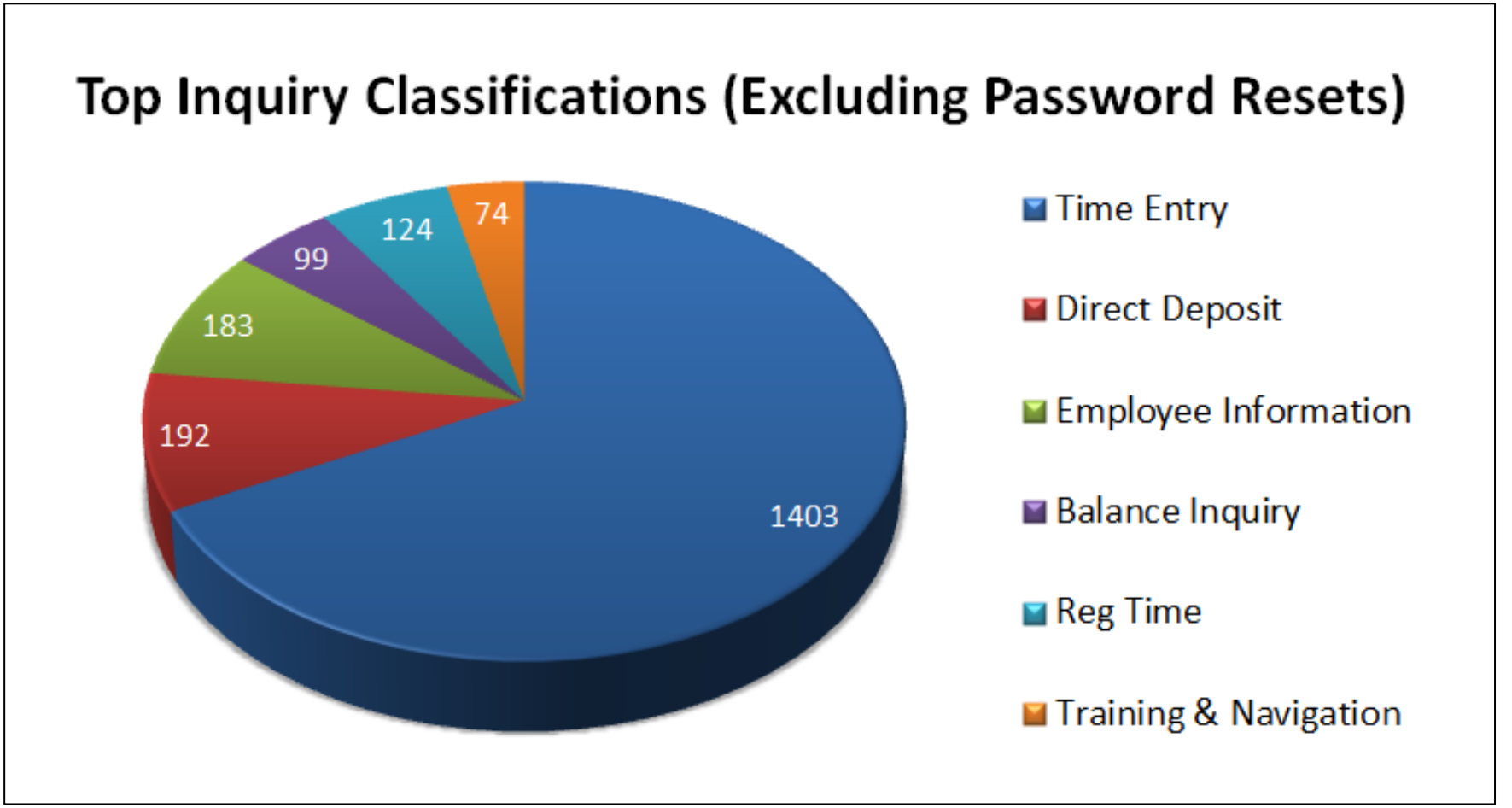




Source: ESC Footprints data from 10/2/2016 – 10/29/2016

Types of Inquiries Received

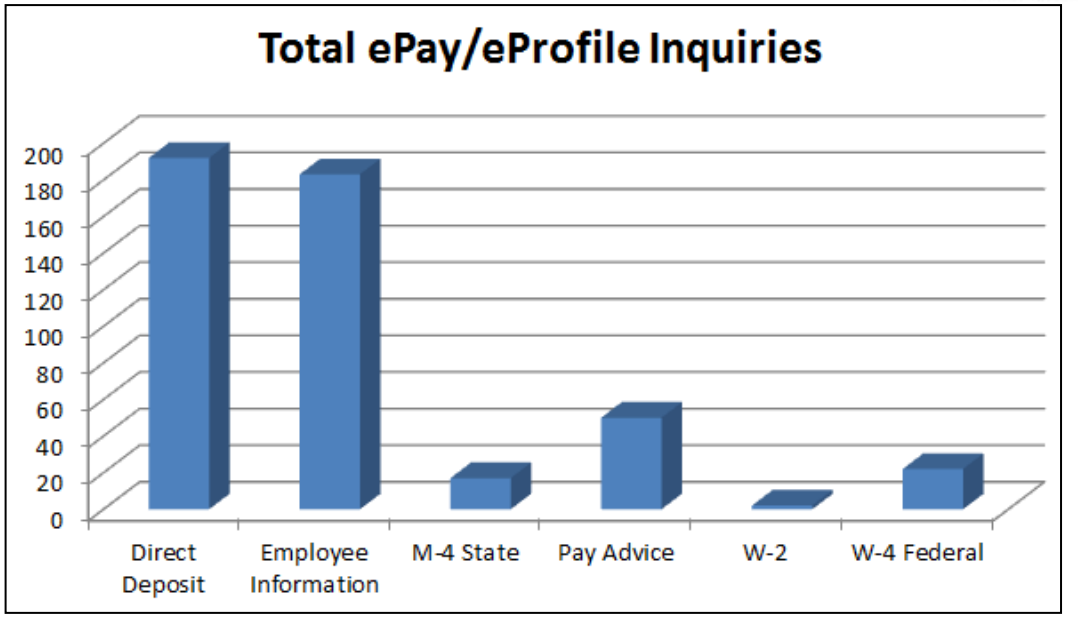
MassHR
Delivering HR Services That Matter

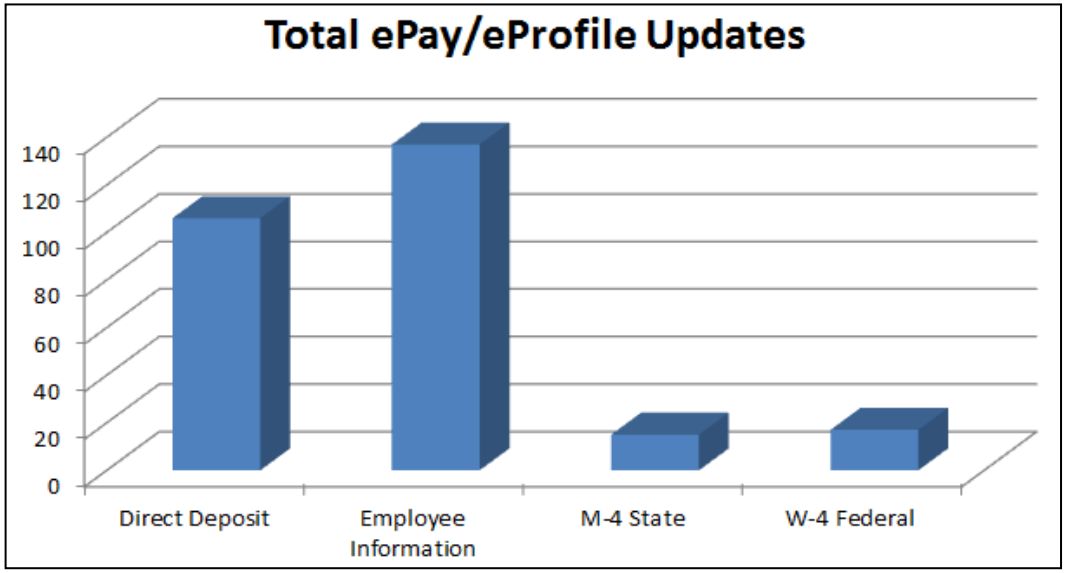


Source: ESC Footprints data from 10/2/2016 – 10/29/2016.

ePay/eProfile Transactions

MassHR
Delivering HR Services That Matter

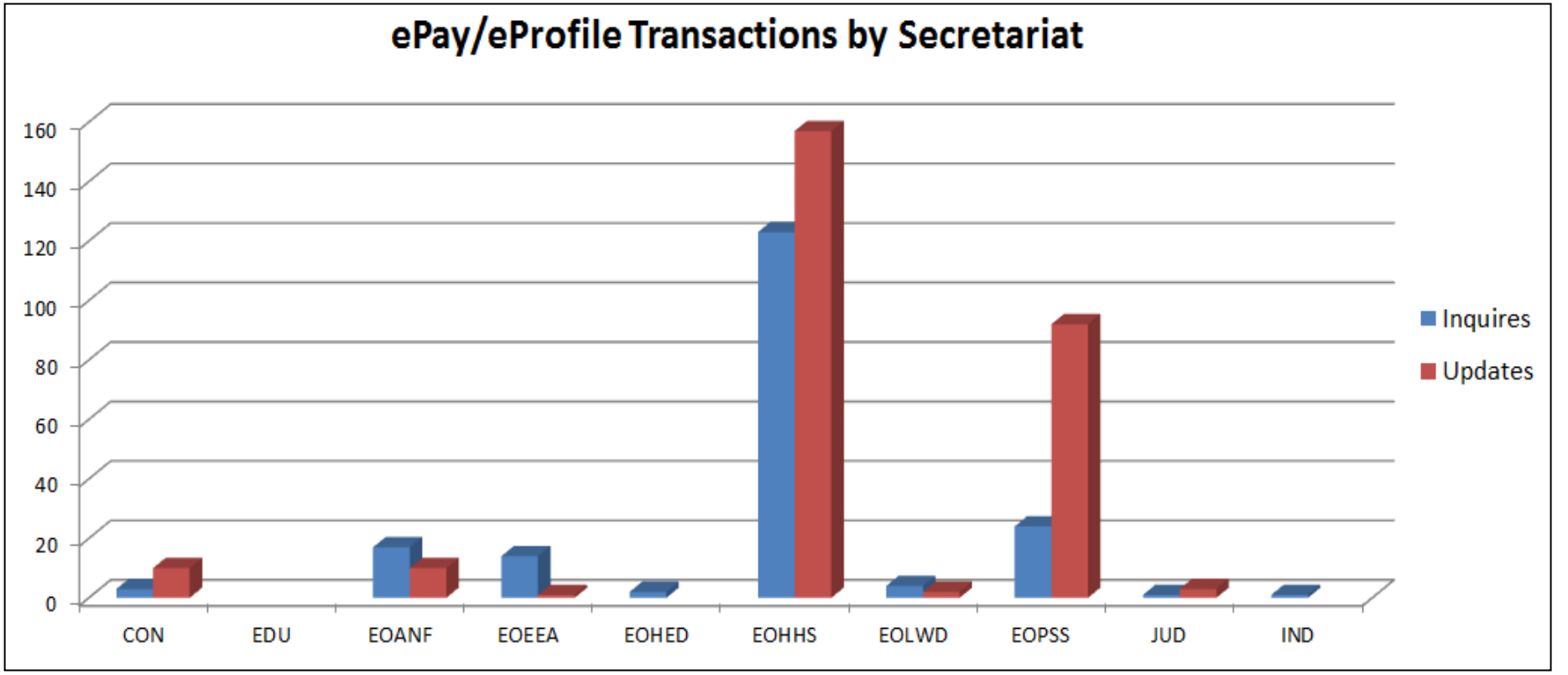




Source: ESC Footprints data from 10/2/2016 – 10/29/2016.

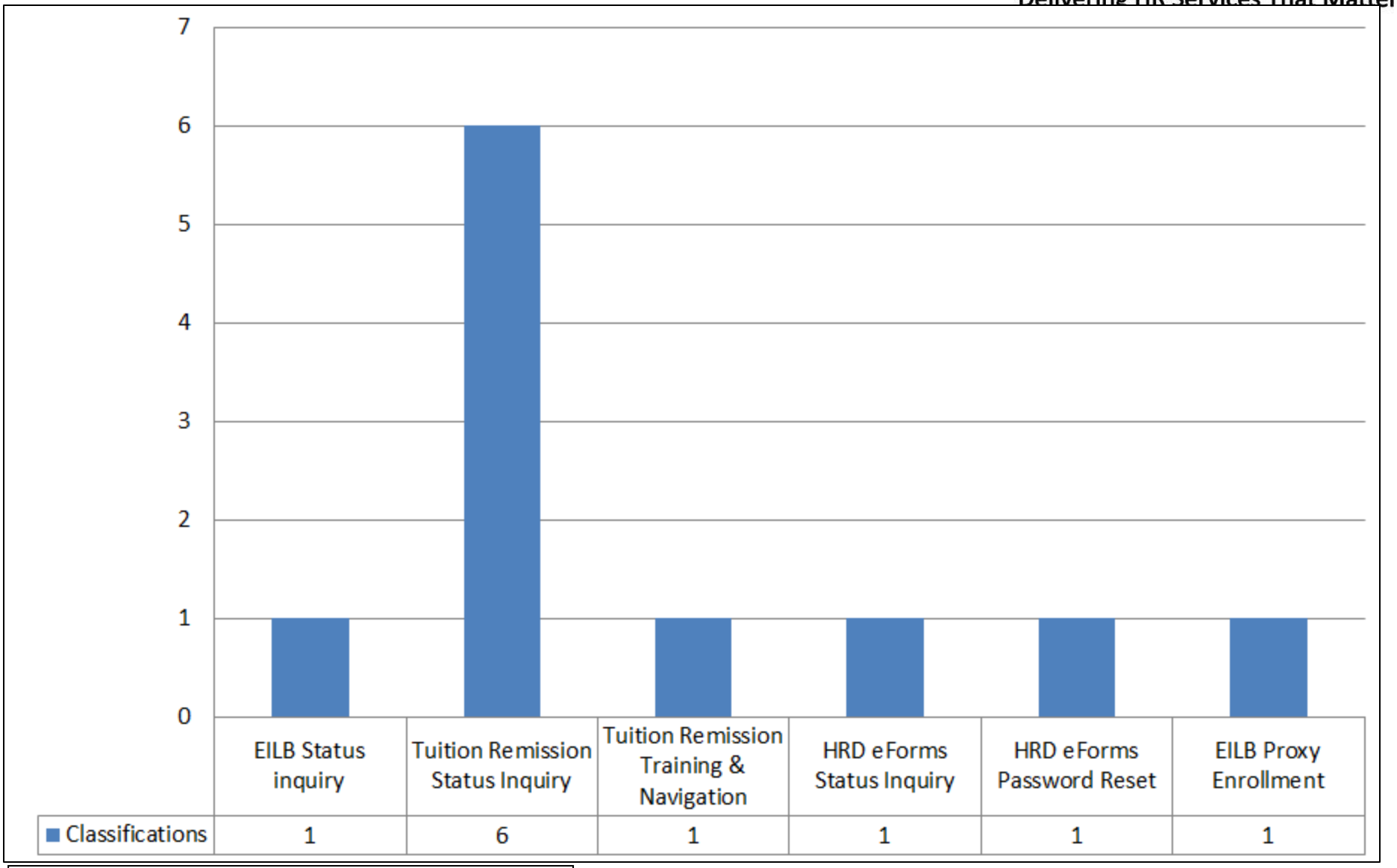
ePay/eProfile Transactions by Secretariat

MassHR
Delivering HR Services That Matter



Source: ESC Footprints data from 10/2/2016 – 10/29/2016.

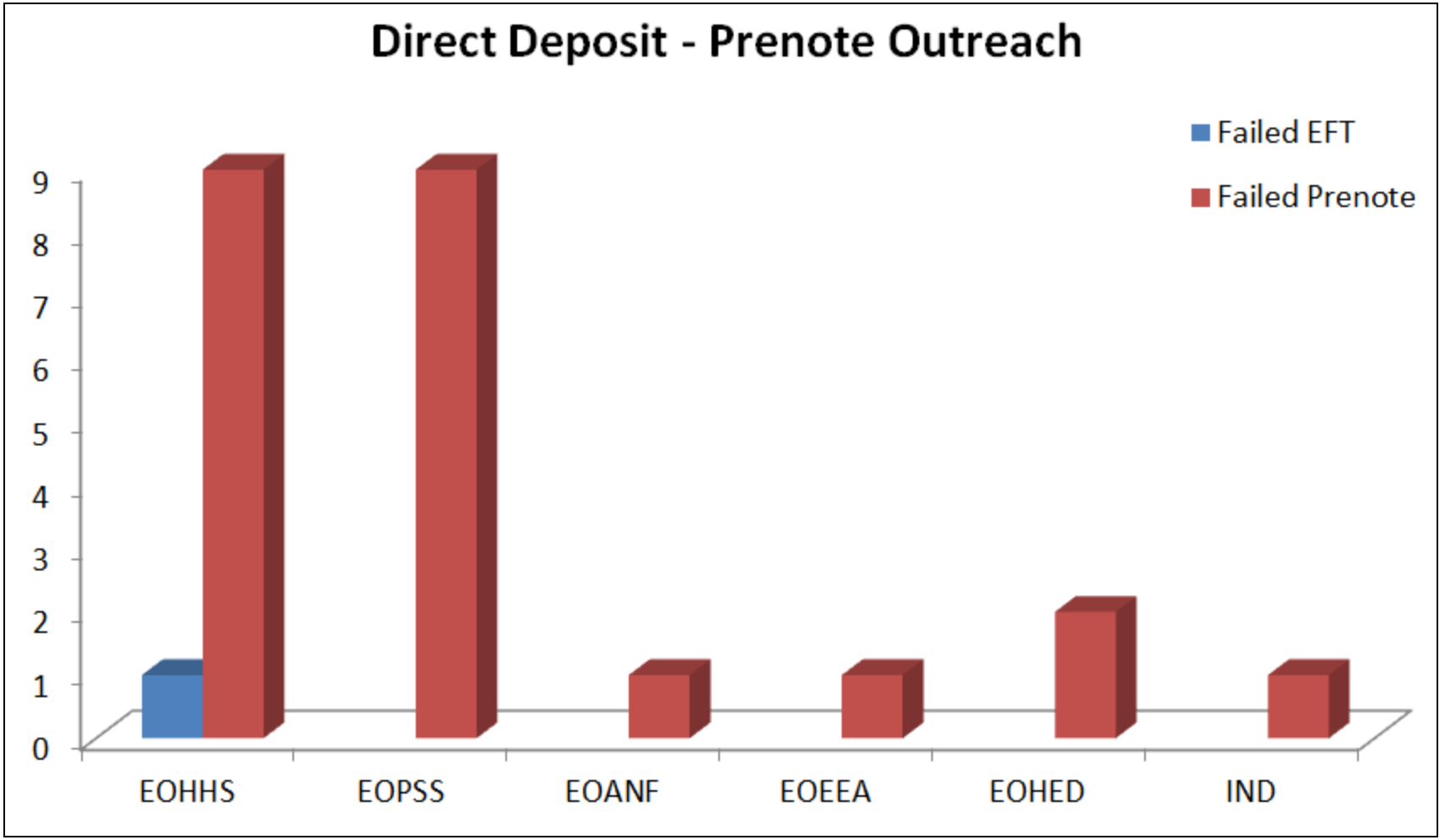
eServices Inquiries



Source: ESC Footprints data from 10/2/2016 – 10/29/2016.

Direct Deposit-Prenote Outreach

MassHR
Delivering HR Services That Matter



Source: ESC data 10/2/2016 – 10/29/2016.

Case Resolution Time

MassHR
Delivering HR Services That Matter

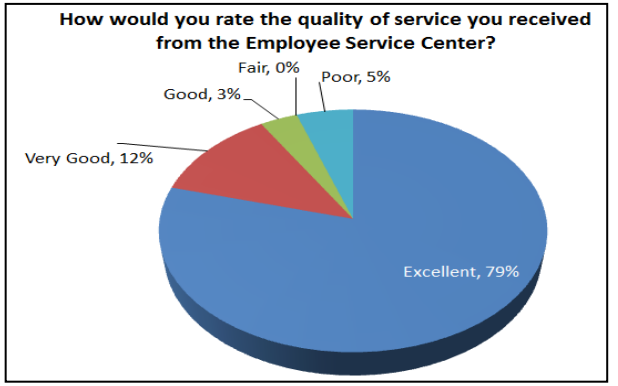
SLA Metric	Target	Current Period 10/2/2016 – 10/29/2016	Previous Period 9/4/2016 – 10/1/2016	Previous Year October 2015
Average case resolution time – password resets and e-mail updates (Time owned by ESC)	98% within 1 day	99.74%	99.62%	99.36%
Average case resolution time – inquiries and requests (Time owned by ESC)	75% within 1 day 90% within 3 days	91.8% within 1 Day and 94.8% within 3 Days	94.6% within 1 Day and 96.3% within 3 Days	93.8% within 1 Day and 96.5% within 3 Days

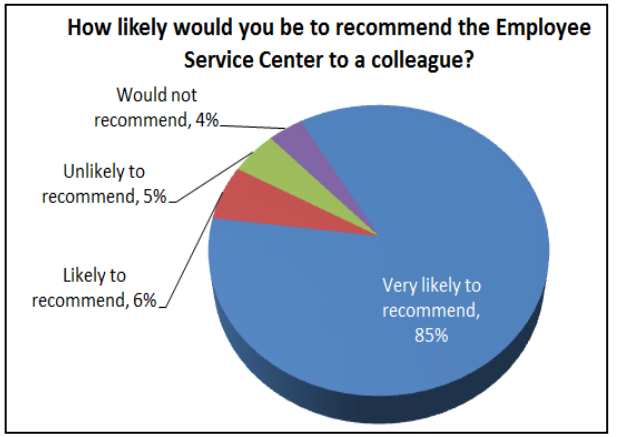
Source: ESC Footprints data from 10/2/2016 – 10/29/2016.

Customer Satisfaction Survey Results

MassHR
Delivering HR Services That Matter

SLA Metric	Target	Current Period 10/02/2016 – 10/29/2016	Previous Period 9/04/2016 – 10/01/2016	October 2015
Customer satisfaction (Based on automated survey upon ticket closure.)	80% of customers rate overall satisfaction good to excellent	94% rated good to excellent (1.061% response rate)	89% rated good to excellent (1.390% response rate)	98% rated good to excellent (0.938% response rate)





Selected Monthly Comments:

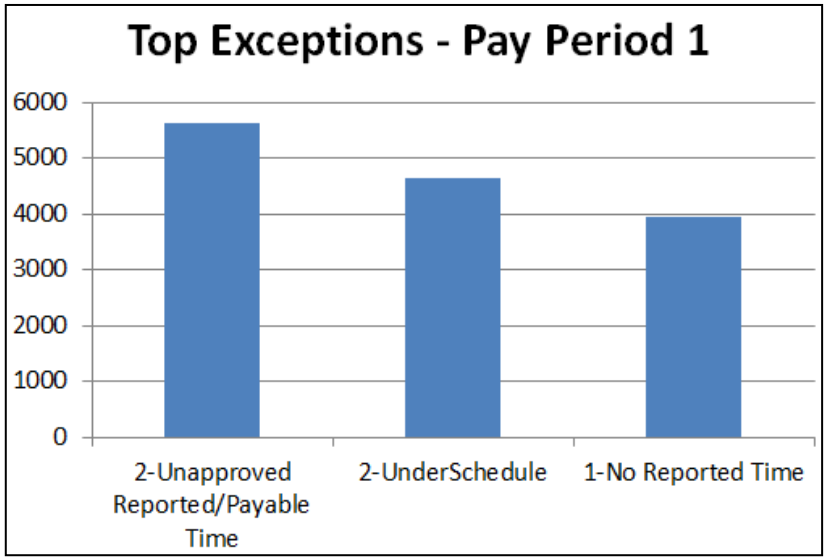
- No improvements needed, couldn't have gone better!
- Please don't change anything. Your help was excellent.
- I am really thrilled at how efficient and effective your services are. Thank you so much.
- I think this particular service should be replicated across certain functions of state government however it must be in a "feasible" area of service.
- She was extremely courteous and helpful. You straightened out a tough situation for me!

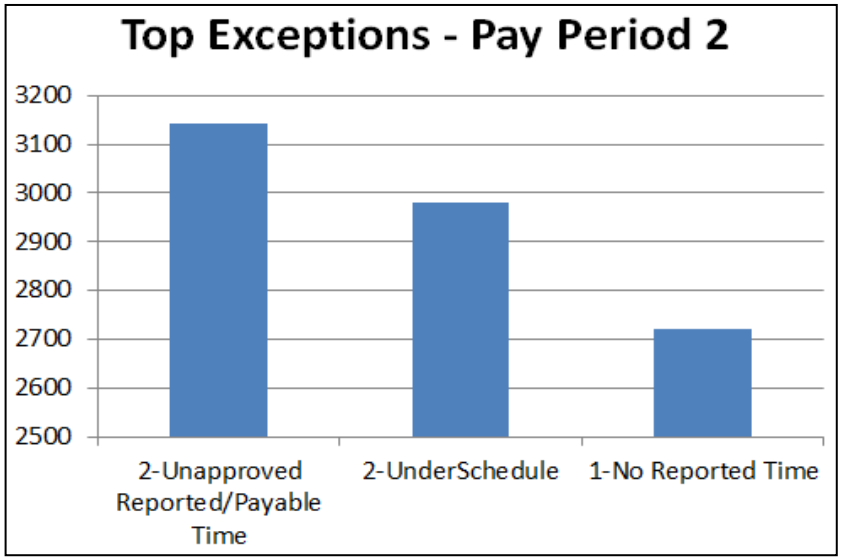
Source: ESC Customer Satisfaction Survey; survey link is provided on ticket closure notice and is voluntary. Survey results shown were collected between 10/2/2016 – 10/29/2016.

Outbound Contact Percentages

MassHR
Delivering HR Services That Matter

SLA Metric	Target	Current Period 10/02/2016 – 10/29/2016	Previous Period 9/04/2016 – 10/01/2016
Percentage of approvers contacted with unresolved high exceptions requiring ESC intervention for resolution:	98% 85% holiday/emergency leave weeks	60.64%	44.01%





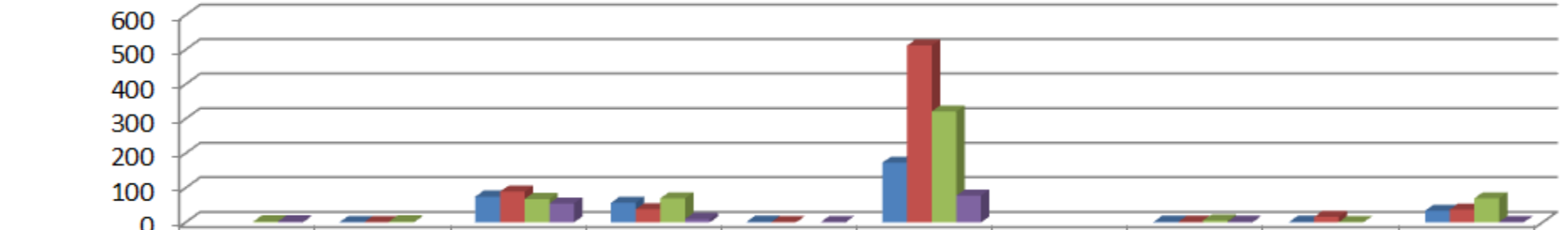
Source: ESC data from 10/2/2016 – 10/29/2016.

Outbound Exception Management Calls

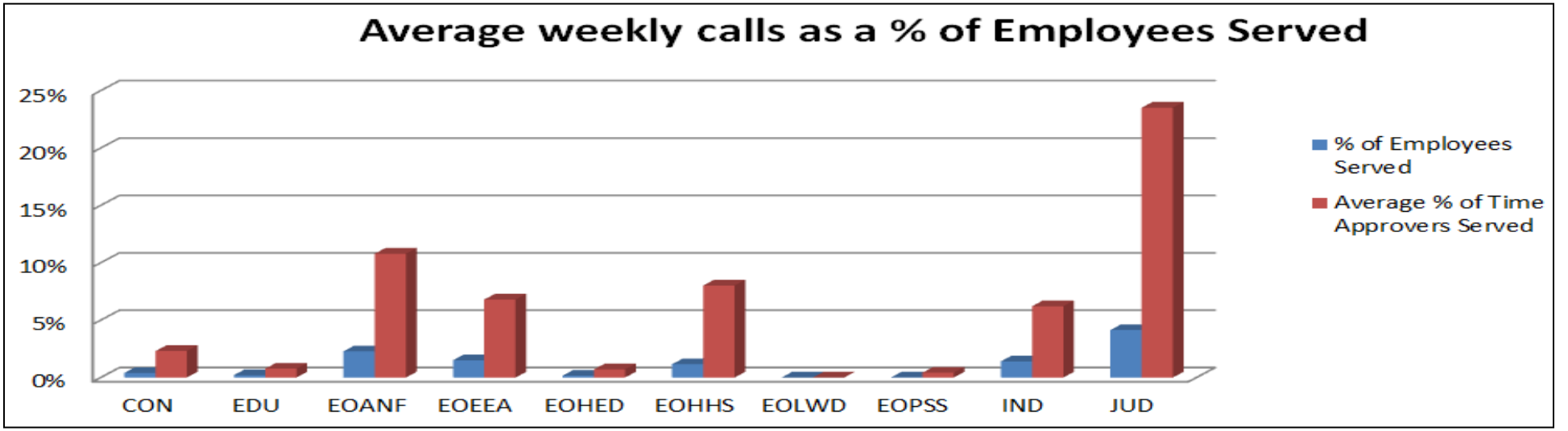
Outbound calls are made on a weekly basis when employees and approvers miss the deadlines for time entry/time approval or when system generated exceptions appear on a timesheet.

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

MassHR
Delivering HR Services That Matter



	CON	EDU	EOANF	EOEEA	EOHED	EOHHS	EOLWD	EOPSS	IND	JUD
10/8/2016		1	75	57	2	173		2	2	34
10/15/2016		1	89	38	1	512		2	16	37
10/22/2016	3	3	68	70		321		6	1	70
10/29/2016	3		55	10	1	78		2		1

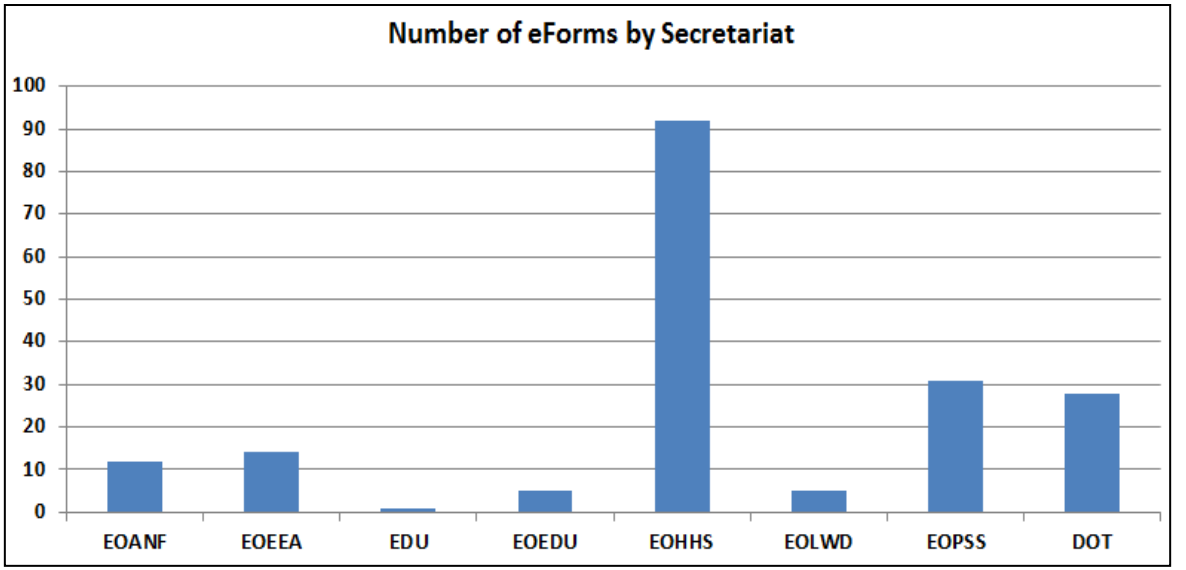


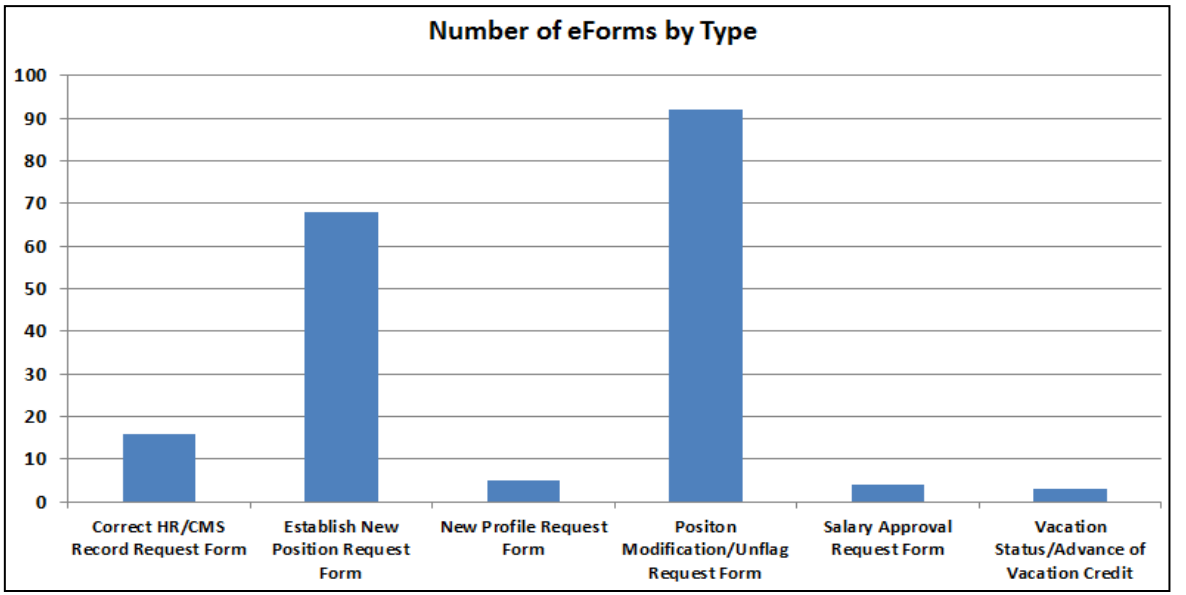
Source: ESC Exception Management System data 10/2/2016 – 10/29/2016.
Average inquiries per employee is shown for comparison purposes and does not account for repeat contacts (i.e., calling an employee multiple times).

Position Management

Total number of eForms processed by ESC: 188

MassHR
Delivering HR Services That Matter

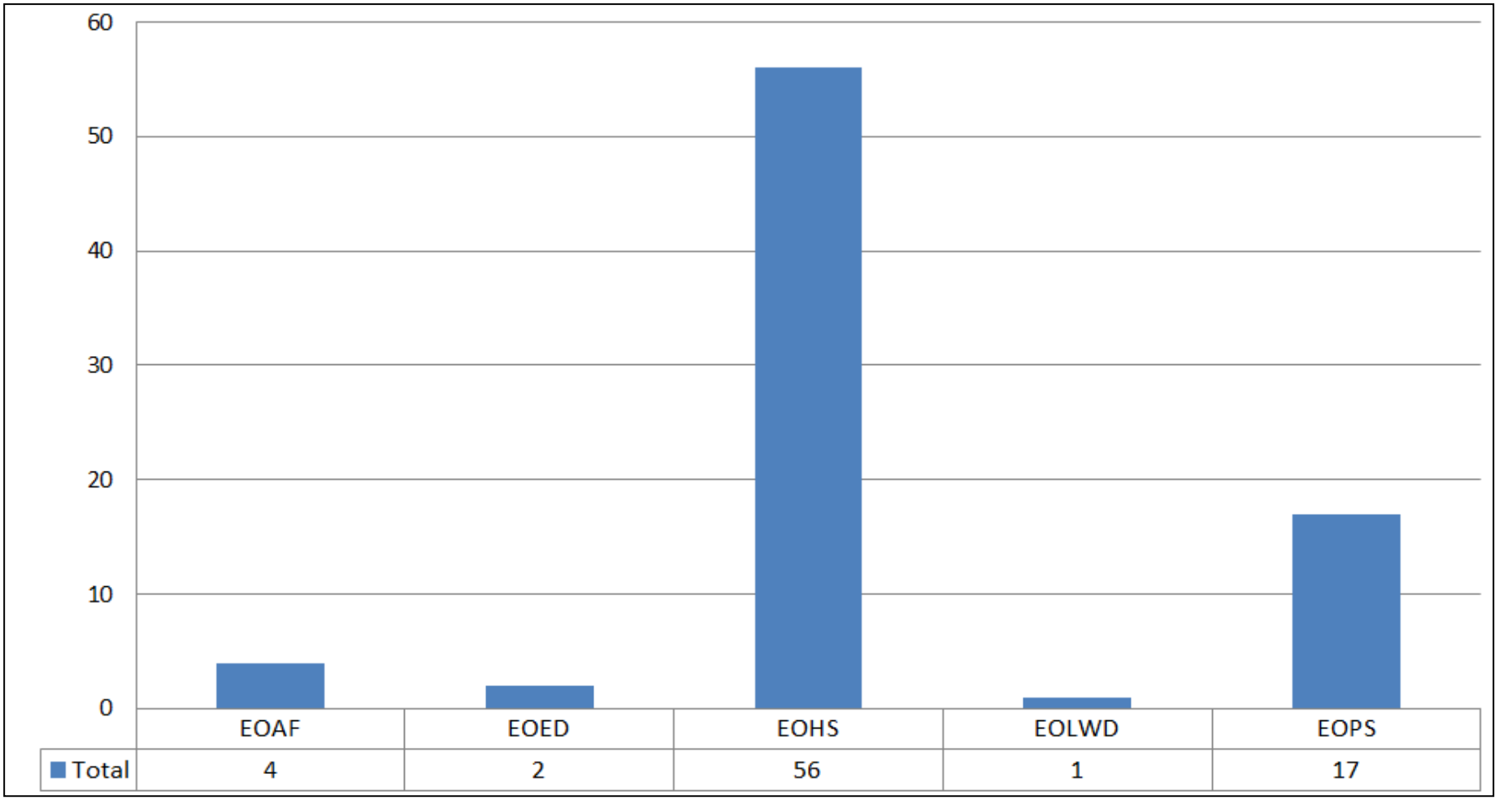




Unflag Contract Position Requests are dependent on ANF Platform Approval
Source: ESC data from 10/2/2016 – 10/29/2016.

Tuition Remission Submissions per Secretariat

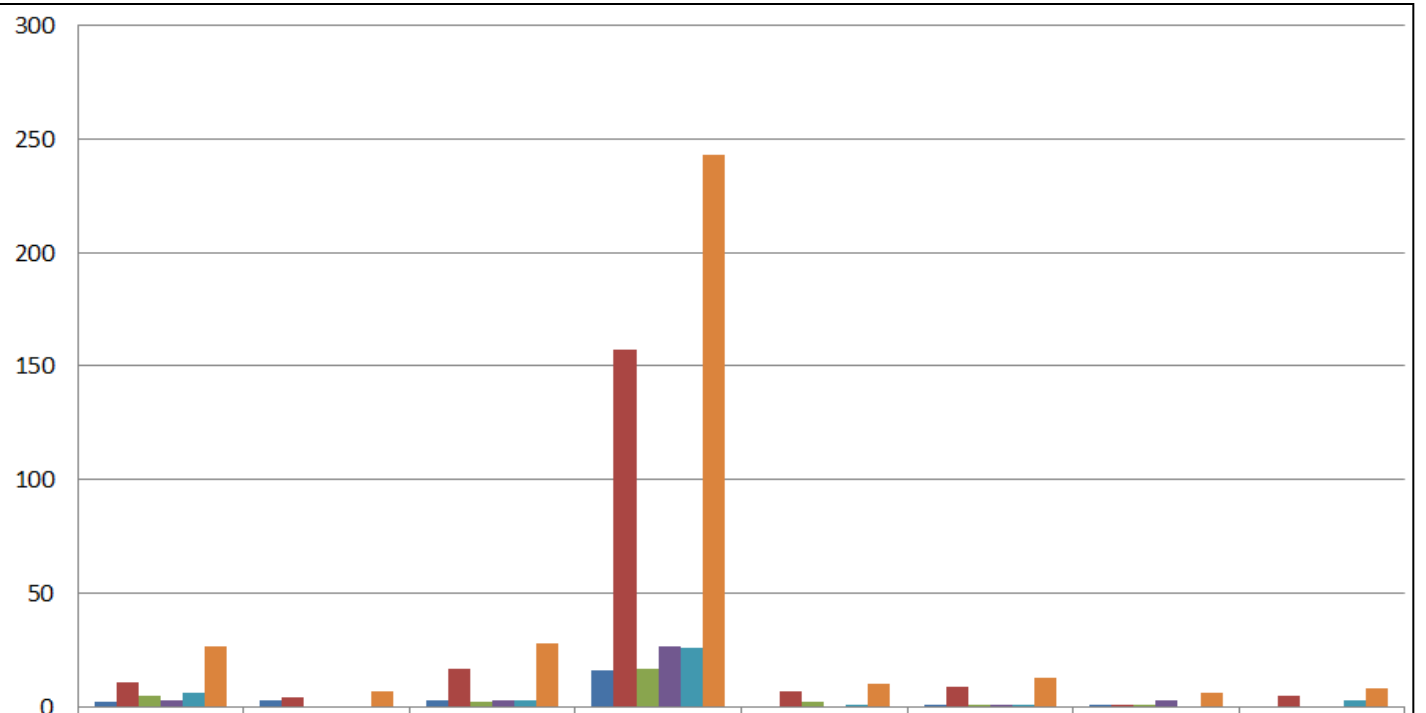
MassHR
Delivering HR Services That Matter



Source: OnBase - Hyland Unity Client Reporting data from 10/2/2016 – 10/29/2016.

MassCareers Top 5 Most Frequent Classifications by Secretariat

MassHR
Delivering HR Services That Matter

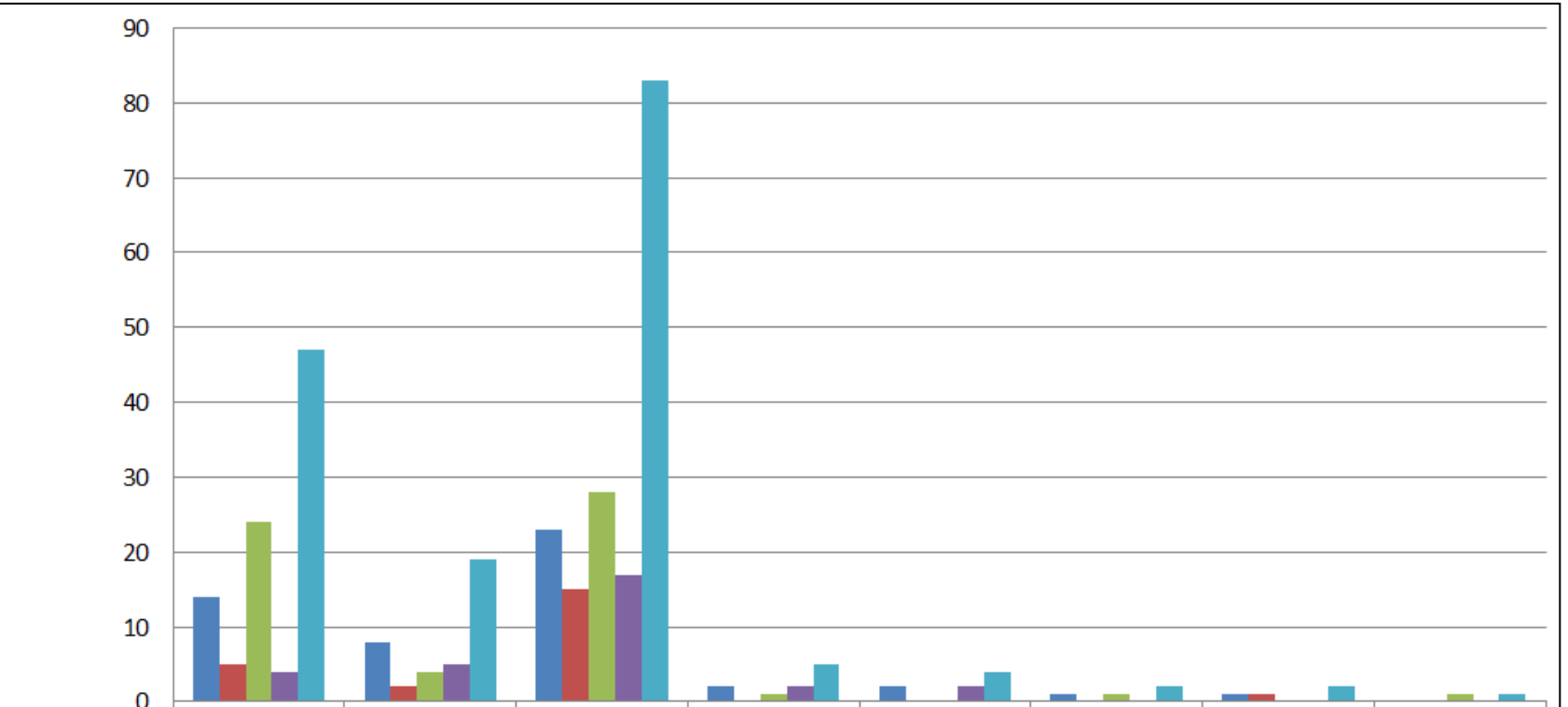


	EOANF	EOEDU	EOEEA	EOHHS	EOLWD	EOPSS	EXEC-OTH	EOHED
Configuration Changes	2	3	3	16		1	1	
Password Reset	11	4	17	157	7	9	1	5
Recruiting Navigation and Training	5		2	17	2	1	1	
Requisition Inquiries	3		3	27		1	3	
Security & Data Setup	6		3	26	1	1		3
Grand Total	27	7	28	243	10	13	6	8

Source: ESC Footprints data from 10/2/2016 – 10/29/2016.

Tickets Forwarded to Agency HR/Payroll

MassHR
Delivering HR Services That Matter



	EOANF	EOEEA	EOHHS	EOLWD	EOPSS	EXEC-OTH	JUD	IND
10/8/2016	14	8	23	2	2	1	1	
10/15/2016	5	2	15				1	
10/22/2016	24	4	28	1		1		1
10/29/2016	4	5	17	2	2			
Grand Total	47	19	83	5	4	2	2	1

Source: ESC Footprints data from 10/2/2016 – 10/29/2016.

Review Schedule
Service Charter Scorecard

MassHR
Delivering HR Services That Matter

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

***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

MassHR
Delivering HR Services That Matter

Agencies Served	Employees	Agenceis Served	Employees	Agencies Served	Employees
ADD-Developmental Disabilities Council	17	DOI-Division Of Insurance	146	MCB-Mass Commission For The Blind	149
AGR-Department Of Agricultural Resources	100	DOR-Department of Revenue	1519	MCD-Commission For The Deaf And Hard of Hearing	53
ALA-Administrative Law Appeals Division	33	DOS-Division Of Standards	17	MGC-Massachusetts Gaming Commission	88
ANF-Eo Administration & Finance	289	DPH-Department Of Public Health	3066	MIL-Massachusetts National Guard	9911
APC-Appeals Court	115	DPS-Department Of Public Safety	174	MMP-Massachusetts Marketing Partnership	18
ART-Mass Cultural Council	31	DPU-Department Of Public Utilities	157	MRC-Mass Rehabilitation Commission	986
ATB-Appellate Tax Board	20	DSS-Department Of Children And Families	4067	OCD-Dept Of Housing And Community	277
BLC-Board of Library Comissioners	20	DYS-Department Of Youth Services	864	OHA-Massachusetts Office On Disability	13
BSB-Bureau Of State Buildings	15	EDU-Executive Office Of Education	86	ORI-Office For Refugees And Immigrants	21
CAD-Commission Against Discrimination	86	EEC-Department Of Early Education	191	OSC-Office Of The Comptroller	126
CDA-Massachusetts Emergency Management Agency	95	EED-Executive Office Of Housing & Economic Development	57	OSD-Division Of Operational Services	105
CHE-Soldiers' Home In Massachusetts	337	EHS-Executive Office of Health and Human Services	1584	PAR-Parole Board	174
CHS-Department of Criminal Justice Information Systems	41	ELD-Department Of Elder Affairs	60	POL-State Police	2577
CJT-Criminal Justice Training Council	521	ENE-Department Of Energy Resources	62	REG-Division Of Professional Licensure	108
CME-Chief Medical Examiner	92	ENV-Executive Office Of Energy and Environmental Affairs	324	RGT-Department Of Higher Education	66
CPC-Committee for Public Counsel Services	744	EOL-Executive Office Of Workforce Development	1108	SCA-Office Of Consumer Affairs And Business Regulations	27
CSC-Civil Service Commission	6	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	690	SEA-Department Of Business And Technology	12
DAC-Disabled Persons Protection Commission	32	FWE-Department Of Fish And Game	327	SOR-Sex Offender Registry	48
DCP-Capital Asset Management And Maintenance	431	GIC-Group Insurance Commission	56	SRB-State Reclamation Board	148
DCR-Department Conservation And Recreation	1101	HCF-Health Care Finance & Policy	152	TAC-Department Of Telecommunications	22
DFS-Department Of Fire Services	608	HLY-Soldiers' Home In Holyoke	359	TRB-Teachers Retirement Board	95
DMH-Department of Mental Health	3639	HPC-Health Policy Commission	68	TRE-Office Of The State Treasurer	250
DMR-Health and Human Services	6602	HRD-Human Resources Division	130	VET-Department Of Veterans Service	65
DOB-Division Of Banks	166	ITD-Information Techology Division	347	VWA-Victim And Witness Assistance	21
DOC-Department of Corrections	4872	LIB-George Fingold Library	11	WEL-Department Of Transitional Assistance	1623
DOE-Department Of Elementary & Secondary Education	481	LOT-Lottery And Gaming Commission	397	**Grand Total:**	**53699**

Appendix: Inquiries by Agency

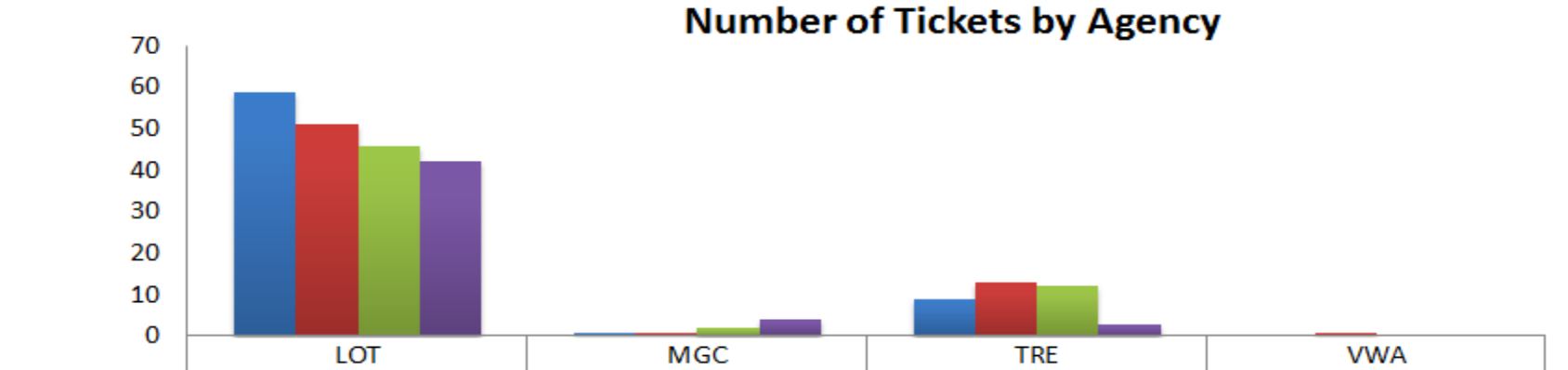
MassHR
Delivering HR Services That Matter

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

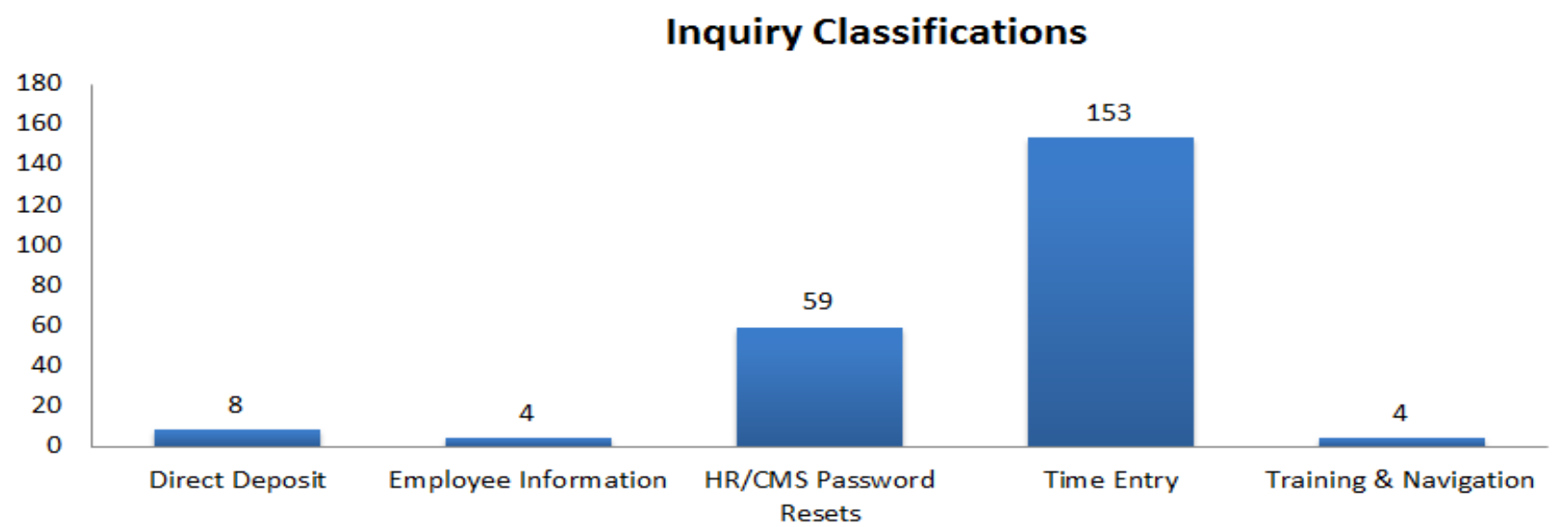
CSC – Civil Service Commission	CSW – Commission on Status of Women
DAC - Disabled Persons Protection Commission	LIB - George Fingold Library
ORI - Office For Refugees And Immigrants	SDA - Sheriffs Department Association
SEA - Department Of Business And Technology	

CON Agencies

MassHR
Delivering HR Services That Matter

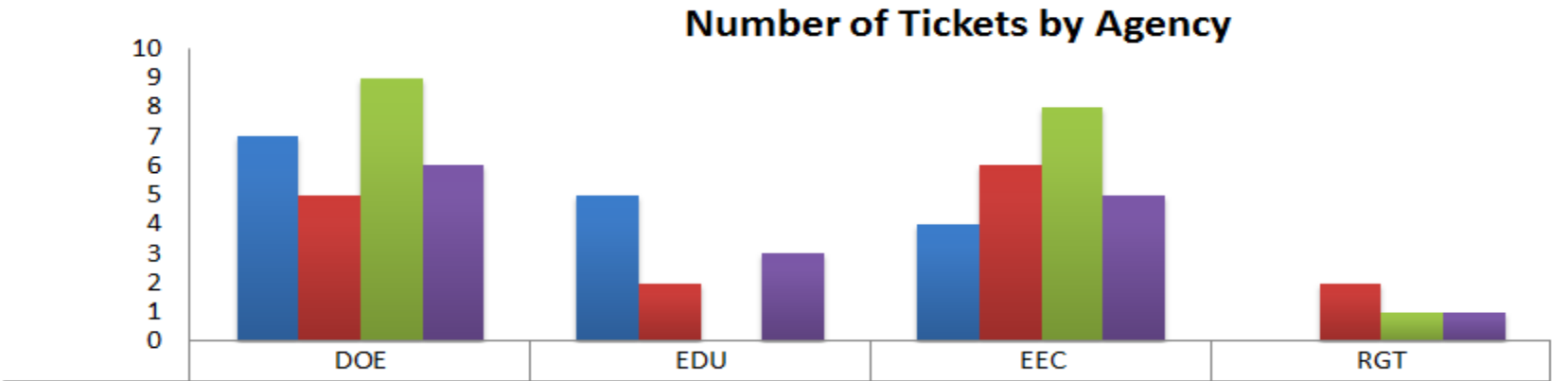


	LOT	MGC	TRE	VWA
10/08/2016	59	1	9	
10/15/2016	51	1	13	1
10/22/2016	46	2	12	
10/29/2016	42	4	3	

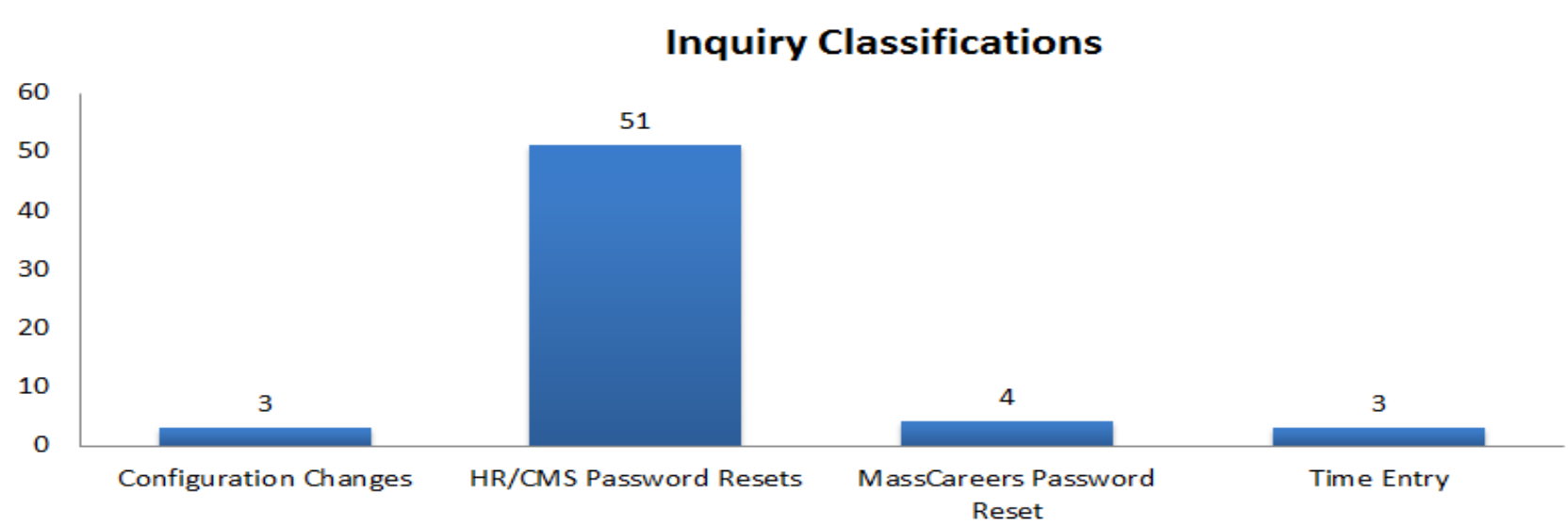


EDU Secretariat Agencies

MassHR
Delivering HR Services That Matter

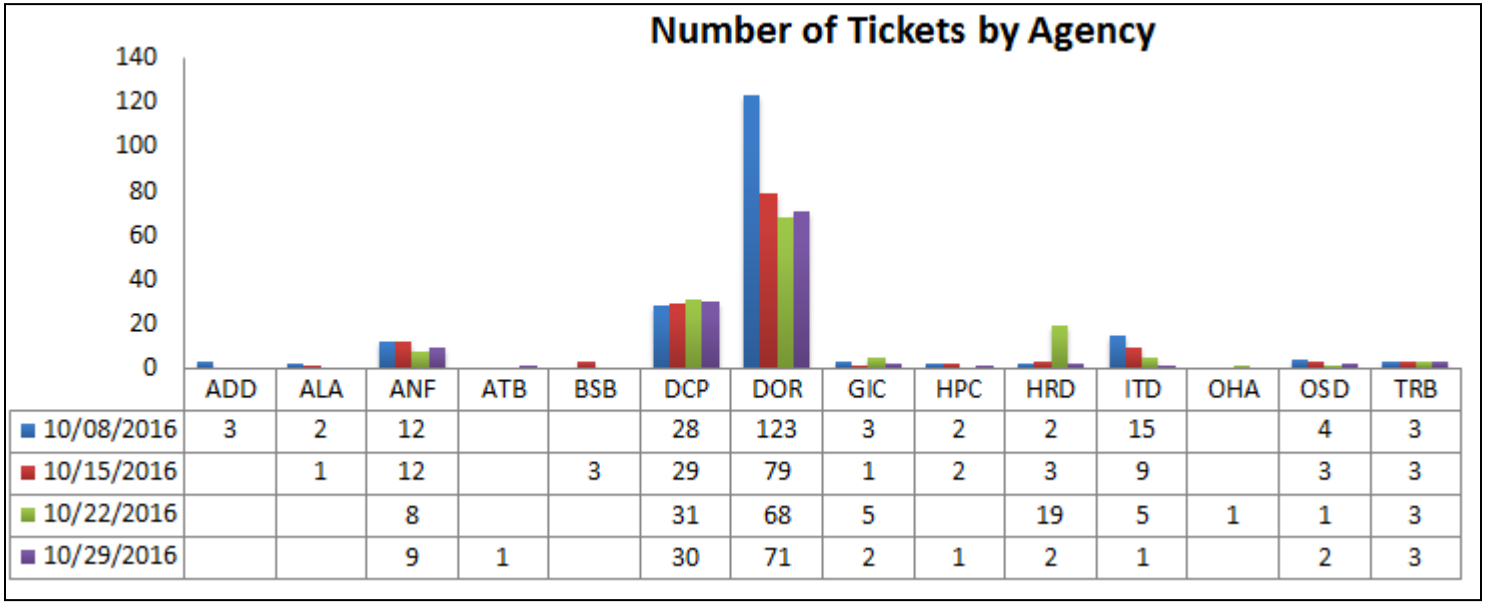


	DOE	EDU	EEC	RGT
10/08/2016	7	5	4	
10/15/2016	5	2	6	2
10/22/2016	9		8	1
10/29/2016	6	3	5	1

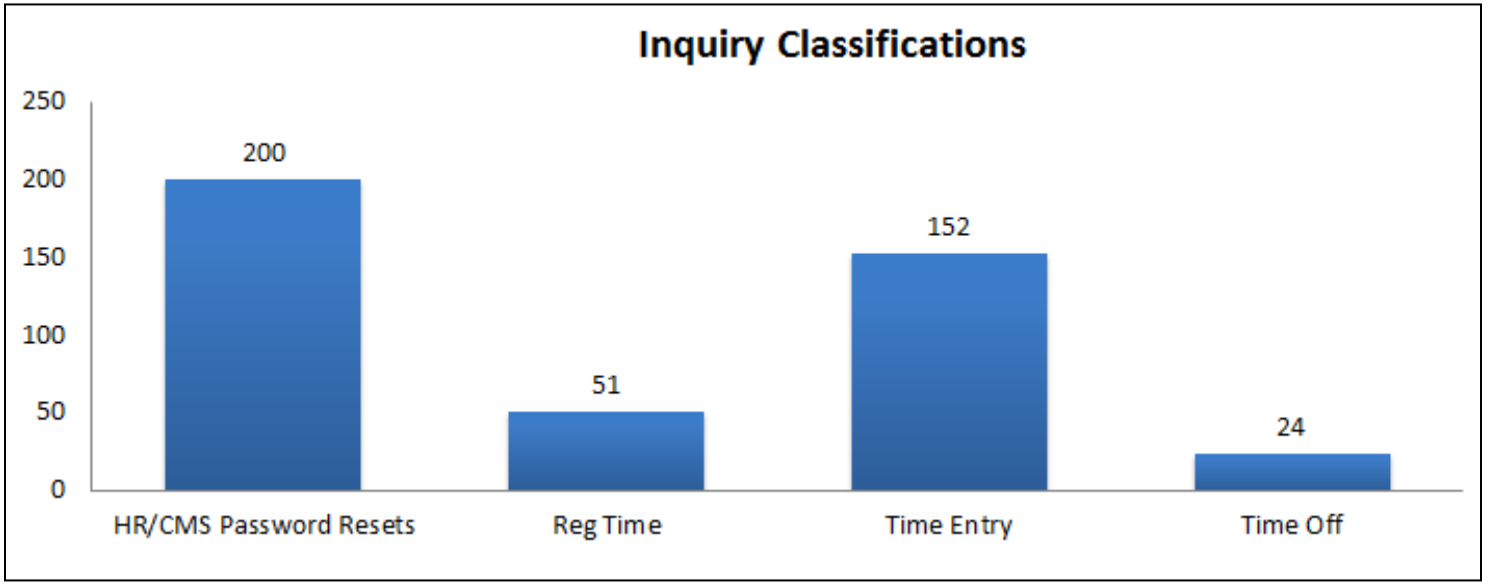


EOANF Secretariat Agencies

MassHR
Delivering HR Services That Matter

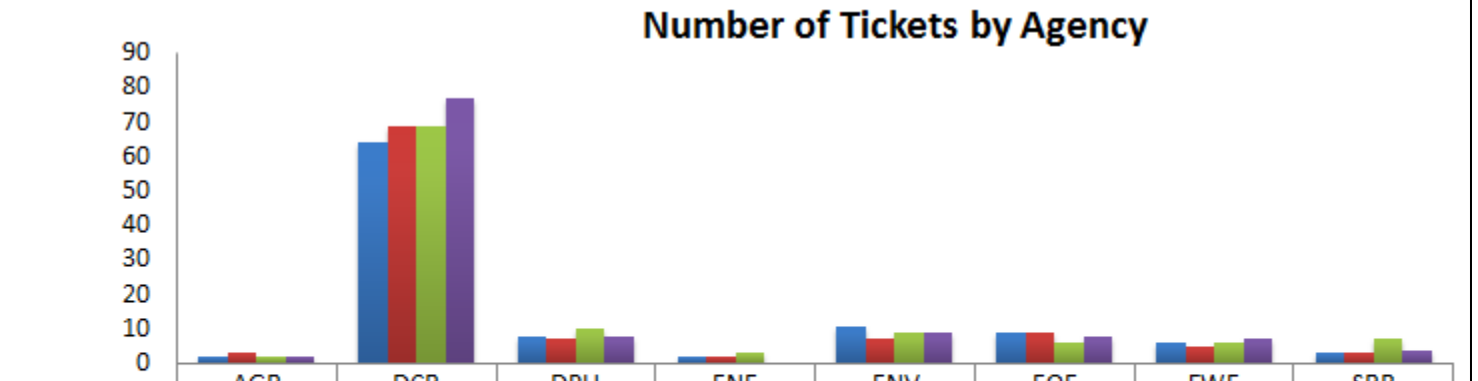


	ADD	ALA	ANF	ATB	BSB	DCP	DOR	GIC	HPC	HRD	ITD	OHA	OSD	TRB
10/08/2016	3	2	12			28	123	3	2	2	15		4	3
10/15/2016		1	12		3	29	79	1	2	3	9		3	3
10/22/2016			8			31	68	5		19	5	1	1	3
10/29/2016			9	1		30	71	2	1	2	1		2	3

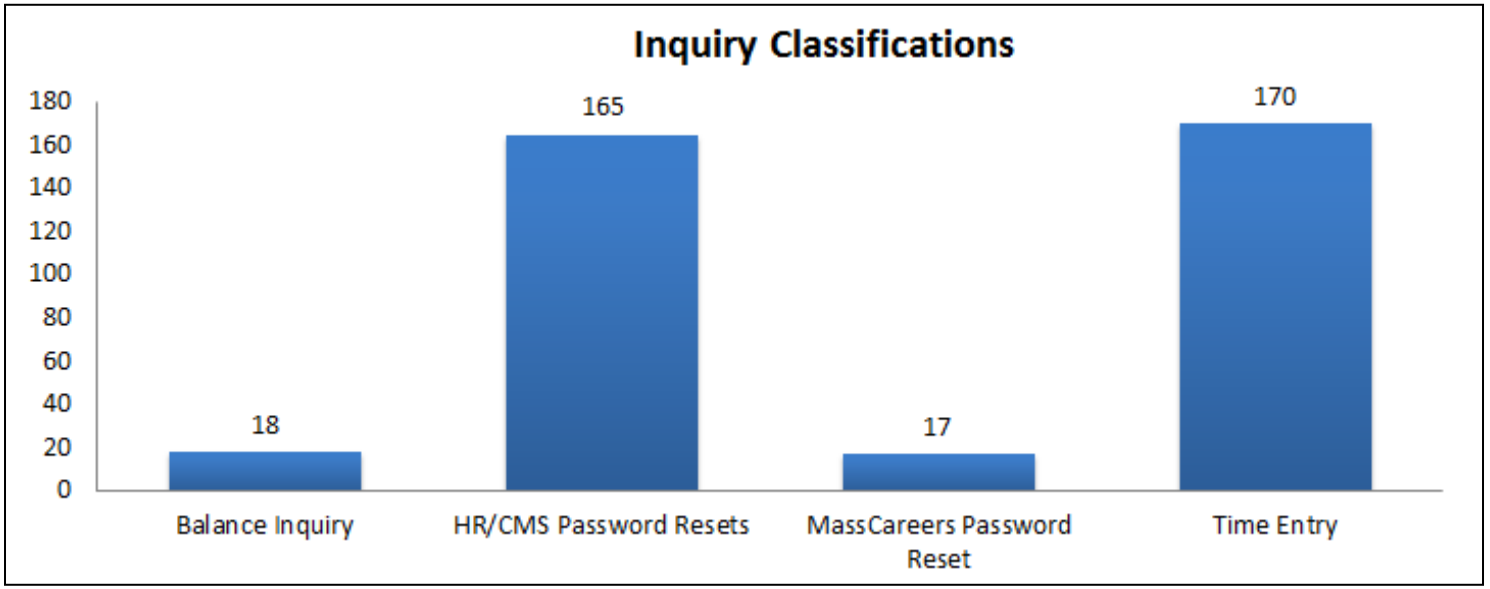


EOEEA Secretariat Agencies

MassHR
Delivering HR Services That Matter

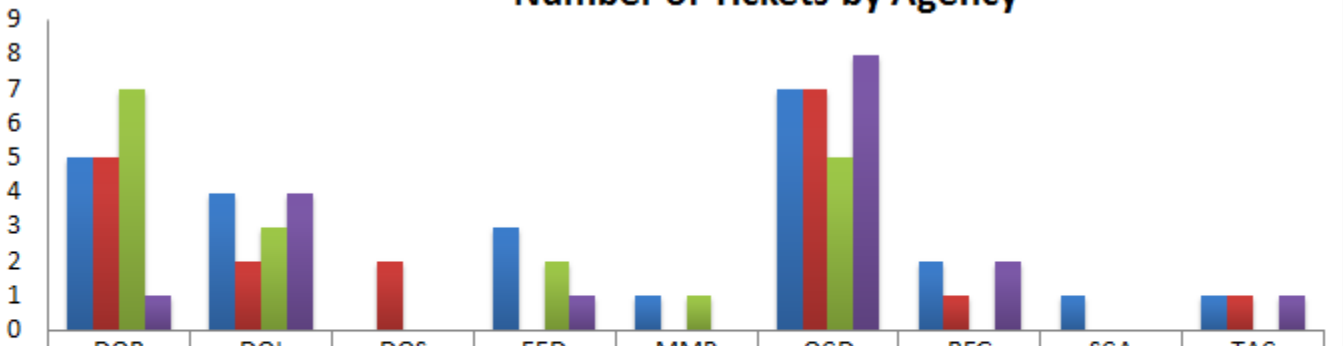


	AGR	DCR	DPU	ENE	ENV	EQE	FWE	SRB
10/08/2016	2	64	8	2	11	9	6	3
10/15/2016	3	69	7	2	7	9	5	3
10/22/2016	2	69	10	3	9	6	6	7
10/29/2016	2	77	8		9	8	7	4

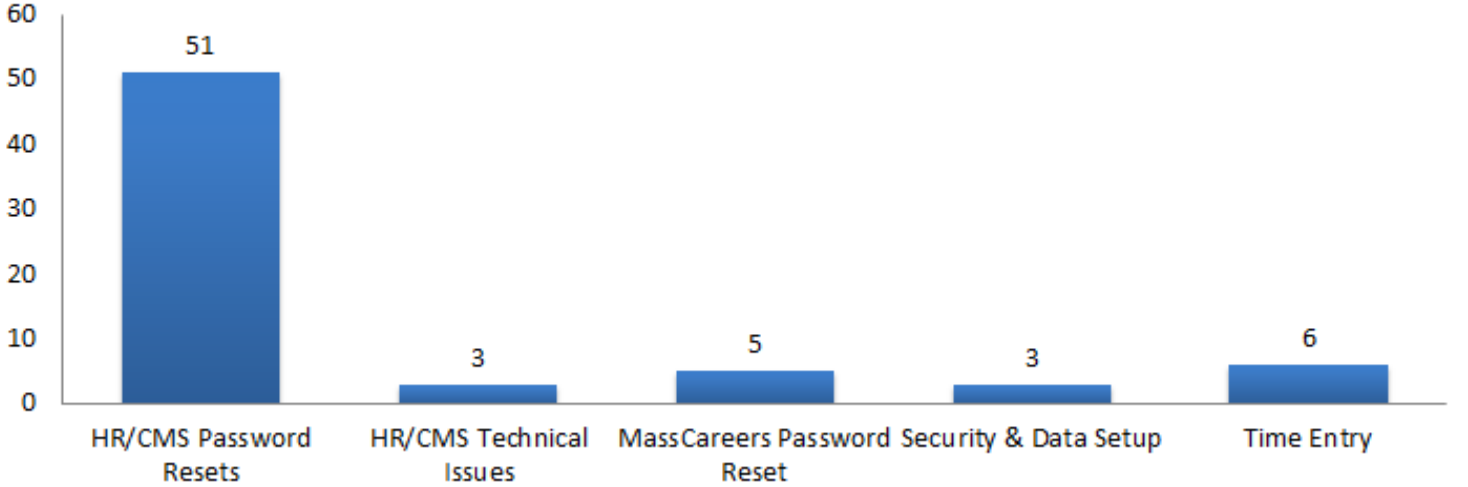


EOHED Secretariat Agencies

MassHR
Delivering HR Services That Matter

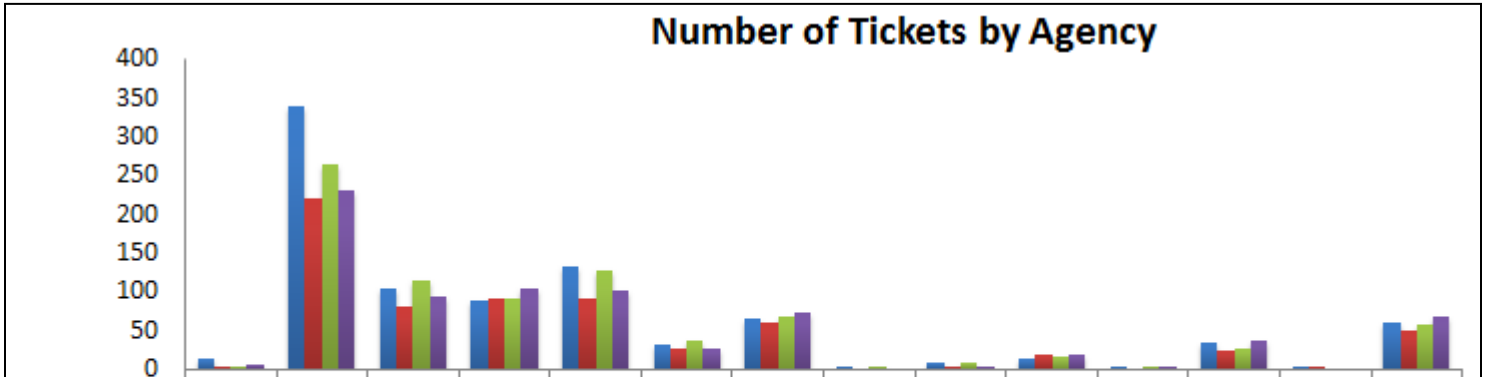


	DOB	DOI	DOS	EED	MMP	OCD	REG	SCA	TAC
10/08/2016	5	4		3	1	7	2	1	1
10/15/2016	5	2	2			7	1		1
10/22/2016	7	3		2	1	5			
10/29/2016	1	4		1		8	2		1

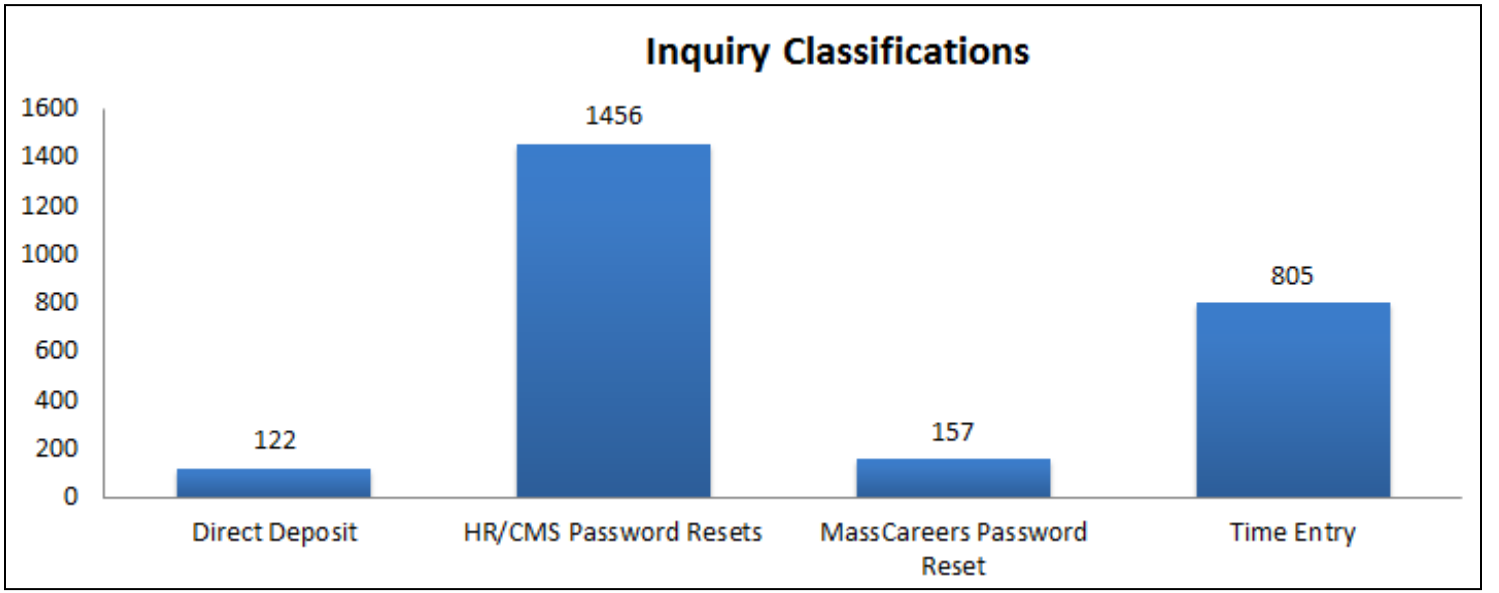


EOHHS Secretariat Agencies

MassHR
Delivering HR Services That Matter

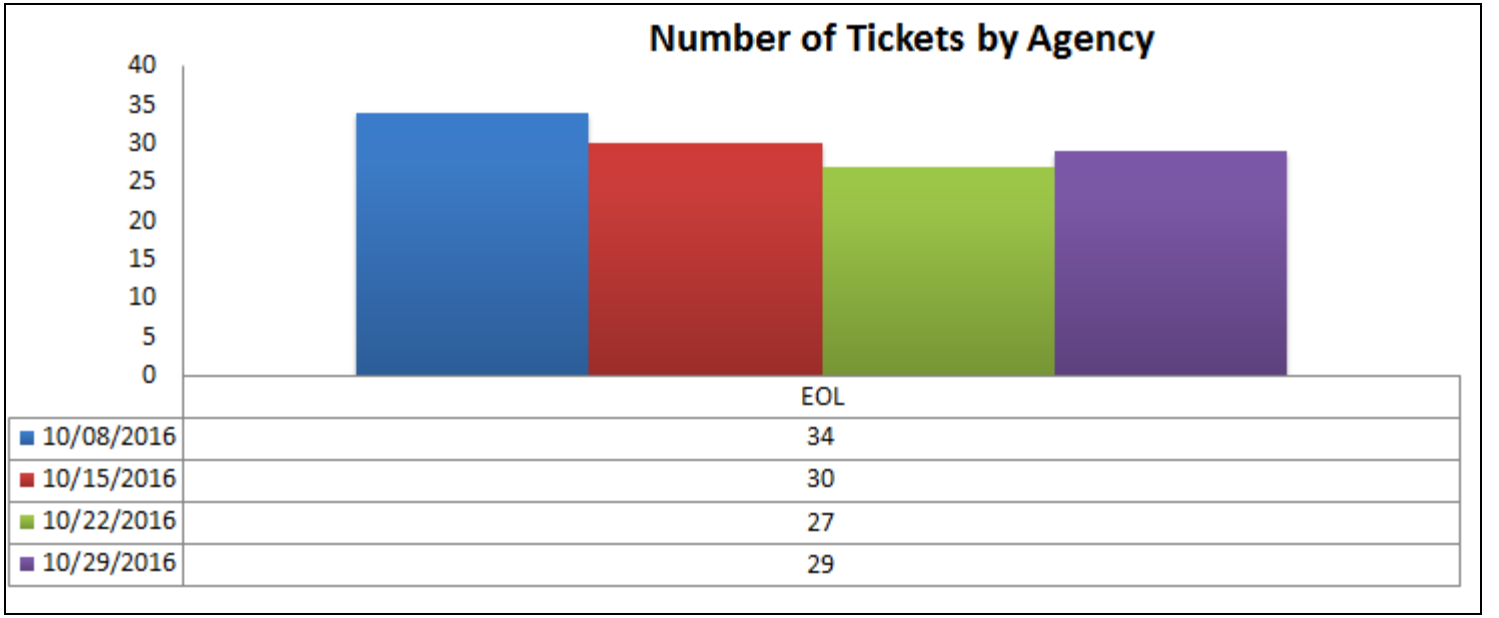


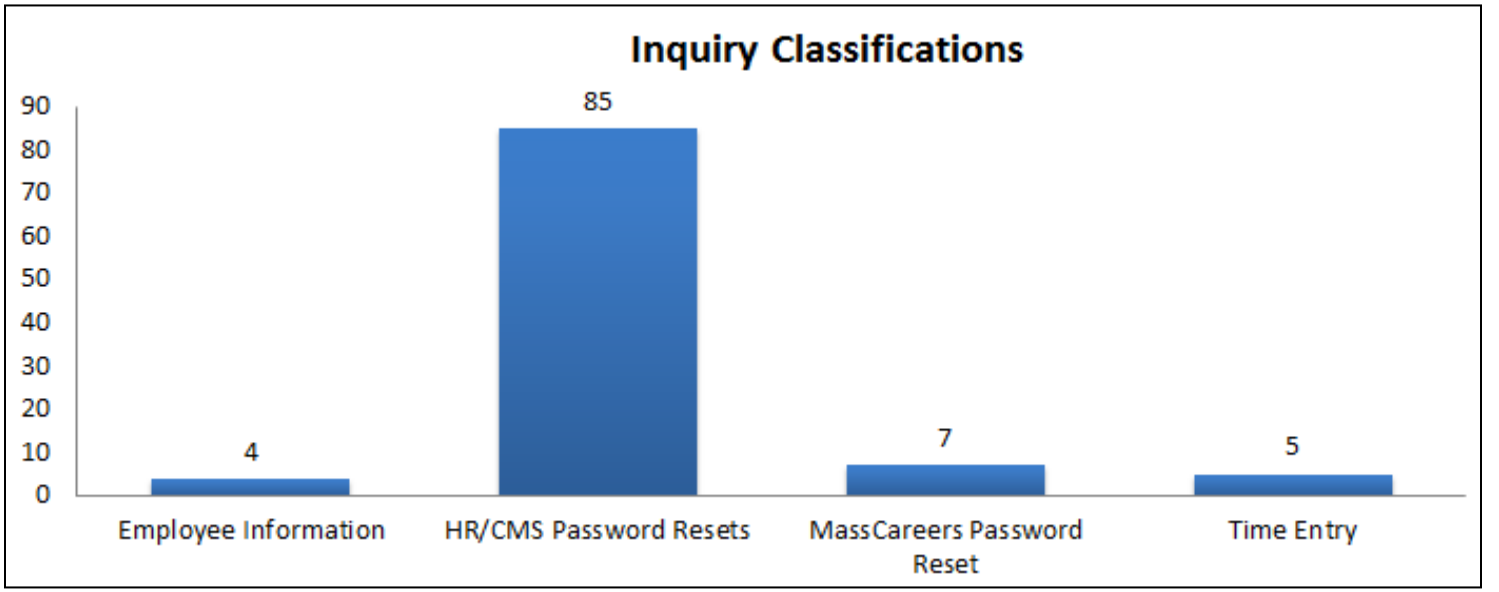
	CHE	DMH	DMR	DPH	DSS	DYS	EHS	ELD	HLY	MCB	MCD	MRC	VET	WEL
10/08/2016	14	338	104	88	133	31	66	4	10	15	1	35	2	61
10/15/2016	4	220	82	92	92	27	61		4	19		25	3	51
10/22/2016	5	265	115	91	127	37	67	1	10	17	3	26		59
10/29/2016	7	231	95	105	103	28	73		3	20	1	37		68



EOLWD Secretariat

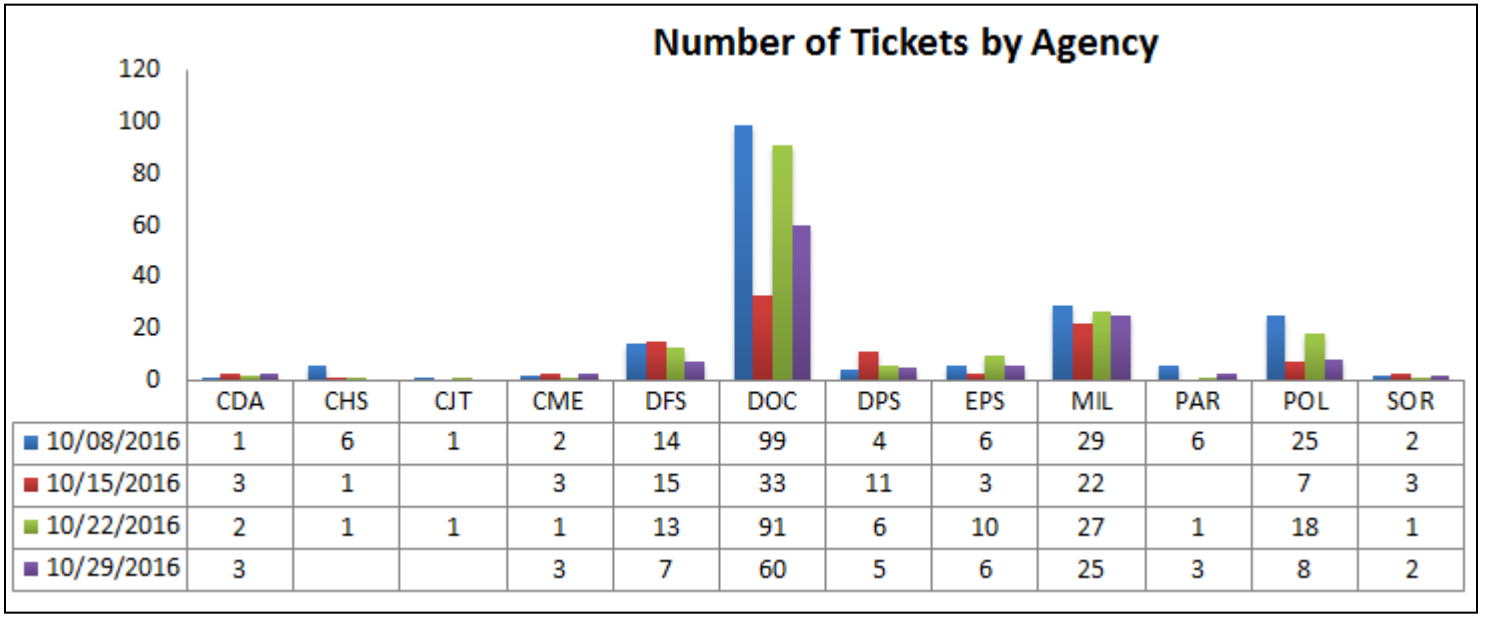
MassHR
Delivering HR Services That Matter



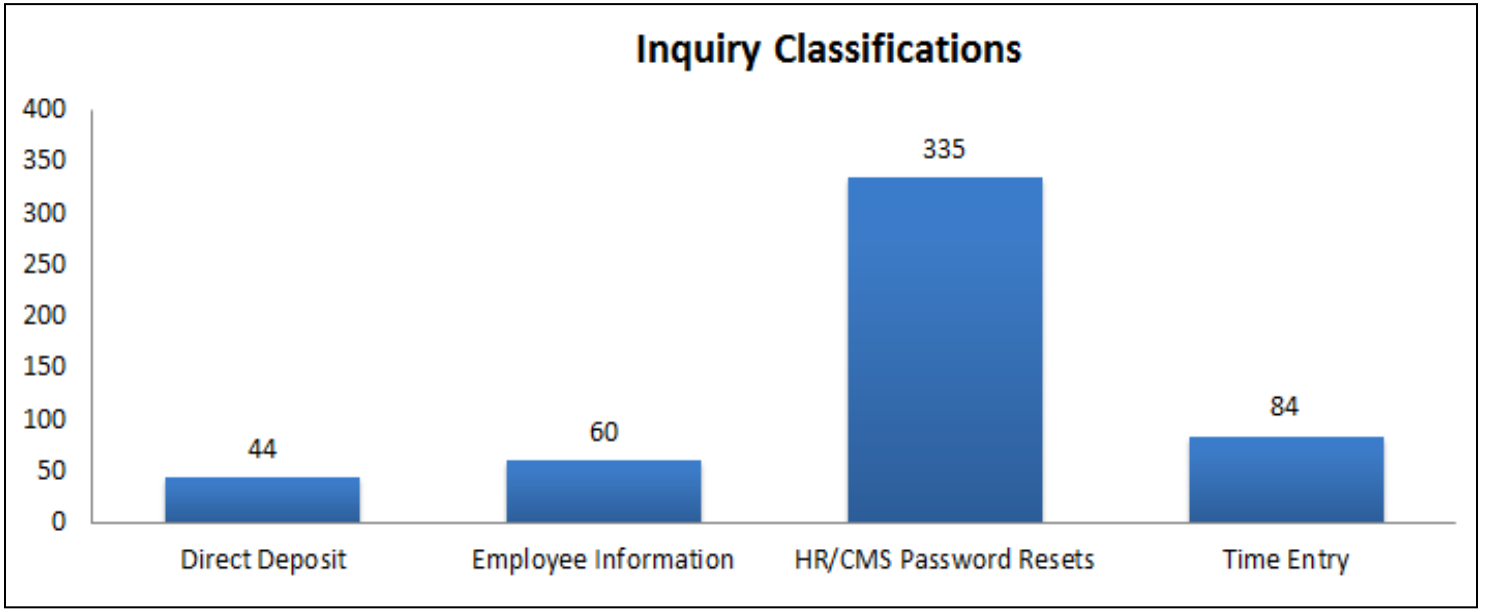


EOPSS Secretariat Agencies

MassHR
Delivering HR Services That Matter

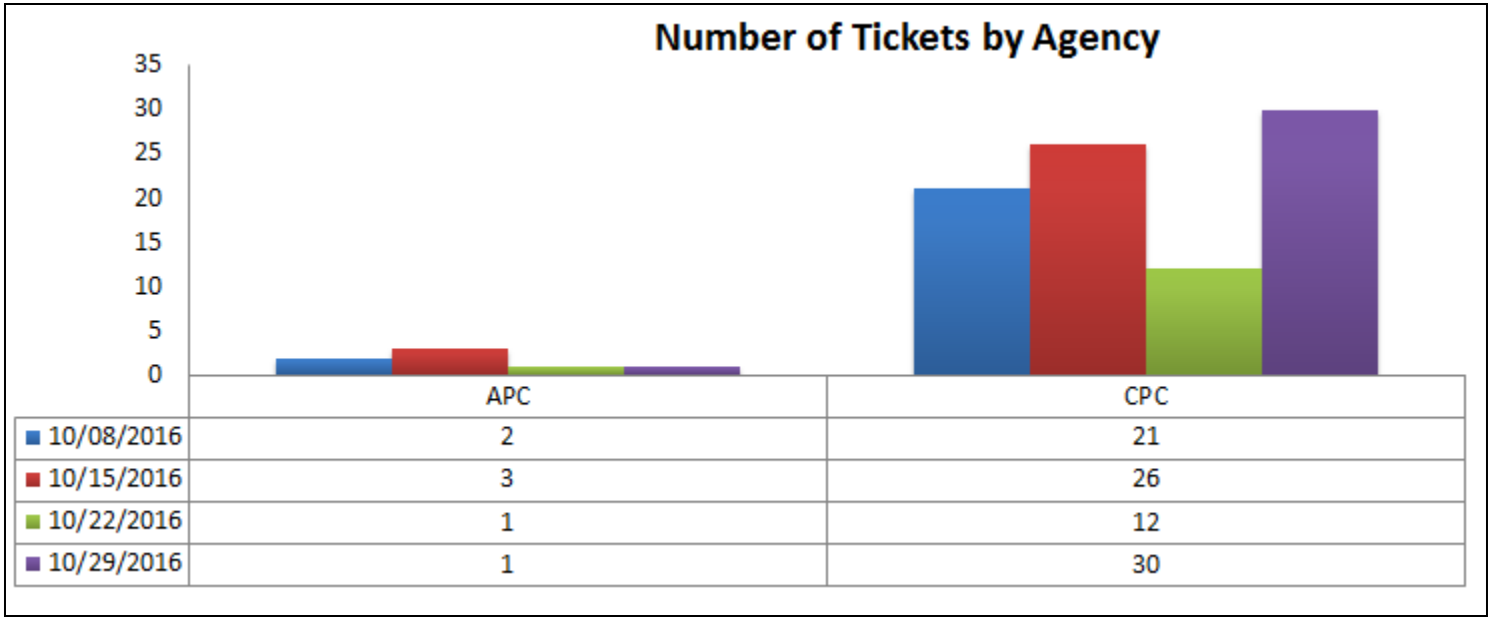


	CDA	CHS	CJT	CME	DFS	DOC	DPS	EPS	MIL	PAR	POL	SOR
10/08/2016	1	6	1	2	14	99	4	6	29	6	25	2
10/15/2016	3	1		3	15	33	11	3	22		7	3
10/22/2016	2	1	1	1	13	91	6	10	27	1	18	1
10/29/2016	3			3	7	60	5	6	25	3	8	2

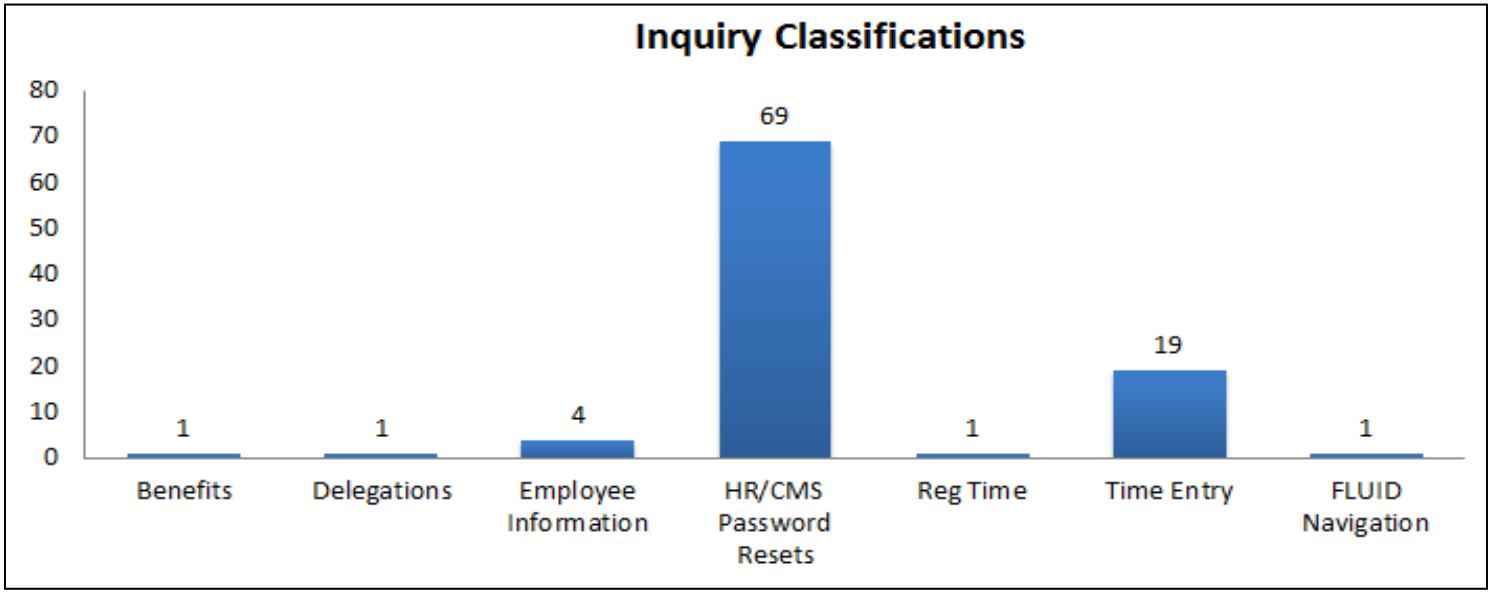


JUD Agencies

MassHR
Delivering HR Services That Matter

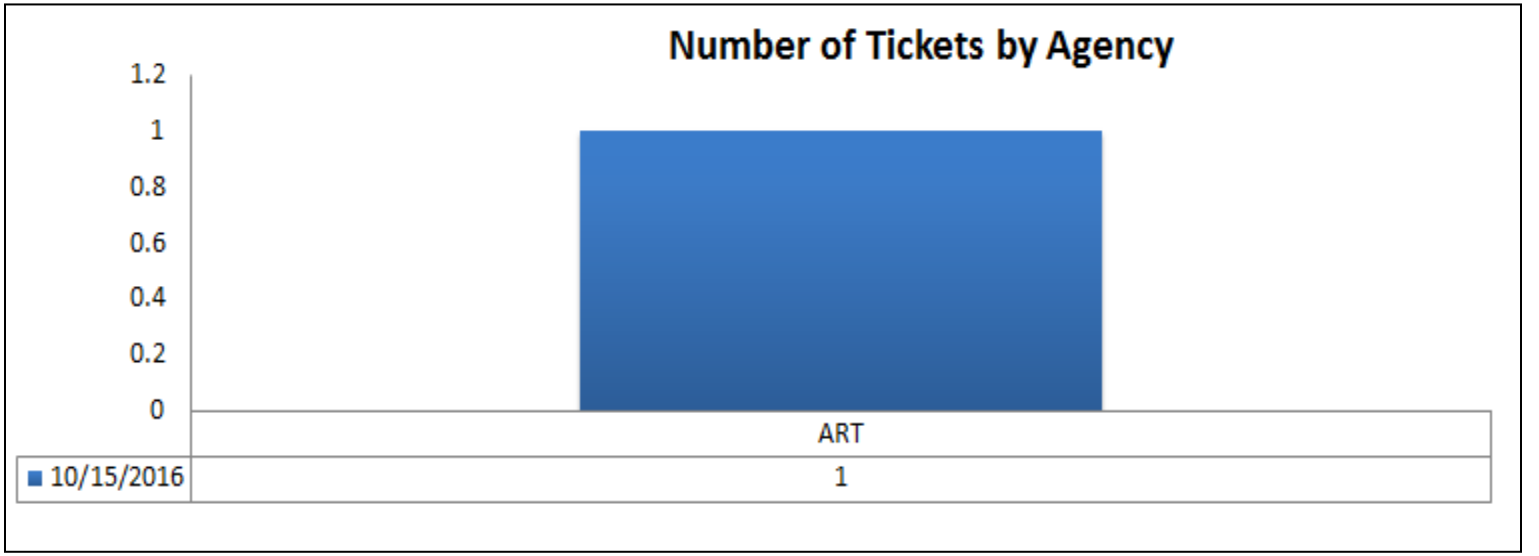


	APC	CPC
10/08/2016	2	21
10/15/2016	3	26
10/22/2016	1	12
10/29/2016	1	30

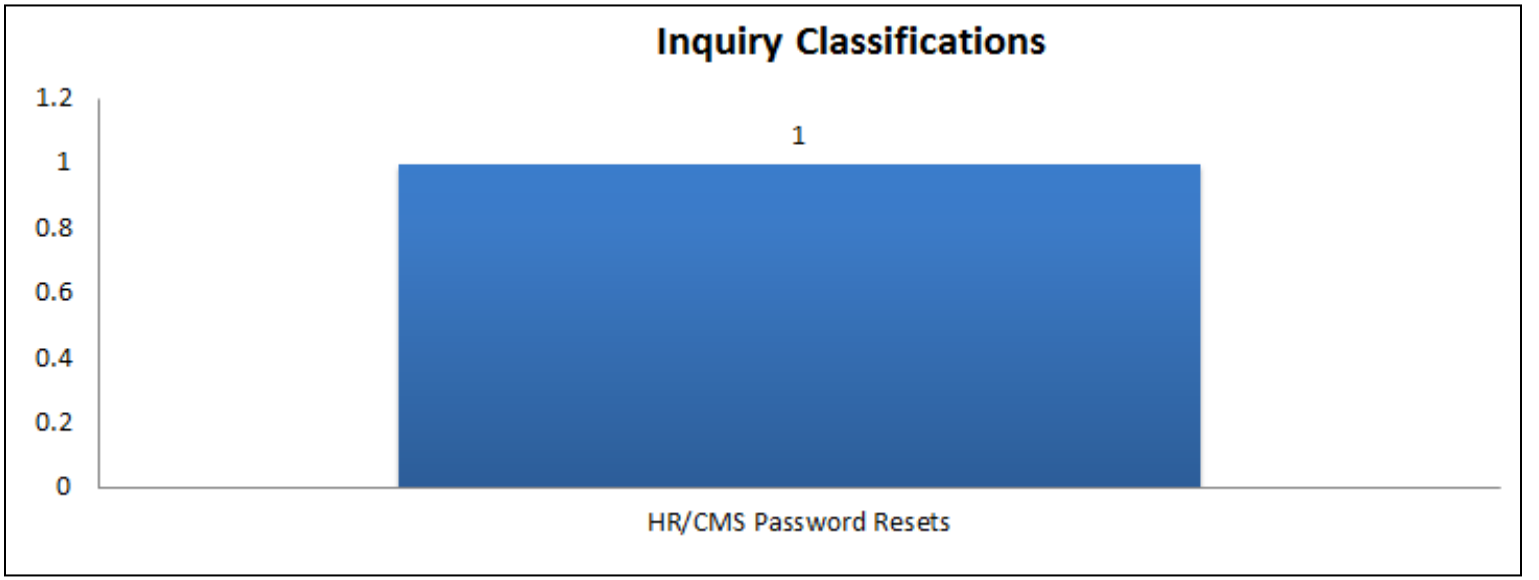


ART Tickets and Classification

MassHR
Delivering HR Services That Matter

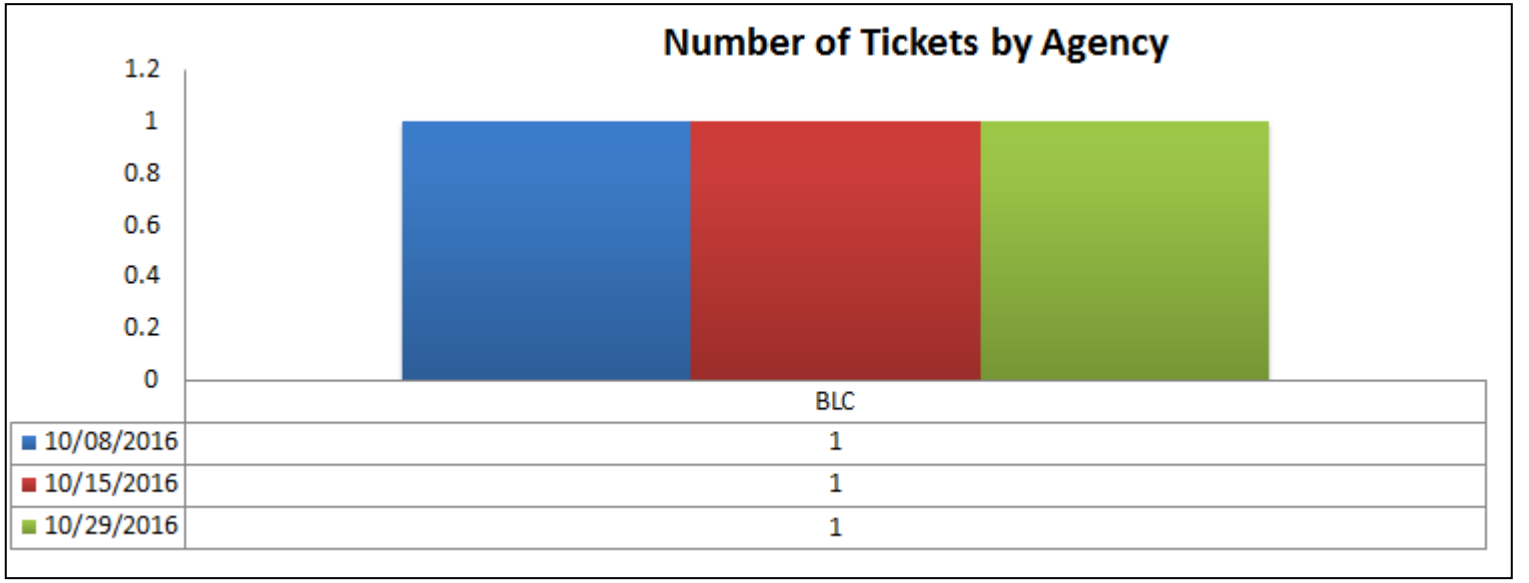


There were no requests the weeks of 10/8, 10/22, & 10/29

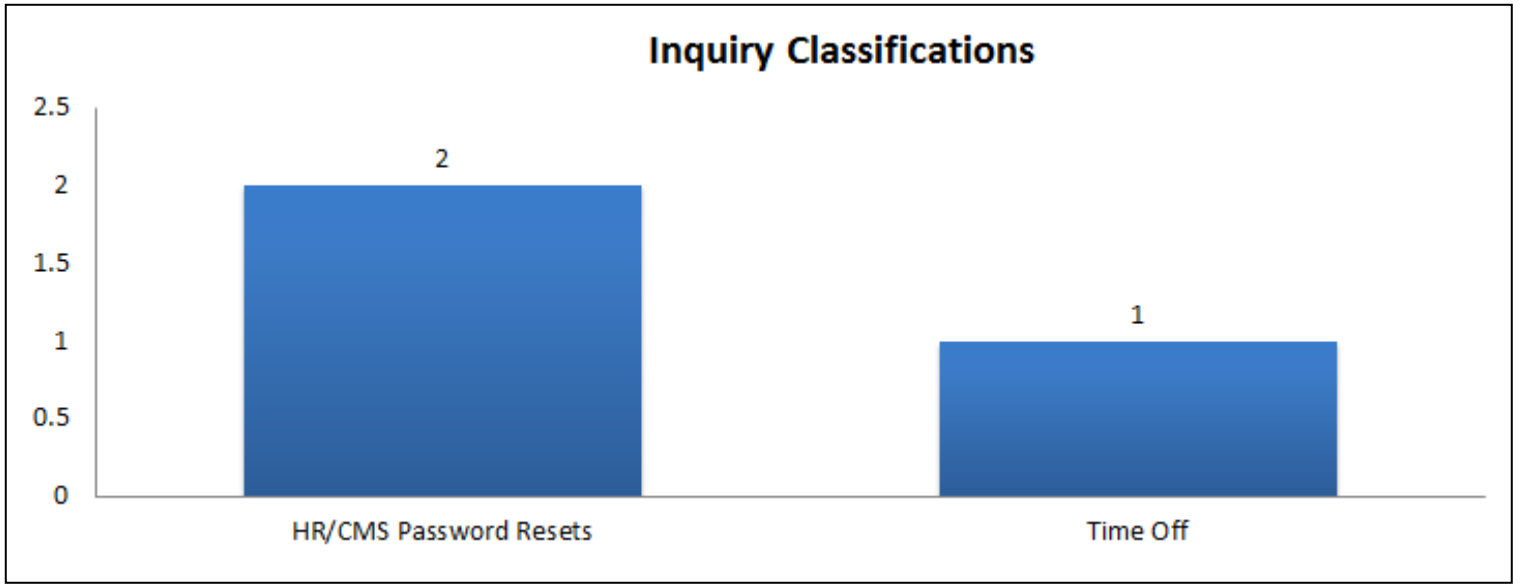


BLC Tickets and Classification

MassHR
Delivering HR Services That Matter

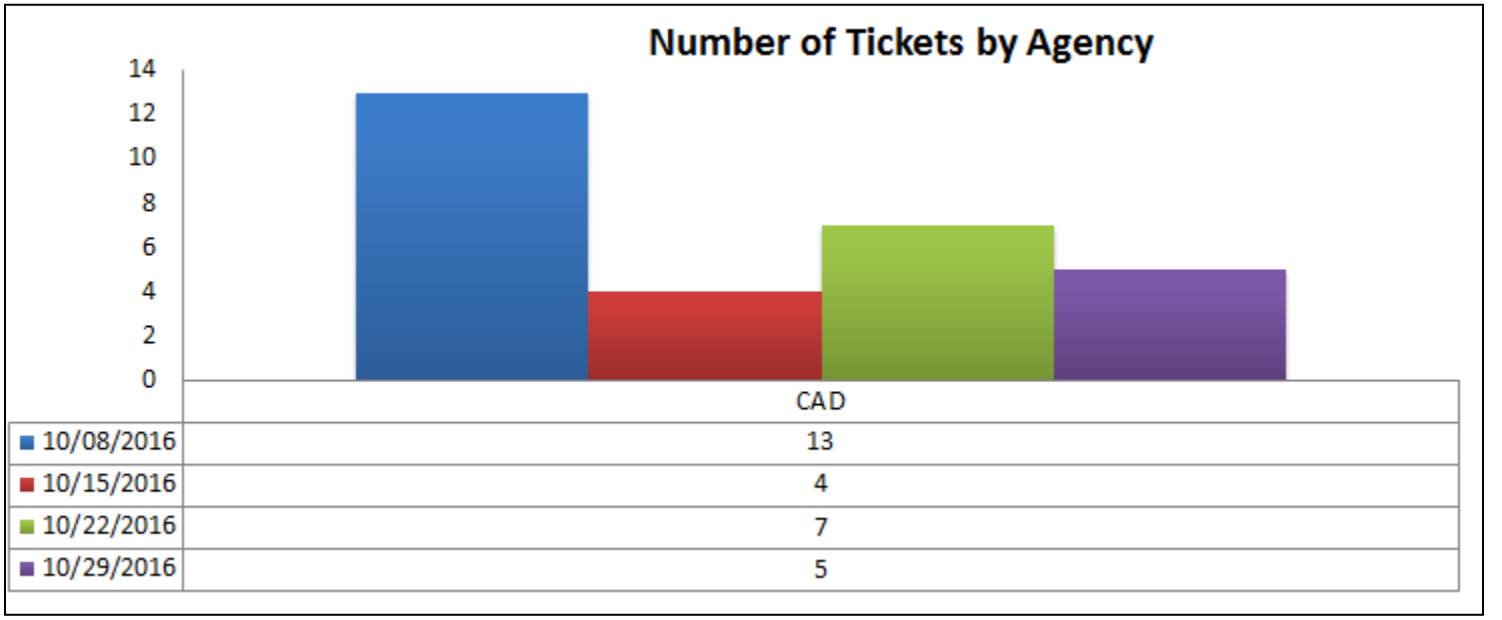


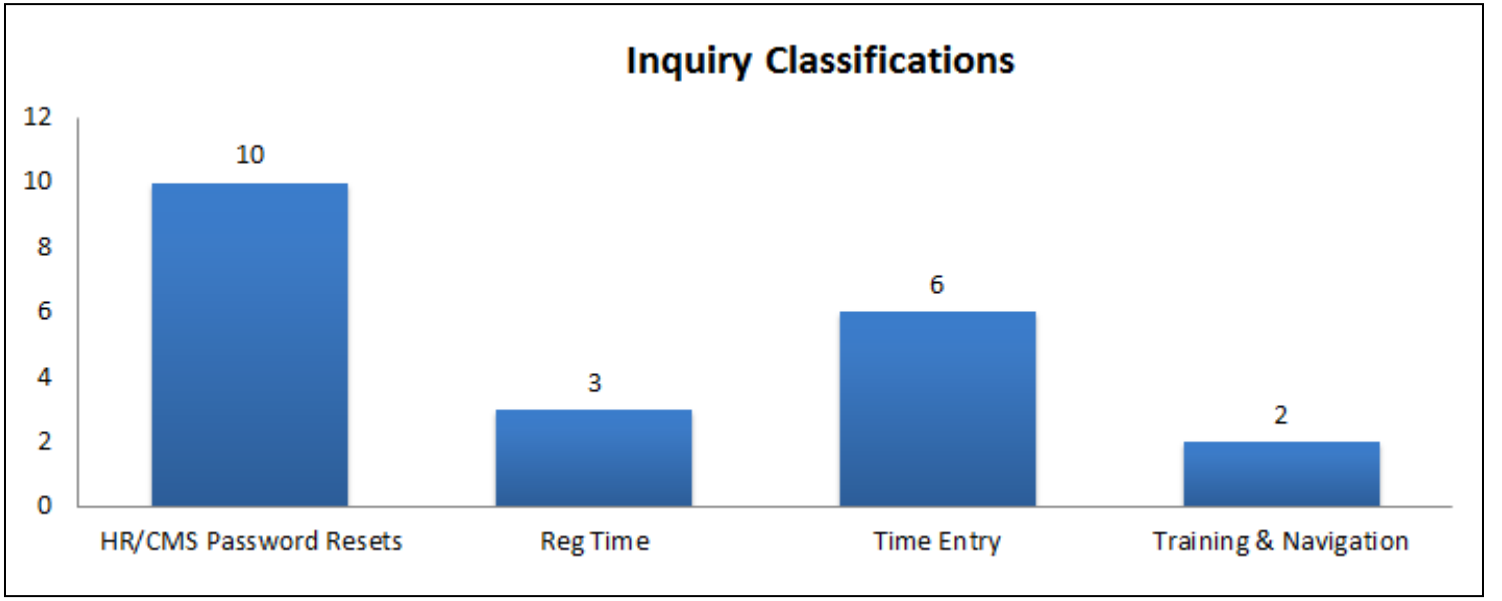
There were no requests the weeks of 10/22



CAD Tickets and Classification

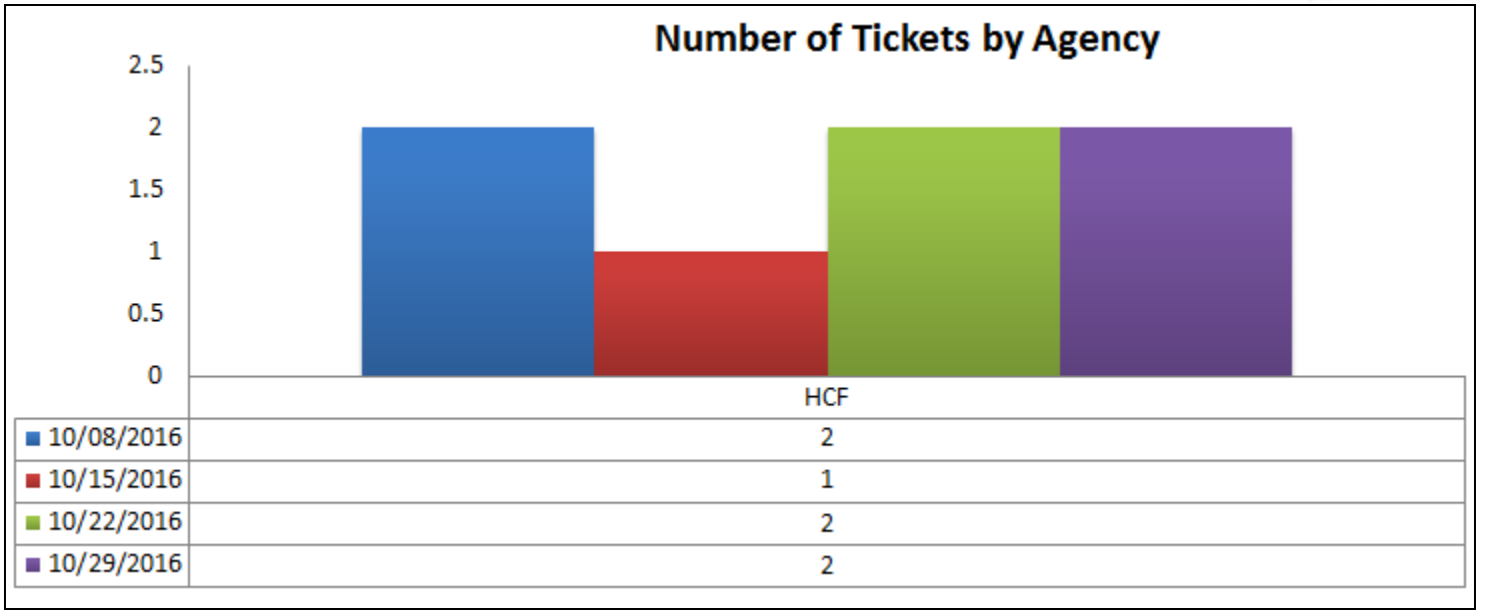
MassHR
Delivering HR Services That Matter

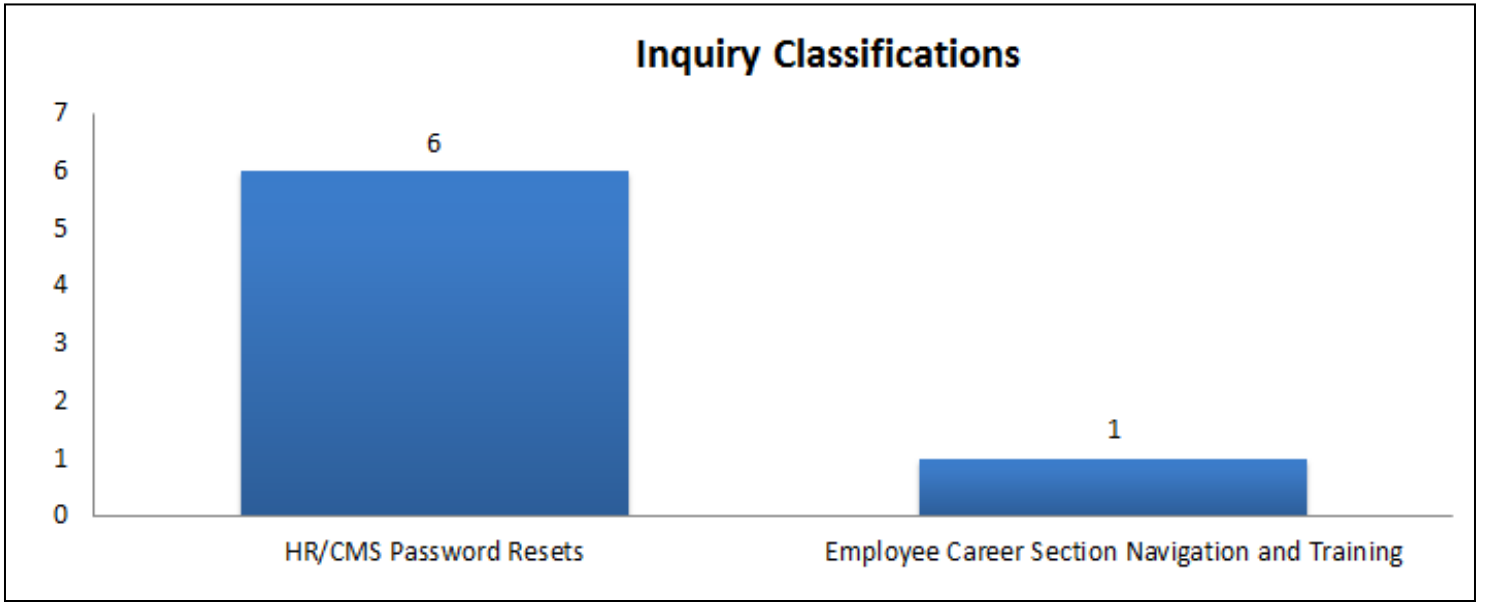


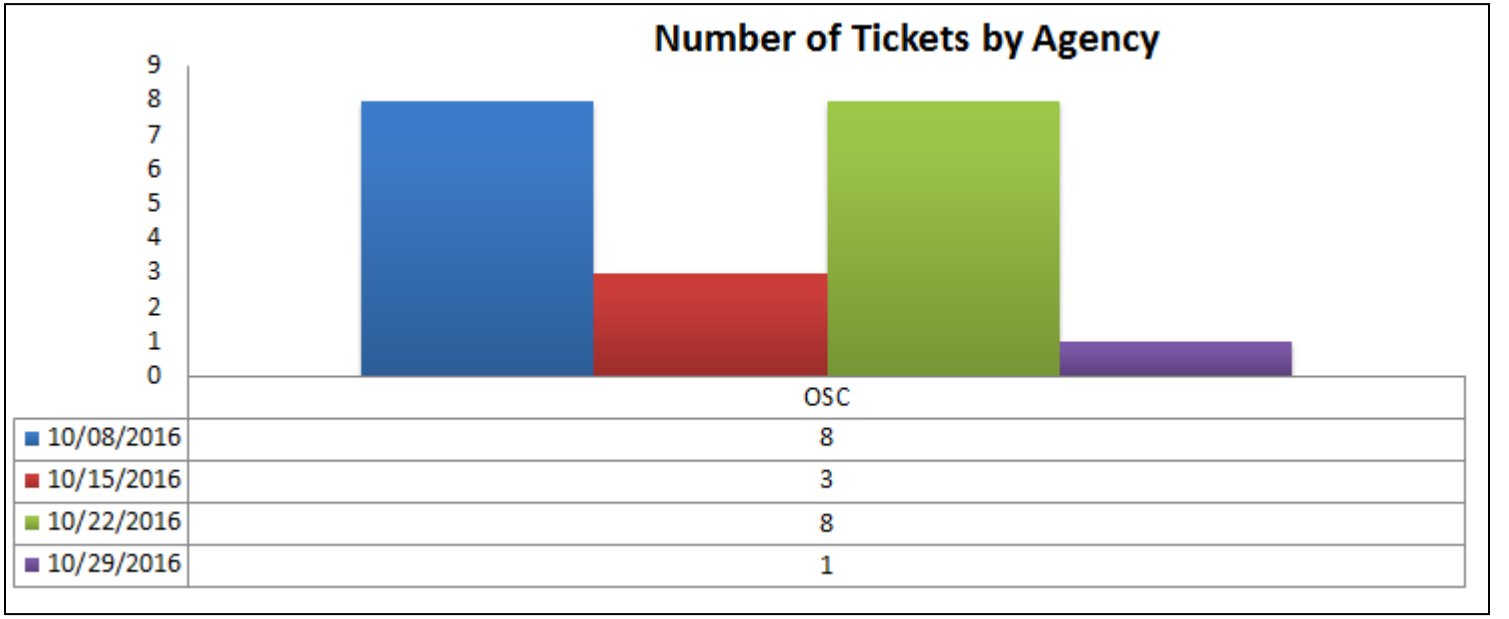
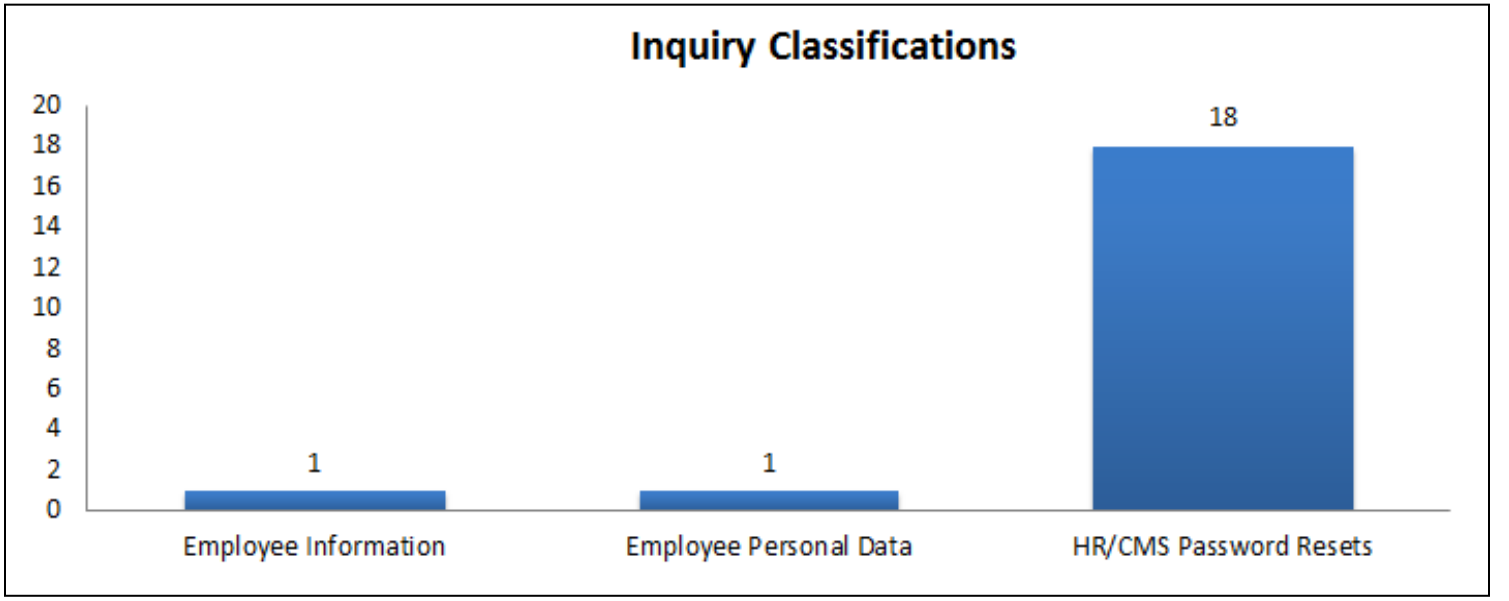


HCF Tickets and Classification

MassHR
Delivering HR Services That Matter





OSC Tickets and Classification

MassHR
Delivering HR Services That Matter