ESC Service Charter Scorecard

June 25, 2017 – August 05, 2017

MassHR
EMPLOYEE SERVICE CENTER

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MassHR
Delivering HR Services That Matter

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Service Delivery Overview
June 25, 2017 – August 05, 2017

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Executive Summary

Total # Agencies Served: 79

Total # Employees Served: 55,685

Total calls received: 10,961

Average Call Wait Time: 04:01

Total email requests received: 648

Total FAX requests received: 176

Number of Transactions processed by ESC: 13,523

Total outbound contacts: 3,608

Total tickets opened: 9,591

Total tickets closed within 3 days: 9,330

Total tickets remain open beyond 3 days: 261

% tickets remain open beyond 3 days: 2.72%

% of Employees served by the ESC: 24.28%

Staffing

Area	Staffing as of 8/05/2017	Staffing as of 6/24/2017
Customer Service/Intake	4	4
Customer Service/MassCareers	4	4
Processing & Outreach	11	11
Senior Staff	2	2
Total	21	21

Activities

- Due to EILB Mid -Year Enrollment (June 25, 2017 through July 31, 2017) a spike in Total calls received, Average Call Wait Time, Number of Transactions and Total tickets opened was produced.

Source: ESC Avaya CMS & Footprints Reports, data from 6/25/2017 – 8/05/2017.
***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 6/25/17 – 8/05/17	Previous Period Performance 5/28/17 – 6/24/17	Trend
Average wait time – Answered Calls (Days operational)	Will not exceed 3 minutes 90% of the time; Will not exceed 2 minutes 50% of the time	4:01 seconds	2:07 seconds	↓
Average case resolution time – password resets and e-mail updates (Time owned by ESC)	98% within 1 day	99.44%	99.88%	↓
Average case resolution time – inquiries and requests (Time owned by ESC)	75% within 1 day 90% within 3 days	90.7% within 1 Day and 94.0% within 3 Days	90.0% within 1 Day and 94.3% 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	95.4% rated good to excellent (1.574% response rate)	96.7% rated good to excellent (1.146% 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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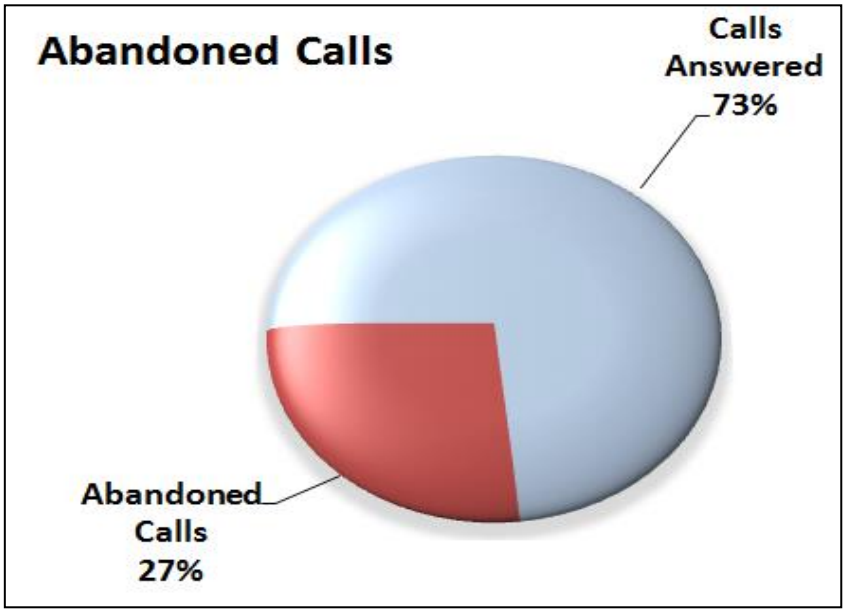
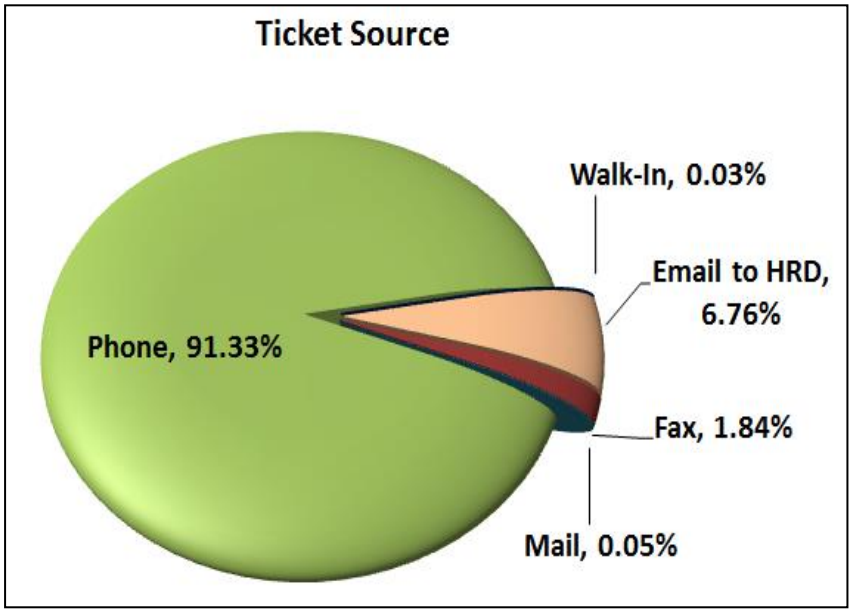
SLA Metric	Target Level	Current Period 6/25/17 to 8/05/17	Previous Period 5/28/17 to 6/24/17	July 2016
Average Wait Time – Answered Calls (Days operational)	Will not exceed 3 minutes 90% of the time	4:01 seconds	2:07 seconds	1:31 seconds



Total = 10,961 calls



Total = 9,591 Tickets

Source: ESC Footprints & Avaya data from 6/25/2017 – 8/05/2017.
*E-mail tickets do not account for additional outreach to correct invalid employee e-mail addresses.

Inbound Call Data

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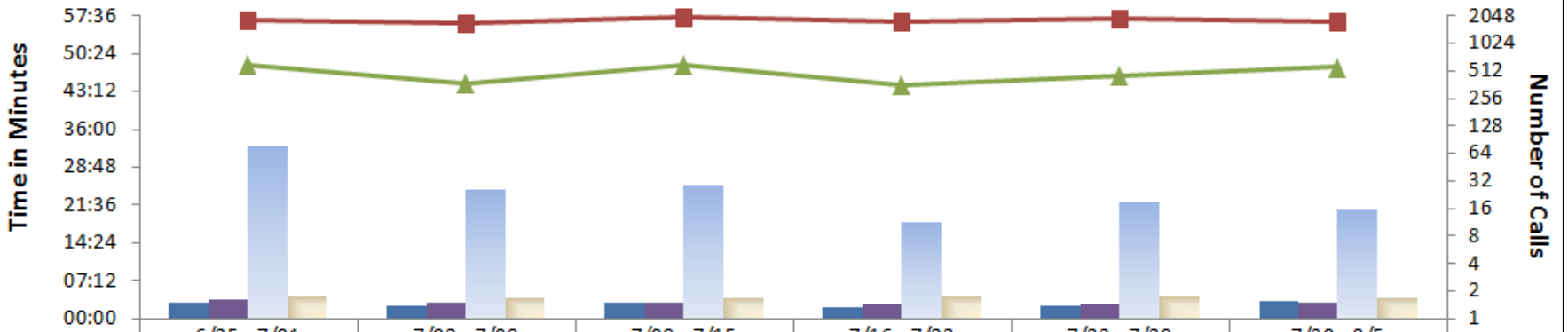

	6/25 - 7/01	7/02 - 7/08	7/09 - 7/15	7/16 - 7/22	7/23 - 7/29	7/30 - 8/5
Wait Time	02:59	02:34	02:58	02:08	02:34	03:19
Average Call Abandon Time	03:31	02:54	03:06	02:47	02:52	03:06
Longest Wait Time	32:49	24:24	25:22	18:22	22:04	20:44
Average Call Time	04:13	03:52	03:57	04:03	04:07	03:52
Call Volume	1871	1674	1983	1747	1939	1747
Abandoned Calls	600	369	588	352	459	561

Source: ESC Avaya data from 6/25/2017 – 8/05/2017.

Inbound Inquiries by Secretariat

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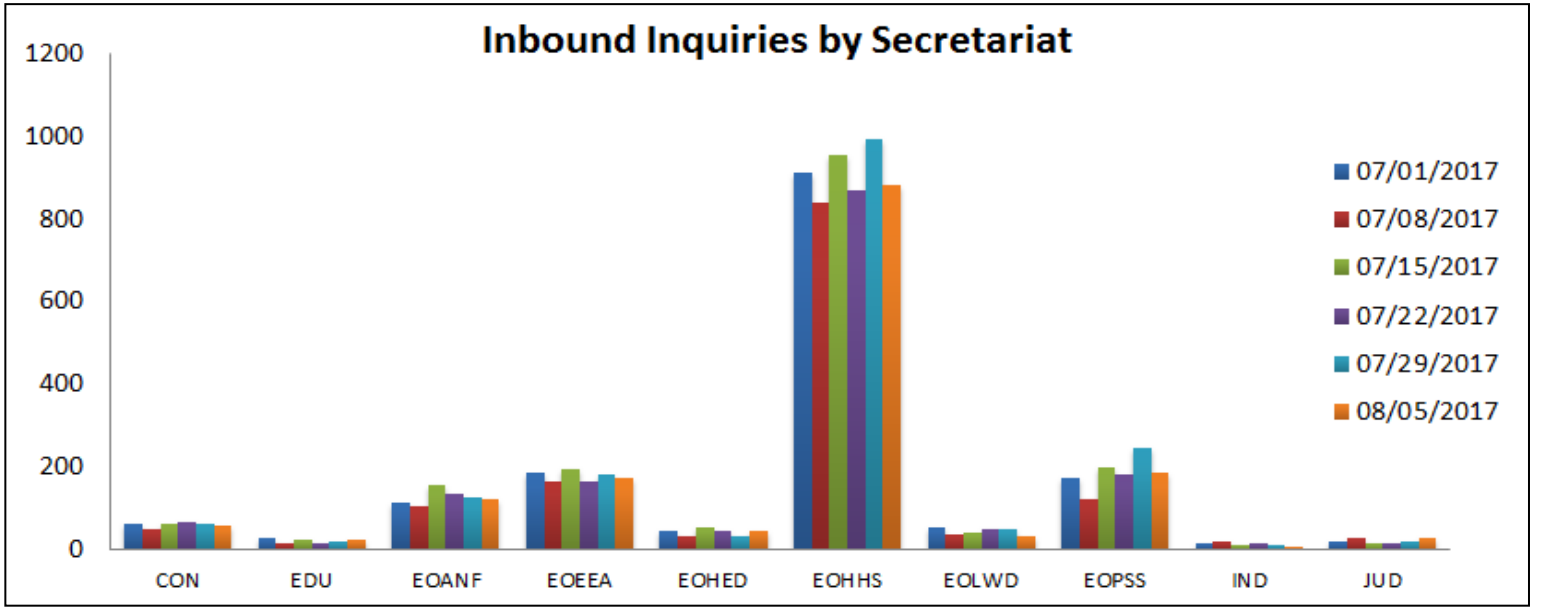

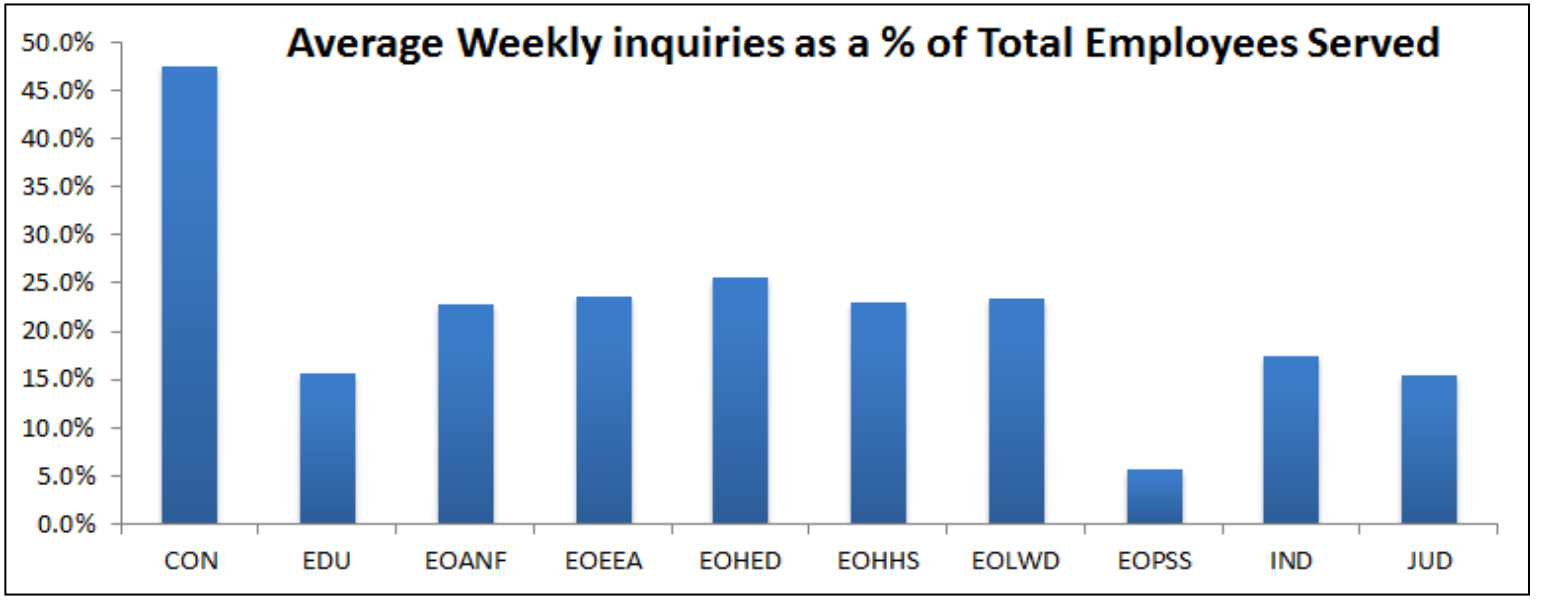

Source: ESC Footprints data from 6/25/2017 – 8/05/2017.

Types of Inquiries Received

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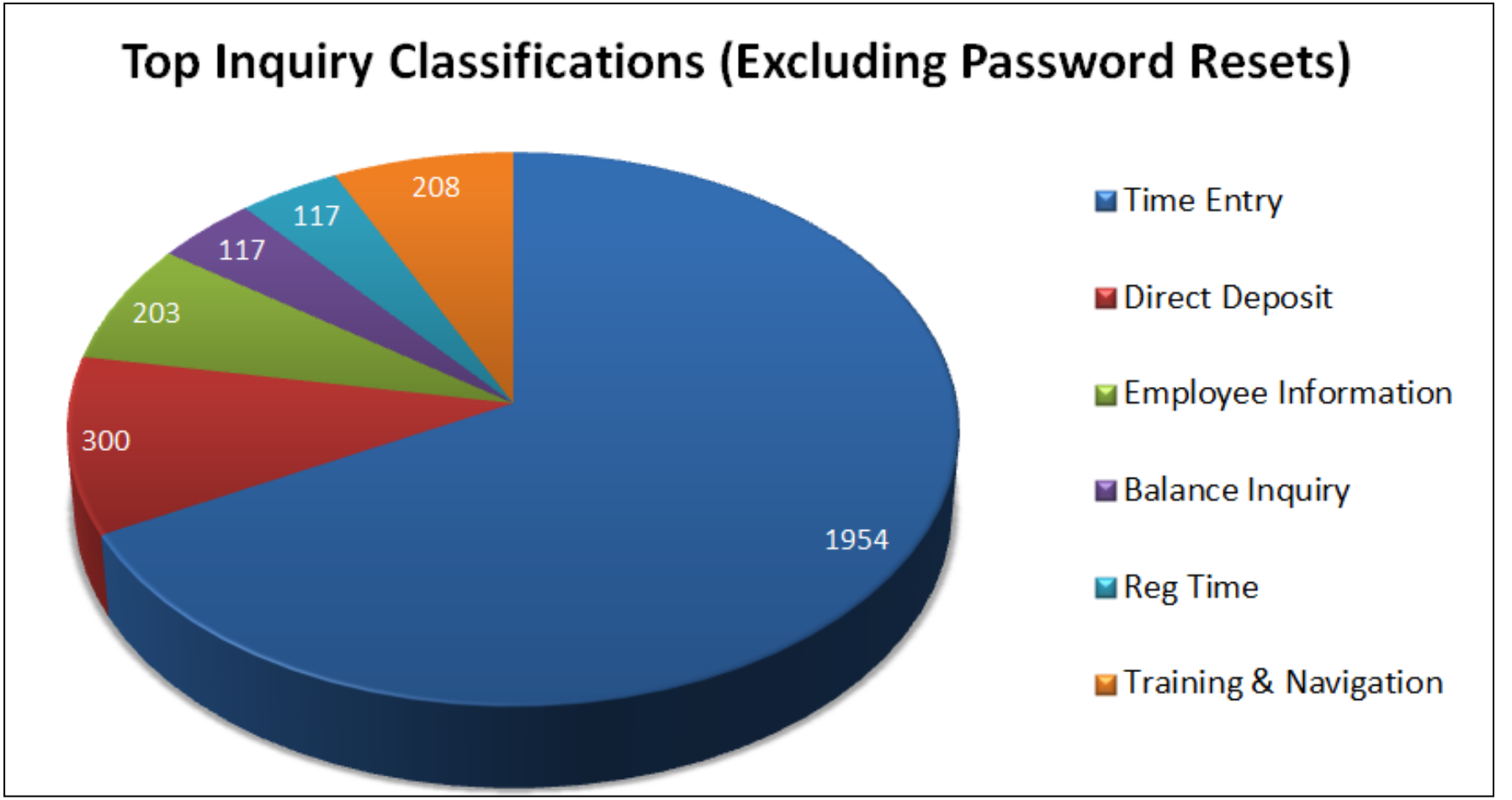

Source: ESC Footprints data from 6/25/2017 – 8/05/2017.

ePay/eProfile Transactions

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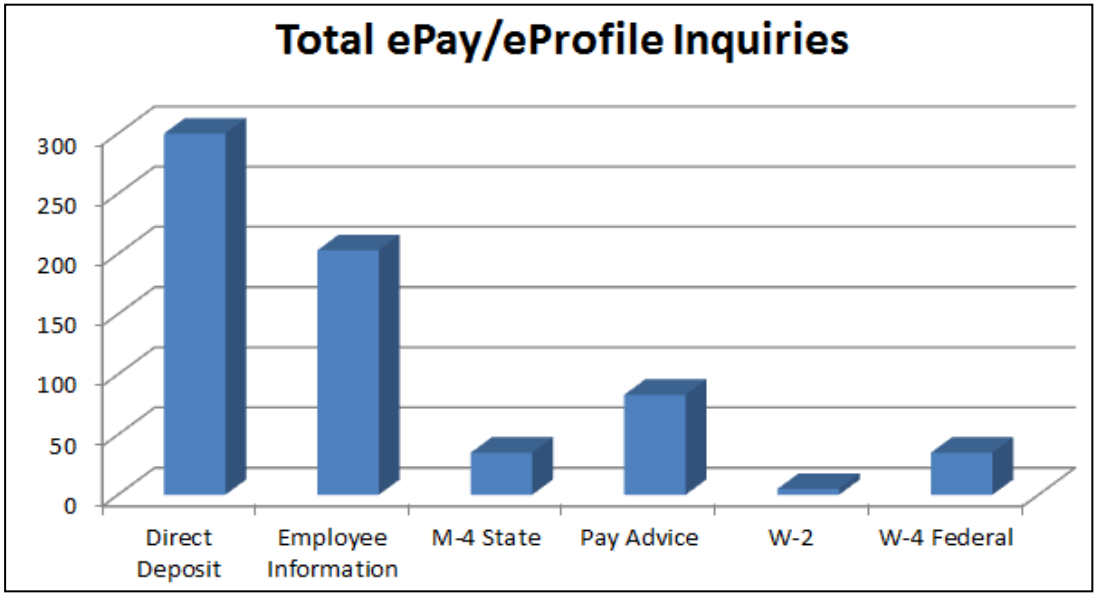

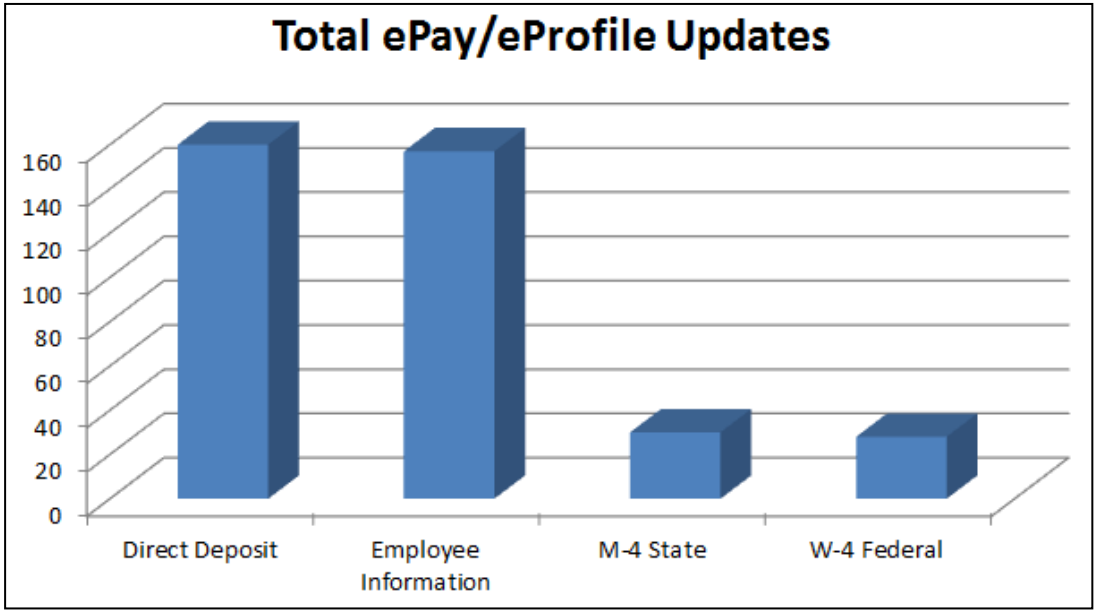

Source: ESC Footprints data from 6/25/2017 – 8/05/2017.

ePay/eProfile Transactions by Secretariat

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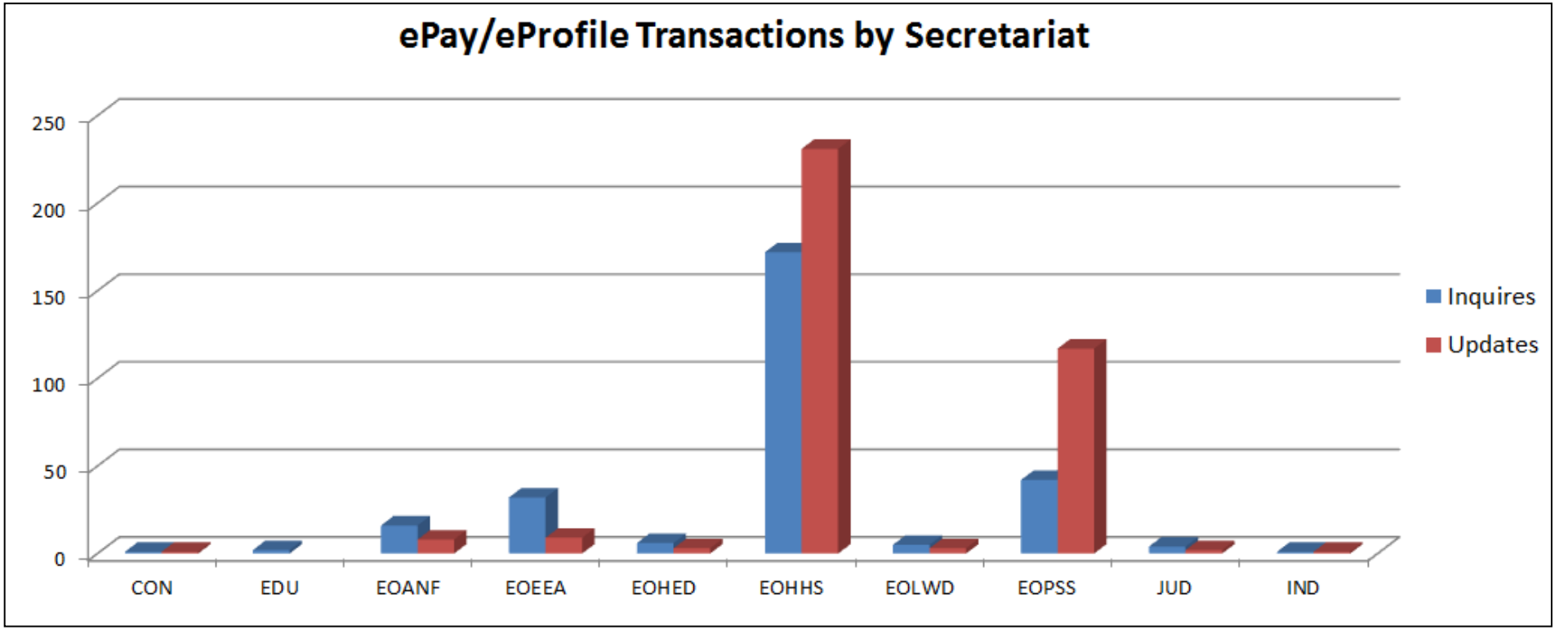

Source: ESC Footprints data from 6/25/2017 – 8/05/2017.

eServices Inquiries

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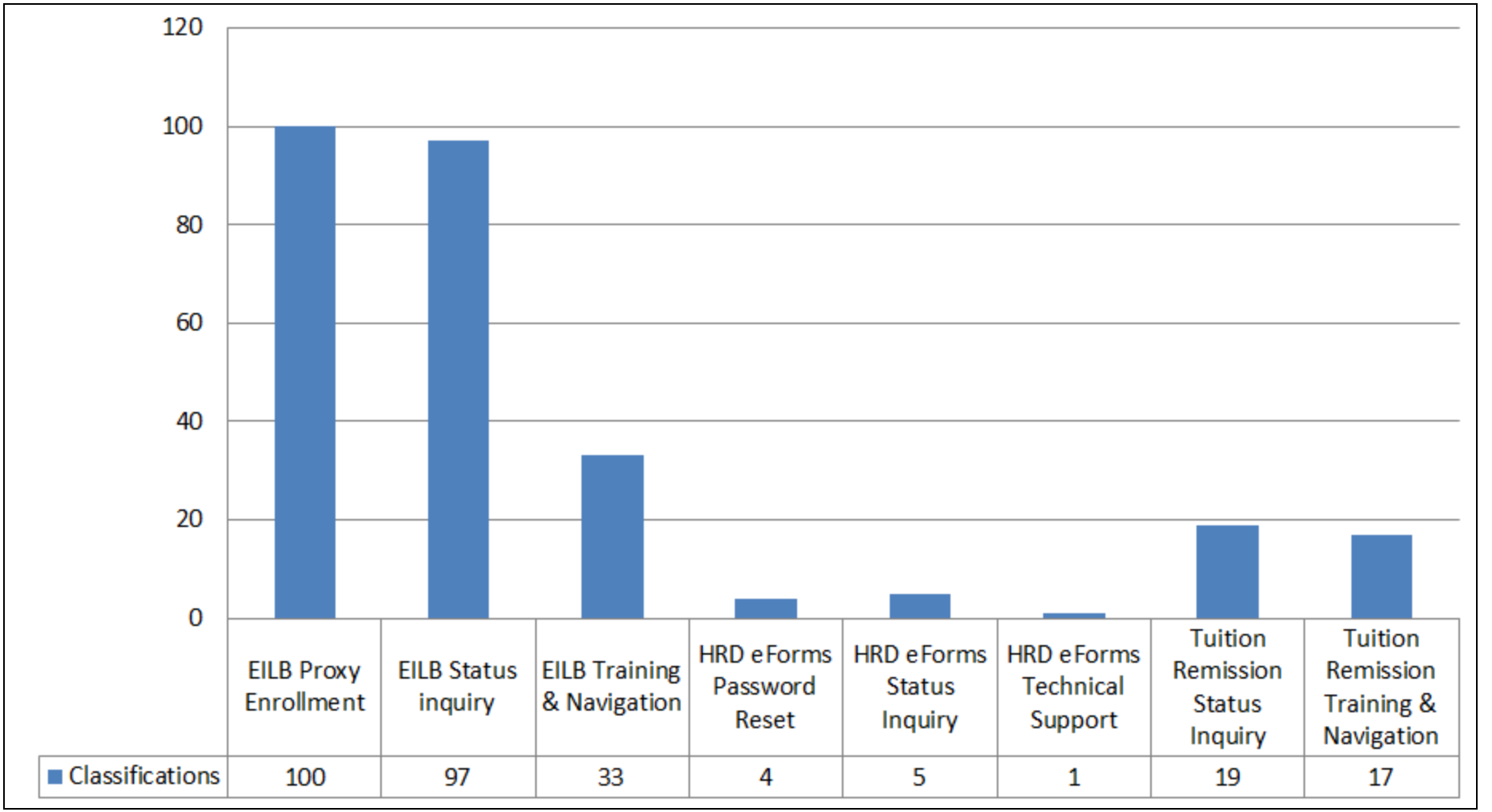

Source: ESC Footprints data from 6/25/2017 – 8/05/2017.

Direct Deposit-Prenote Outreach

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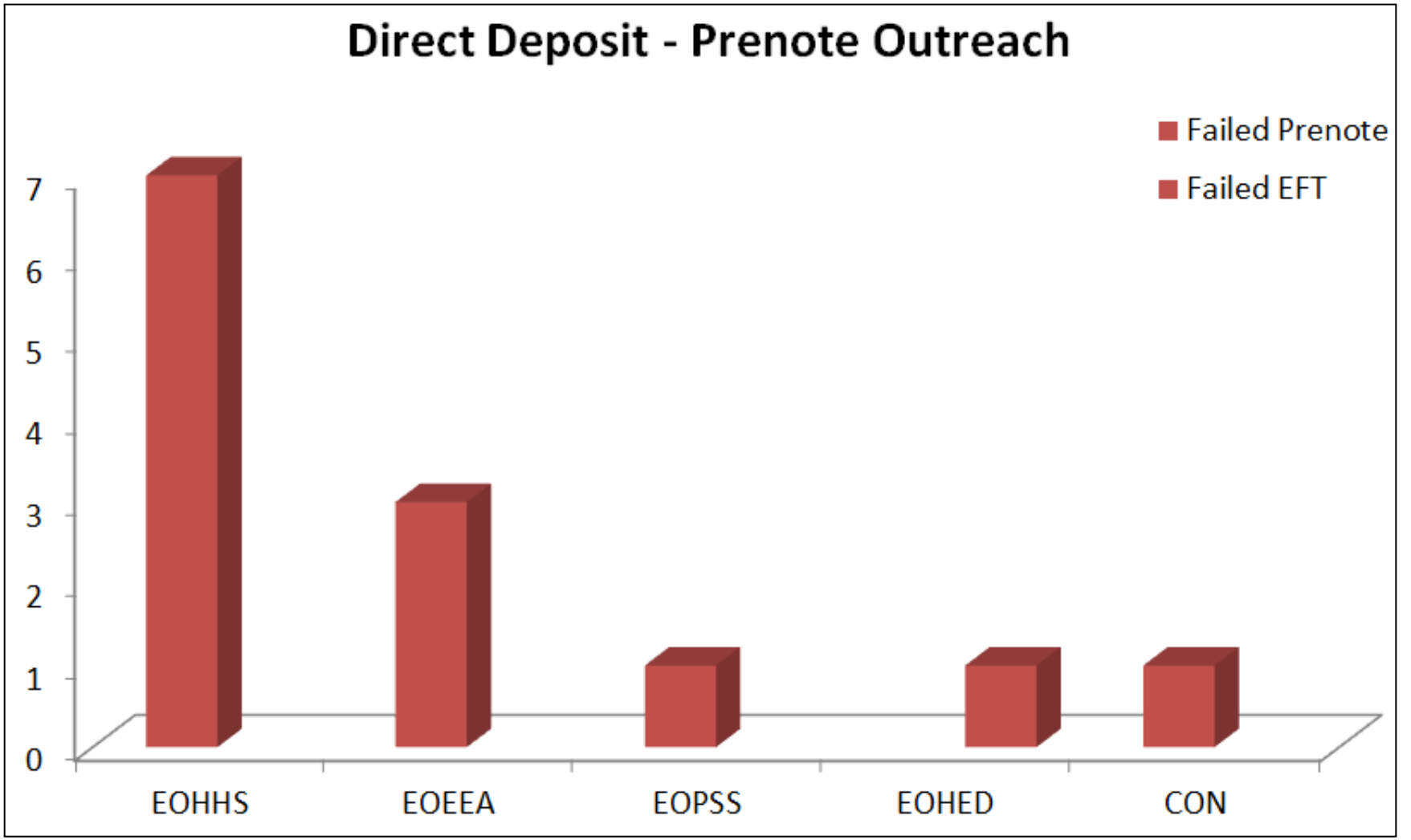

Source: ESC data 6/25/2017 – 8/05/2017.

Case Resolution Time

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SLA Metric	Target	Current Period 6/25/2017 – 8/05/2017	Previous Period 5/28/2017 – 6/24/2017	Previous Year July 2016
Average case resolution time – password resets and e-mail updates (Time owned by ESC)	98% within 1 day	99.44%	99.88%	99.49%
Average case resolution time – inquiries and requests (Time owned by ESC)	75% within 1 day 90% within 3 days	90.7% within 1 Day and 94.0% within 3 Days	90.0% within 1 Day and 94.3% within 3 Days	96.4% within 1 Day 97.7% within 3 Days

Source: ESC Footprints data from 6/25/2017 – 8/05/2017.

Customer Satisfaction Survey Results

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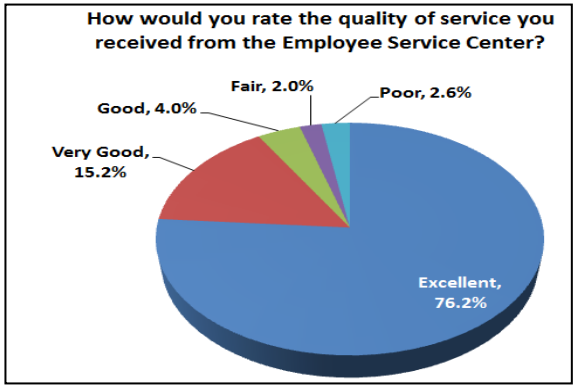
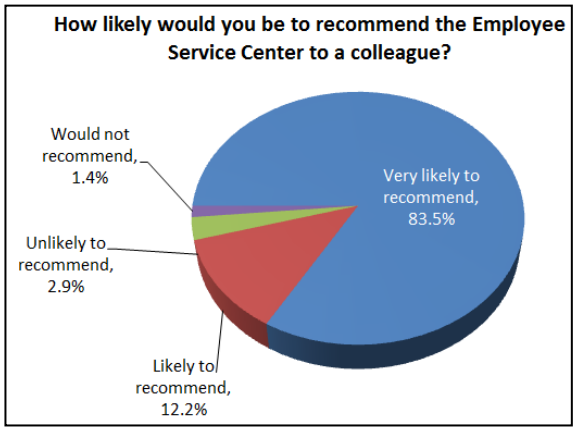
SLA Metric	Target	Current Period 6/25/17 – 8/05/17	Previous Period 5/28/2017 – 6/24/2017	July 2016
Customer satisfaction (Based on automated survey upon ticket closure.)	80% of customers rate overall satisfaction good to excellent	95.4% rated good to excellent (1.574% response rate)	96.7% rated good to excellent (1.146% response rate)	90% rated good to excellent (1.499% response rate)





Selected Monthly Comments:

- "Perfectly resolved. No issues."
- "Marie was excellent! She took time to explain that my answer to my question had to be exact with capital letters. I never realized the answer to the question had to be so exact, previously."
- "They handled my request very quick and were very professional."

Source: ESC Customer Satisfaction Survey; survey link is provided on ticket closure notice and is voluntary. Survey results shown were collected between 6/25/2017 – 8/05/2017.

Outbound Contact Percentages

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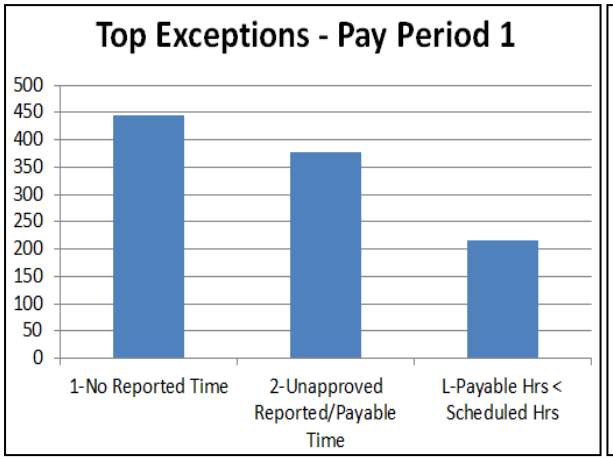
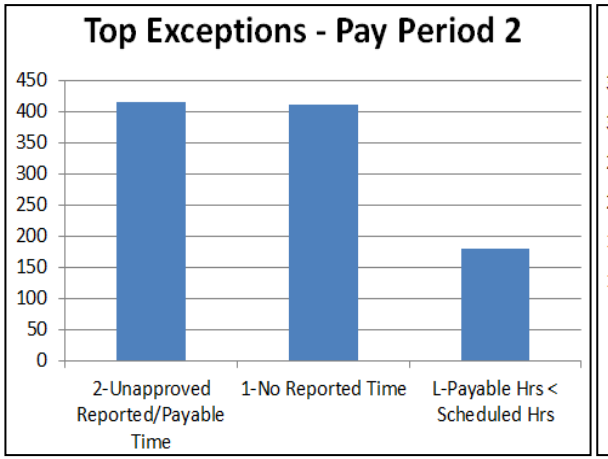
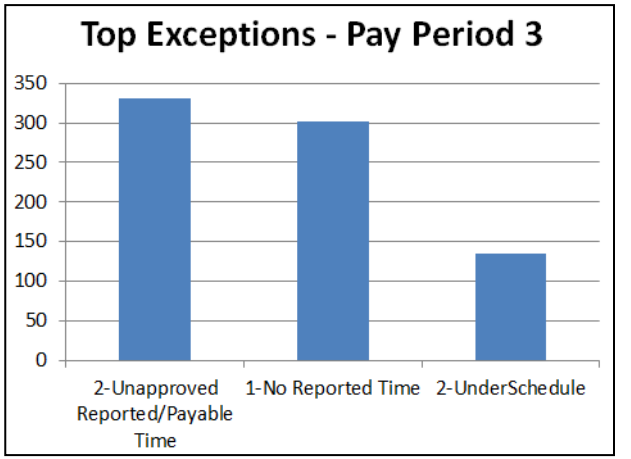
SLA Metric	Target	Current Period 6/25/2017 – 8/05/2017	Previous Period 5/28/2017 – 6/24/2017
Percentage of approvers contacted with unresolved high exceptions requiring ESC intervention for resolution:	98% 85% holiday/emergency leave weeks	71.37%	66.00%







Source: ESC data from 6/25/2017 – 8/05/2017.

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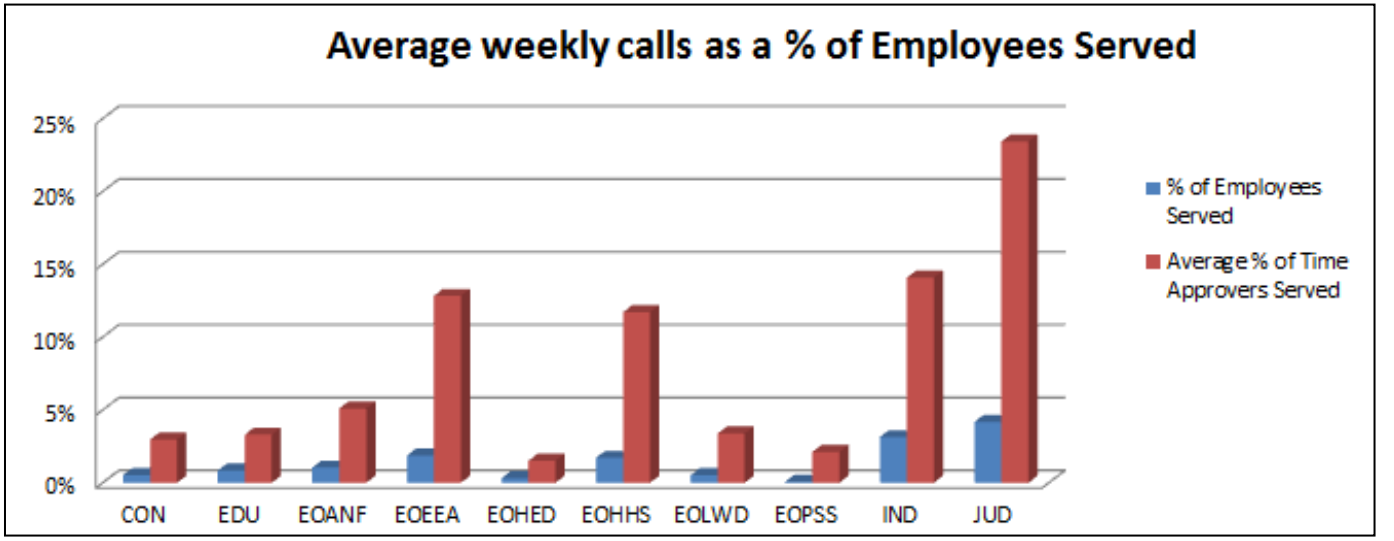
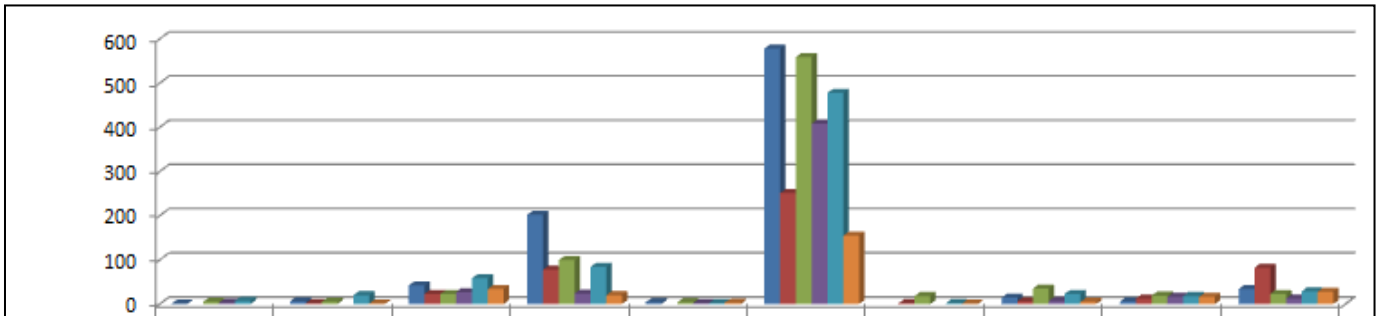
EOHHS agencies continue to represent the largest volume of outbound calls from the ESC.



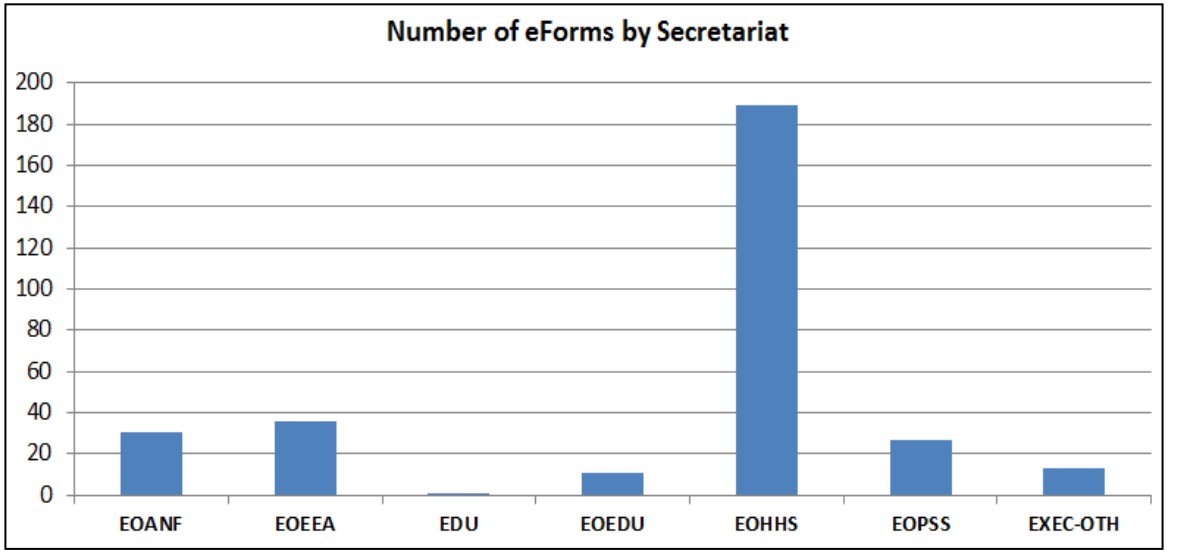


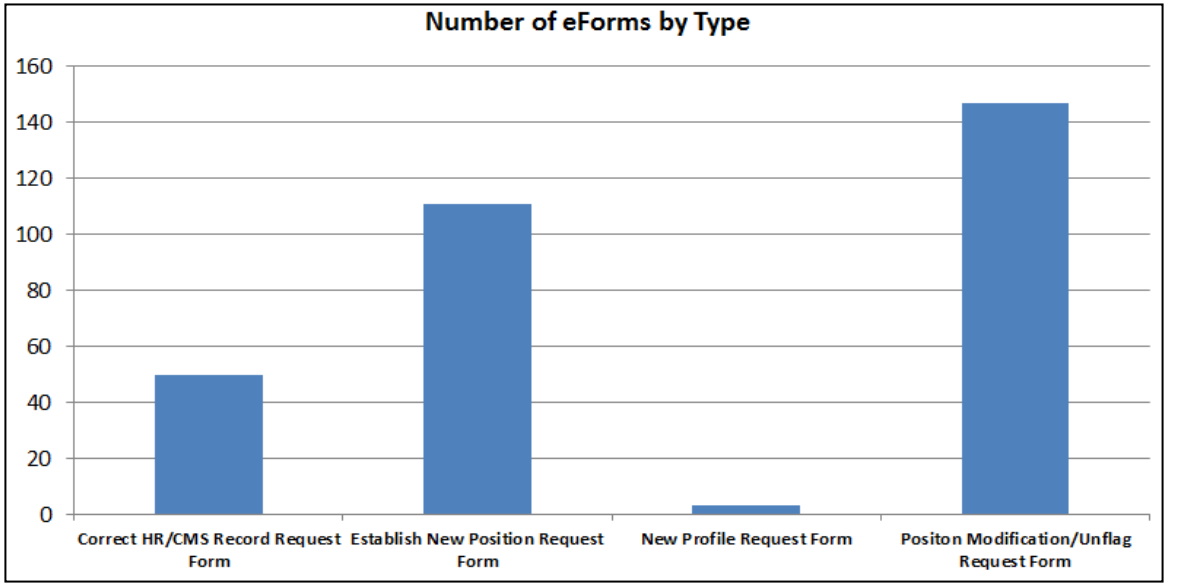
	CON	EDU	EOANF	EOEEA	EOHED	EOHHS	EOLWD	EOPSS	IND	JUD
7/1/2017	1	6	42	202	4	578		14	6	34
7/8/2017		2	23	78		251	2	6	12	82
7/15/2017	5	5	23	99	4	559	18	35	19	23
7/22/2017	3		27	24	2	408		7	16	12
7/29/2017	7	20	58	84	2	478	2	23	18	29
8/5/2017		1	34	20	3	155	1	5	16	28

Source: ESC Exception Management System data 6/25/2017 – 8/05/2017.
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: 192





Unflag Contract Position Requests are dependent on ANF Platform Approval
Source: ESC data from 6/25/2017 – 8/05/2017.

Tuition Remission Submissions per Secretariat

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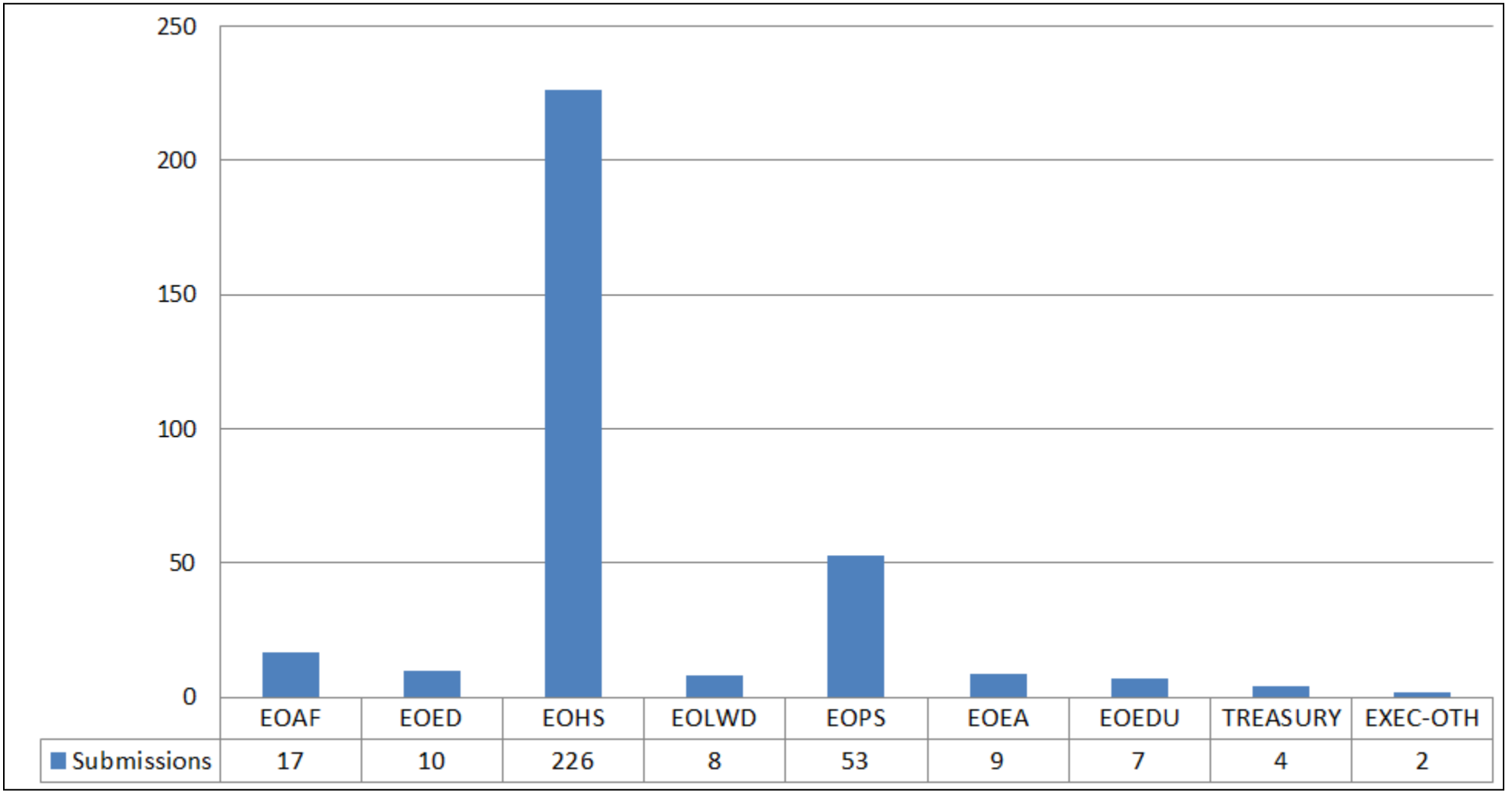

	EOAF	EOED	EOHS	EOLWD	EOPS	EOEA	EOEDU	TREASURY	EXEC-OTH
Submissions	17	10	226	8	53	9	7	4	2

Source: OnBase - Hyland Unity Client Reporting data from 6/25/2017 – 8/05/2017.

MassCareers Top 5 Most Frequent Classifications by Secretariat

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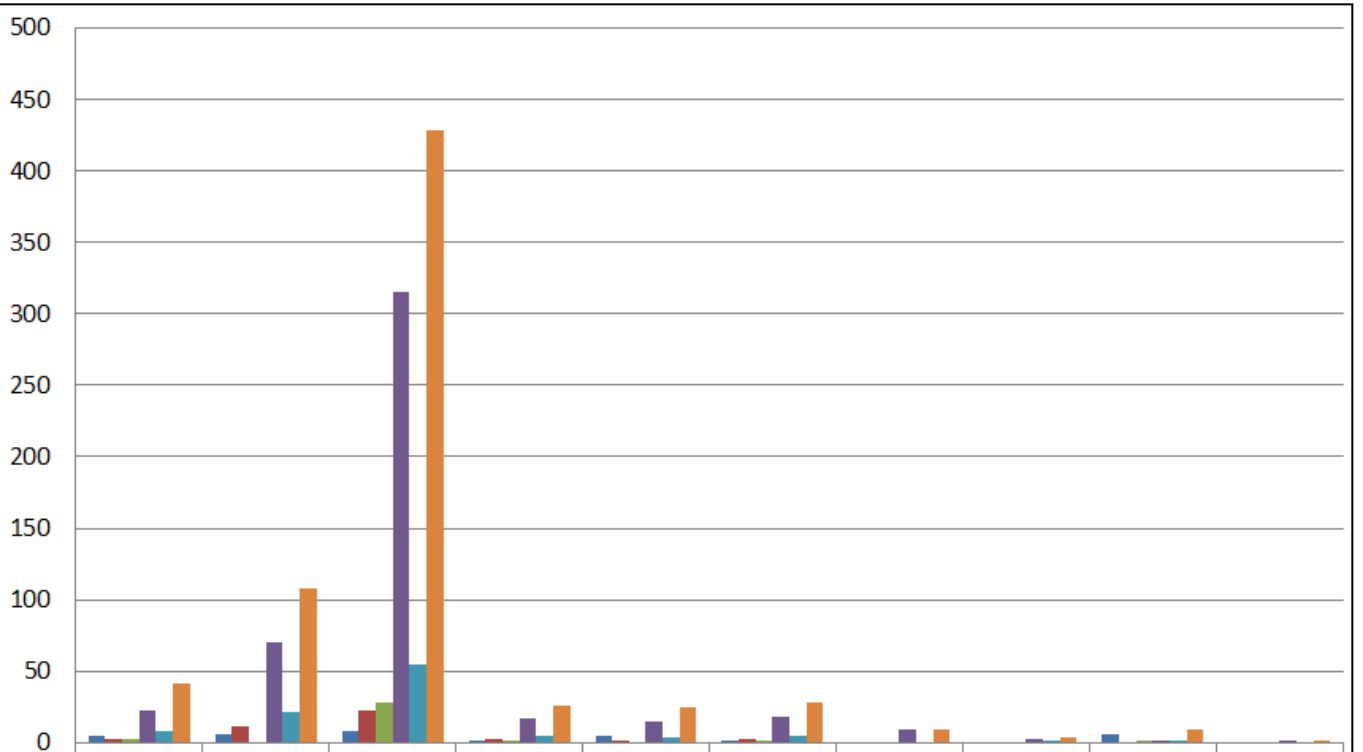

	EOANF	EOEEA	EOHHS	EOLWD	EOPSS	EOHED	EDU	CON	EXEC-OTH	JUD
Configuration Changes	5	6	8	1	5	1			6	
Employee Career Section Navigation and Training	2	11	23	2	1	3				
Onboarding Navigation and Training	3		28	1		1			1	
Password Reset	23	70	315	17	15	18	9	3	1	1
Security & Data Setup	8	21	55	5	4	5		1	1	
Grand Total	41	108	429	26	25	28	9	4	9	1

Source: ESC Footprints data from 6/25/2017 – 8/05/2017.

Tickets Forwarded to Agency HR/Payroll

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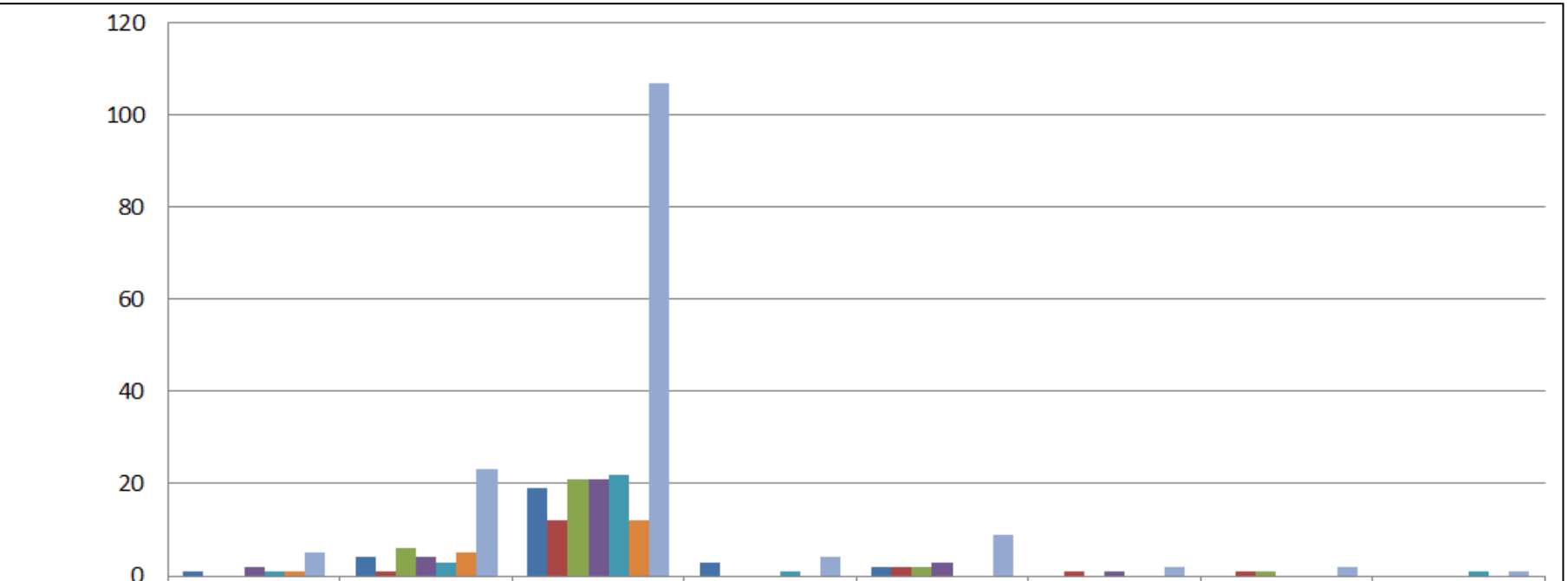

	EOANF	EOEEA	EOHHS	EOLWD	EOPSS	JUD	EOHED	CON
7/1/2017	1	4	19	3	2			
7/8/2017		1	12		2	1	1	
7/15/2017		6	21		2		1	
7/22/2017	2	4	21		3	1		
7/29/2017	1	3	22	1				1
8/5/2017	1	5	12					
Grand Total	5	23	107	4	9	2	2	1

Source: ESC Footprints data from 6/25/2017 – 8/05/2017.

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	142	MCB-Mass Commission For The Blind	141
AGR-Department Of Agricultural Resources	109	DOR-Department of Revenue	1540	MCD-Commission For The Deaf And Hard of Hearing	52
ALA-Administrative Law Appeals Division	30	DOS-Division Of Standards	17	MGC-Massachusetts Gaming Commission	86
ANF-Eo Administration & Finance	277	DPH-Department Of Public Health	3044	MIL-Massachusetts National Guard	10111
APC-Appeals Court	107	DPU-Department Of Public Utilities	160	MMP-Massachusetts Marketing Partnership	18
ART-Mass Cultural Council	31	DSS-Department Of Children And Families	4157	MRC-Mass Rehabilitation Commission	983
ATB-Appellate Tax Board	23	DYS-Department Of Youth Services	854	OCD-Dept Of Housing And Community	260
BLC-Board of Library Comissioners	23	EDU-Executive Office Of Education	86	OHA-Massachusetts Office On Disability	11
BSB-Bureau Of State Buildings	15	EEC-Department Of Early Education	195	ORI-Office For Refugees And Immigrants	19
CAD-Commission Against Discrimination	84	EED-Executive Office Of Housing & Economic Development	57	OSC-Office Of The Comptroller	134
CDA-Massachusetts Emergency Management Agency	93	EHS-Executive Office of Health and Human Services	1844	OSD-Division Of Operational Services	102
CHE-Soldiers' Home In Massachusetts	333	ELD-Department Of Elder Affairs	58	PAR-Parole Board	172
CHS-Department of Criminal Justice Information Systems	44	ENE-Department Of Energy Resources	61	POL-State Police	2670
CJT-Criminal Justice Training Council	500	ENV-Executive Office Of Energy and Environmental Affairs	315	REG-Division Of Professional Licensure	261
CME-Chief Medical Examiner	98	EOL-Executive Office Of Workforce Development	1115	RGT-Department Of Higher Education	64
CPC-Committee for Public Counsel Services	724	EPS-Executive Office Of Public Safety and Security	197	SCA-Office Of Consumer Affairs And Business Regulations	26
CSC-Civil Service Commission	6	EQE-Department Of Environmental Protection	686	SDA-Sheriffs Department Association	3
CSW-Commission On Status Of Women	2	FWE-Department Of Fish And Game	343	SEA-Department Of Business And Technology	11
DAC-Disabled Persons Protection Commission	37	GIC-Group Insurance Commission	54	SOR-Sex Offender Registry	49
DCP-Capital Asset Management And Maintenance	416	HCF-Health Care Finance & Policy	149	SRB-State Reclamation Board	168
DCR-Department Conservation And Recreation	2687	HLY-Soldiers' Home In Holyoke	335	TAC-Department Of Telecommunications	24
DFS-Department Of Fire Services	642	HPC-Health Policy Commission	83	TRB-Teachers Retirement Board	96
DMH-Department of Mental Health	3589	HRD-Human Resources Division	131	TRE-Office Of The State Treasurer	257
DMR-Health and Human Services	6516	ITD-Information Techology Division	509	VET-Department Of Veterans Service	68
DOB-Division Of Banks	168	LIB-George Fingold Library	10	VWA-Victim And Witness Assistance	18
DOC-Department of Corrections	4629	LOT-Lottery And Gaming Commission	406	WEL-Department Of Transitional Assistance	1663
DOE-Department Of Elementary & Secondary Education	471	Grand Total:			55685

Appendix: Inquiries by Agency

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Delivering HR Services That Matter

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

CSC - Civil Service Commission	**DAC - Disabled Persons Protection Commission**

CON Agencies

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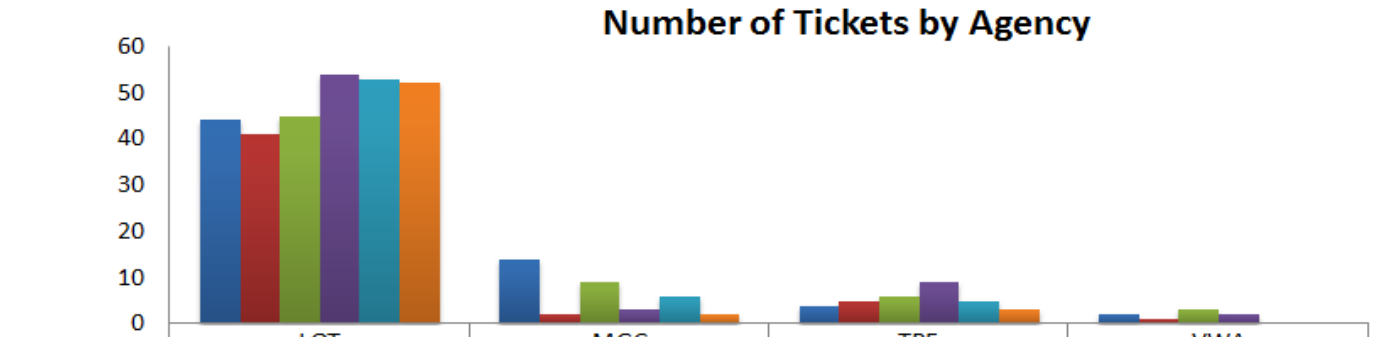
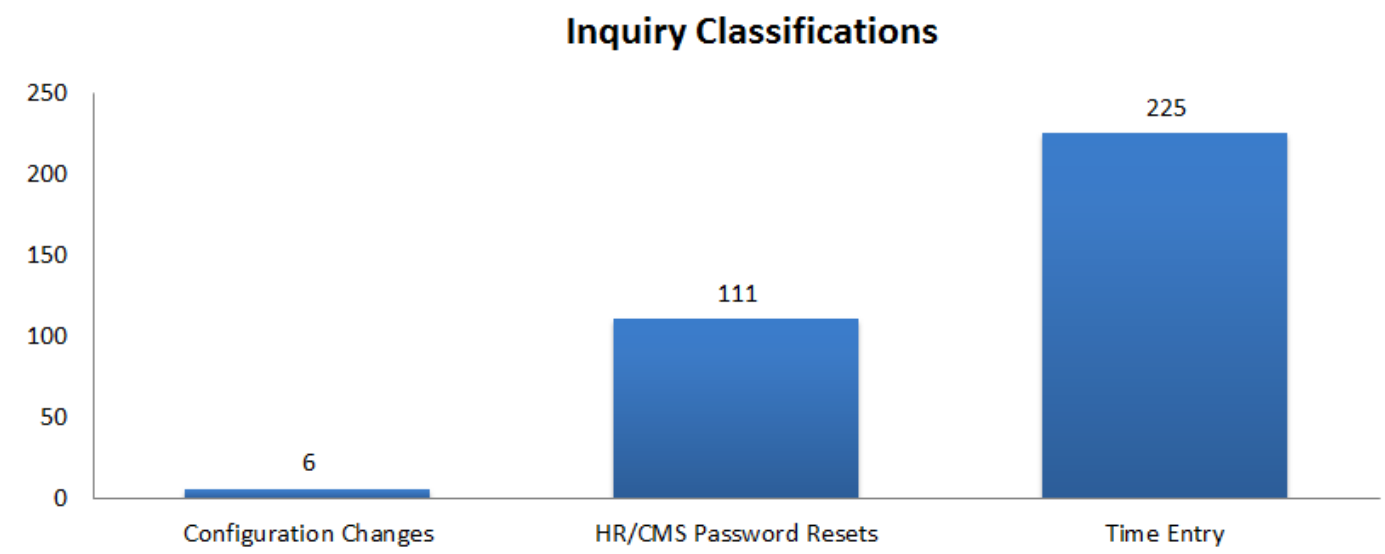


	LOT	MGC	TRE	VWA
07/01/2017	44	14	4	2
07/08/2017	41	2	5	1
07/15/2017	45	9	6	3
07/22/2017	54	3	9	2
07/29/2017	53	6	5	
08/05/2017	52	2	3	



EDU Secretariat Agencies

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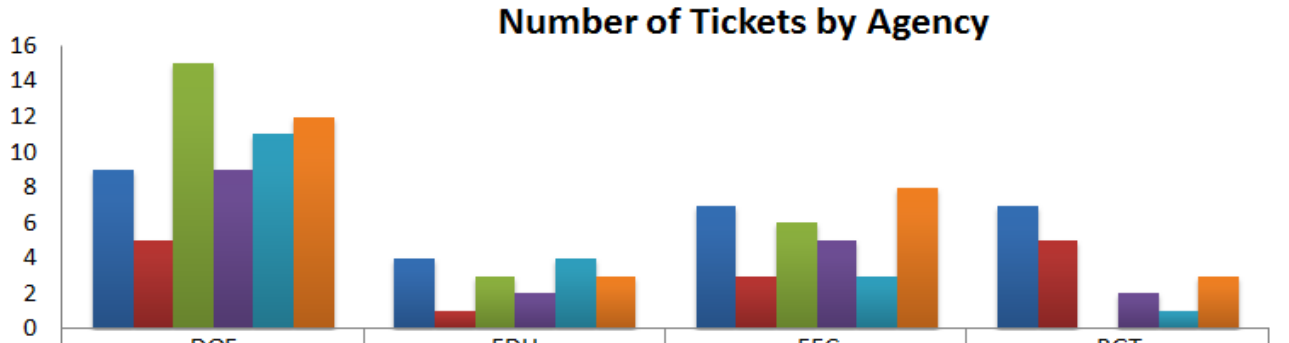
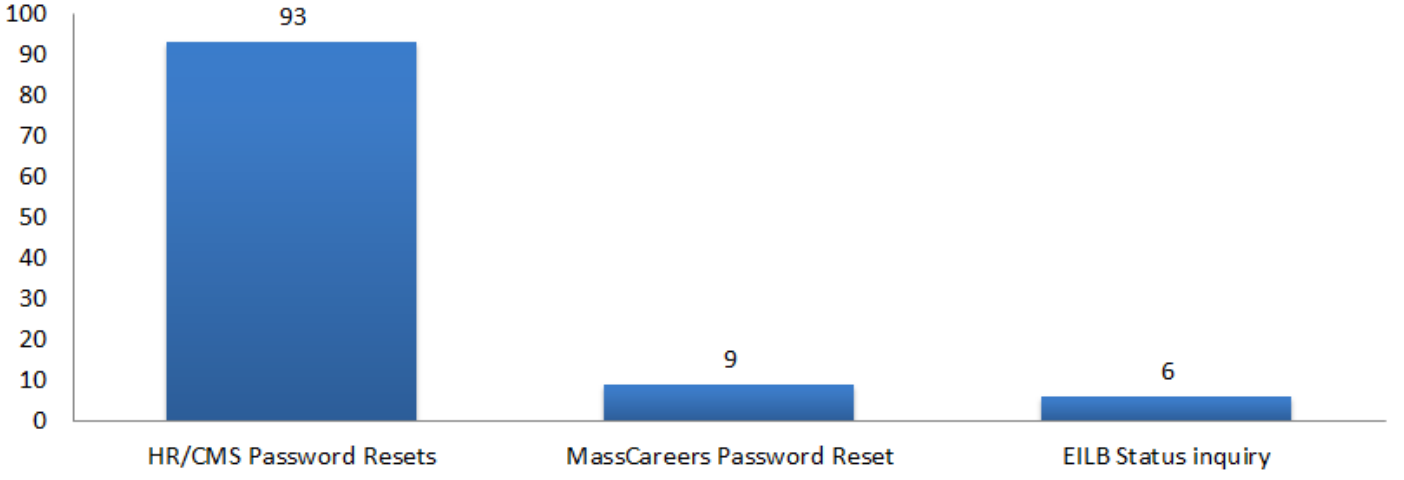
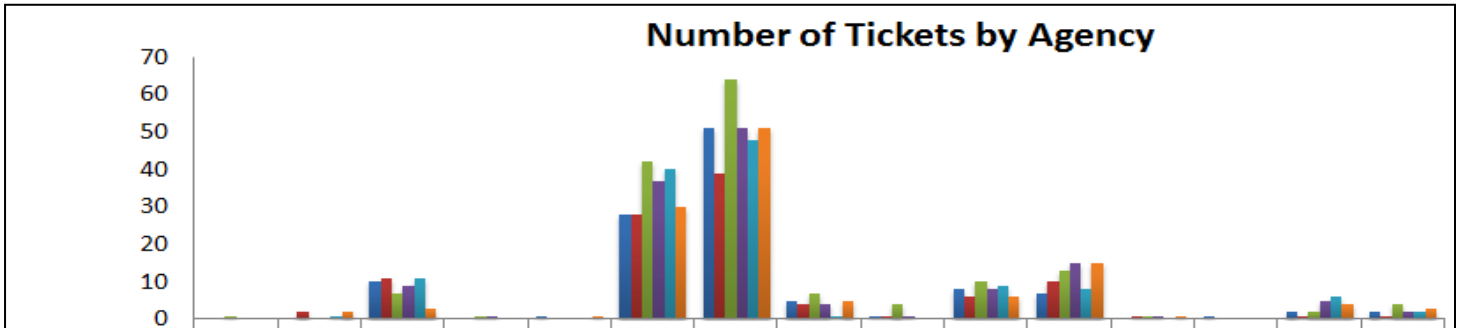


	DOE	EDU	EEC	RGT
07/01/2017	9	4	7	7
07/08/2017	5	1	3	5
07/15/2017	15	3	6	
07/22/2017	9	2	5	2
07/29/2017	11	4	3	1
08/05/2017	12	3	8	3

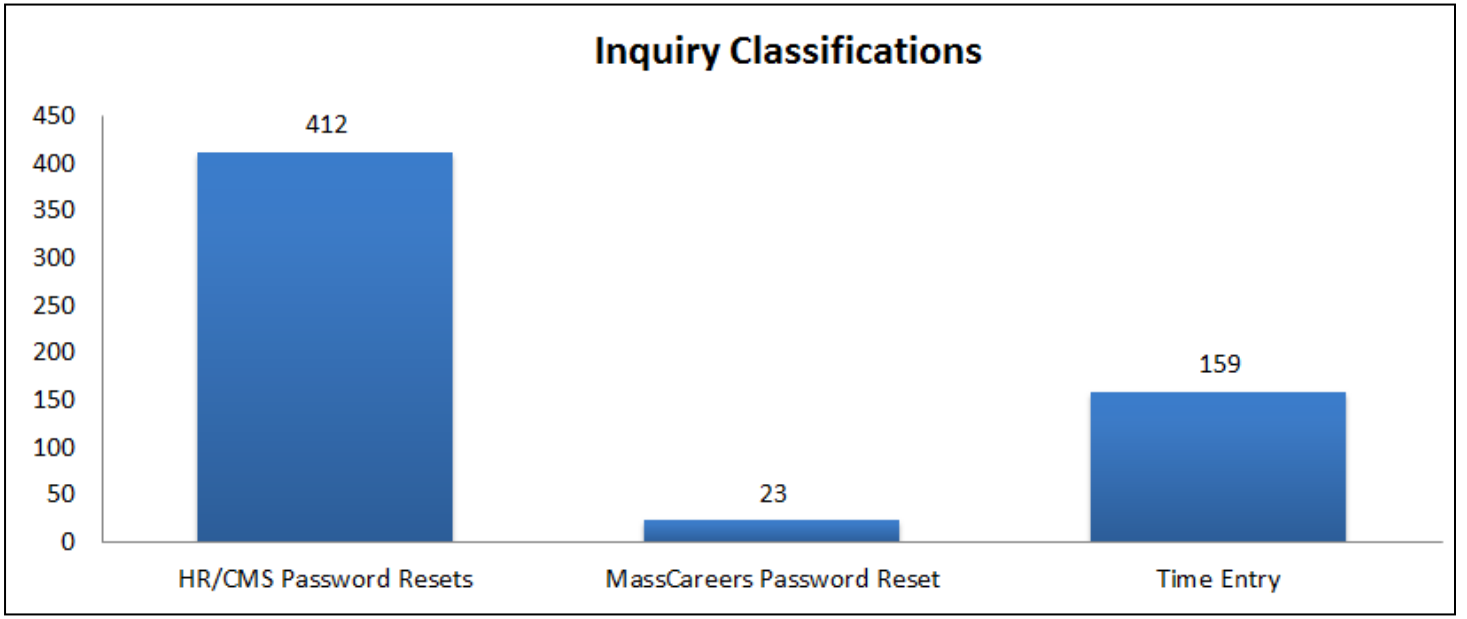


EOANF Secretariat Agencies

MassHR
Delivering HR Services That Matter

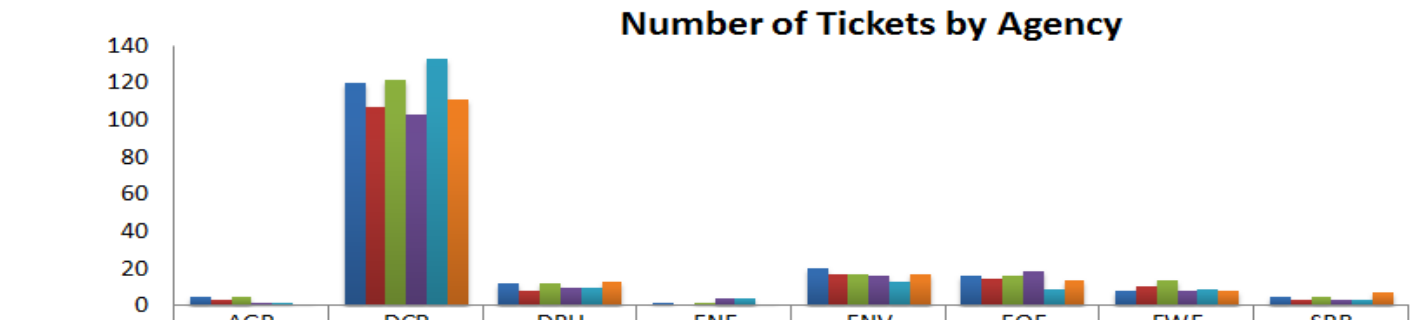


	ADD	ALA	ANF	ATB	BSB	DCP	DOR	GIC	HPC	HRD	ITD	LIB	OHA	OSD	TRB
07/01/2017			10		1	28	51	5	1	8	7		1	2	2
07/08/2017		2	11			28	39	4	1	6	10	1		1	1
07/15/2017	1		7	1		42	64	7	4	10	13	1		2	4
07/22/2017			9	1		37	51	4	1	8	15	1		5	2
07/29/2017		1	11			40	48	1		9	8			6	2
08/05/2017		2	3		1	30	51	5		6	15	1		4	3

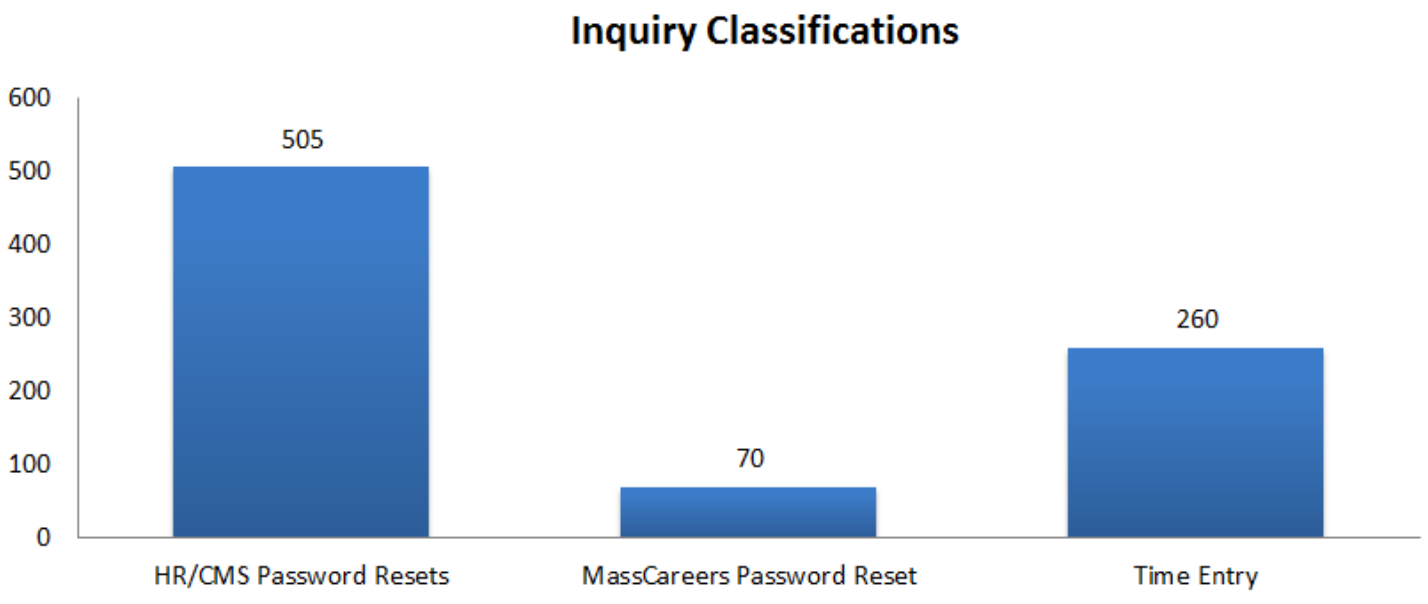


EOEEA Secretariat Agencies

MassHR
Delivering HR Services That Matter

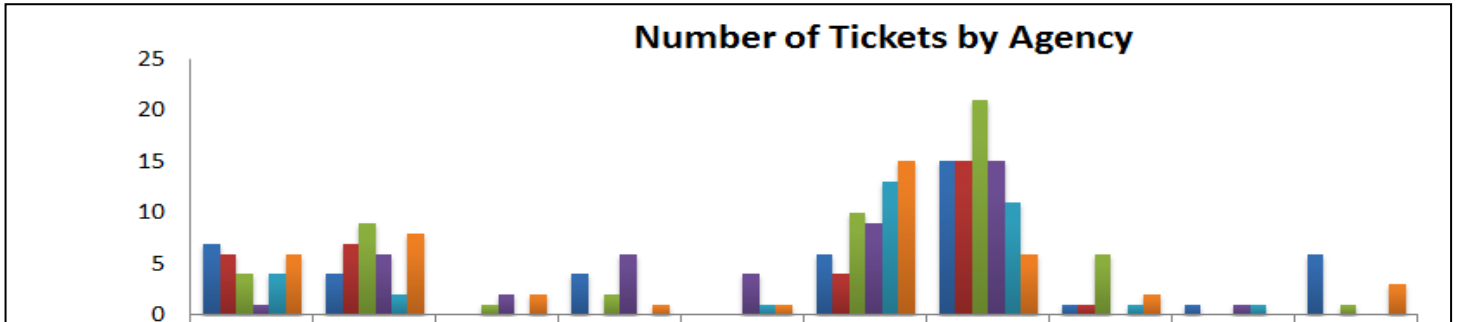


	AGR	DCR	DPU	ENE	ENV	EQE	FWE	SRB
07/01/2017	5	120	12	2	20	16	8	5
07/08/2017	3	107	8		17	15	11	3
07/15/2017	5	122	12	2	17	16	14	5
07/22/2017	2	103	10	4	16	19	8	3
07/29/2017	2	133	10	4	13	9	9	3
08/05/2017	1	111	13	1	17	14	8	7

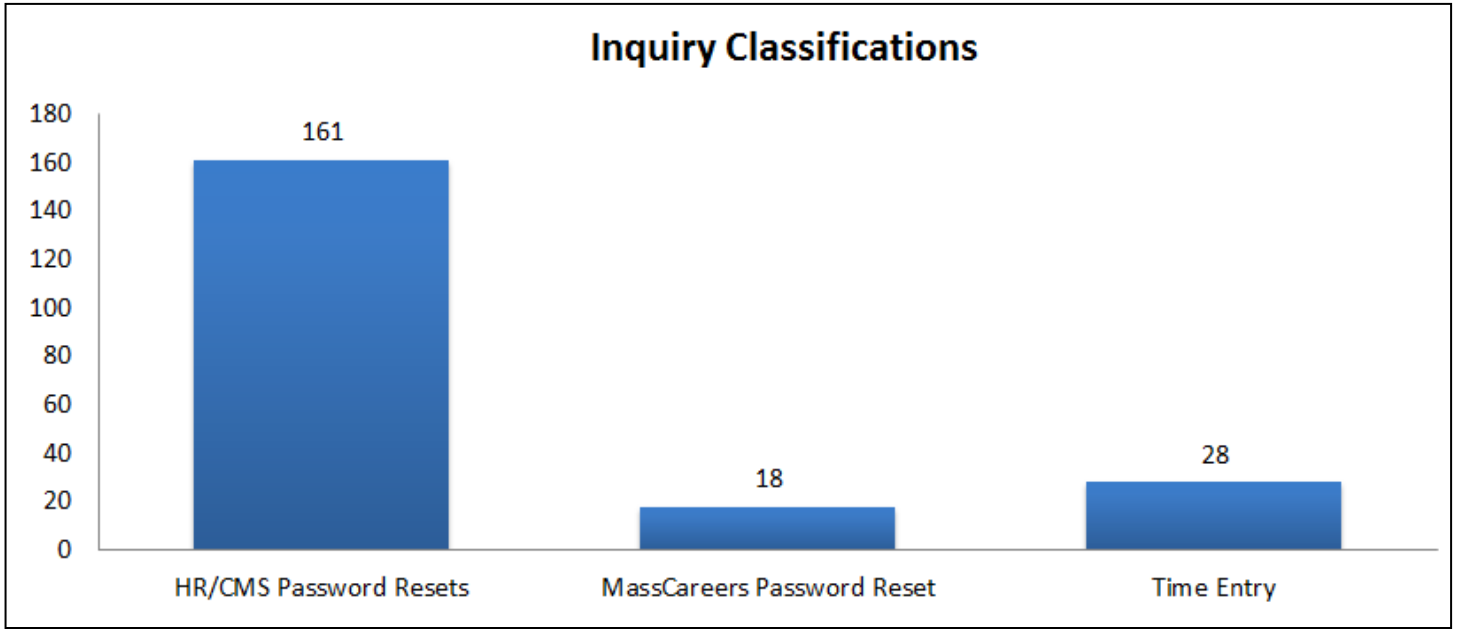


EOHED Secretariat Agencies

MassHR
Delivering HR Services That Matter

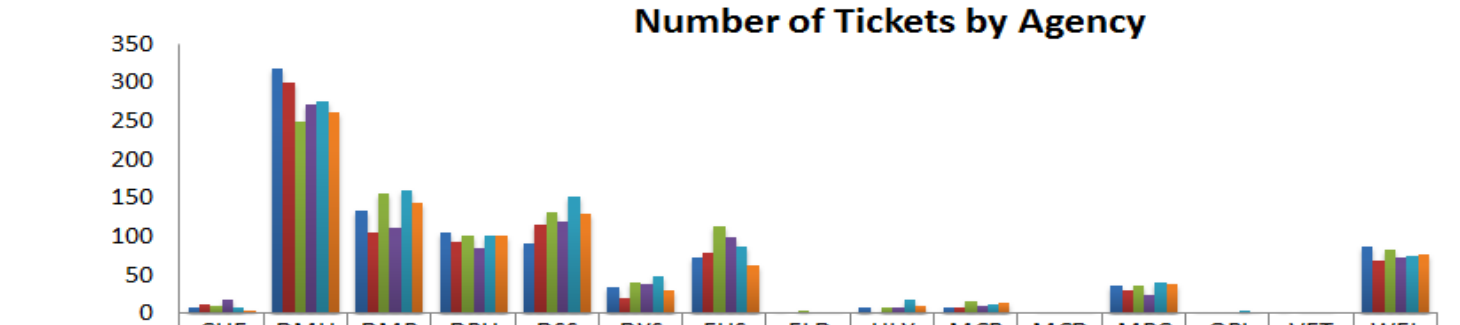


	DOB	DOI	DOS	EED	MMP	OCD	REG	SCA	SEA	TAC
07/01/2017	7	4		4		6	15	1	1	6
07/08/2017	6	7				4	15	1		
07/15/2017	4	9	1	2		10	21	6		1
07/22/2017	1	6	2	6	4	9	15		1	
07/29/2017	4	2			1	13	11	1	1	
08/05/2017	6	8	2	1	1	15	6	2		3

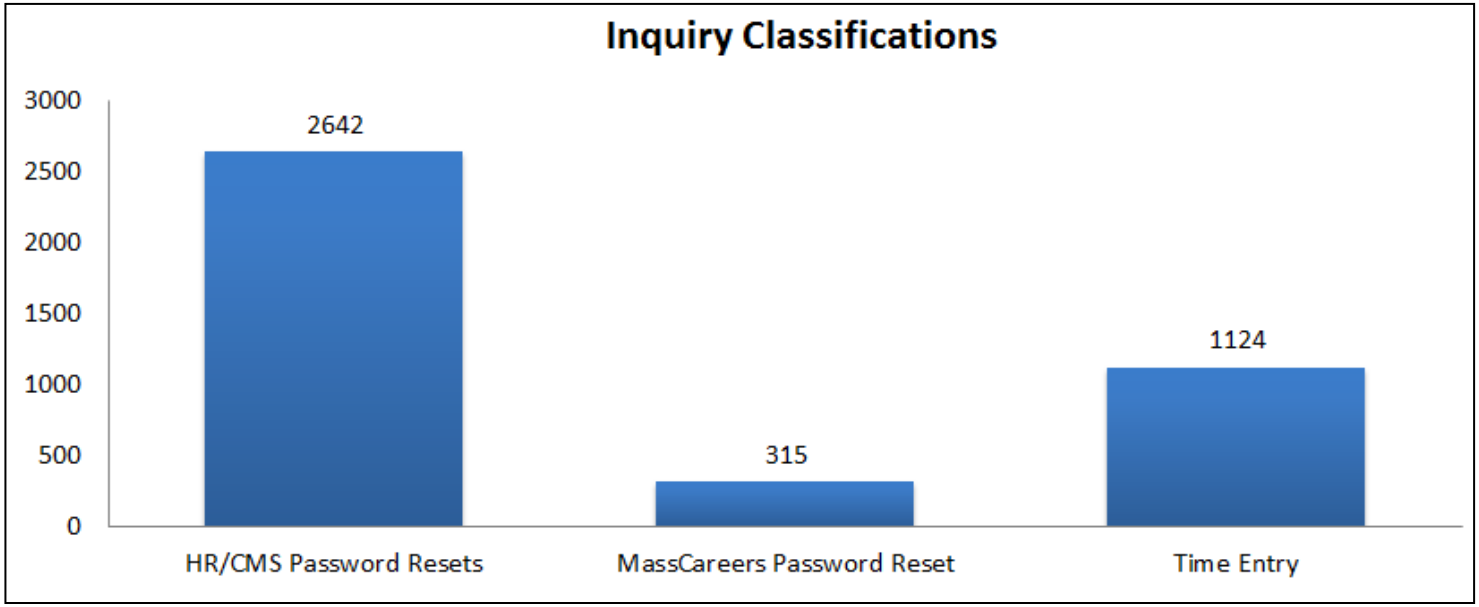


EOHHS Secretariat Agencies

MassHR
Delivering HR Services That Matter

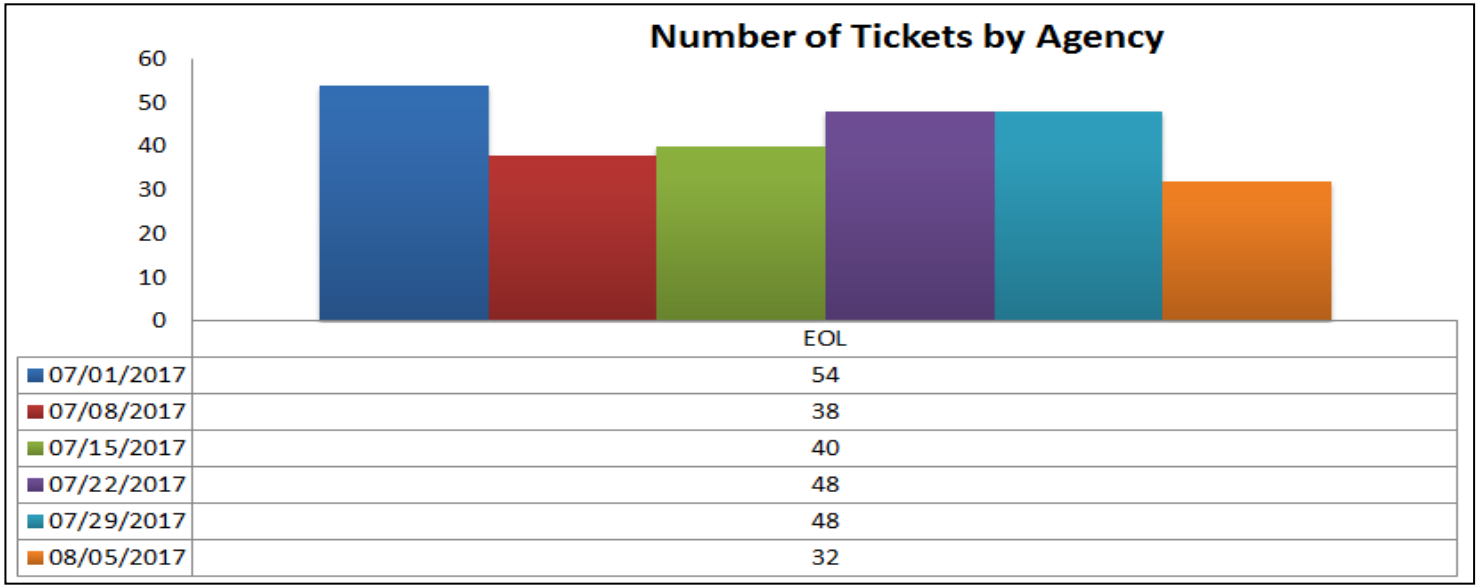


	CHE	DMH	DMR	DPH	DSS	DYS	EHS	ELD	HLY	MCB	MCD	MRC	ORI	VET	WEL
07/01/2017	8	318	134	105	91	35	74	1	9	8		37	2	1	88
07/08/2017	13	301	105	94	115	20	80		2	8	1	30	1		69
07/15/2017	10	250	156	102	131	41	113	4	8	16	1	37	3	1	83
07/22/2017	19	272	111	86	119	39	100	1	8	10	2	25	1	1	74
07/29/2017	9	276	161	102	153	48	87	3	18	12	2	40	4	2	76
08/05/2017	4	262	144	101	130	30	63	3	10	14	2	39	1		77

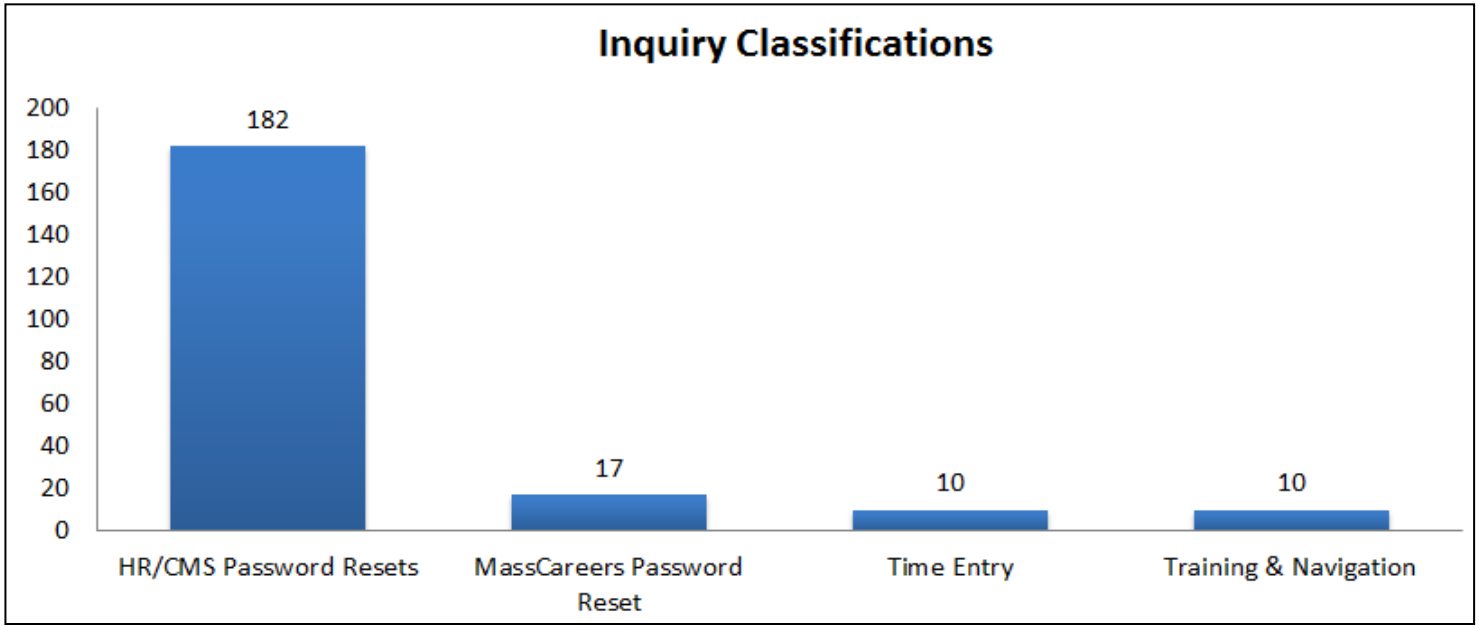


EOLWD Secretariat

MassHR
Delivering HR Services That Matter

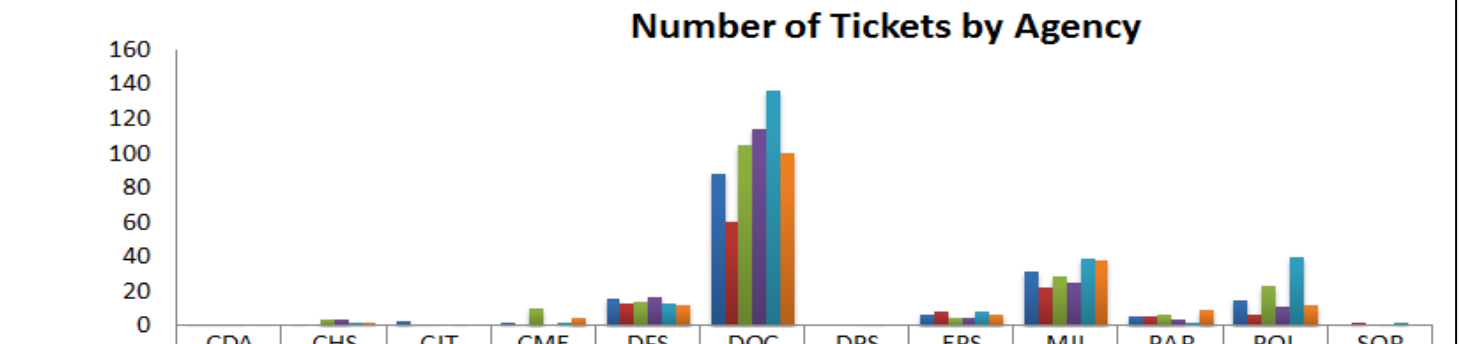


	EOL
07/01/2017	54
07/08/2017	38
07/15/2017	40
07/22/2017	48
07/29/2017	48
08/05/2017	32

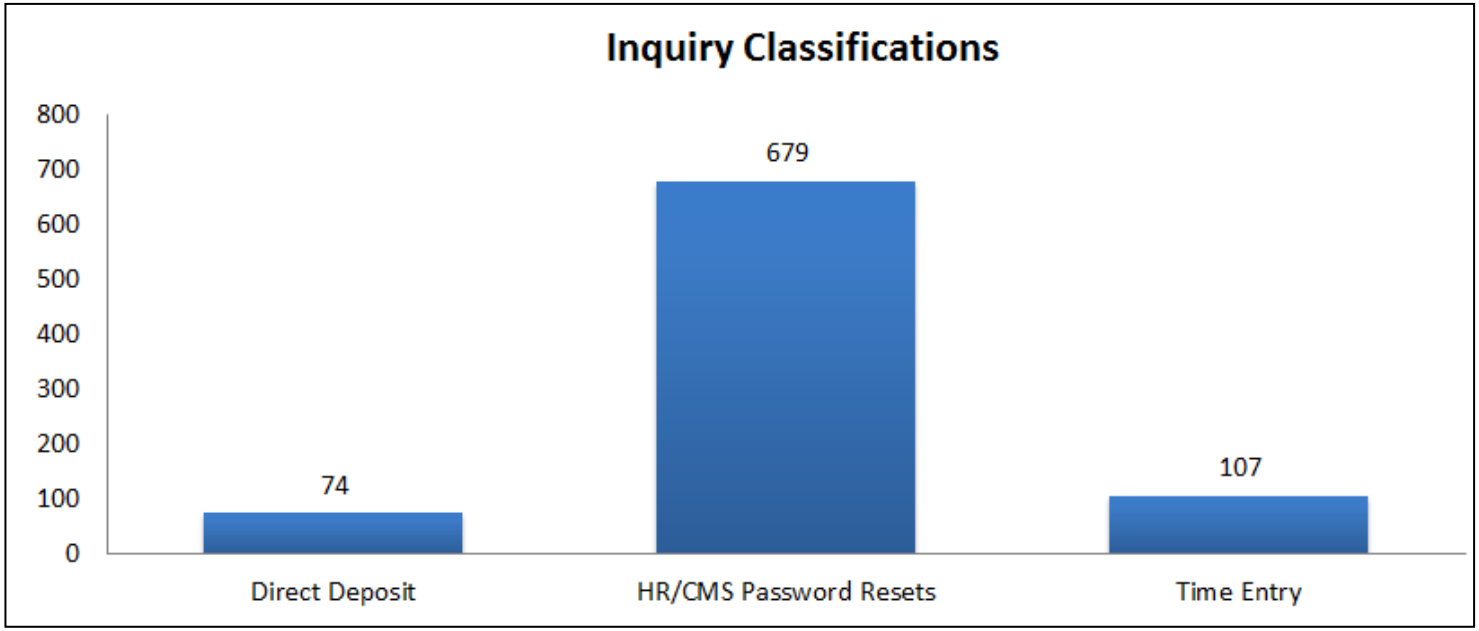


EOPSS Secretariat Agencies

MassHR
Delivering HR Services That Matter

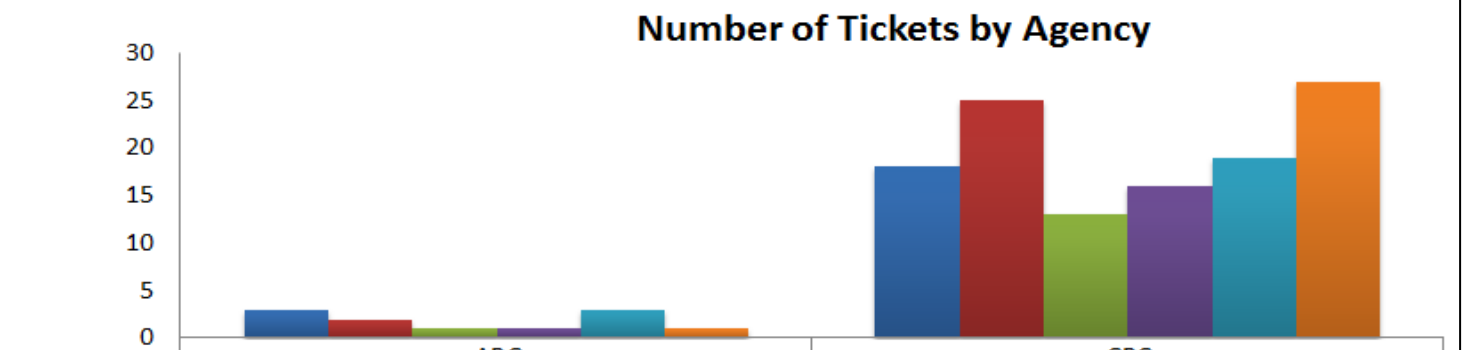


	CDA	CHS	CJT	CME	DFS	DOC	DPS	EPS	MIL	PAR	POL	SOR
07/01/2017	1	1	3	2	16	88		7	32	6	15	1
07/08/2017	1		1	1	13	60		8	22	6	7	2
07/15/2017	1	4	1	10	14	105		5	29	7	23	
07/22/2017	1	4			17	114	1	5	25	4	11	1
07/29/2017		2	1	2	13	136	1	8	39	2	40	2
08/05/2017	1	2		5	12	100		7	38	9	12	

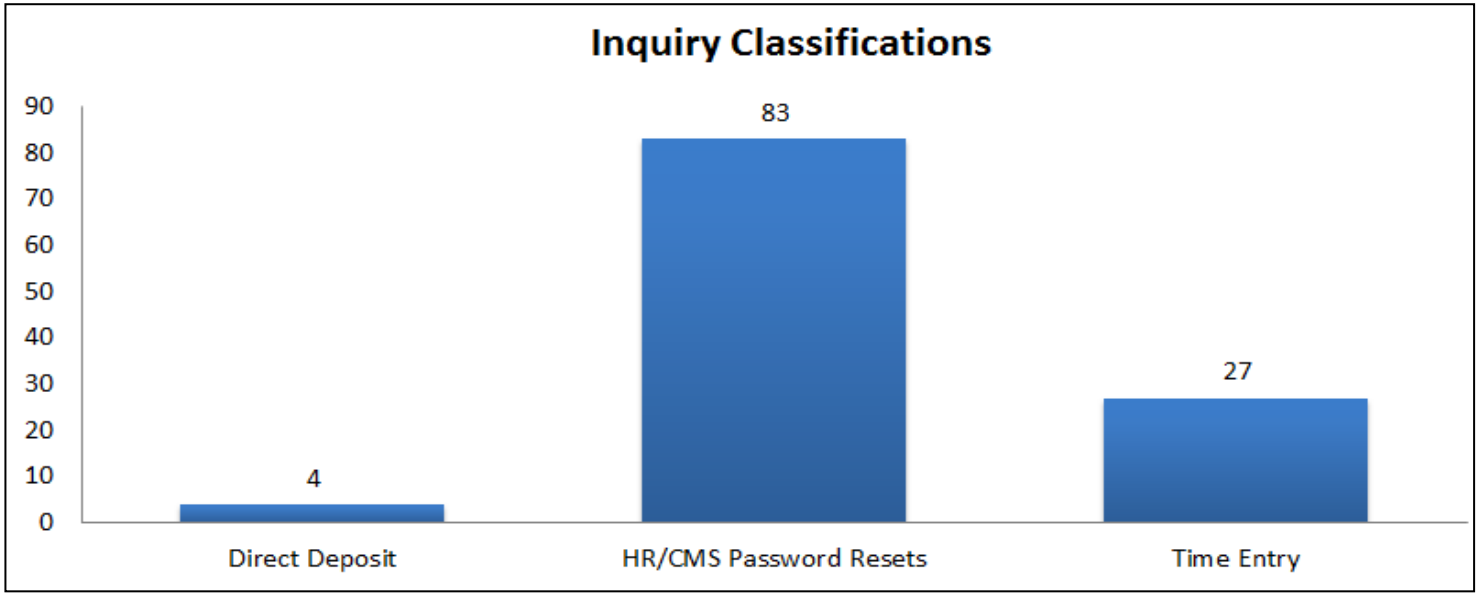


JUD Agencies

MassHR
Delivering HR Services That Matter

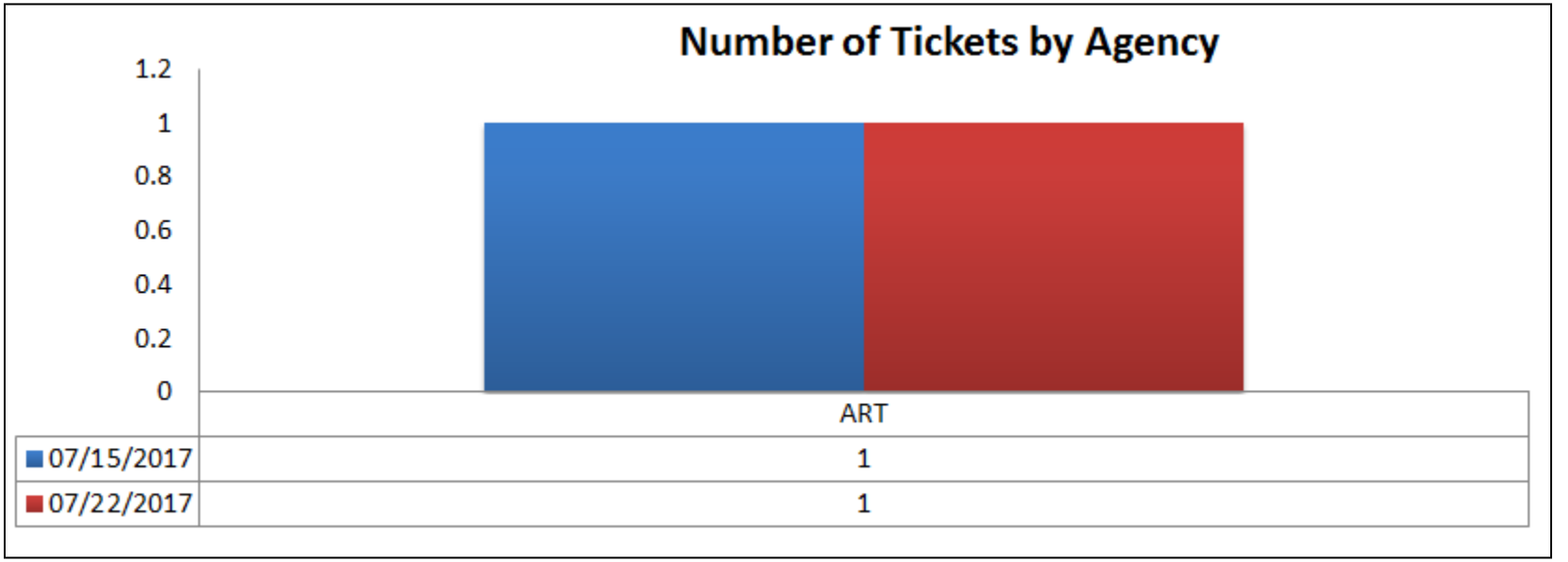


	APC	CPC
07/01/2017	3	18
07/08/2017	2	25
07/15/2017	1	13
07/22/2017	1	16
07/29/2017	3	19
08/05/2017	1	27

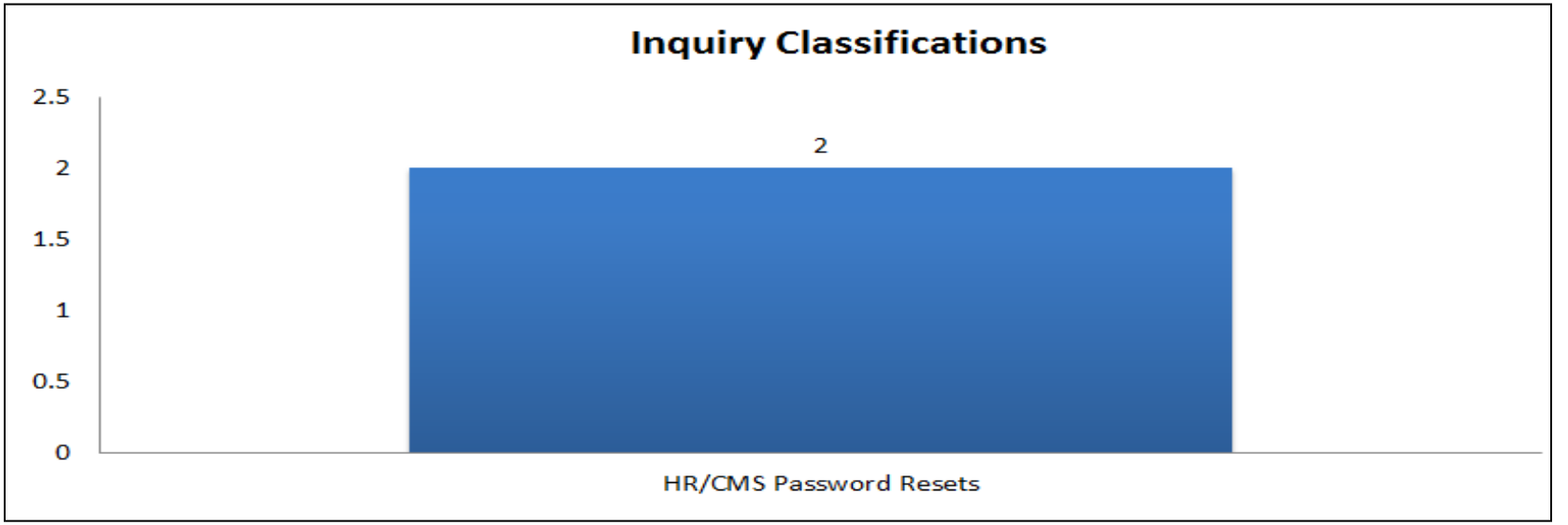


ART Tickets and Classification

MassHR
Delivering HR Services That Matter

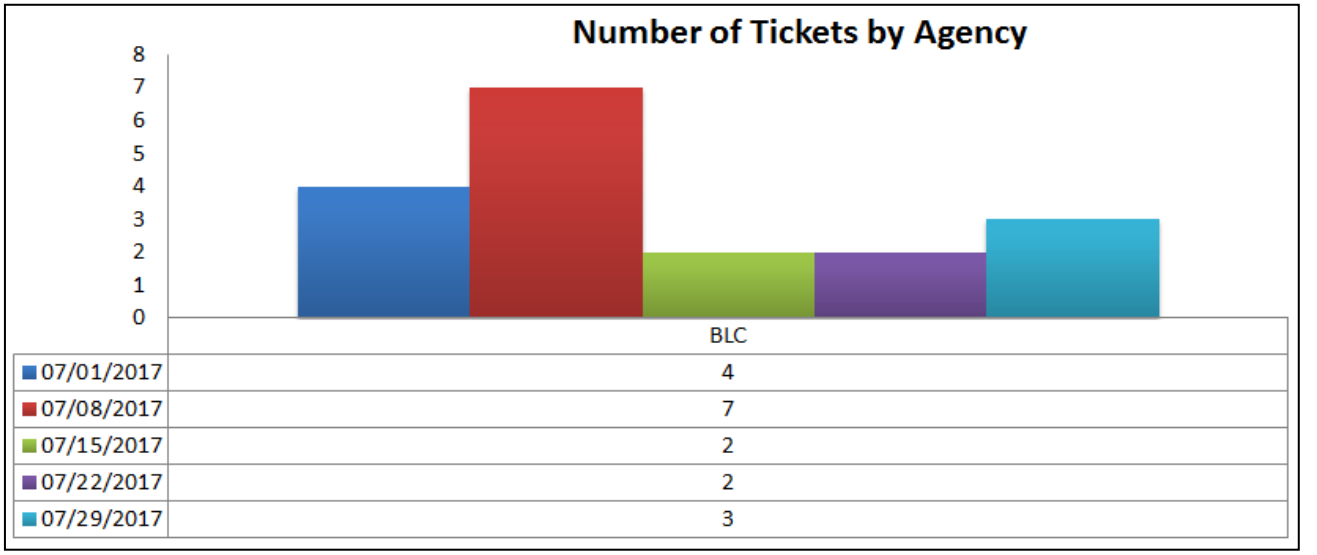


There were no requests the weeks of 7/1, 7/8, 7/29, and 8/5



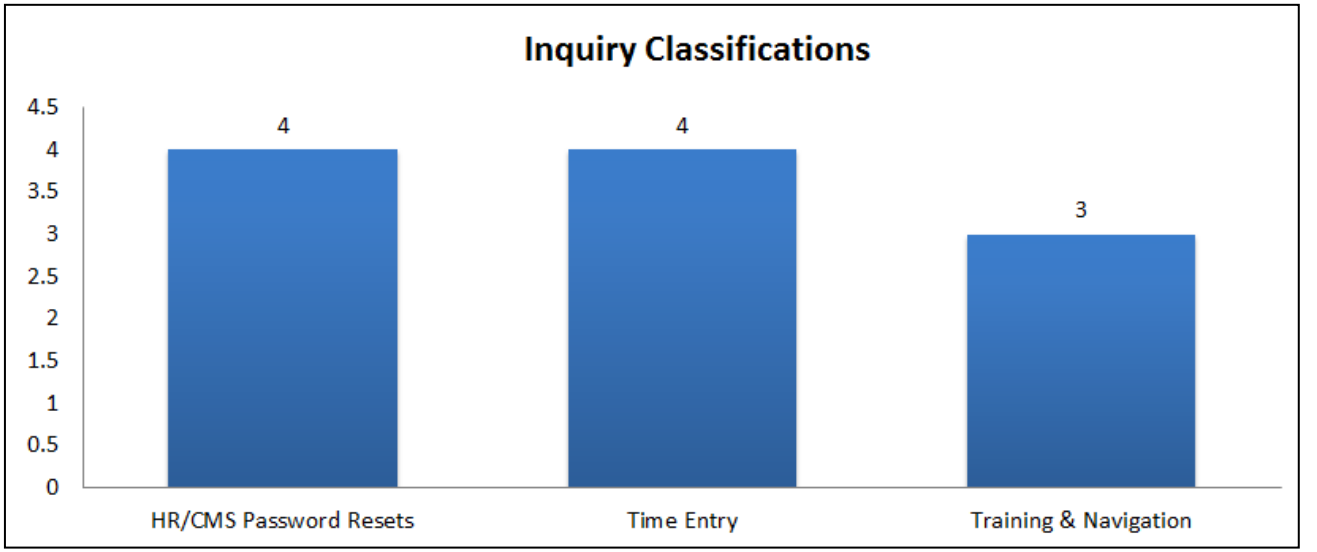
BLC Tickets and Classification

MassHR
Delivering HR Services That Matter



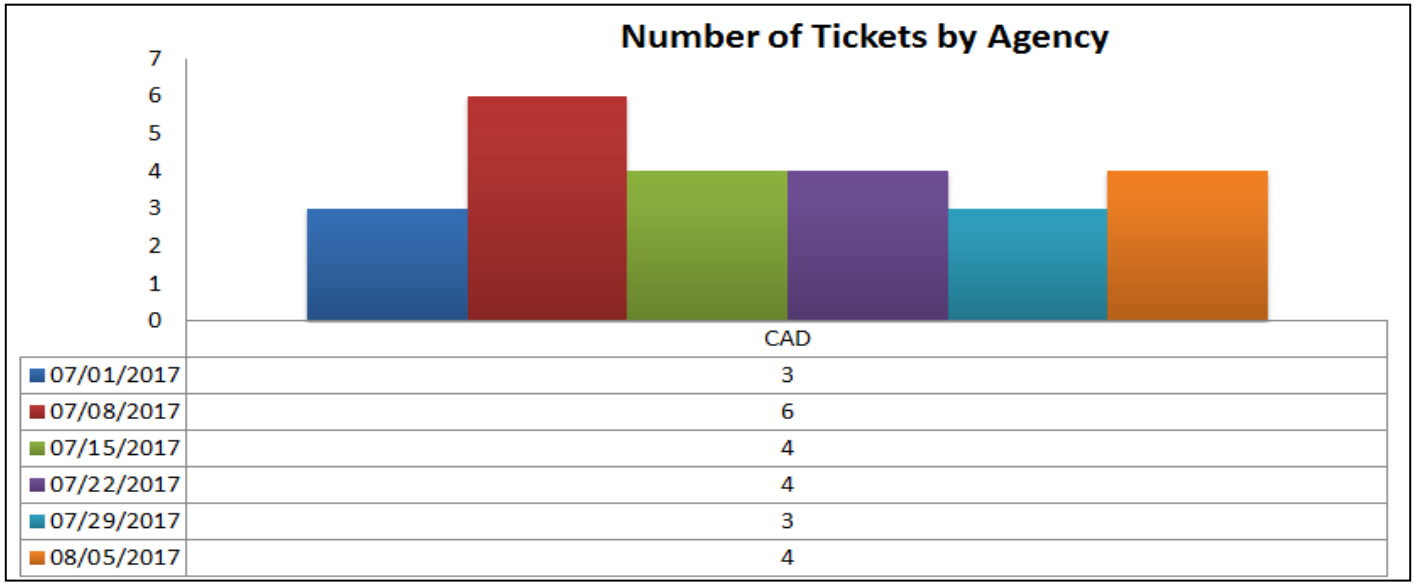
	BLC
07/01/2017	4
07/08/2017	7
07/15/2017	2
07/22/2017	2
07/29/2017	3

There were no requests the week of 8/5.

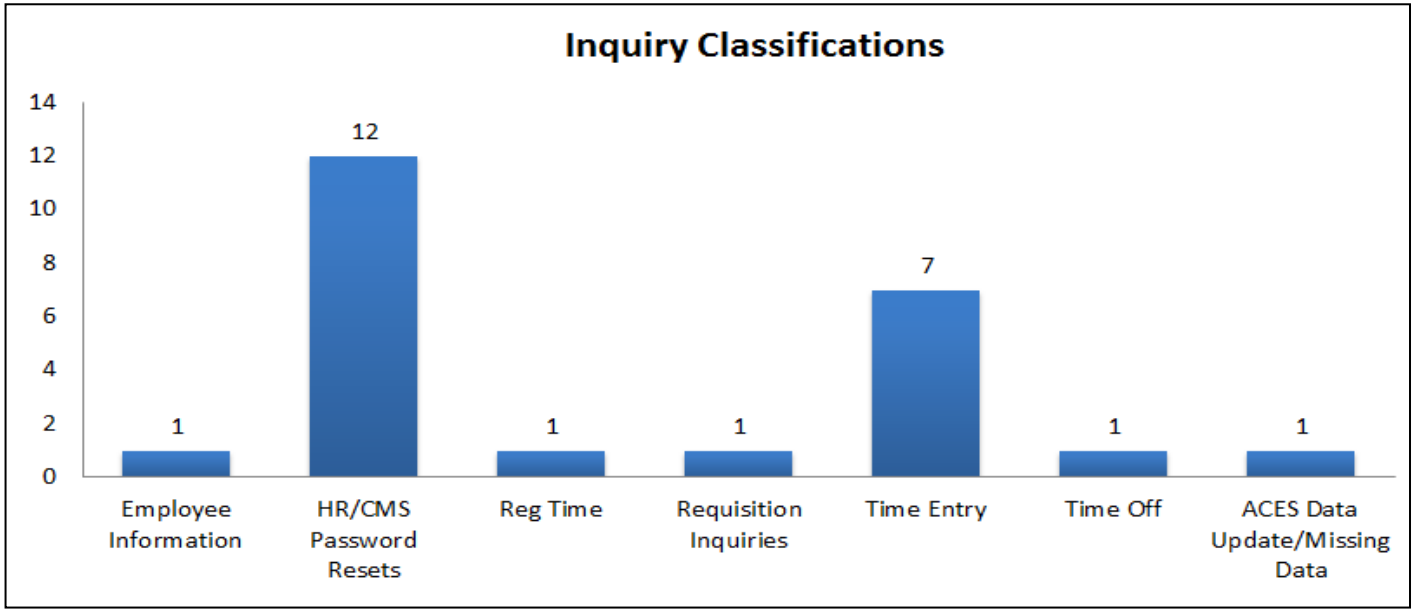


CAD Tickets and Classification

MassHR
Delivering HR Services That Matter

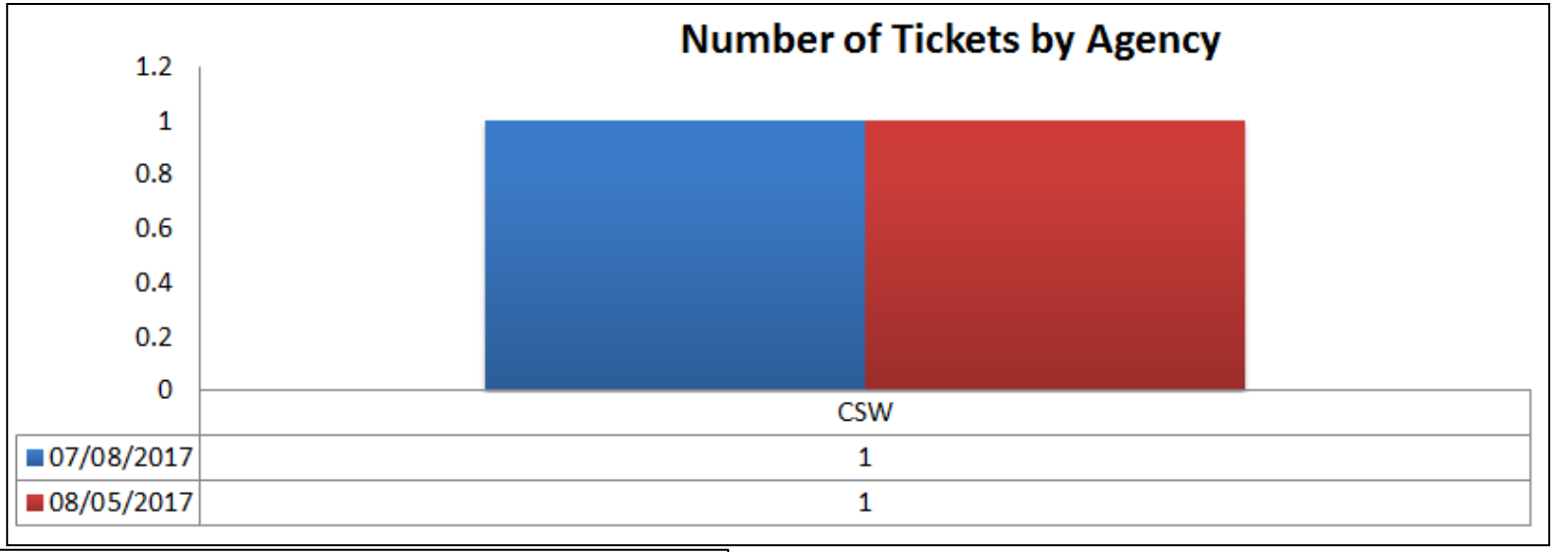


	CAD
07/01/2017	3
07/08/2017	6
07/15/2017	4
07/22/2017	4
07/29/2017	3
08/05/2017	4

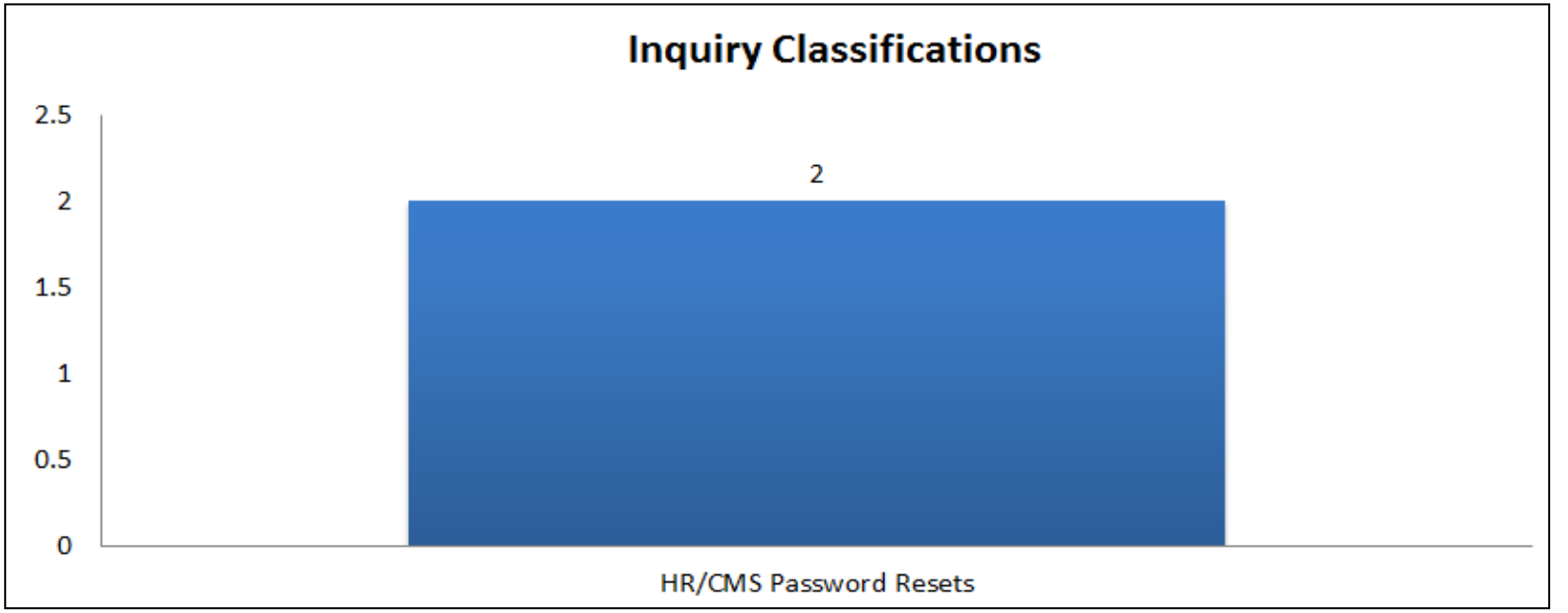


CSW Tickets and Classification

MassHR
Delivering HR Services That Matter

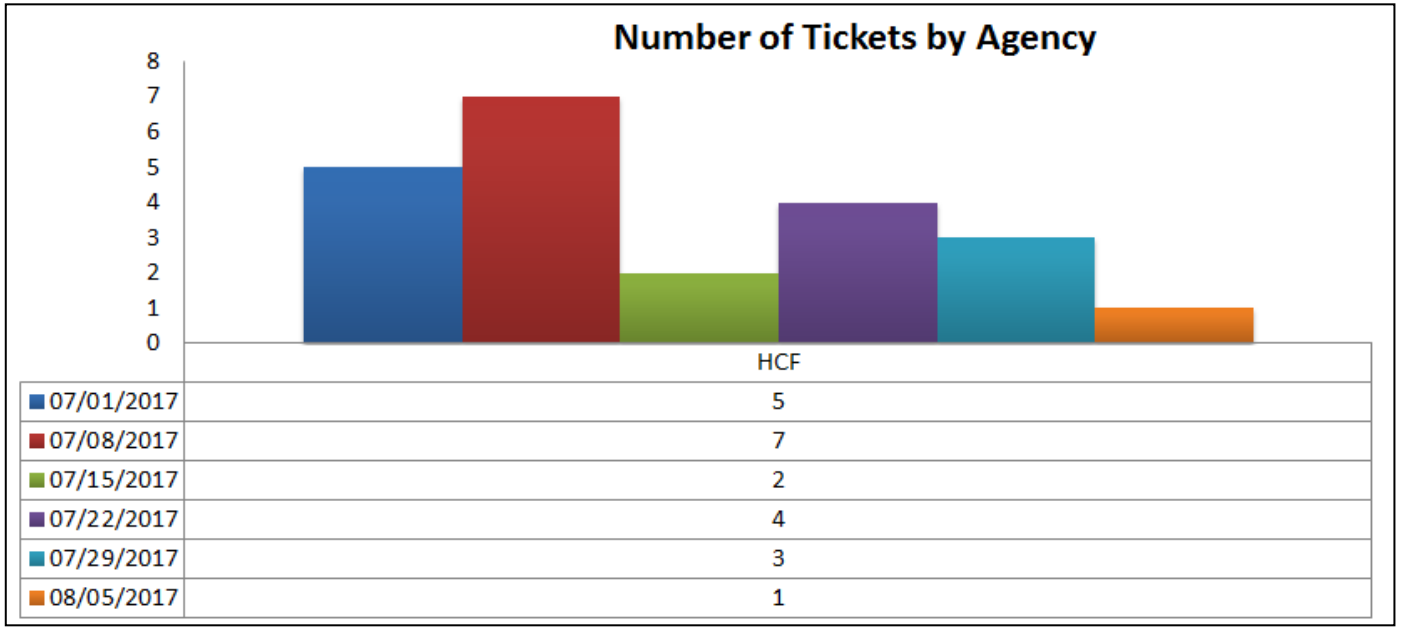


There were no requests the week of 7/1, 7/15, 7/22, and 7/29

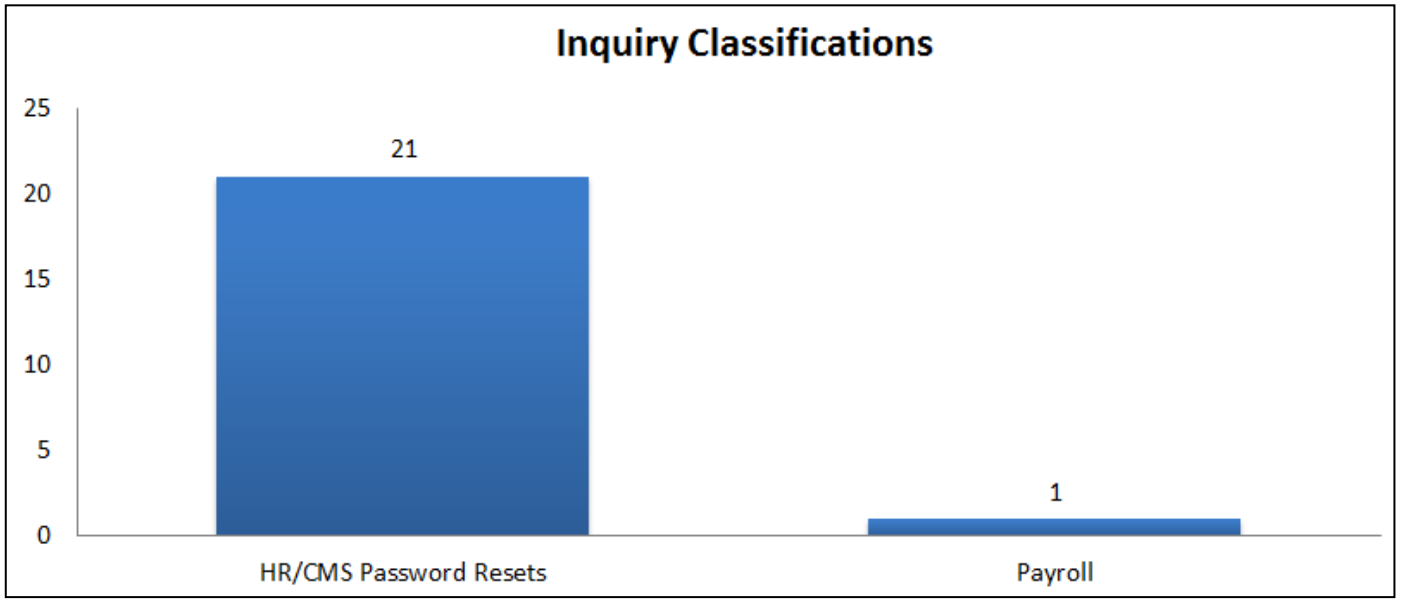


HCF Tickets and Classification

MassHR
Delivering HR Services That Matter

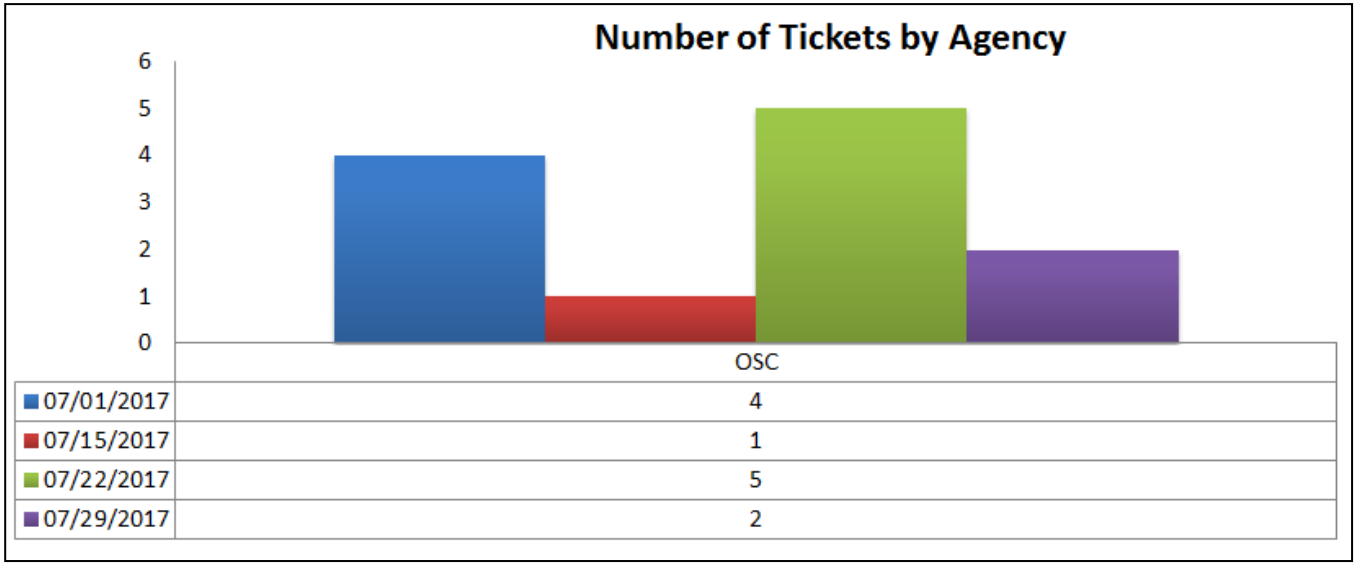
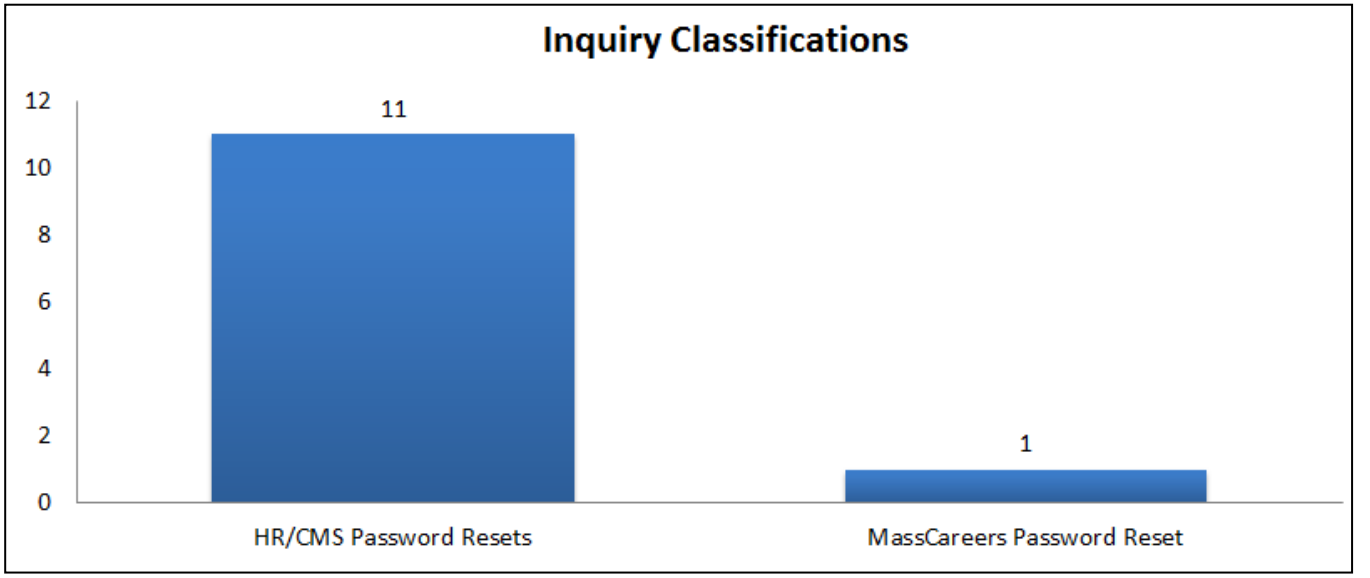


	HCF
07/01/2017	5
07/08/2017	7
07/15/2017	2
07/22/2017	4
07/29/2017	3
08/05/2017	1



OSC Tickets and Classification

MassHR
Delivering HR Services That Matter



There were no requests the week of 7/8 and 8/5.