ESC Service Charter Scorecard

November 27, 2016 – December 24, 2016

MassHR
EMPLOYEE SERVICE CENTER

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MassHR
Delivering HR Services That Matter

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Service Delivery Overview
November 27, 2016 – December 24, 2016

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Executive Summary

Total # Agencies Served: 80

Total # Employees Served: 53,302

Total calls received: 6,589

Average Call Wait Time: 01:10

Total email requests received: 583

Total FAX requests received: 197

Number of Transactions processed by ESC: 7,196

Total outbound contacts: 1,226

Total tickets opened: 5,834

Total tickets closed within 3 days: 5,659

Total tickets remain open beyond 3 days: 175

% tickets remain open beyond 3 days: 2.99%

% of Employees served by the ESC: 13.50%

Staffing

Area	Staffing as of 12/24/2016	Staffing as of 11/26/2016
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

- MassCareers Basic Go-Live 12/5/2016 for 18 Departments
- EILB Open Enrollment period 12/12/2016 -1/31/2017
- MassDOT Go-live with MassCareers on 12/19/2016
- Use/Lose support for 12/2016 -1/2017.

Source: ESC Avaya CMS & Footprints Reports, data from 11/27/2016 – 12/24/2016.
***Note**: "% of Employees served contacting ESC" does not account for repeat contacts (i.e., one employee calling multiple times).

SLA Targets and Actual Performance

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Metric	Target	Current Period Performance 11/27/16 – 12/24/16	Previous Period Performance 10/30/16 – 11/26/16	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	1:10 seconds	0:57 seconds	↓
Average case resolution time – password resets and e-mail updates (Time owned by ESC)	98% within 1 day	98.93%	99.65%	↓
Average case resolution time – inquiries and requests (Time owned by ESC)	75% within 1 day 90% within 3 days	91.3% within 1 Day and 94.6% within 3 Days	93.0% within 1 Day and 95.6% 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 (1.766% response rate)	95% rated good to excellent (1.473% 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

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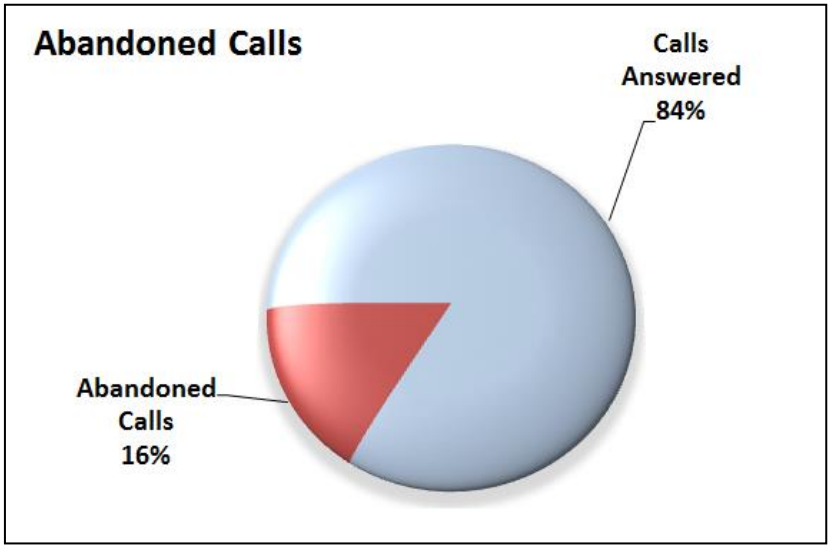
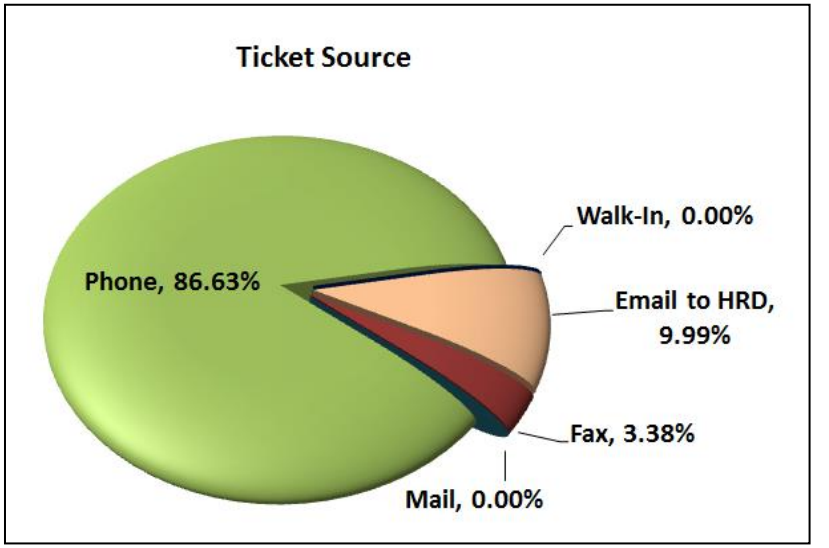
SLA Metric	Target Level	Current Period 11/27/16 to 12/24/16	Previous Period 10/30/16 to 11/26/16	December 2015
Average wait time – all inquiries (Days operational)	Will not exceed 3 minutes 90% of the time	1:10 seconds	0:57 seconds	1:15 seconds



Total = 6,589 calls



Total = 5,834 Tickets

Source: ESC Footprints & Avaya data from 11/27/2016 – 12/24/2016.
*E-mail tickets do not account for additional outreach to correct invalid employee e-mail addresses.

Inbound Call Data

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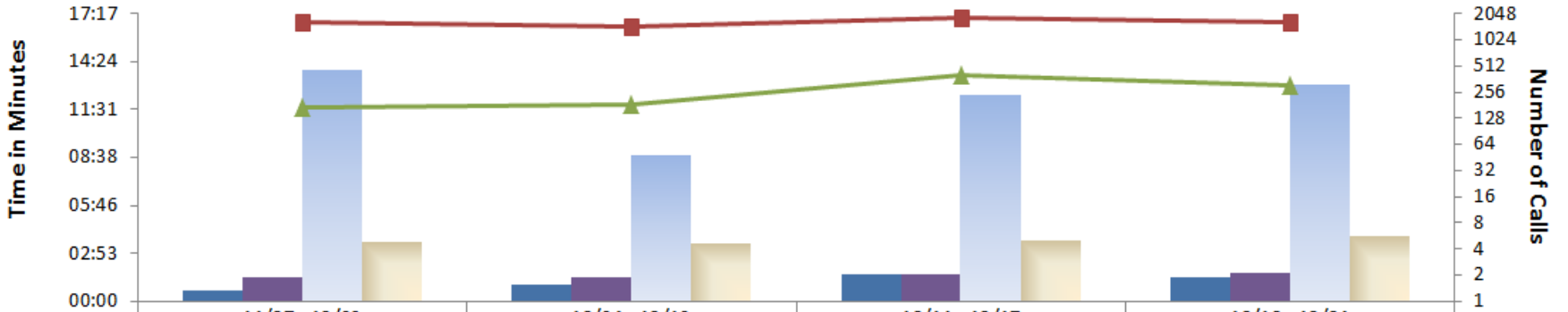

	11/27 - 12/03	12/04 - 12/10	12/11 - 12/17	12/18 - 12/24
Wait Time	00:40	00:58	01:35	01:26
Average Call Abandon Time	01:25	01:26	01:38	01:44
Longest Wait Time	13:54	08:46	12:22	13:00
Average Call Time	03:30	03:29	03:39	03:51
Call Volume	1656	1478	1826	1629
Abandoned Calls	171	184	403	302

Source: ESC Avaya data from 11/27/2016 – 12/24/2016.

Inbound Inquiries by Secretariat

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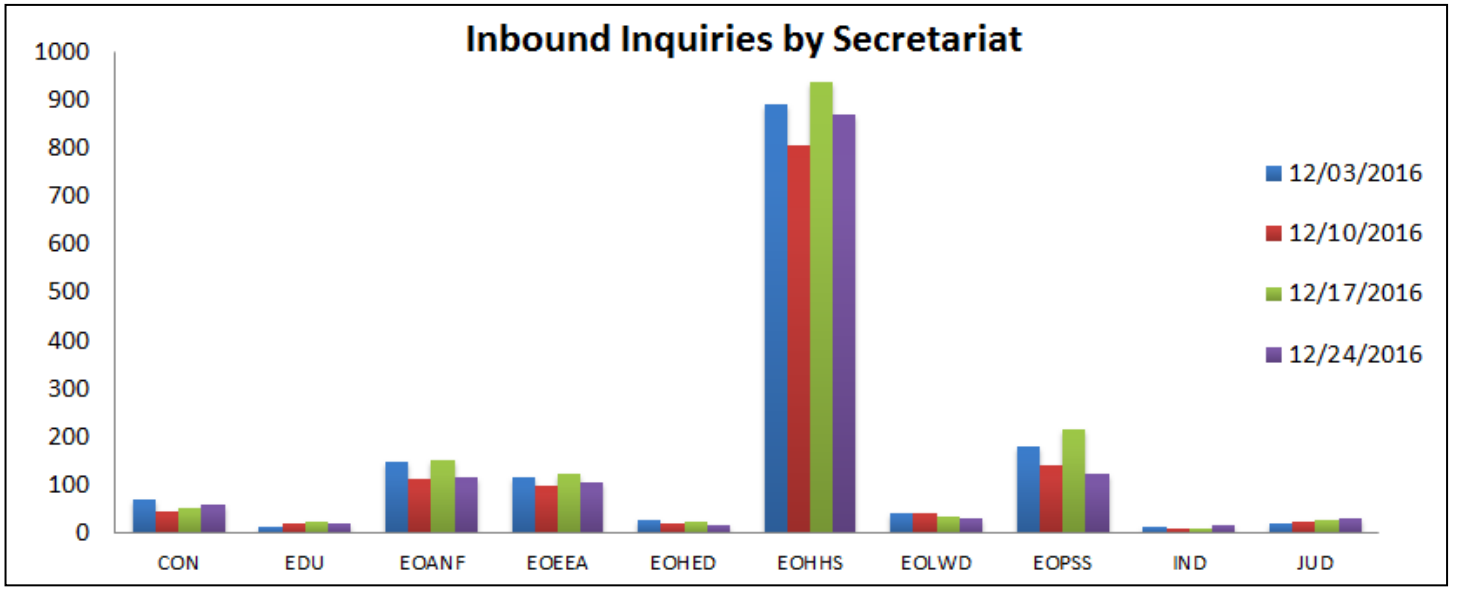

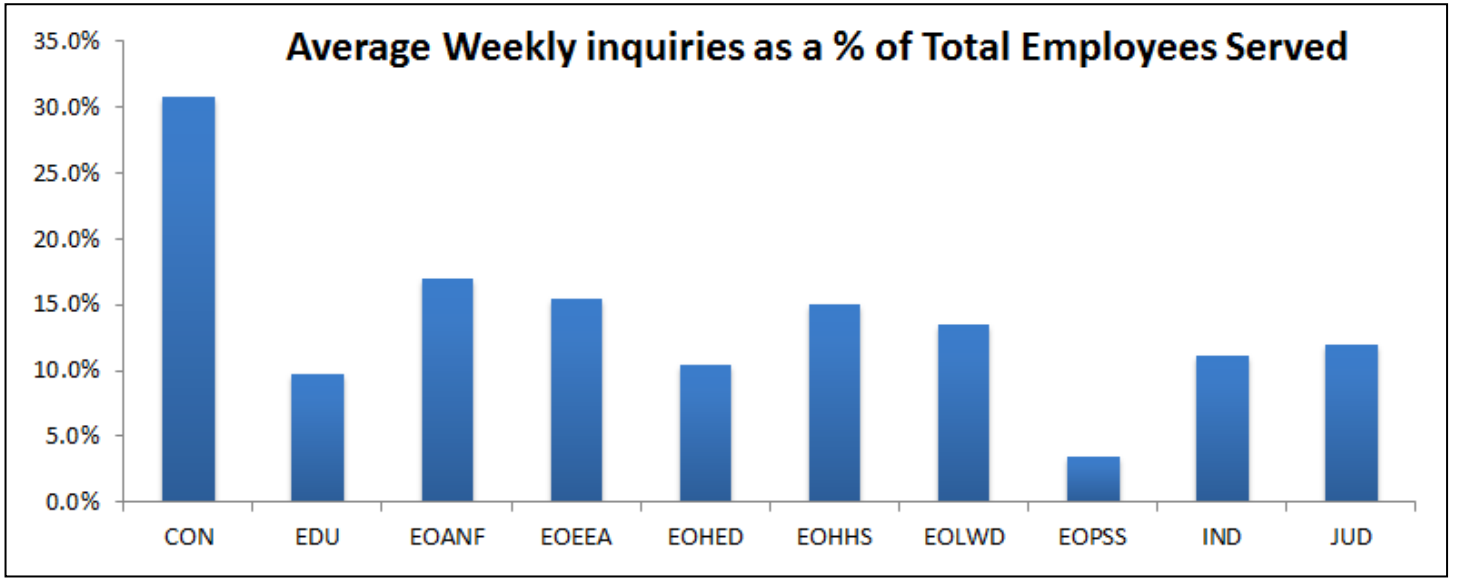

Source: ESC Footprints data from 11/27/2016 – 12/24/2016

Types of Inquiries Received

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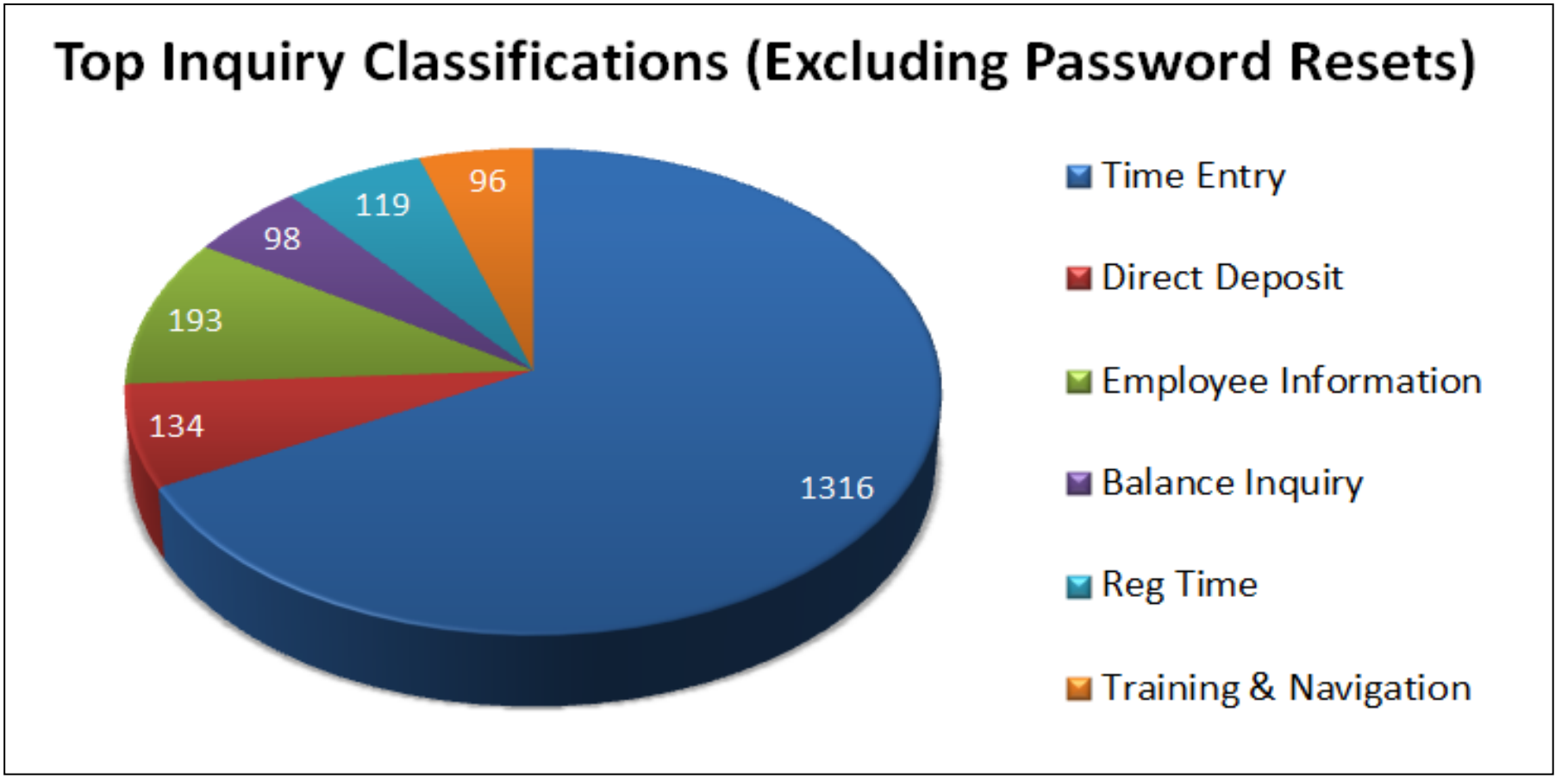

Source: ESC Footprints data from 11/27/2016 – 12/24/2016.

ePay/eProfile Transactions

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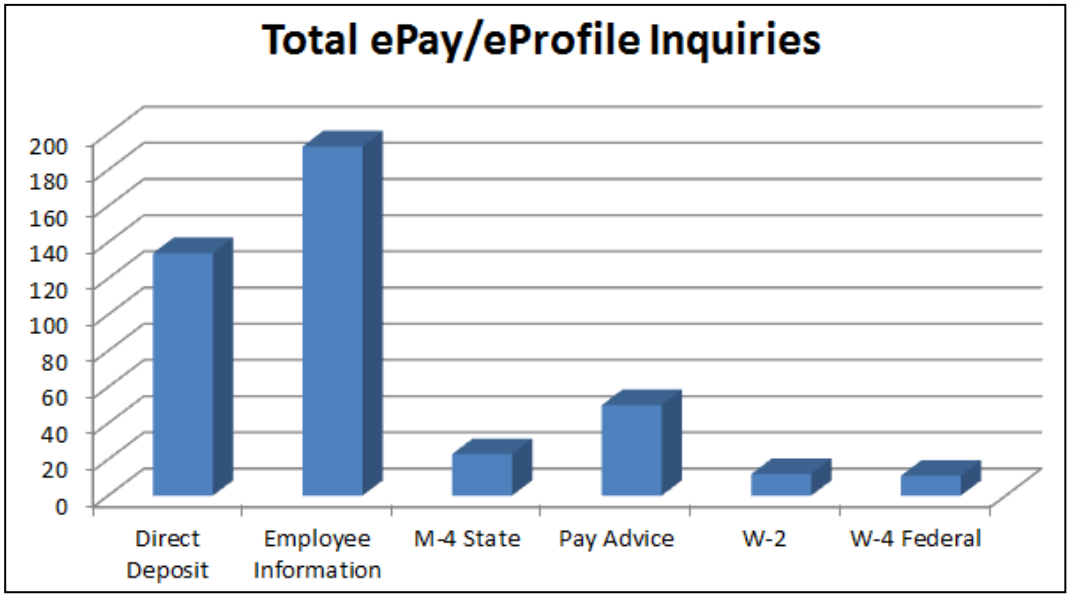

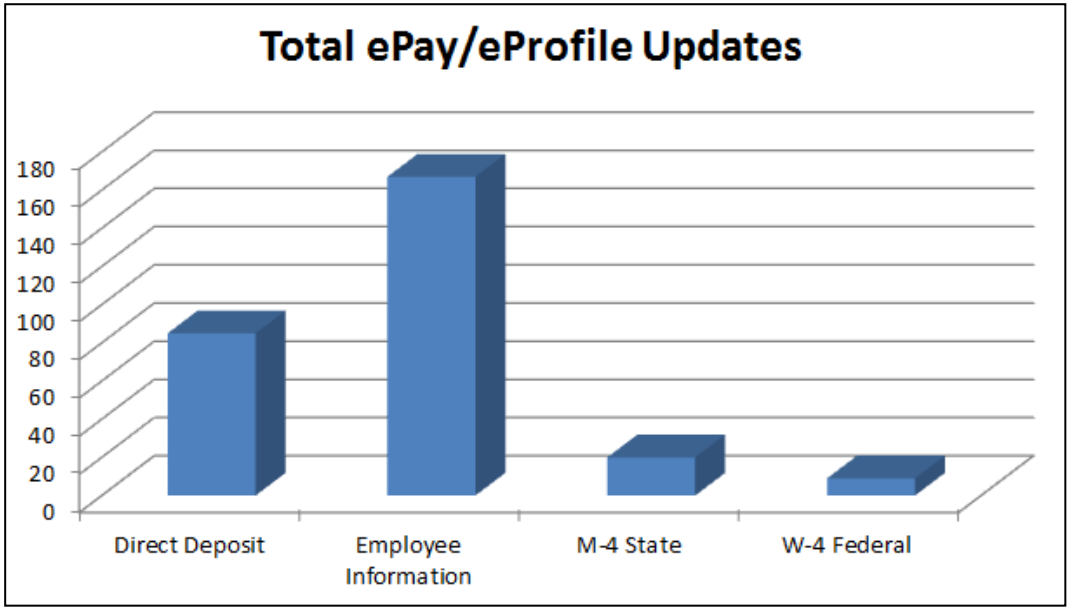

Source: ESC Footprints data from 11/27/2016 – 12/24/2016.

ePay/eProfile Transactions by Secretariat

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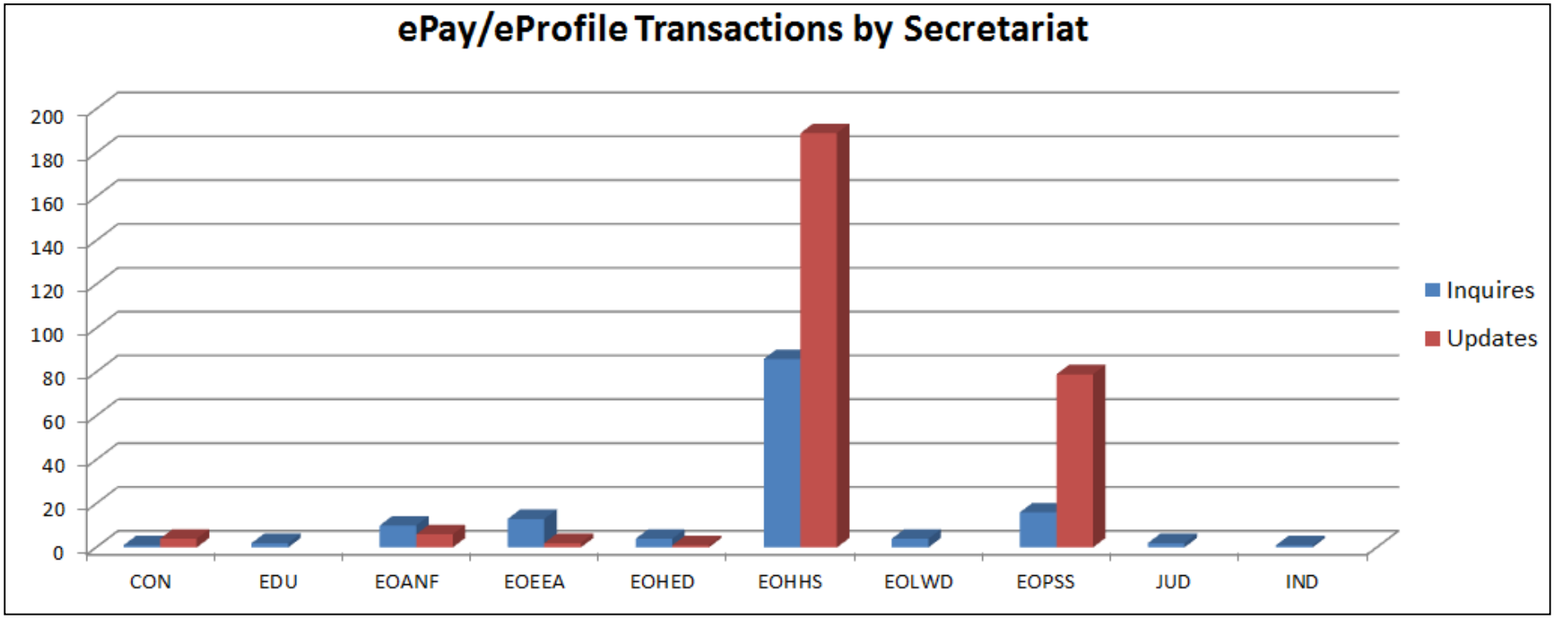

Source: ESC Footprints data from 11/27/2016 – 12/24/2016.

eServices Inquiries

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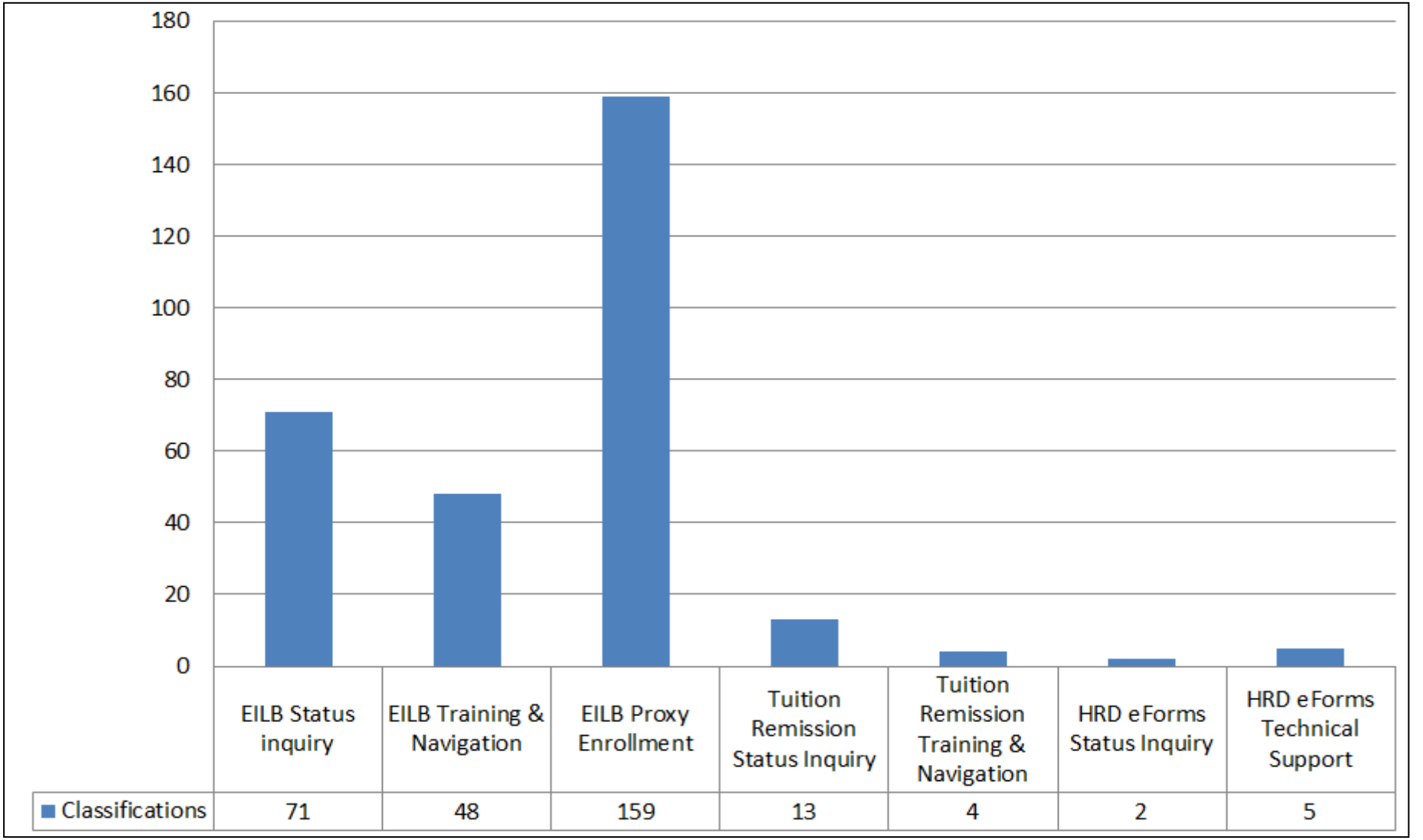

Source: ESC Footprints data from 11/27/2016 – 12/24/2016.

Direct Deposit-Prenote Outreach

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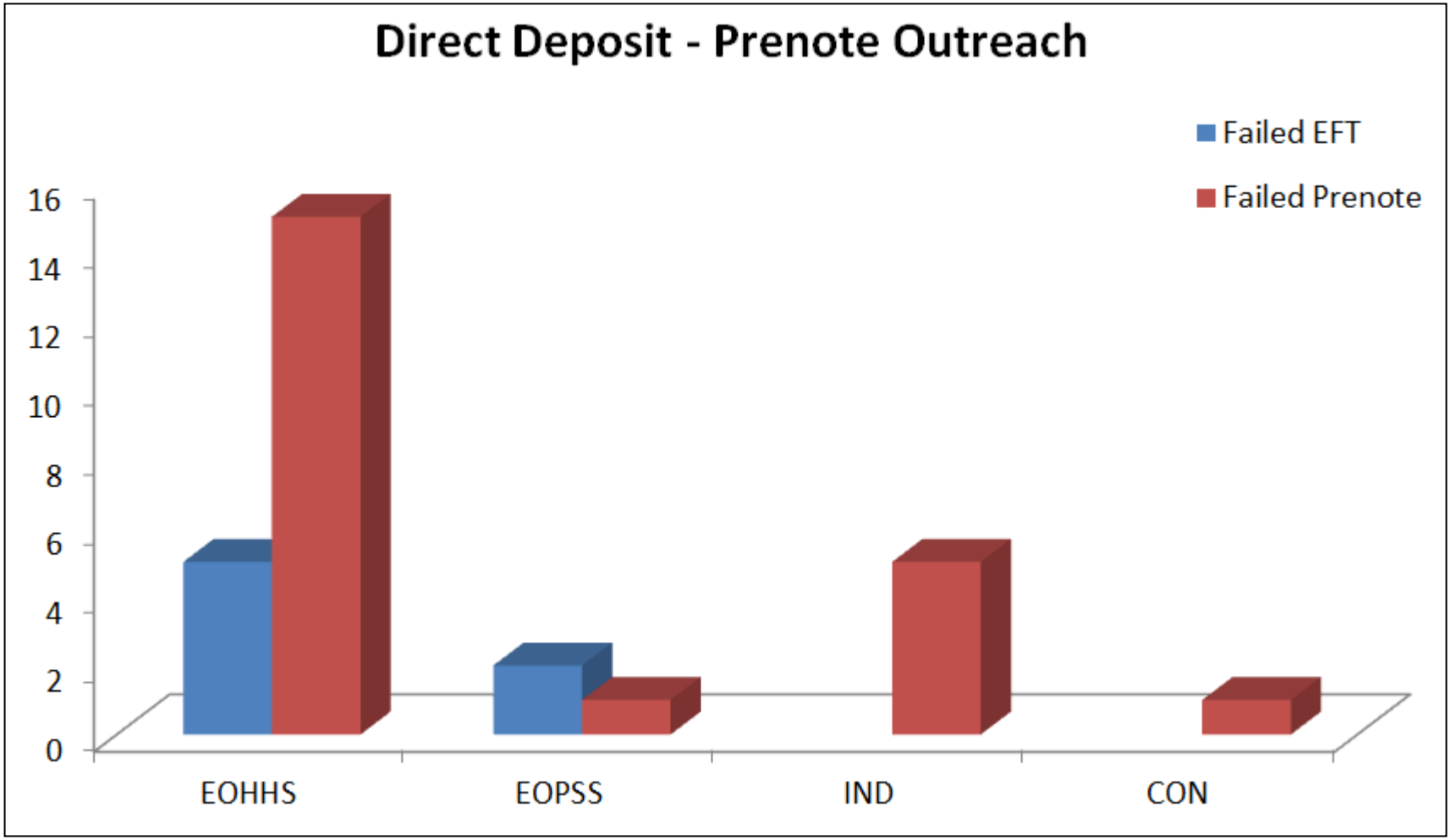

Source: ESC data 11/27/2016 – 12/24/2016.

Case Resolution Time

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SLA Metric	Target	Current Period 11/27/2016 – 12/24/2016	Previous Period 10/30/2016 – 11/26/2016	Previous Year December 2015
Average case resolution time – password resets and e-mail updates (Time owned by ESC)	98% within 1 day	98.93%	99.65%	99.48%
Average case resolution time – inquiries and requests (Time owned by ESC)	75% within 1 day 90% within 3 days	91.3% within 1 Day and 94.6% within 3 Days	93.0% within 1 Day and 95.6% within 3 Days	93.3% within 1 Day 95.6% within 3 Days

Source: ESC Footprints data from 11/27/2016 – 12/24/2016.

Customer Satisfaction Survey Results

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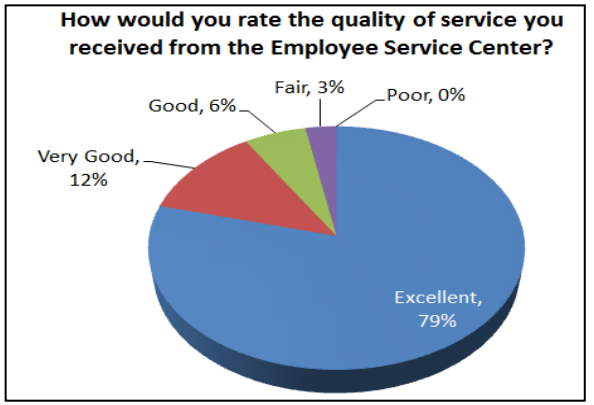
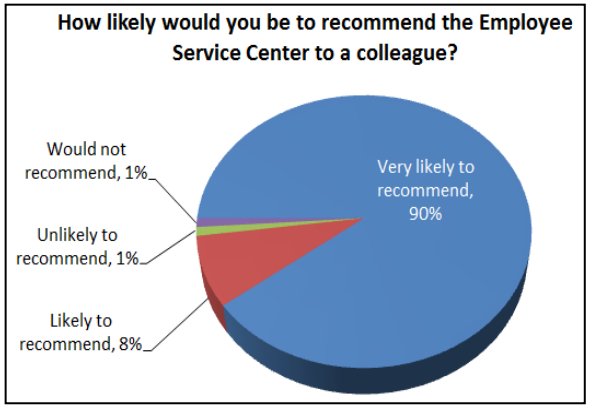
SLA Metric	Target	Current Period 11/27/2016 – 12/24/2016	Previous Period 10/30/2016 – 11/26/2016	December 2015
Customer satisfaction (Based on automated survey upon ticket closure.)	80% of customers rate overall satisfaction good to excellent	97% rated good to excellent (1.766% response rate)	95% rated good to excellent (1.473% response rate)	94% rated good to excellent (1.541% response rate)





Selected Monthly Comments:

- The Customer Service Representative was professional, personable and efficient. She is a credit to the Commonwealth
- I know that there are a lot of negative comments, but I have to say that I was completely satisfied with the help I received for your staff.!
- I have been pleasantly surprised with the effectiveness of the service center. Every time I've called it's been awesome. Each representative has been more than helpful and supportive in assisting with my inquiries.
- I don't have the women's name, but she was so nice, and so helpful. She was wonderful, and I am so grateful to her.

Source: ESC Customer Satisfaction Survey; survey link is provided on ticket closure notice and is voluntary. Survey results shown were collected between 11/27/2016 – 12/24/2016.

Outbound Contact Percentages

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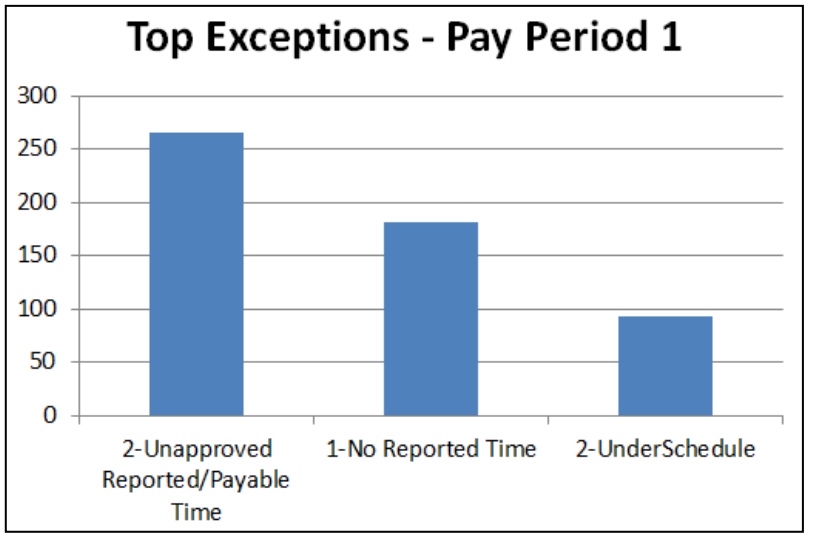
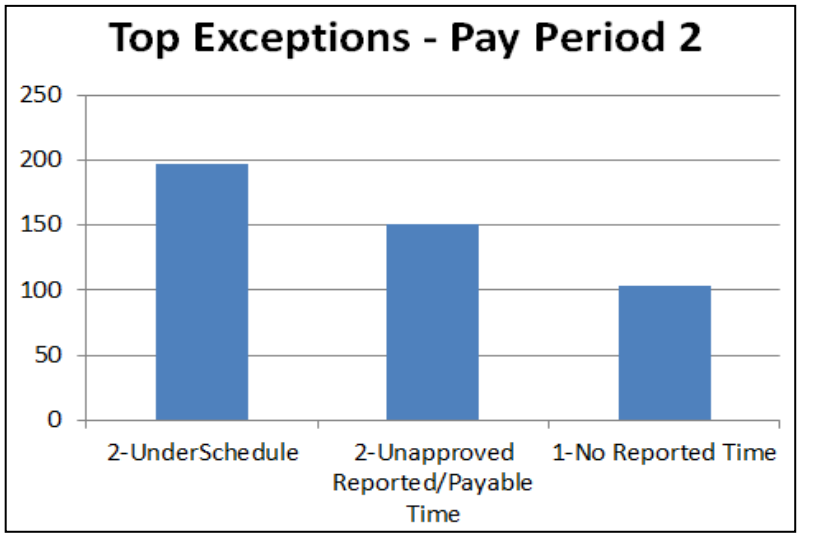
SLA Metric	Target	Current Period 11/27/2016 – 12/24/2016	Previous Period 10/30/2016 – 11/26/2016
Percentage of approvers contacted with unresolved high exceptions requiring ESC intervention for resolution:	98% 85% holiday/emergency leave weeks	52.62%	60.61%





Source: ESC data from 11/27/2016 – 12/24/2016.

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.

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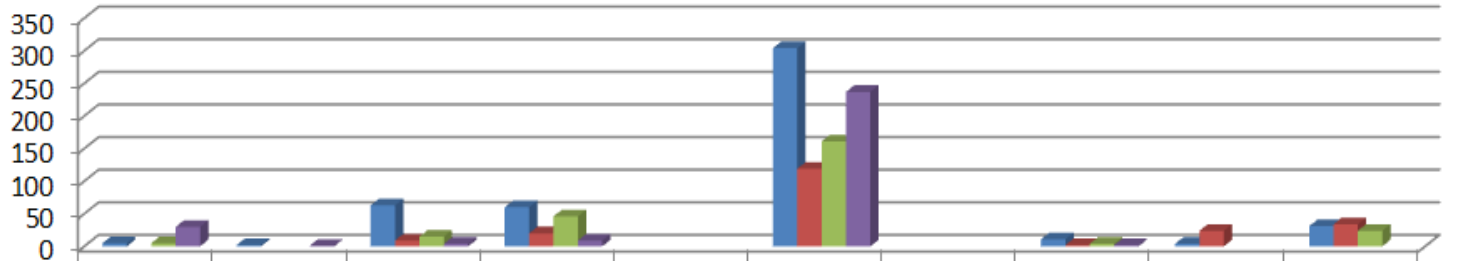
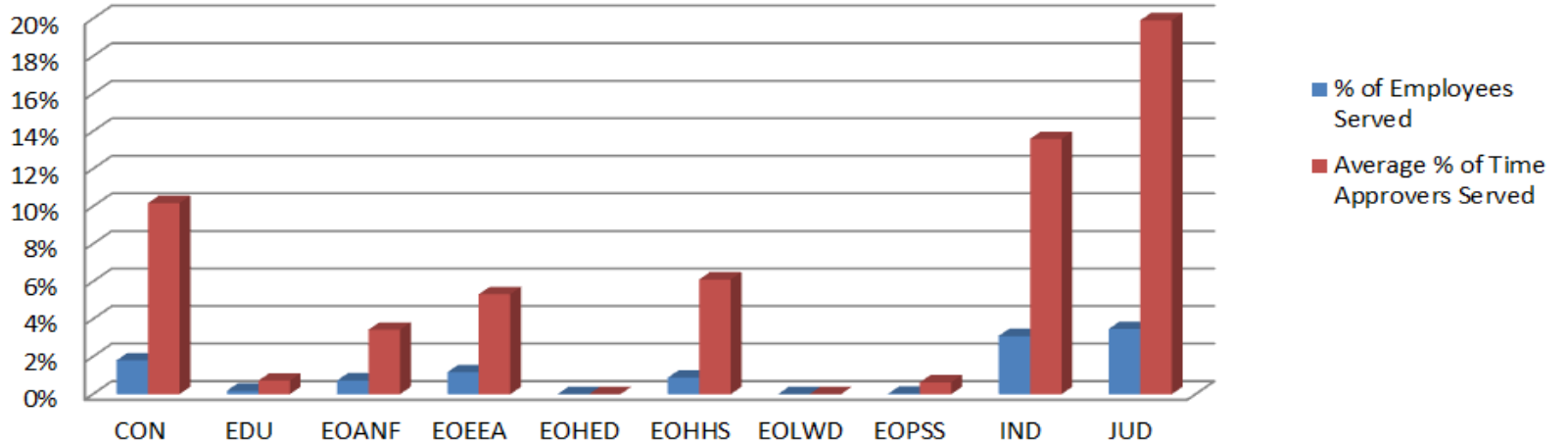
EOHHS agencies continue to represent the largest volume of outbound calls from the ESC.



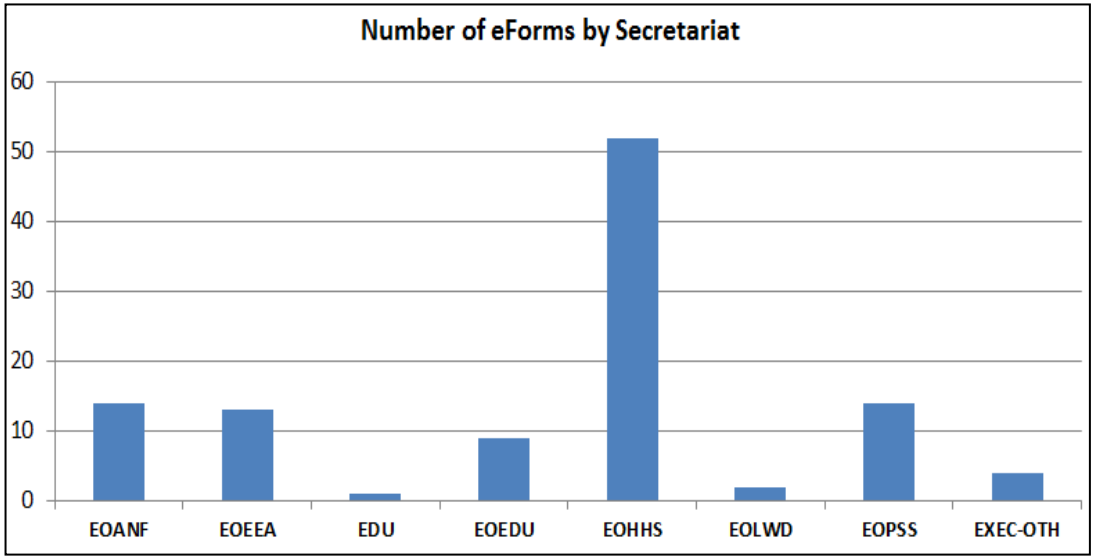
	CON	EDU	EOANF	EOEEA	EOHED	EOHHS	EOLWD	EOPSS	IND	JUD
12/3/2016	5	2	63	60		304		11	4	31
12/10/2016			9	20		119		2	24	34
12/17/2016	5		15	46		161		4		24
12/24/2016	30	1	4	9		237		2		

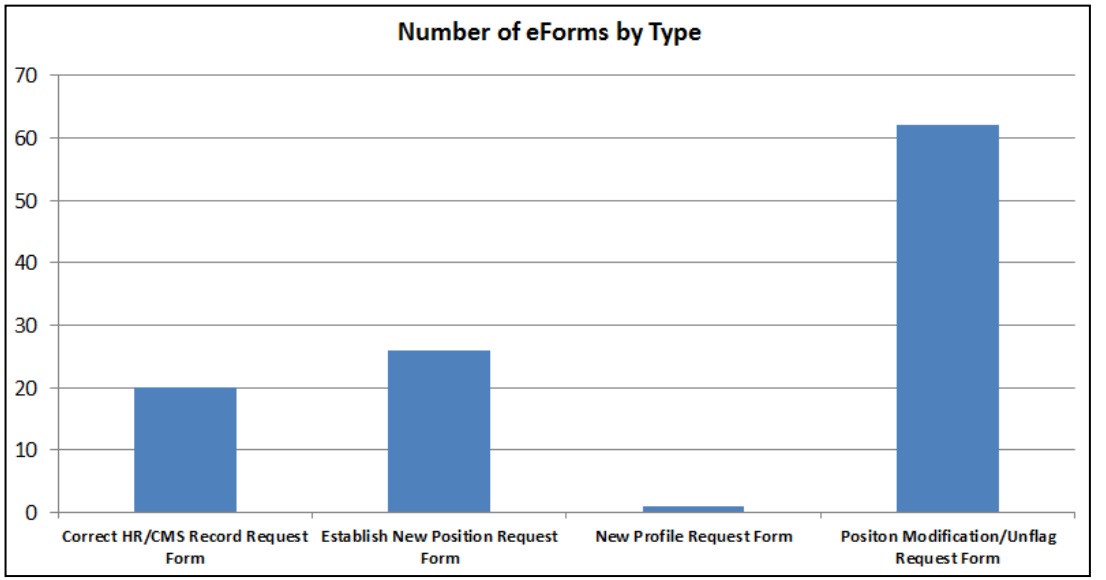


Source: ESC Exception Management System data 11/27/2016 – 12/24/2016.
Average inquiries per employee is shown for comparison purposes and does not account for repeat contacts (i.e., calling an employee multiple times).

Position Management

Total number of eForms processed by ESC: 109





Unflag Contract Position Requests are dependent on ANF Platform Approval
Source: ESC data from 11/27/2016 – 12/24/2016.

Tuition Remission Submissions per Secretariat

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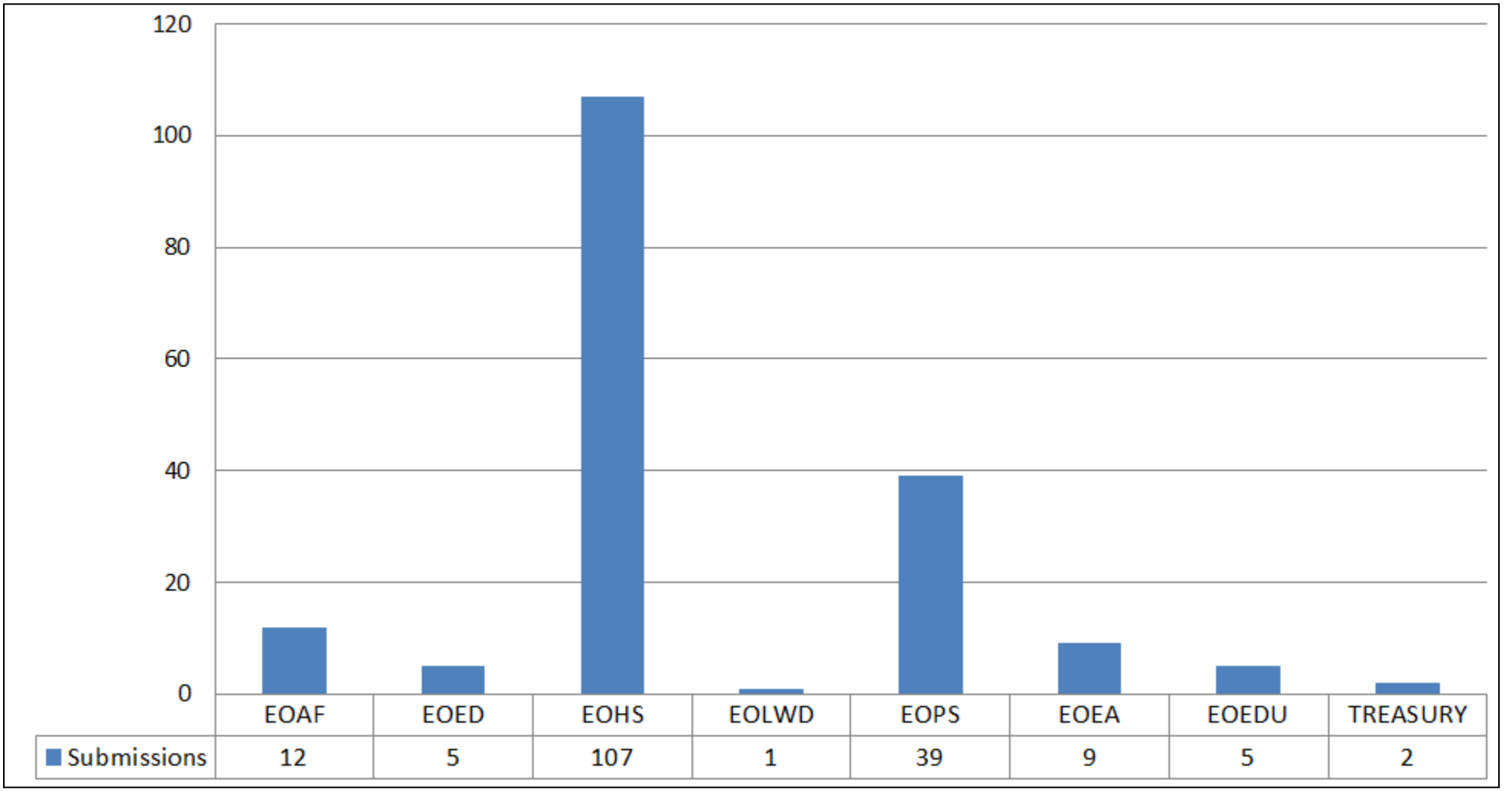

	EOAF	EOED	EOHS	EOLWD	EOPS	EOEA	EOEDU	TREASURY
Submissions	12	5	107	1	39	9	5	2

Source: OnBase - Hyland Unity Client Reporting data from 11/27/2016 – 12/24/2016.

ACES Quarterly

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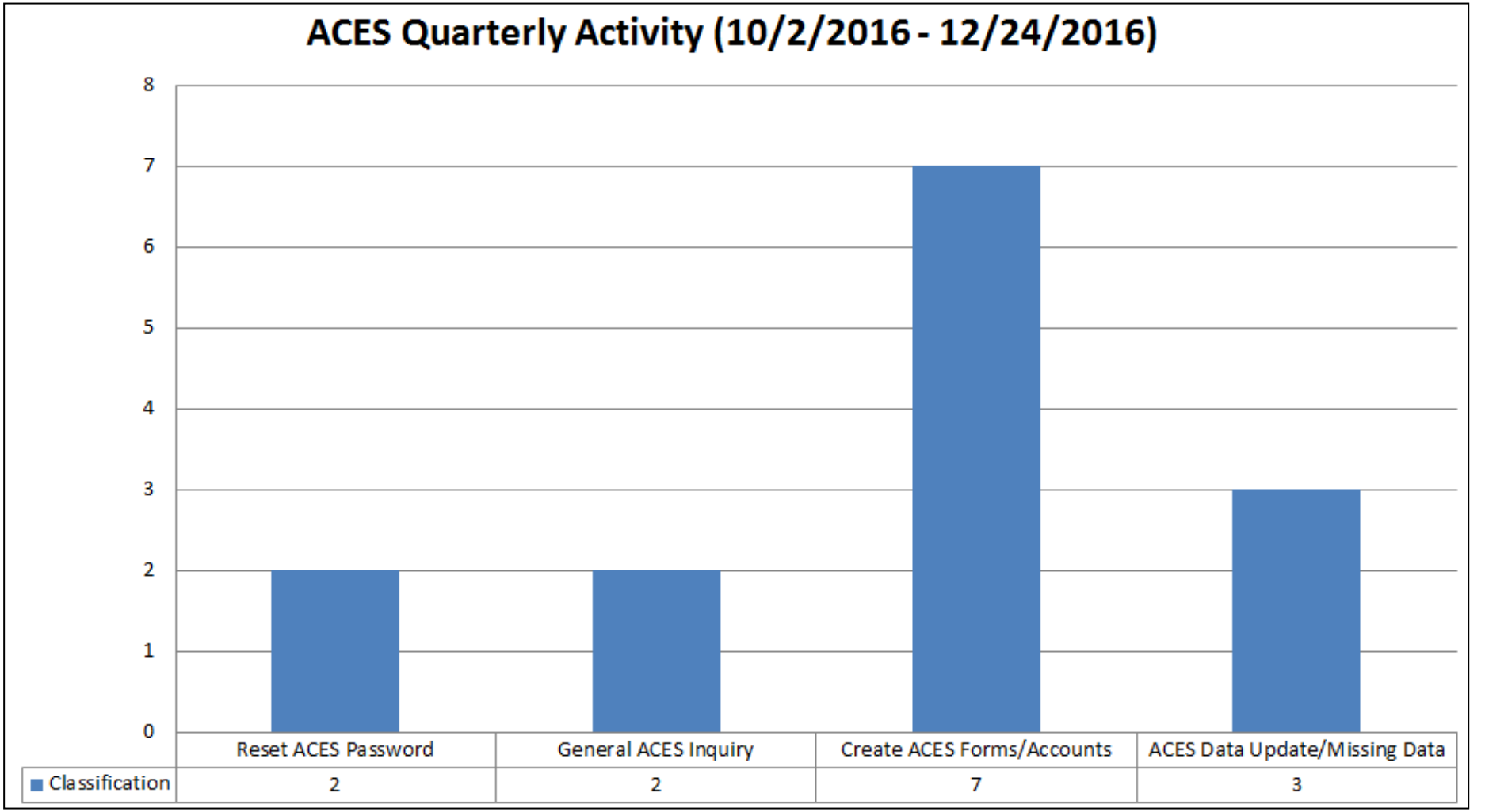

Source: OnBase - Hyland Unity Client Reporting data from 11/27/2016 – 12/24/2016.

MassCareers Top 5 Most Frequent Classifications by Secretariat

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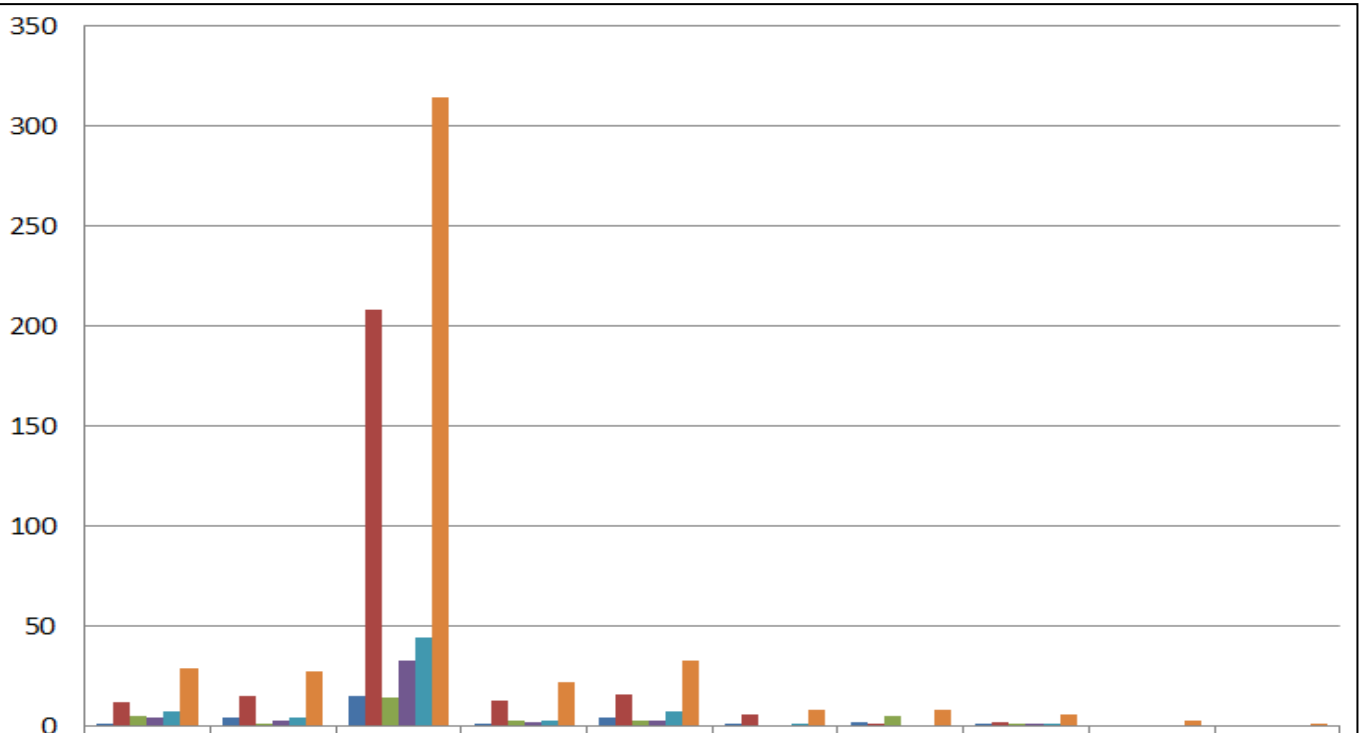

	EOANF	EOEEA	EOHHS	EOLWD	EOPSS	EOHED	IND	EDU	CON	JUD
Onboarding Navigation and Training	1	4	15	1	4	1	2	1		
Password Reset	12	15	208	13	16	6	1	2		
Recruiting Navigation and Training	5	1	14	3	3		5	1		
Requisition Inquiries	4	3	33	2	3			1		
Security & Data Setup	7	4	44	3	7	1		1		
Grand Total	29	27	314	22	33	8	8	6	3	1

Source: ESC Footprints data from 11/27/2016 – 12/24/2016.

Tickets Forwarded to Agency HR/Payroll

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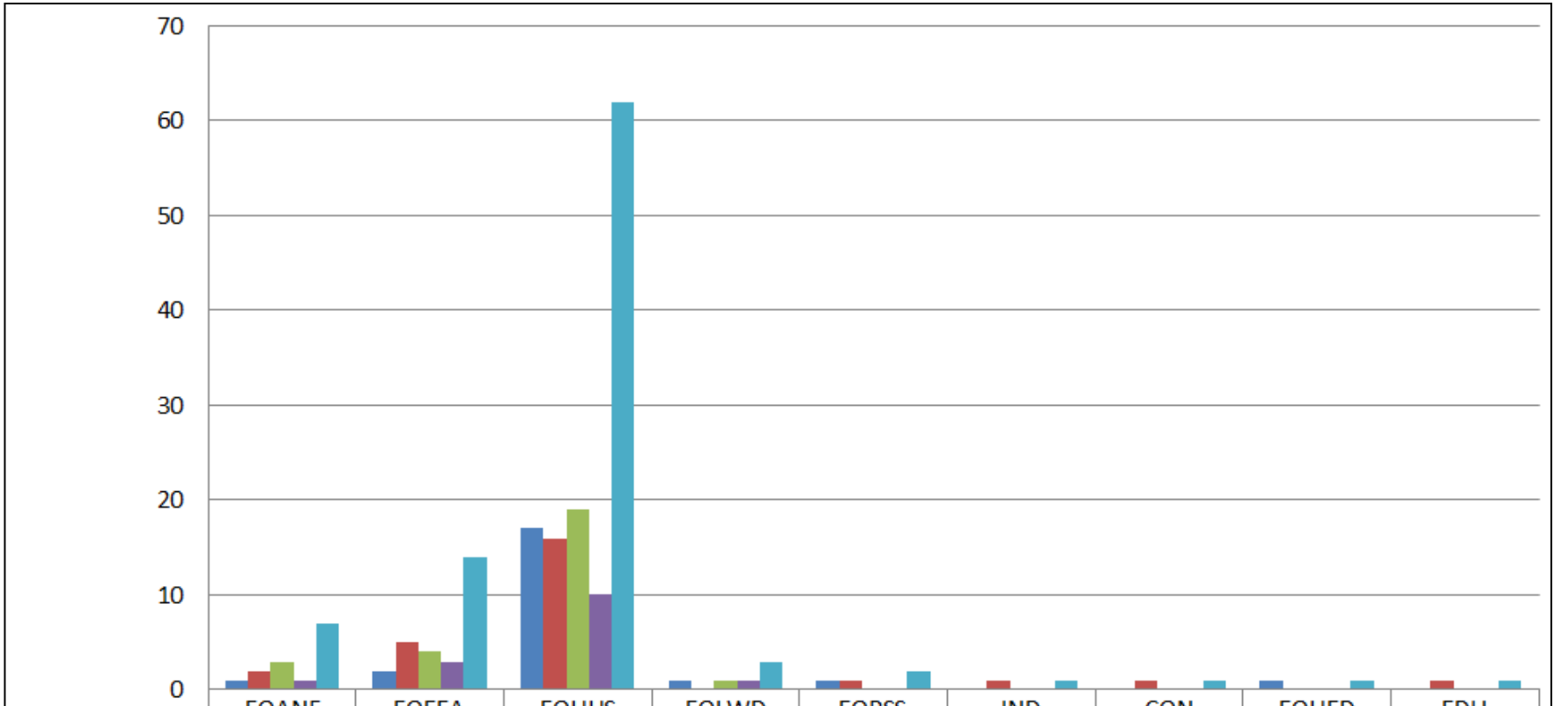

	EOANF	EOEEA	EOHHS	EOLWD	EOPSS	IND	CON	EOHED	EDU
12/3/2016	1	2	17	1	1			1	
12/10/2016	2	5	16		1	1	1		1
12/17/2016	3	4	19	1					
12/24/2016	1	3	10	1					
Grand Total	7	14	62	3	2	1	1	1	1

Source: ESC Footprints data from 11/27/2016 – 12/24/2016.

Review Schedule
Service Charter Scorecard

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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

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Agencies Served	Employees	Agenceis Served	Employees	Agencies Served	Employees
ADD-Developmental Disabilities Council	16	DOI-Division Of Insurance	143	MCB-Mass Commission For The Blind	148
AGR-Department Of Agricultural Resources	99	DOR-Department of Revenue	1499	MCD-Commission For The Deaf And Hard of Hearing	53
ALA-Administrative Law Appeals Division	32	DOS-Division Of Standards	17	MGC-Massachusetts Gaming Commission	73
ANF-Eo Administration & Finance	288	DPH-Department Of Public Health	3019	MIL-Massachusetts National Guard	9902
APC-Appeals Court	114	DPS-Department Of Public Safety	172	MMP-Massachusetts Marketing Partnership	18
ART-Mass Cultural Council	31	DPU-Department Of Public Utilities	157	MRC-Mass Rehabilitation Commission	984
ATB-Appellate Tax Board	19	DSS-Department Of Children And Families	4084	OCD-Dept Of Housing And Community	273
BLC-Board of Library Comissioners	20	DYS-Department Of Youth Services	856	OHA-Massachusetts Office On Disability	13
BSB-Bureau Of State Buildings	14	EDU-Executive Office Of Education	84	ORI-Office For Refugees And Immigrants	20
CAD-Commission Against Discrimination	85	EEC-Department Of Early Education	190	OSC-Office Of The Comptroller	126
CDA-Massachusetts Emergency Management Agency	96	EED-Executive Office Of Housing & Economic Development	57	OSD-Division Of Operational Services	102
CHE-Soldiers' Home In Massachusetts	339	EHS-Executive Office of Health and Human Services	1567	PAR-Parole Board	166
CHS-Department of Criminal Justice Information Systems	36	ELD-Department Of Elder Affairs	61	POL-State Police	2546
CJT-Criminal Justice Training Council	525	ENE-Department Of Energy Resources	62	REG-Division Of Professional Licensure	107
CME-Chief Medical Examiner	96	ENV-Executive Office Of Energy and Environmental Affairs	325	RGT-Department Of Higher Education	65
CPC-Committee for Public Counsel Services	740	EOL-Executive Office Of Workforce Development	1083	SCA-Office Of Consumer Affairs And Business Regulations	31
CSC-Civil Service Commission	6	EPS-Executive Office Of Public Safety and Security	196	SDA-Sheriffs Department Association	3
CSW-Commission On Status Of Women	2	EQE-Department Of Environmental Protection	685	SEA-Department Of Business And Technology	12
DAC-Disabled Persons Protection Commission	33	FWE-Department Of Fish And Game	324	SOR-Sex Offender Registry	48
DCP-Capital Asset Management And Maintenance	428	GIC-Group Insurance Commission	56	SRB-State Reclamation Board	143
DCR-Department Conservation And Recreation	1085	HCF-Health Care Finance & Policy	152	TAC-Department Of Telecommunications	22
DFS-Department Of Fire Services	606	HLY-Soldiers' Home In Holyoke	349	TRB-Teachers Retirement Board	95
DMH-Department of Mental Health	3617	HPC-Health Policy Commission	68	TRE-Office Of The State Treasurer	249
DMR-Health and Human Services	6482	HRD-Human Resources Division	131	VET-Department Of Veterans Service	64
DOB-Division Of Banks	162	ITD-Information Techology Division	349	VWA-Victim And Witness Assistance	21
DOC-Department of Corrections	4836	LIB-George Fingold Library	11	WEL-Department Of Transitional Assistance	1641
DOE-Department Of Elementary & Secondary Education	476	LOT-Lottery And Gaming Commission	397	**Grand Total:**	**53302**

Appendix: Inquiries by Agency

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

CSC – Civil Service Commission	CSW – Commission on Status of Women
LIB - George Fingold Library	OHA - Massachusetts Office On Disability
SDA - Sheriffs Department Association	TAC - Department Of Telecommunications

CON Agencies

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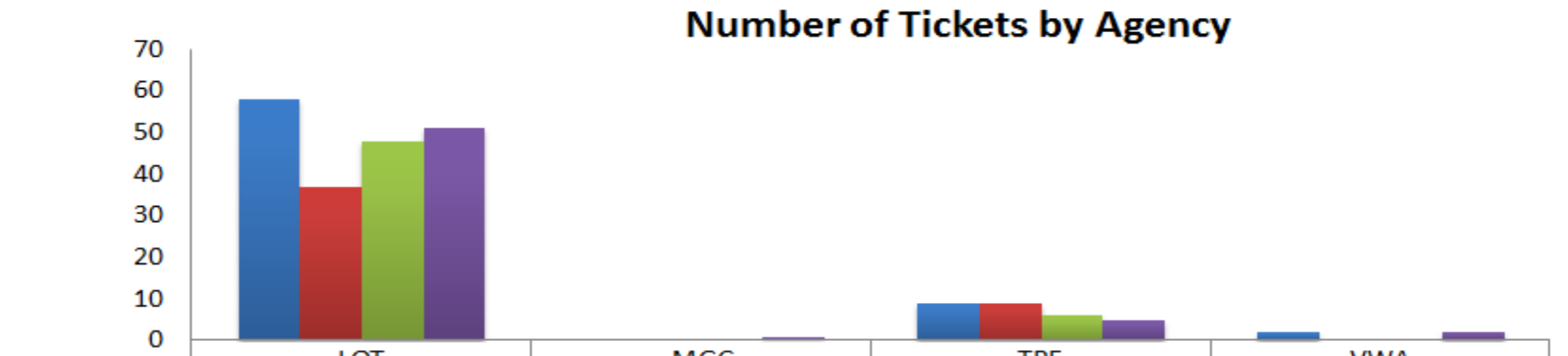
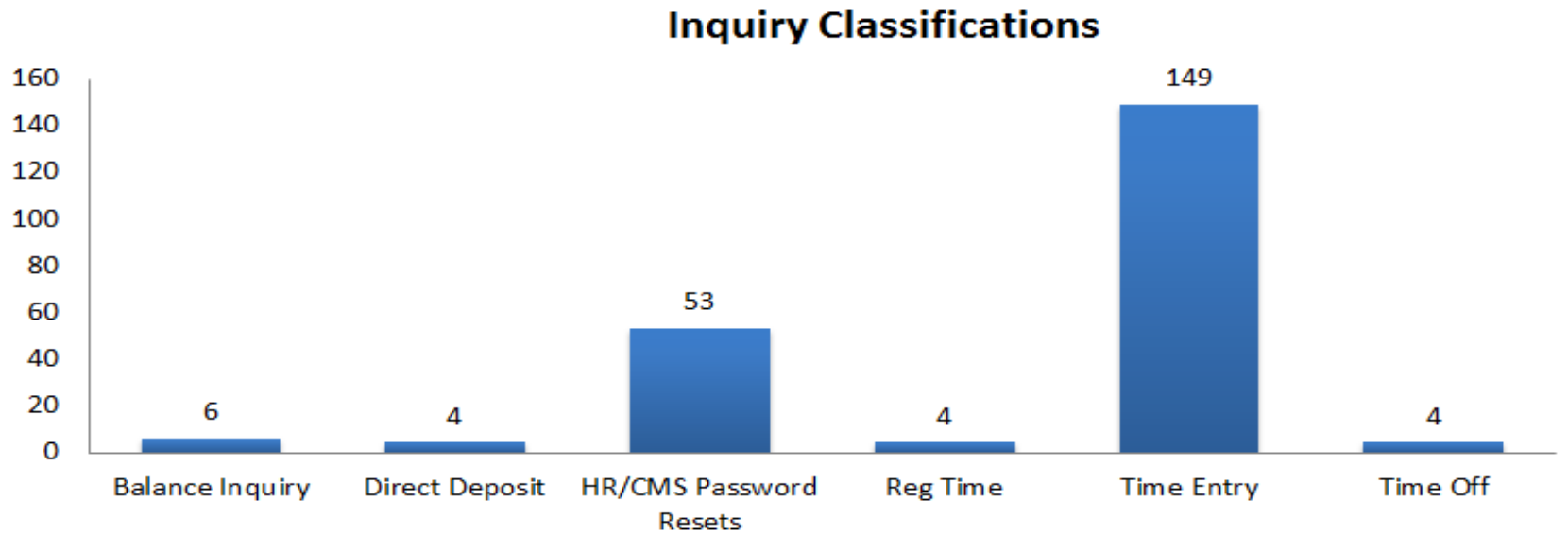


	LOT	MGC	TRE	VWA
12/03/2016	58		9	2
12/10/2016	37		9	
12/17/2016	48		6	
12/24/2016	51	1	5	2



EDU Secretariat Agencies

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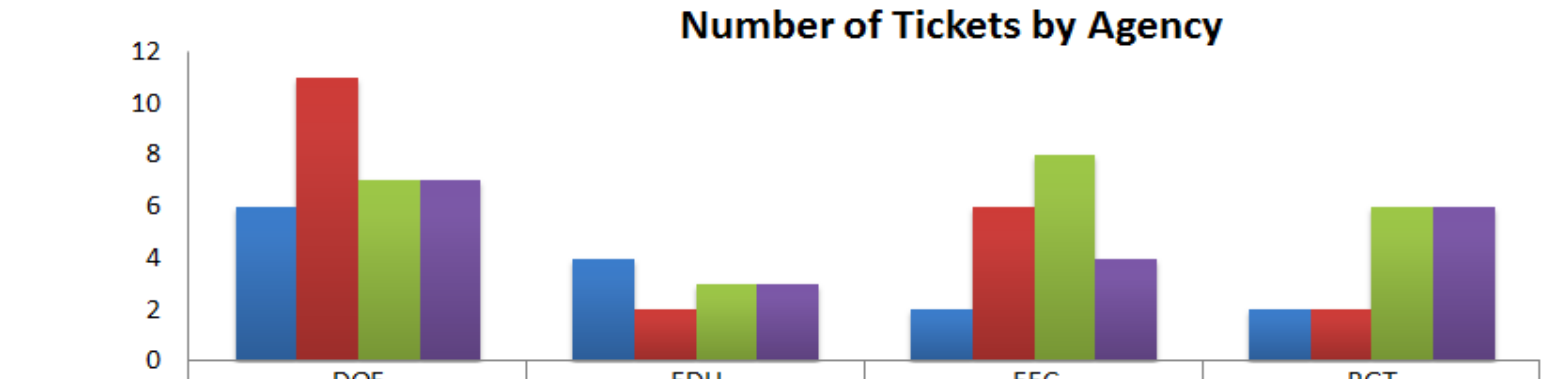
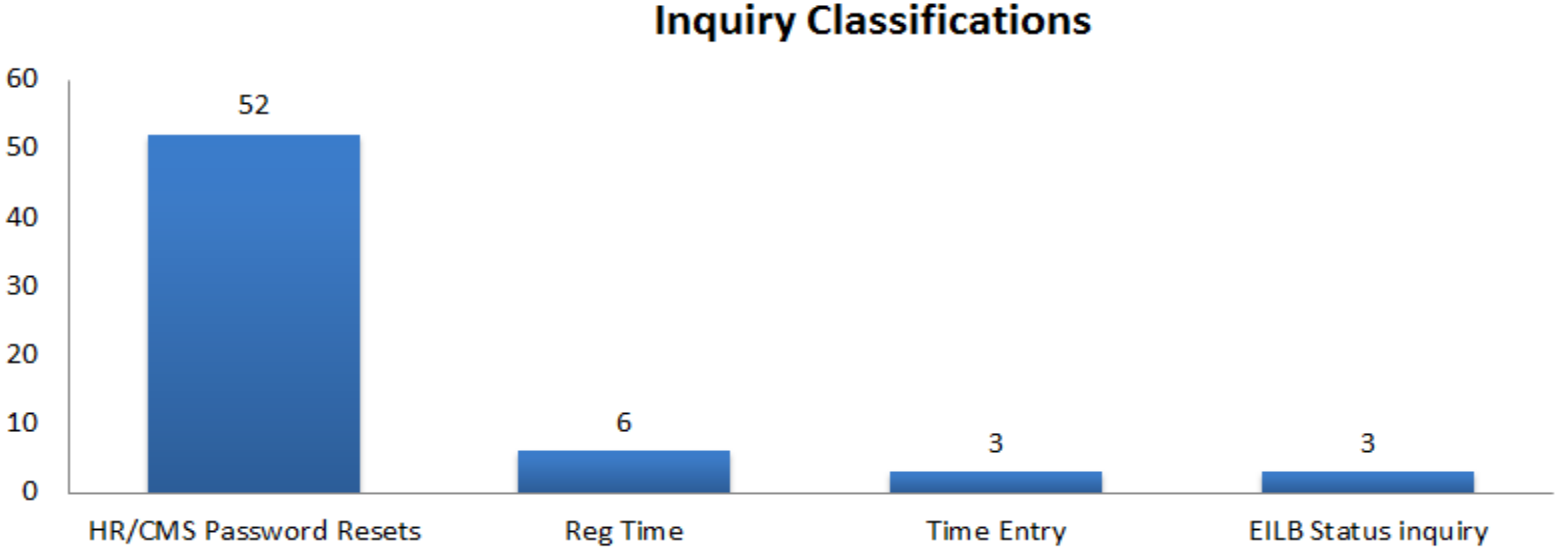


	DOE	EDU	EEC	RGT
12/03/2016	6	4	2	2
12/10/2016	11	2	6	2
12/17/2016	7	3	8	6
12/24/2016	7	3	4	6



EOANF Secretariat Agencies

MassHR
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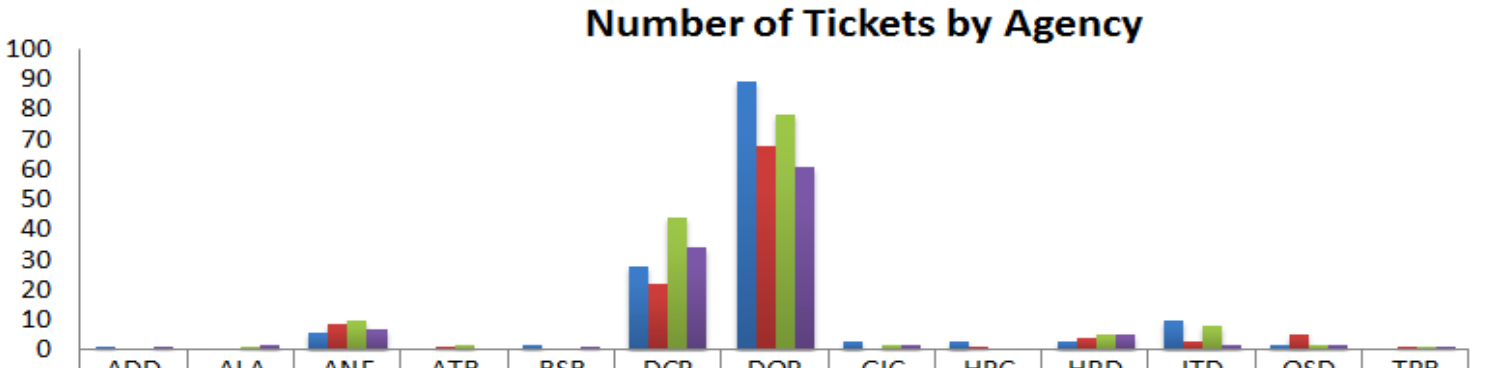
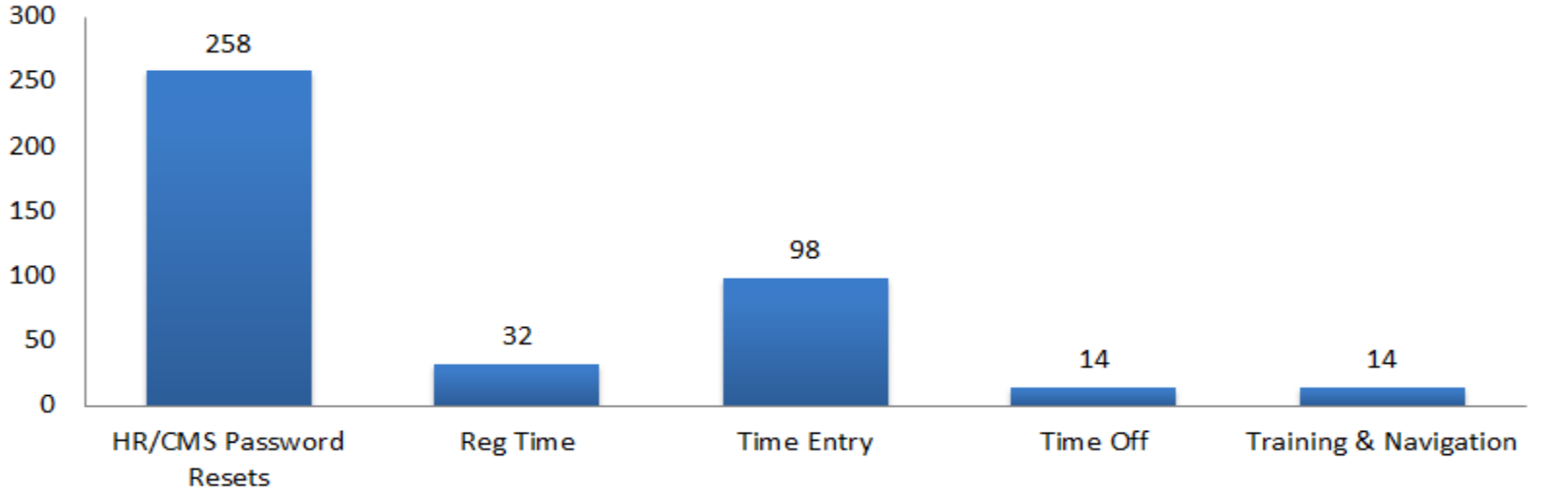
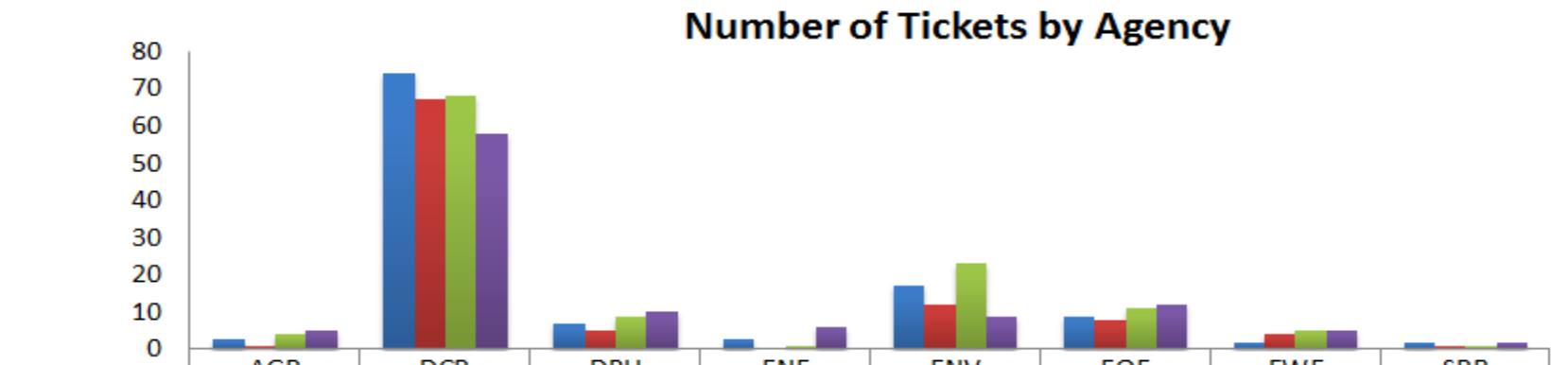


	ADD	ALA	ANF	ATB	BSB	DCP	DOR	GIC	HPC	HRD	ITD	OSD	TRB
12/03/2016	1		6		2	28	89	3	3	3	10	2	
12/10/2016			9	1		22	68		1	4	3	5	1
12/17/2016		1	10	2		44	78	2		5	8	2	1
12/24/2016	1	2	7		1	34	61	2		5	2	2	1

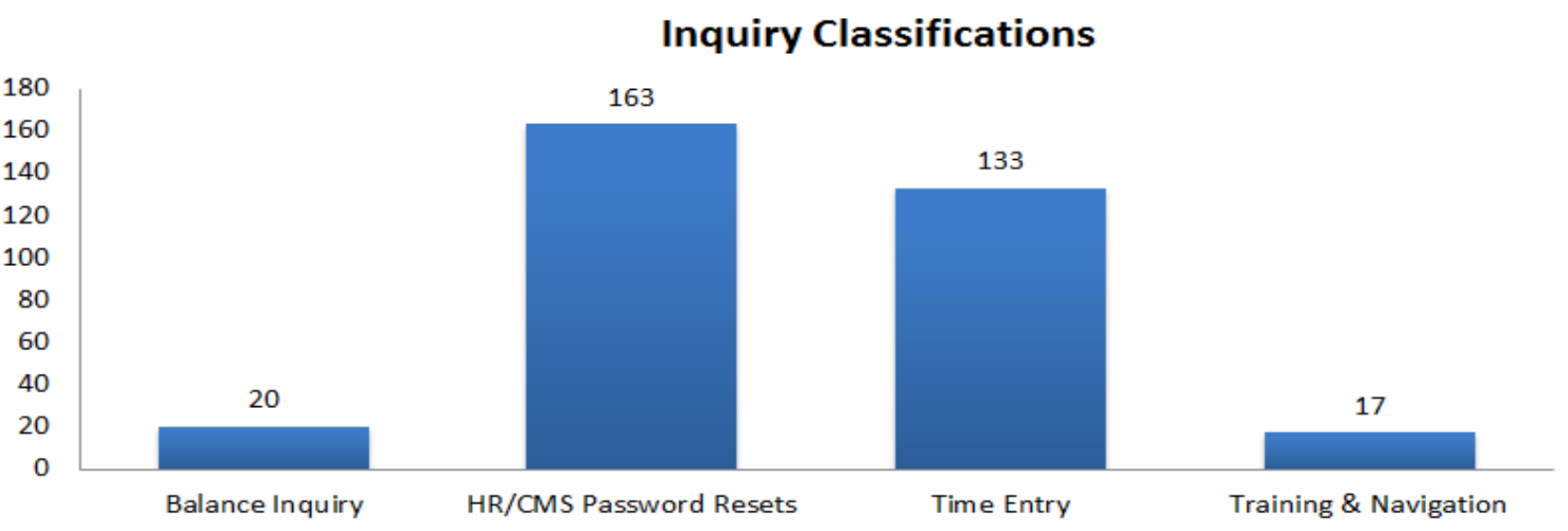


EOEEA Secretariat Agencies

MassHR
Delivering HR Services That Matter

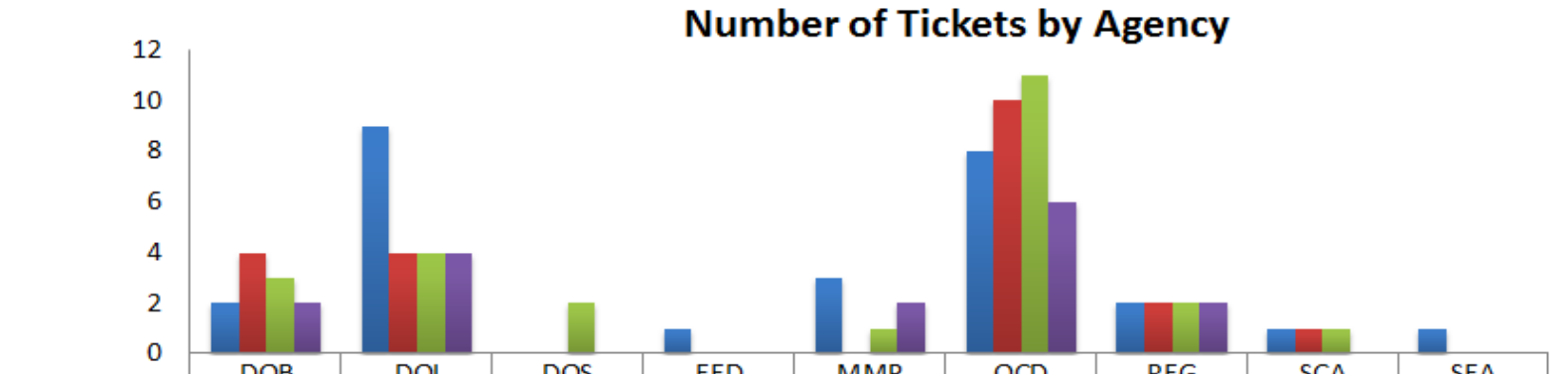


	AGR	DCR	DPU	ENE	ENV	EQE	FWE	SRB
12/03/2016	3	74	7	3	17	9	2	2
12/10/2016	1	67	5		12	8	4	1
12/17/2016	4	68	9	1	23	11	5	1
12/24/2016	5	58	10	6	9	12	5	2

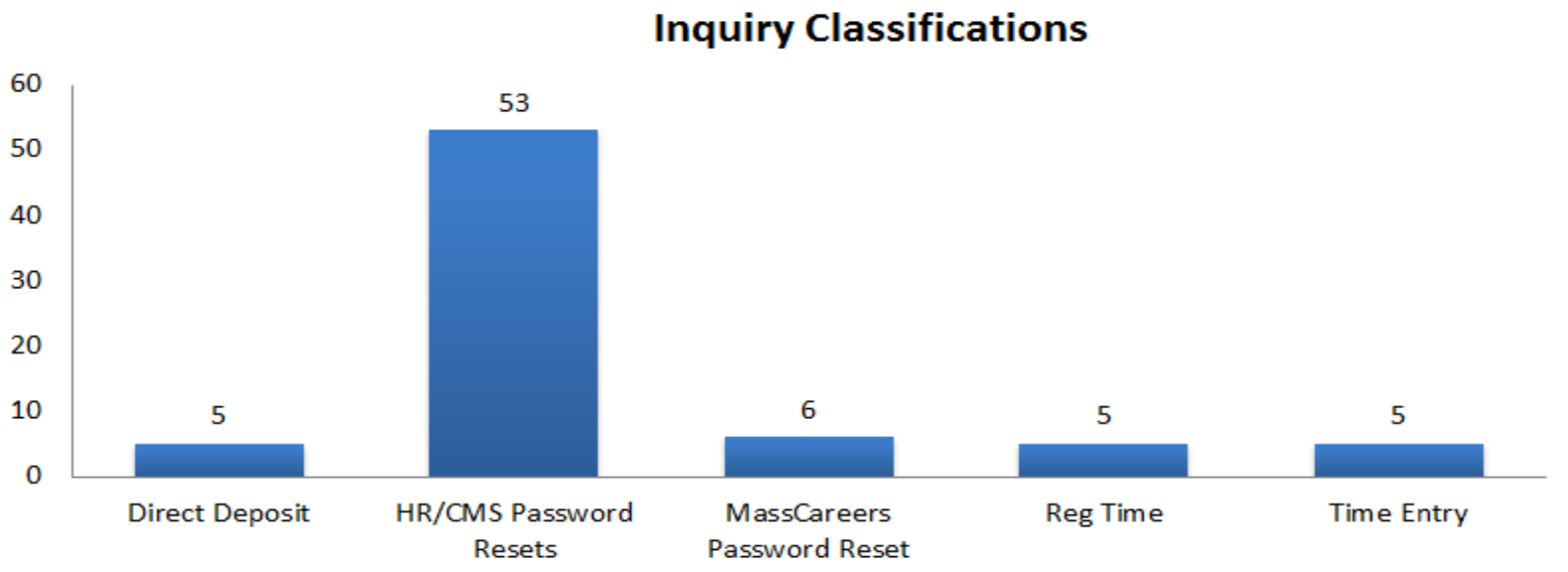


EOHED Secretariat Agencies

MassHR
Delivering HR Services That Matter

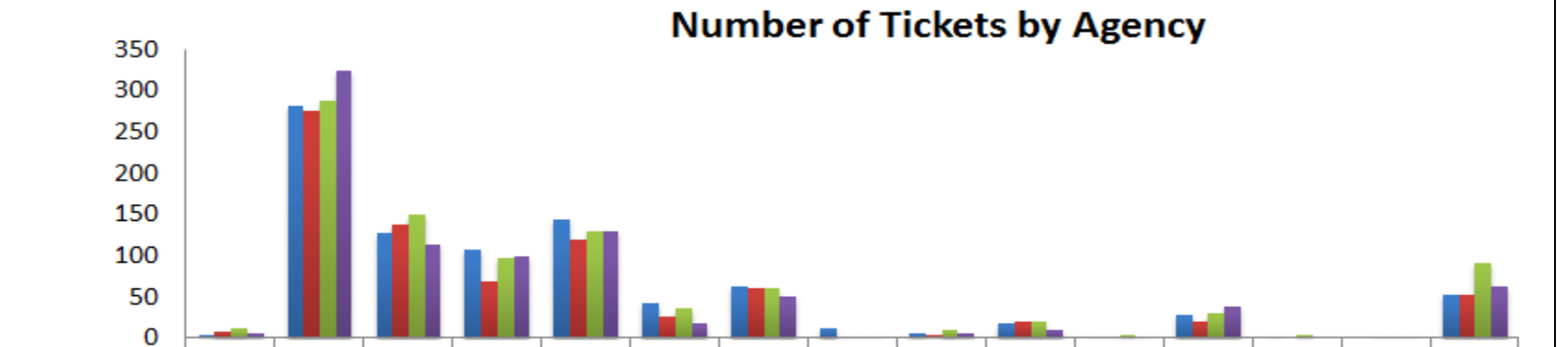


	DOB	DOI	DOS	EED	MMP	OCD	REG	SCA	SEA
12/03/2016	2	9		1	3	8	2	1	1
12/10/2016	4	4				10	2	1	
12/17/2016	3	4	2		1	11	2	1	
12/24/2016	2	4			2	6	2		

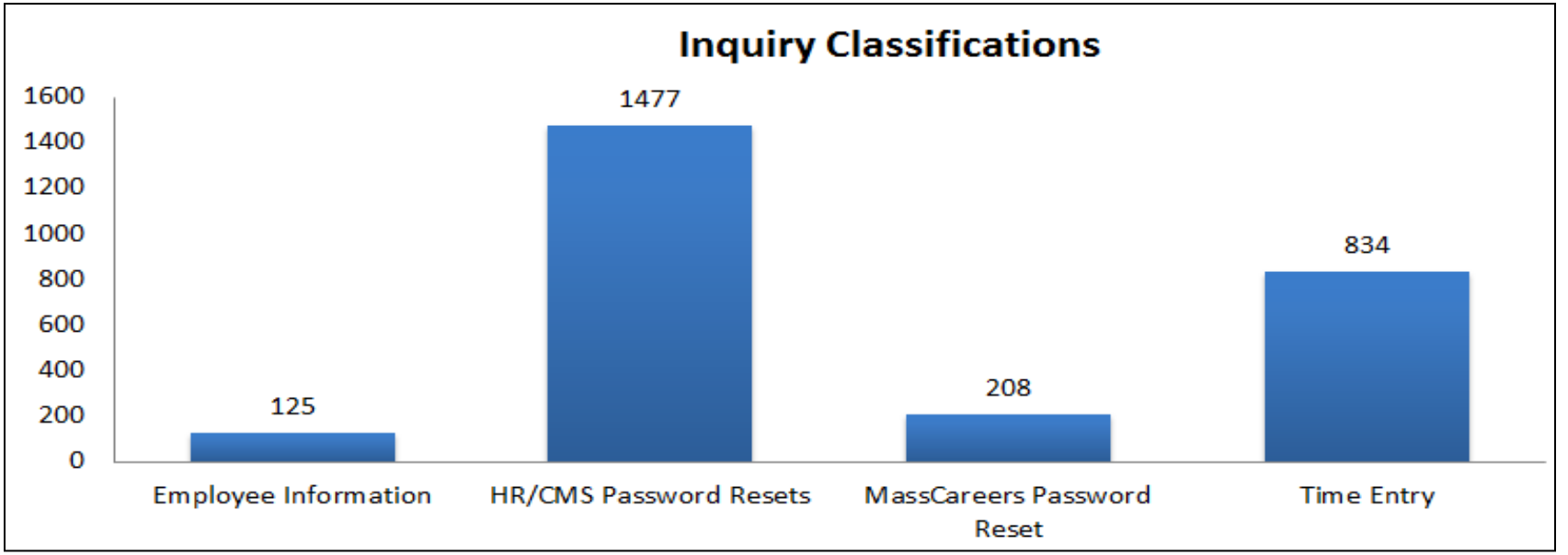


EOHHS Secretariat Agencies

MassHR
Delivering HR Services That Matter



	CHE	DMH	DMR	DPH	DSS	DYS	EHS	ELD	HLY	MCB	MCD	MRC	ORI	VET	WEL
12/03/2016	5	281	127	107	144	43	64	12	7	18	1	28	2		53
12/10/2016	8	276	139	69	119	27	60	2	5	20	3	21		3	53
12/17/2016	12	287	151	98	129	37	61	1	10	20	5	31	4	1	91
12/24/2016	7	325	113	99	129	19	51	3	7	10	3	38		1	64



EOLWD Secretariat

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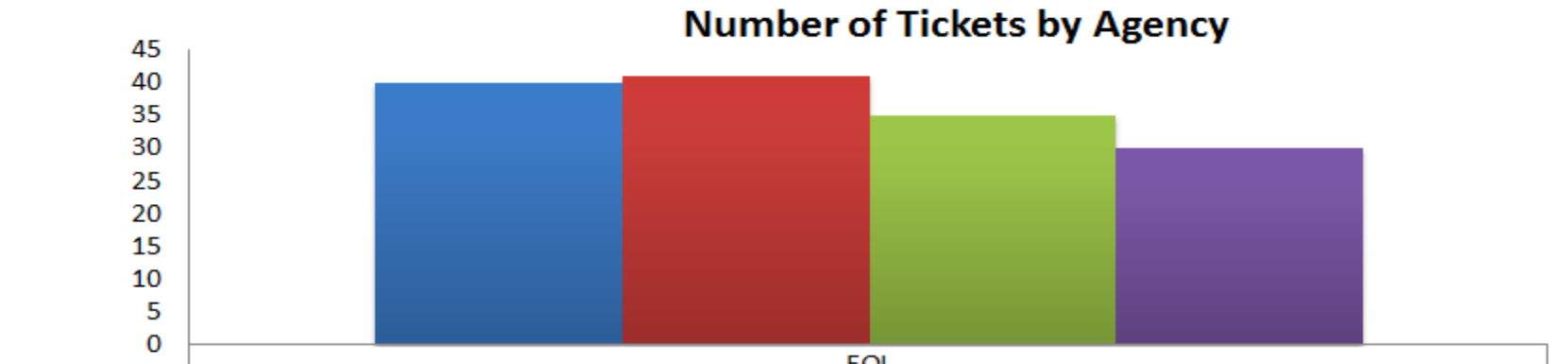
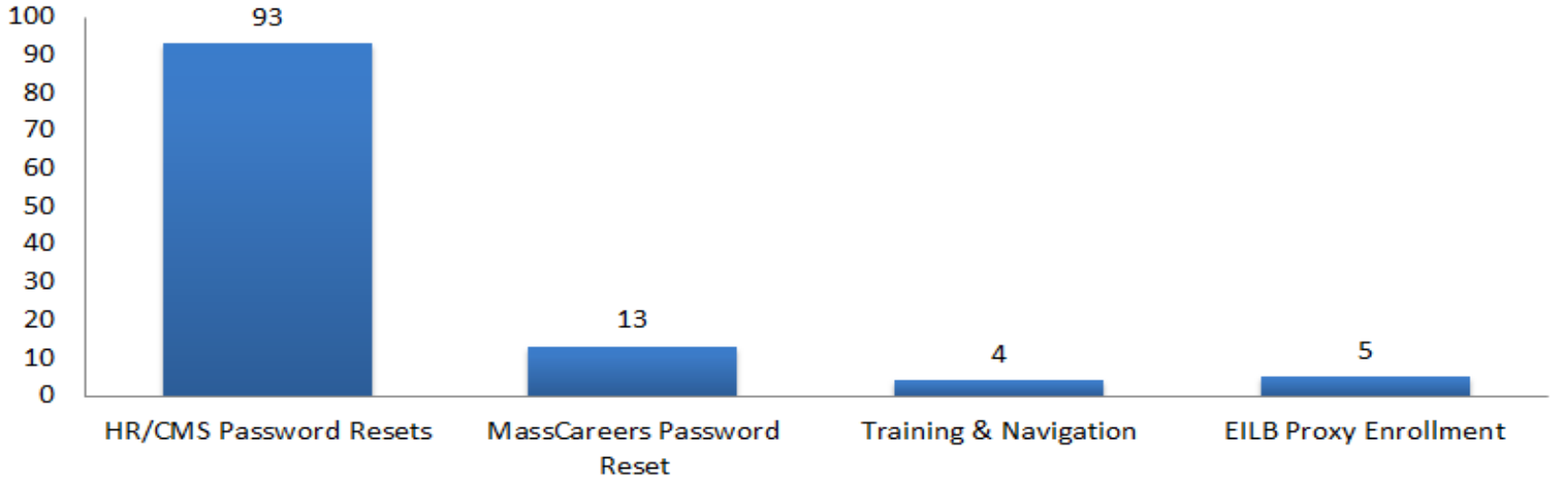
Delivering HR Services That Matter



	EOL
12/03/2016	40
12/10/2016	41
12/17/2016	35
12/24/2016	30



EOPSS Secretariat Agencies

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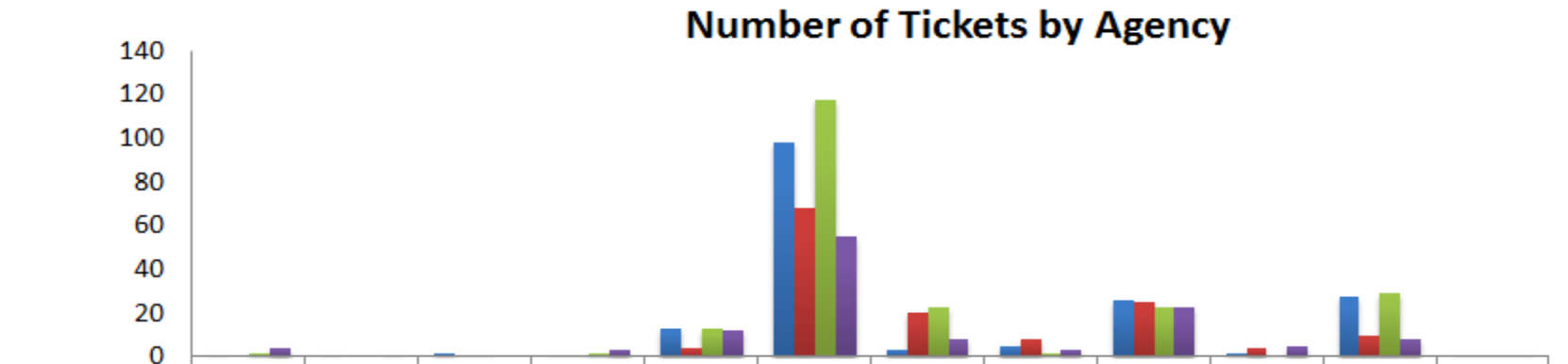
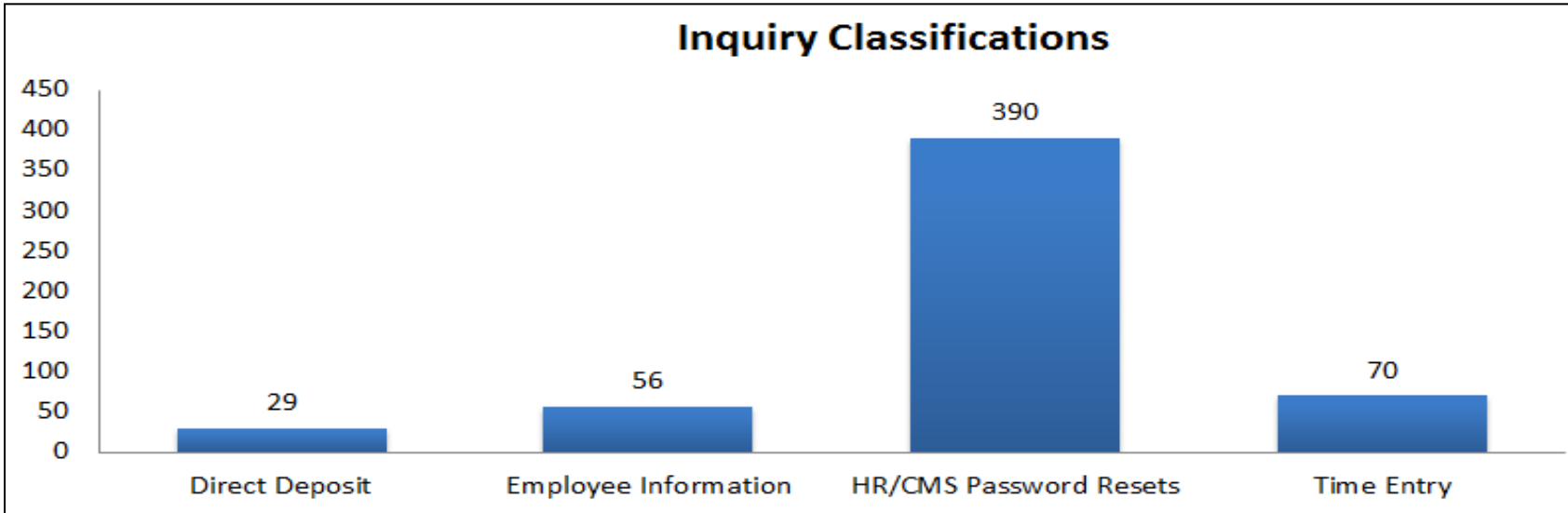
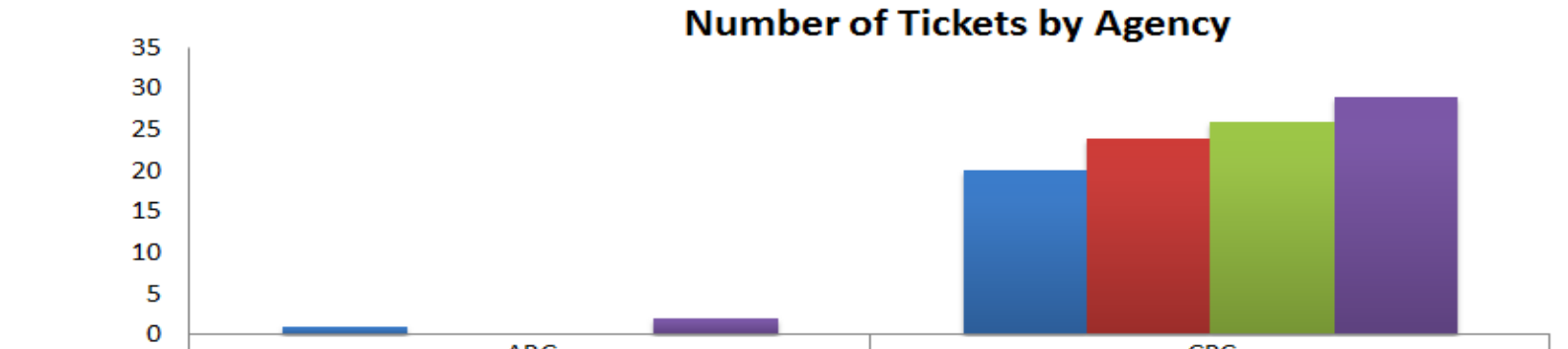


	CDA	CHS	CJT	CME	DFS	DOC	DPS	EPS	MIL	PAR	POL	SOR
12/03/2016	1	1	2	1	13	98	3	5	26	2	28	1
12/10/2016			1	1	4	68	20	8	25	4	10	1
12/17/2016	2		1	2	13	118	23	2	23	1	29	1
12/24/2016	4	1		3	12	55	8	3	23	5	8	1

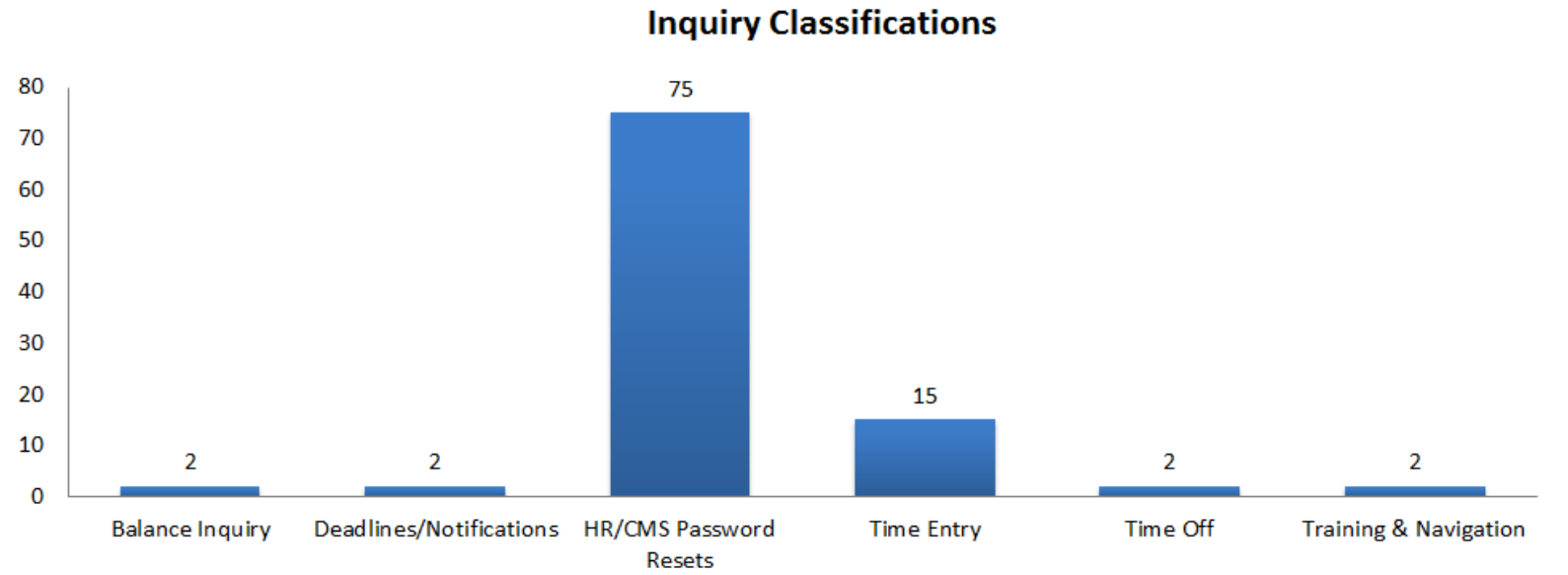


JUD Agencies

MassHR
Delivering HR Services That Matter



	APC	CPC
12/03/2016	1	20
12/10/2016		24
12/17/2016		26
12/24/2016	2	29



ART Tickets and Classification

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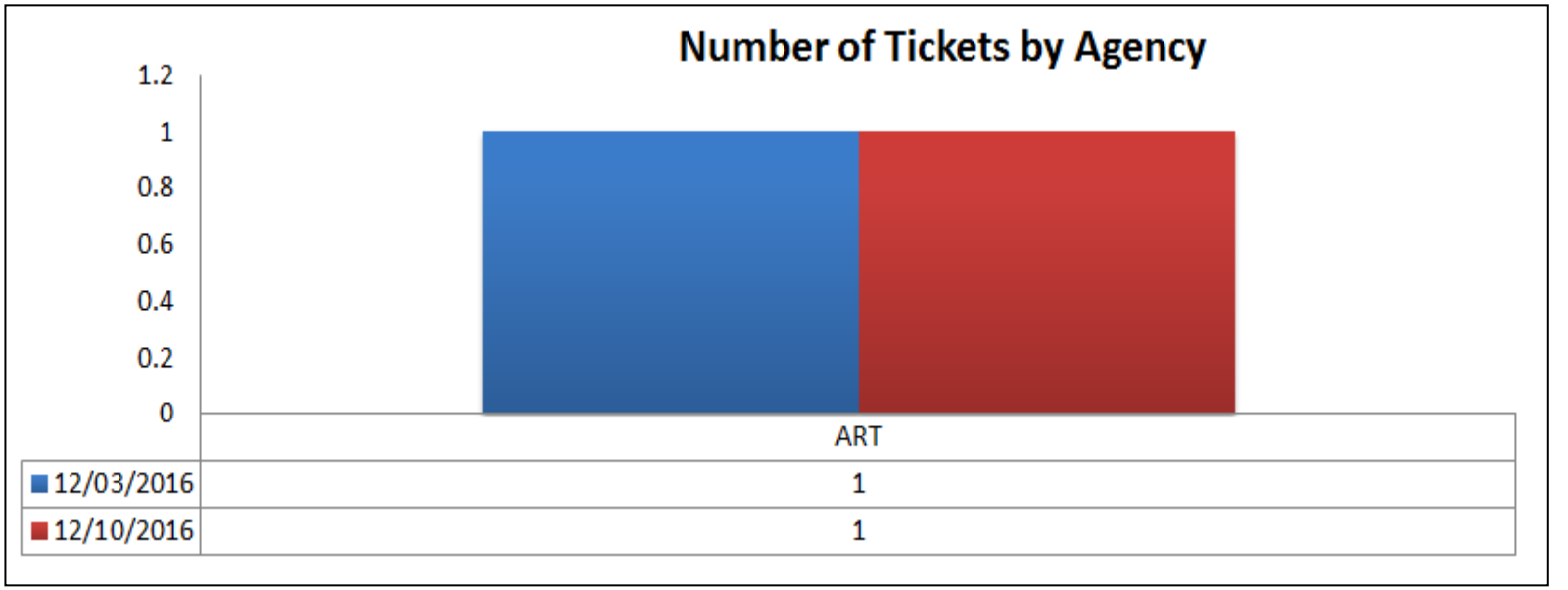
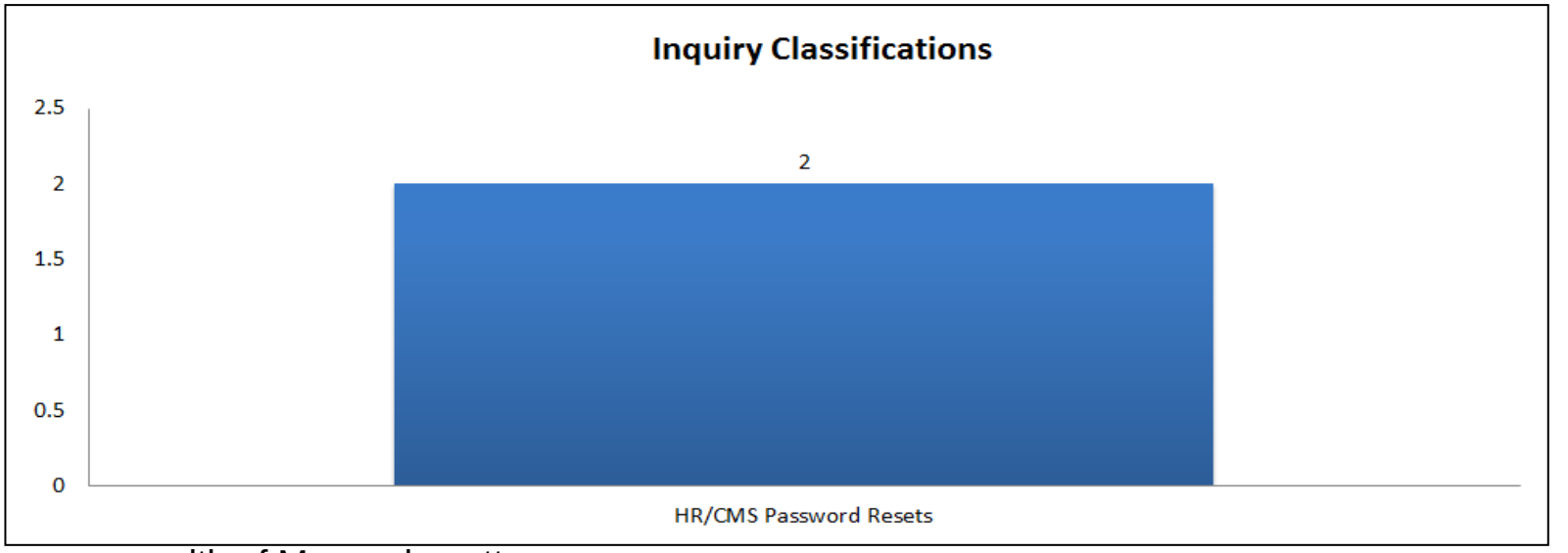


There were no requests the weeks of 12/17 & 12/24.



BLC Tickets and Classification

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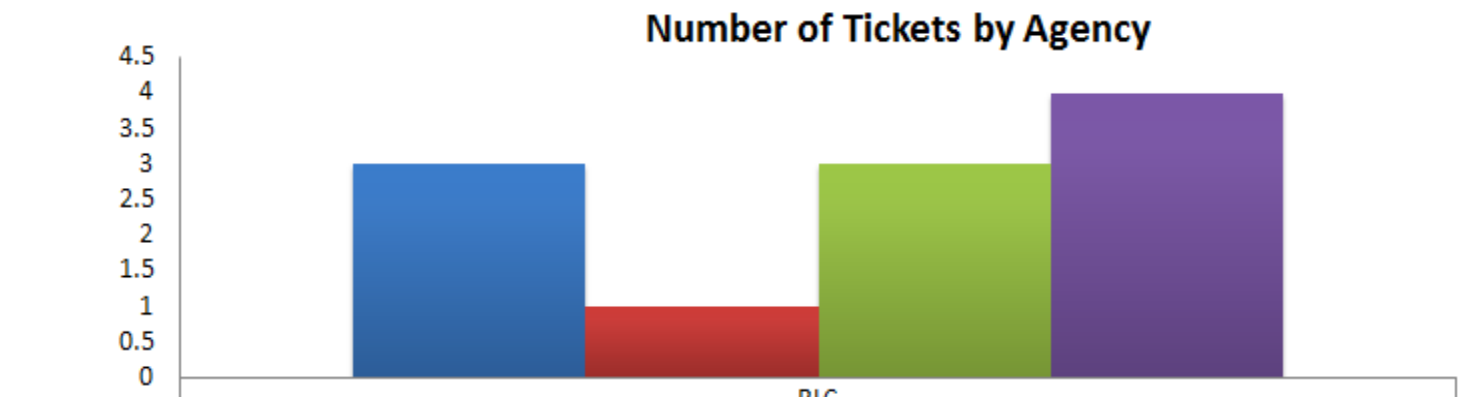
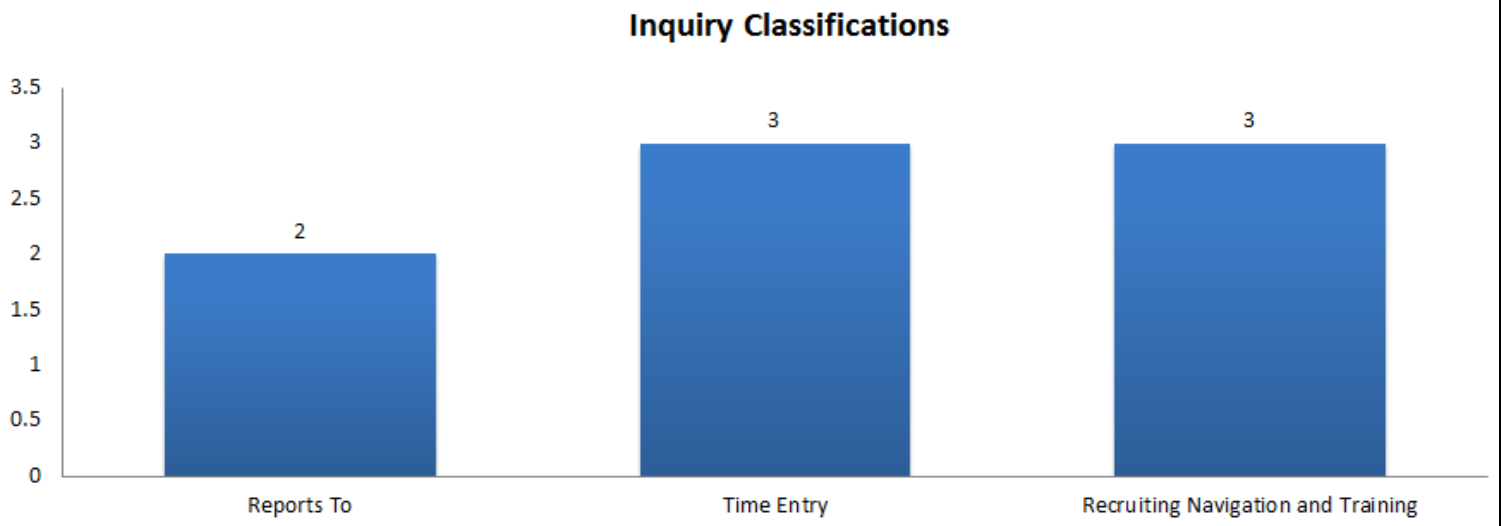


	BLC
12/03/2016	3
12/10/2016	1
12/17/2016	3
12/24/2016	4



CAD Tickets and Classification

MassHR
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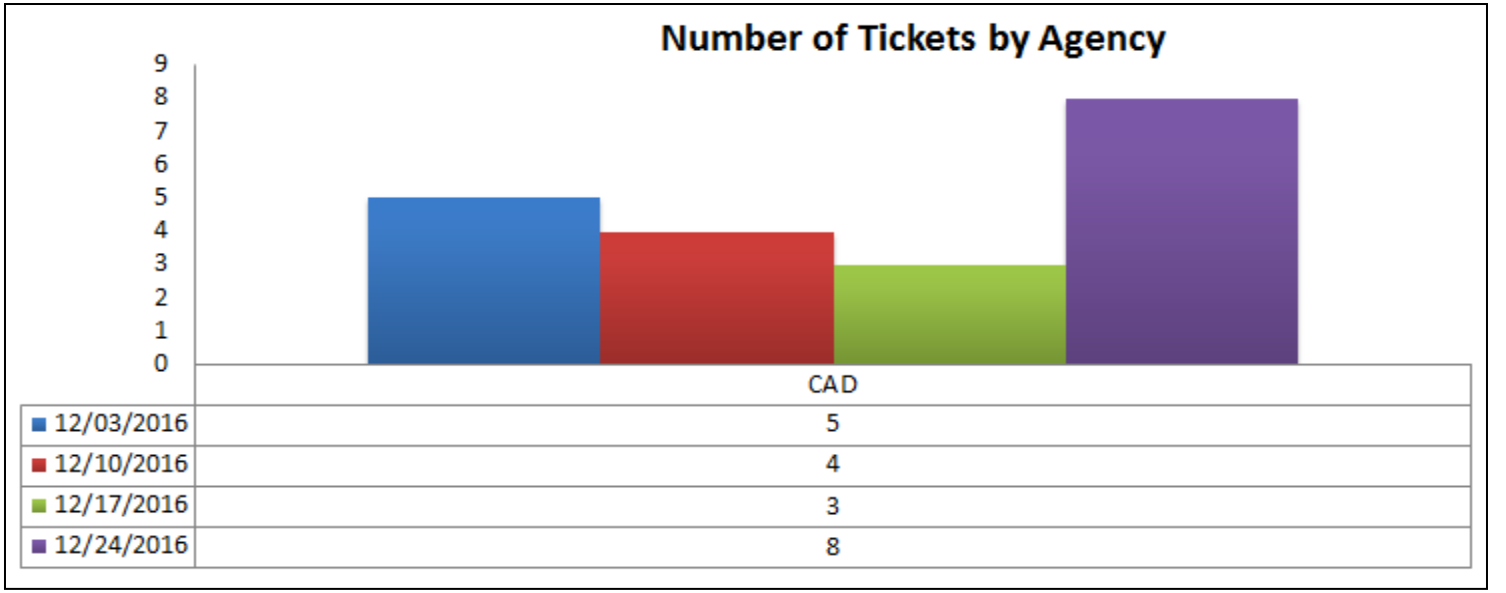
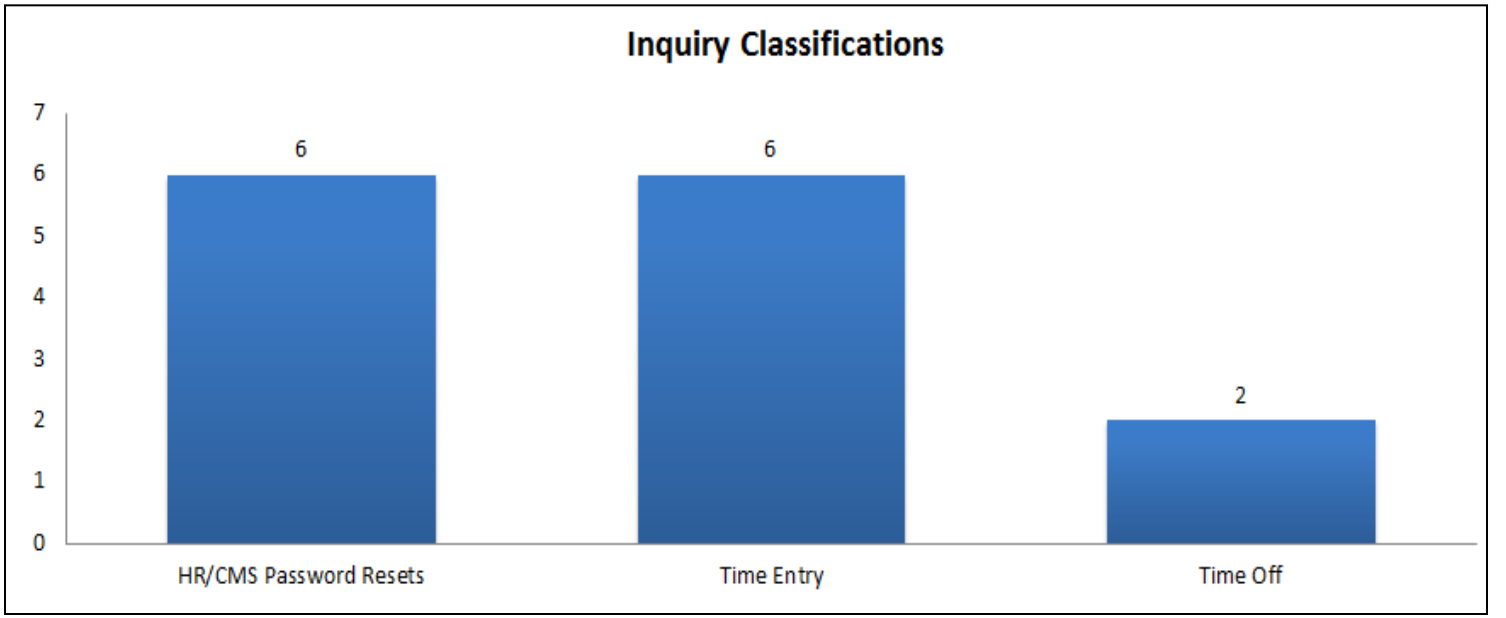
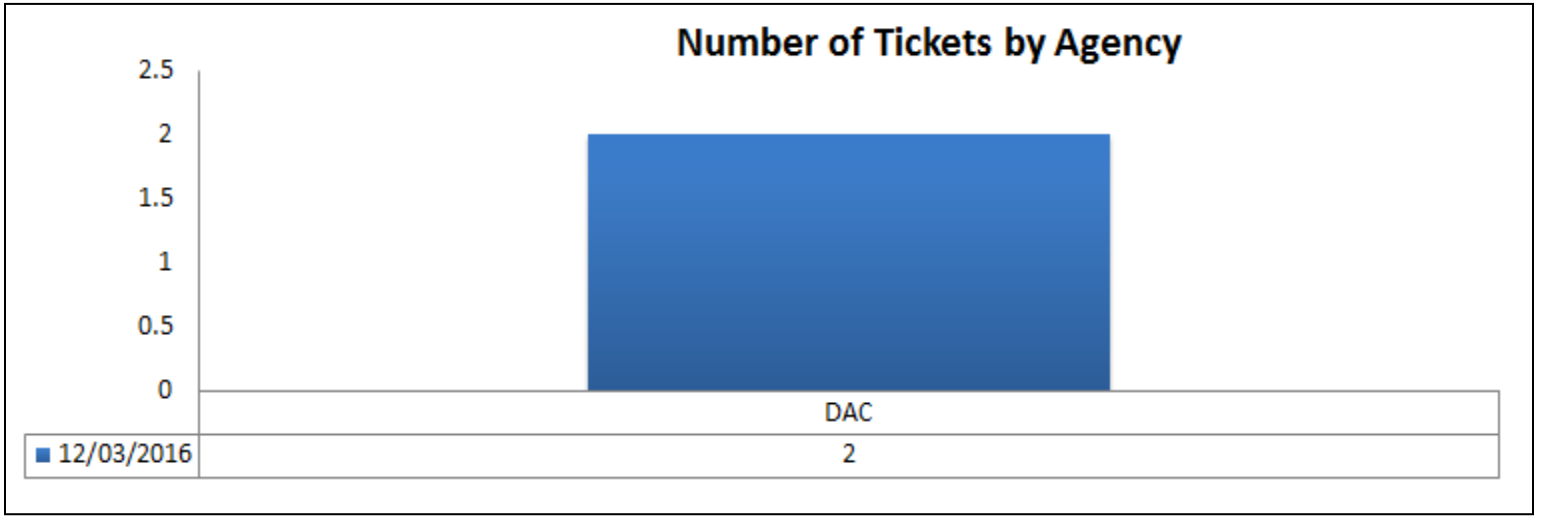


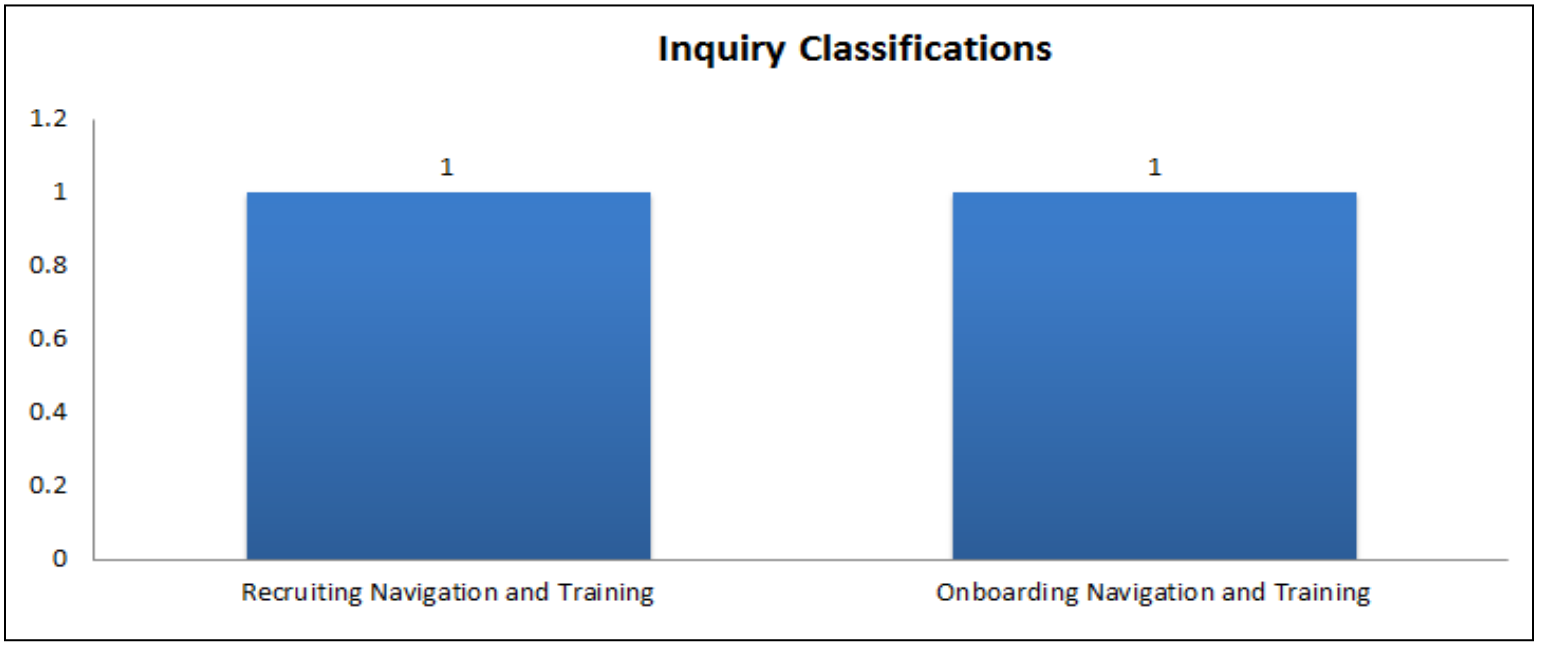


DAC Tickets and Classification

MassHR
Delivering HR Services That Matter

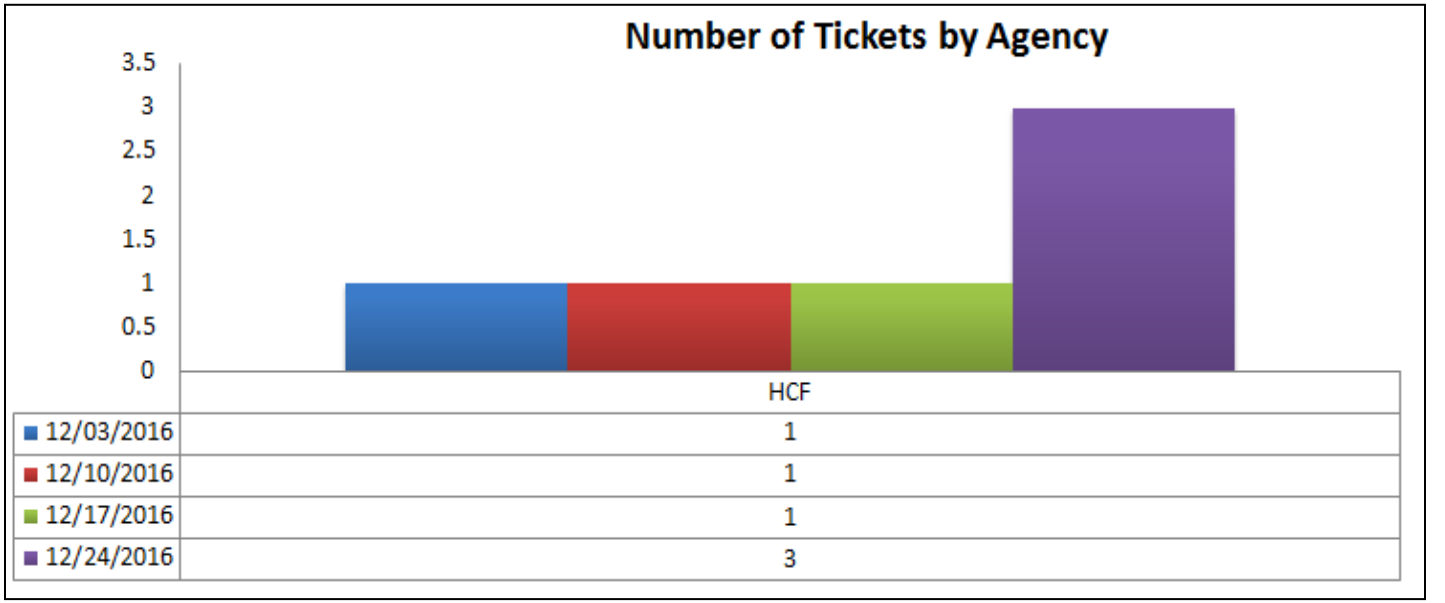


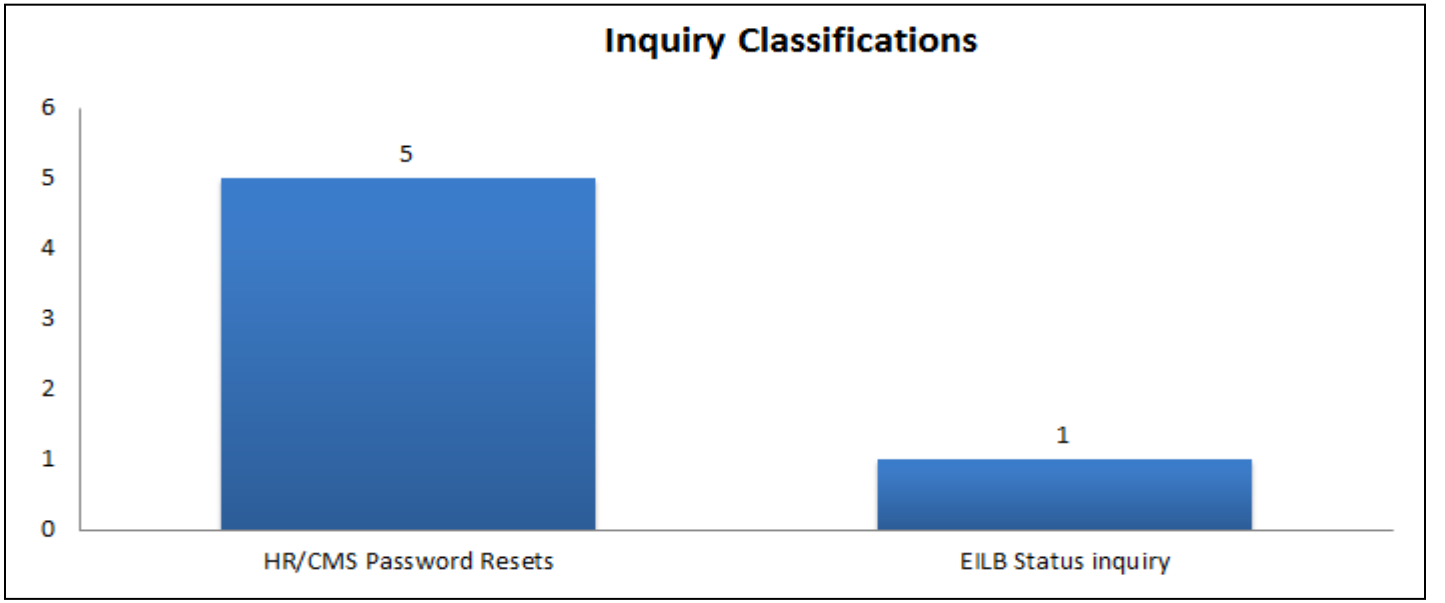
There were no requests the weeks of 12/10, 12/17, & 12/24.

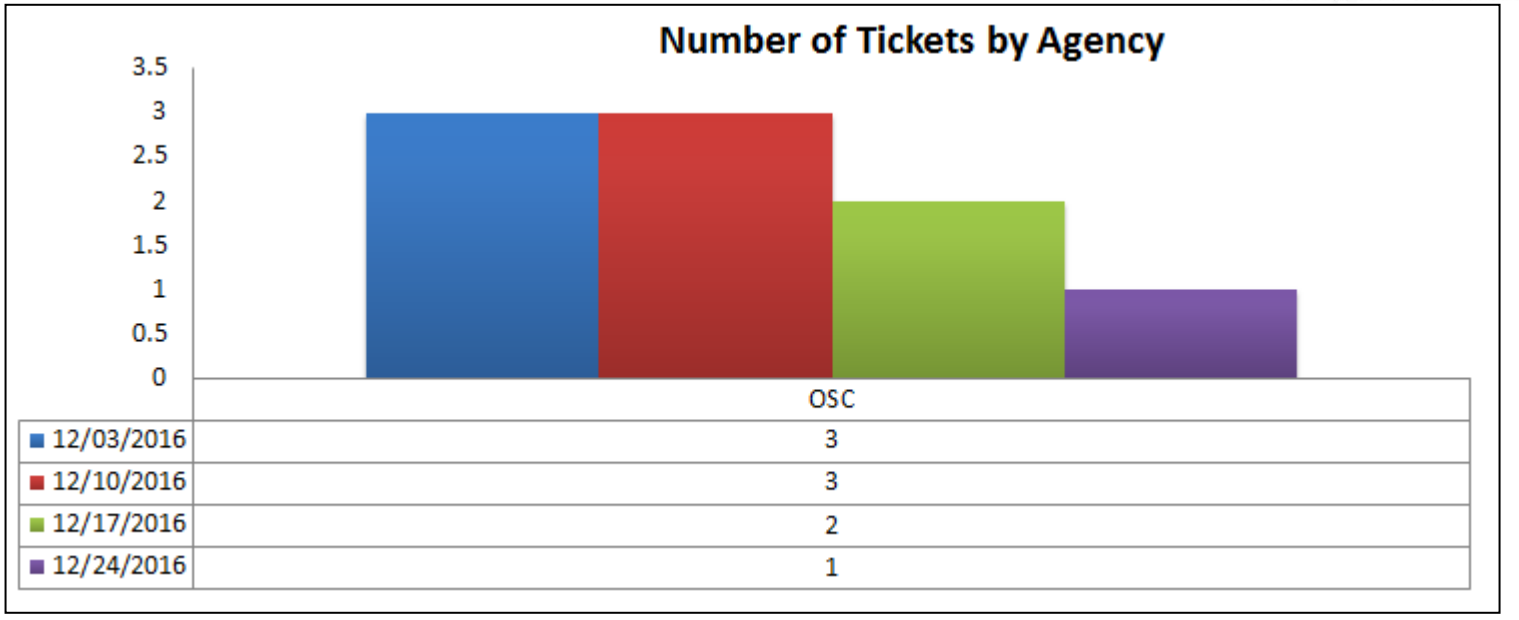
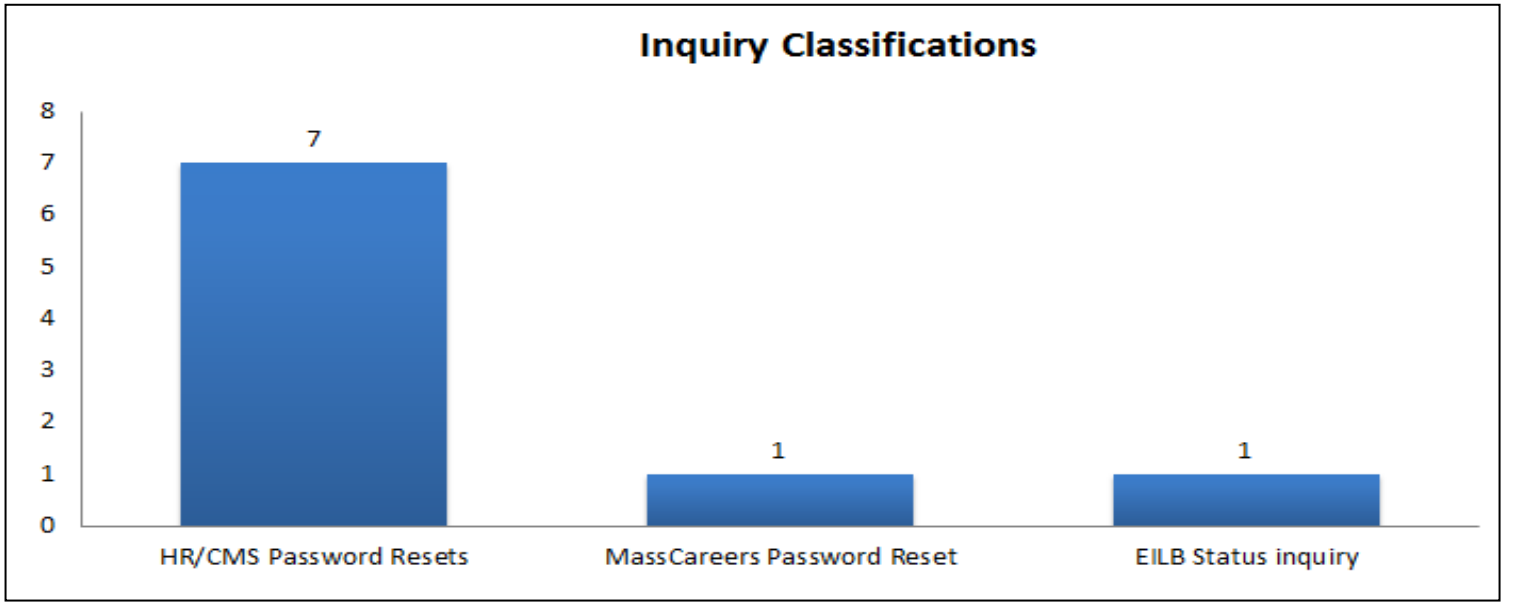


HCF Tickets and Classification

MassHR
Delivering HR Services That Matter





OSC Tickets and Classification

MassHR
Delivering HR Services That Matter