



The Commonwealth of Massachusetts



ESC Service Charter Scorecard

October 5, 2014 – November 1, 2014



The Commonwealth of Massachusetts

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Service Delivery Overview

October 5, 2014 – November 1, 2014

Executive Summary

Total # Agencies Served: 77

Total # Employees Served: 52,187

Total calls received: 4779

Average Call Wait Time: 00:15

Total email requests received: 396

Total FAX requests received: 197

Number of Transactions processed by ESC: 7181

Total outbound contacts: 2605

Total tickets opened: 4121

Total tickets closed within 3 days: 4076

Total tickets remain open beyond 3 days: 45

% tickets remain open beyond 3 days: 1.09%

% of Employees served by the ESC: **13.8%***

Staffing

Area	Staffing as of 11/1/2014	Staffing as of 10/5/2014
Customer Service/Intake	6	6
Customer Service/Research	4	4
Processing & Outreach	12	12
Analyst	1	1
Supervisor	3	3
Senior Staff	4	4
Total	30	30

Activities – October

Source: ESC Avaya CMS & COMiT Reports, data from 10/5/2014 – 11/1/2014

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

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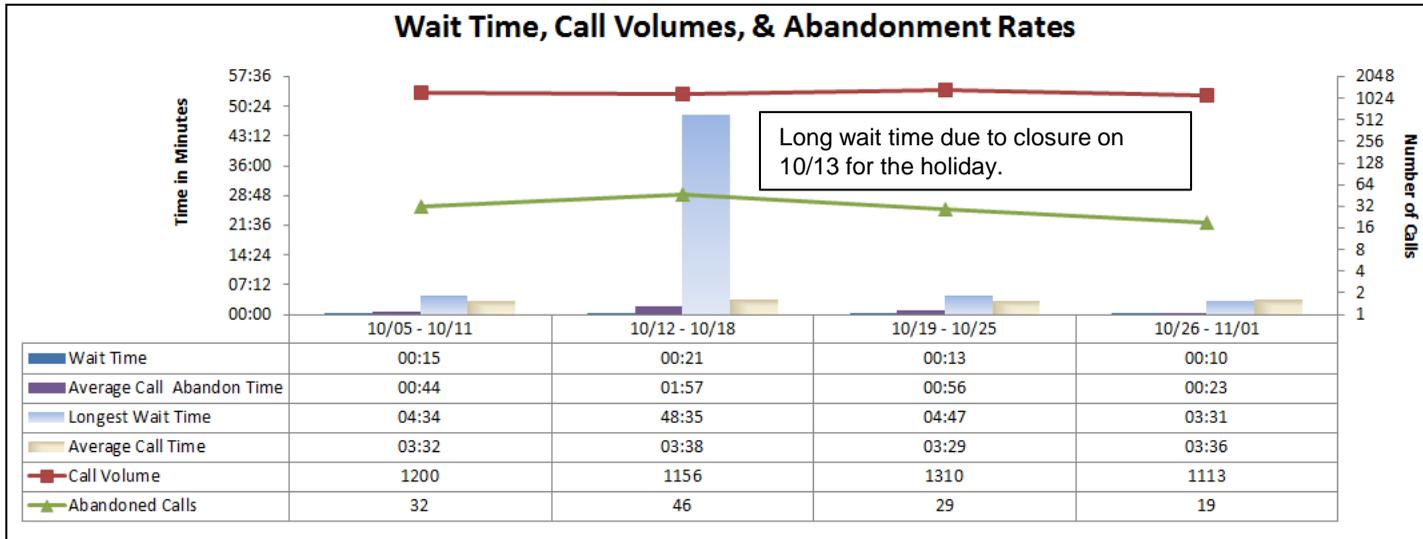
SLA Targets and Actual Performance

Metric	Target	Current Period Performance 10/5/14 – 11/1/14	Previous Period Performance 9/7/14 – 10/4/14	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	15 seconds	22 seconds	
Average case resolution time – password resets and e-mail updates (Time owned by ESC)	98% within 1 day	100%	100%	
Average case resolution time – inquiries and requests (Time owned by ESC)	75% within 1 day 90% within 3 days	97.6% within 1 Day and 98.4% within 3 Days	98.2% within 1 Day and 98.8% 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.)	75% of customers rate overall satisfaction good to excellent	89% rated good to excellent (0.054% responded)	94% rated good to excellent (0.084% responded)	
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	

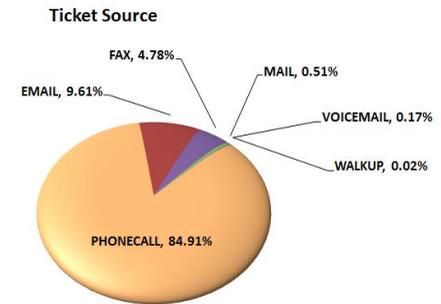


Inbound Call Data

SLA Metric	Target Level	Current Period (10/5/14 to 11/1/14)	Previous Period (9/7/14 to 10/4/14)	October 2013
Average wait time – all inquiries (Days operational)	Will not exceed 3 minutes 90% of the time	:15 seconds	:22 seconds	:19 seconds



Total = 4779 calls



Total = 4121 tickets

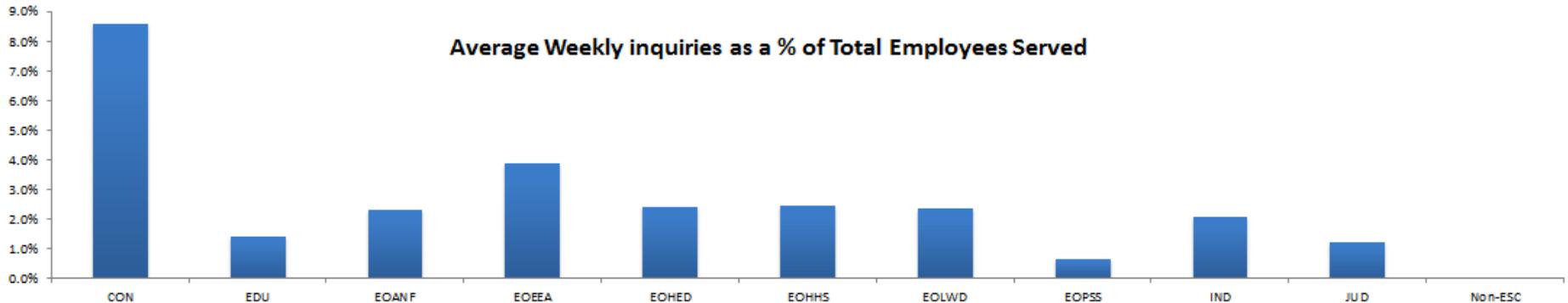
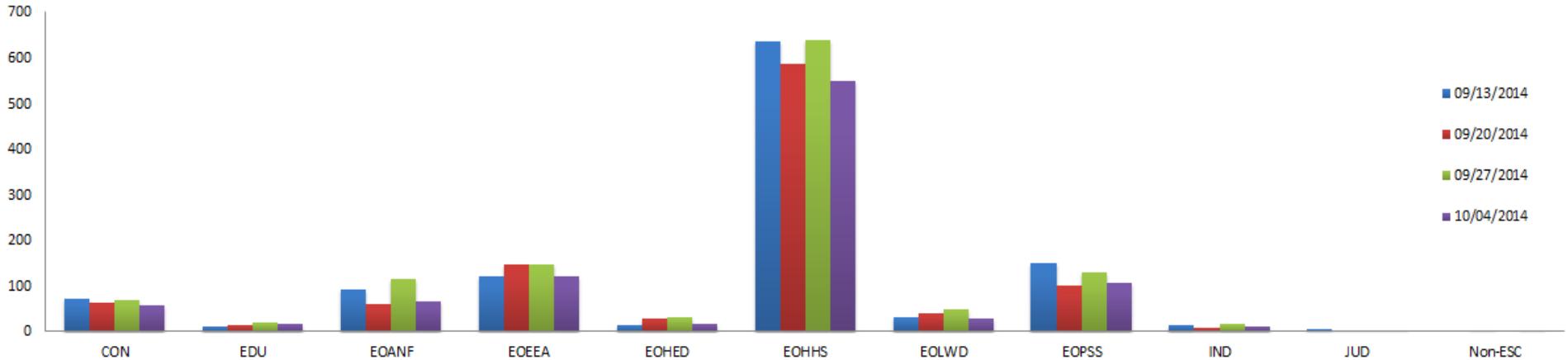
Source: ESC COMiT & Avaya data from 10/5/2014 – 11/1/2014.

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



Inbound Inquiries by Secretariat

EOHHS agencies represent the largest volume of inquiries to the ESC. CON, EOEEA, and EOHHS represent the highest volume as a percent of employees served.



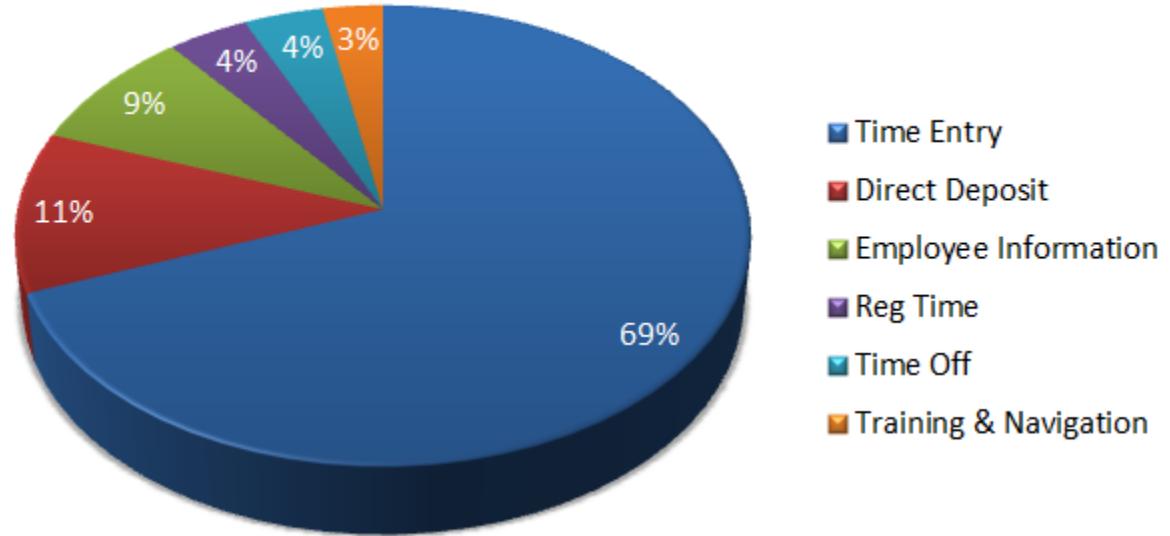
Source: ESC COMiT data from 10/5/2014 – 11/1/2014. Average inquiries per employee is shown for comparison purposes and does not account for repeat contacts (i.e., one employee calling multiple times).

*Non-ESC percentage factored from the total number of inquiries as there is no base population; Non-ESC represents SSTA and ePay/eProfile employees not supported by ESC.



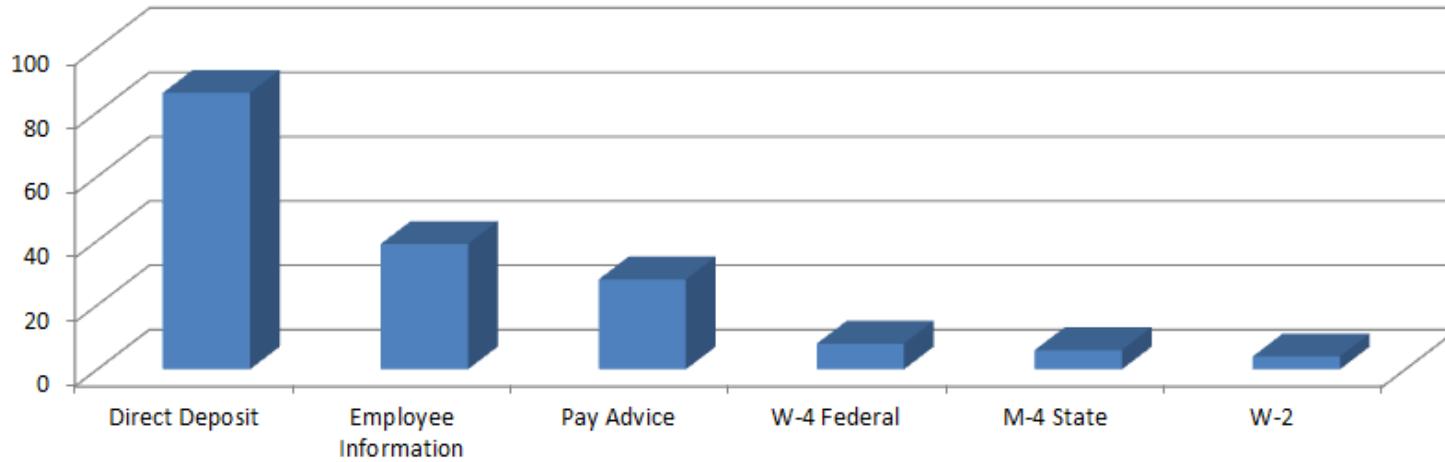
Type of Inquiries Received

Top Inquiry Classifications (Excluding Password Resets)

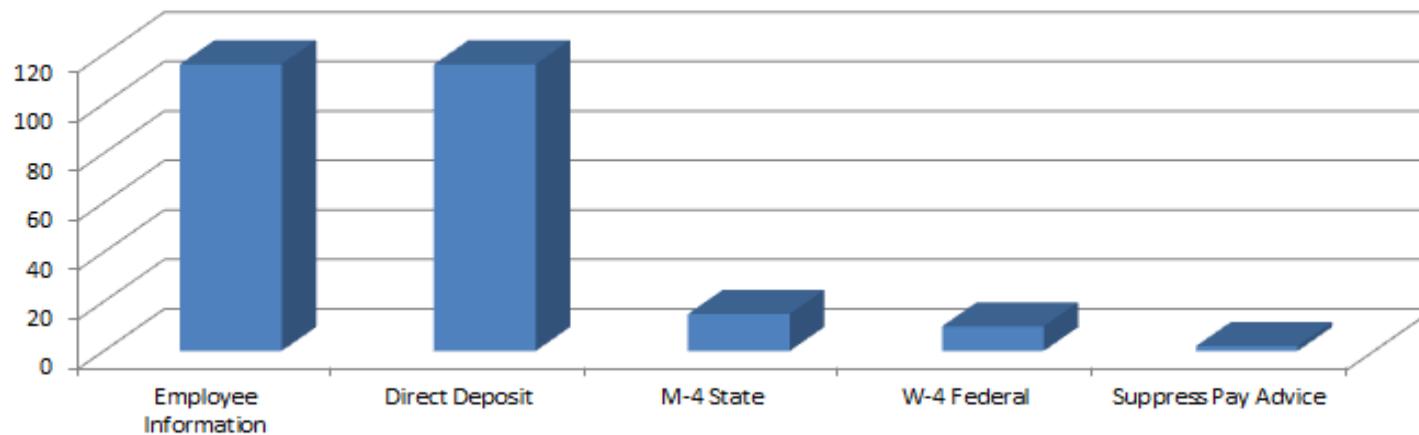


ePay/eProfile Transactions

Total ePay/eProfile Inquiries

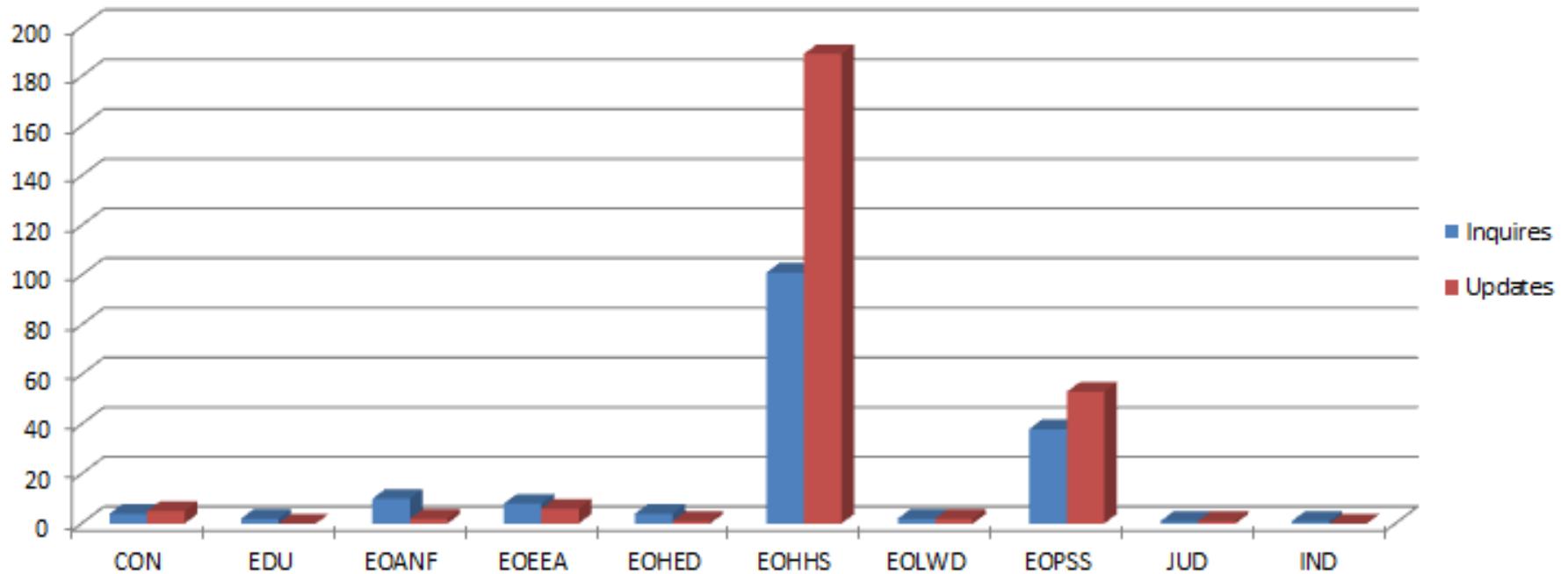


Total ePay/eProfile Updates



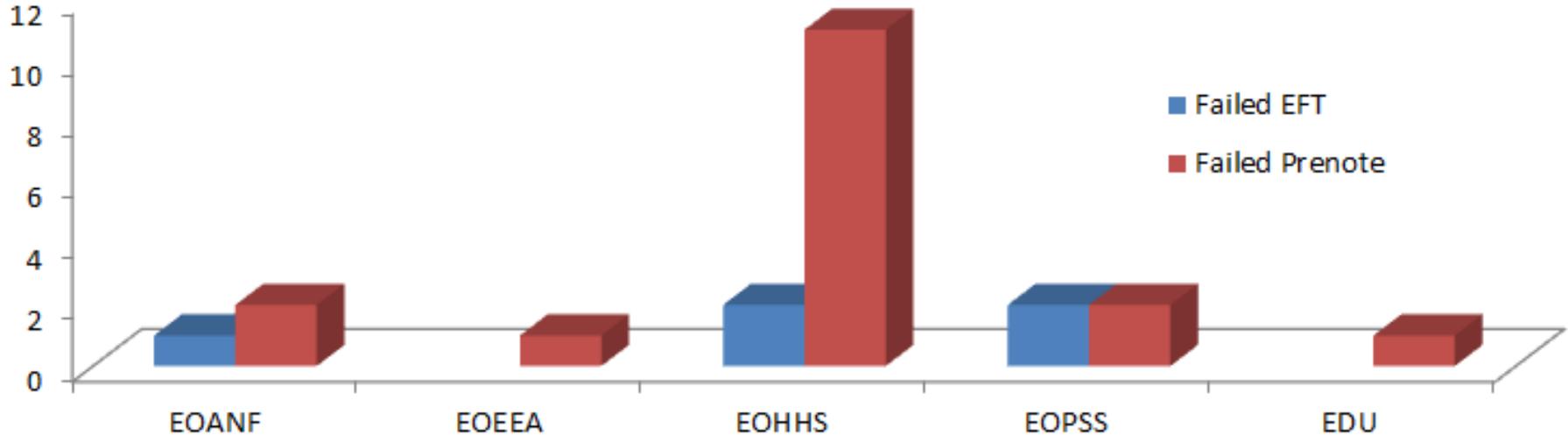
ePay/eProfile Transactions by Secretariat

ePay/eProfile Transactions by Secretariat



Direct Deposit-Prenote Outreach

Direct Deposit - Prenote Outreach



Case Resolution Time

SLA Metric	Target	Current Period (10/5/14 – 11/1/14)	Previous Period (9/7/14 – 10/4/14)	Previous Year October 2013
Average case resolution time – password resets and e-mail updates (Time owned by ESC)	98% within 1 day	100%	100%	100%
Average case resolution time – inquiries and requests (Time owned by ESC)	75% within 1 day 90% within 3 days	1 Day – 97.6% 3 Days – 98.4%	1 Day – 98.2% 3 Days – 98.8%	1 Day – 98.0% 3 Days – 98.6%

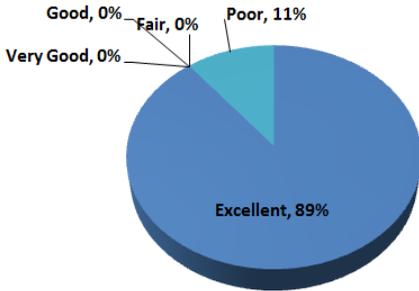
Source: ESC COMiT data from 10/5/2014 – 11/1/2014



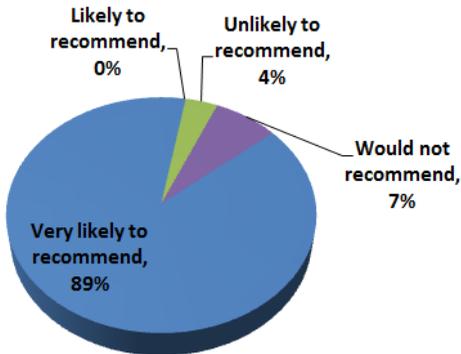
Customer Satisfaction Survey Results

SLA Metric	Target	Current Period (10/5/14 – 11/1/14)	Previous Period (9/7/14 – 10/4/14)	October 2013
Customer satisfaction (Based on automated survey upon ticket closure.)	80% of customers rate overall satisfaction good to excellent	89% rated good to excellent (0.054 % response rate)	94% rated good to excellent (0.84 % response rate)	95% rated good to excellent (2.2% response rate)

How would you rate the quality of service you received from the Employee Service Center?



How likely would you be to recommend the Employee Service Center to a colleague?



Sample Comments:

“Doesn’t get much better.”

“Mine was a “unique” situation and it was resolved satisfactorily...such that I will know how to resolve in future of same situation arises.”

“The email that is sent out to remind to complete the timesheet no longer contains the link to the login page. It did before, and was useful.”

Source: ESC Customer Satisfaction Survey; survey link is provided on ticket closure notice and is voluntary. Survey results shown were collected between 10/5/2014 – 11/1/2014.

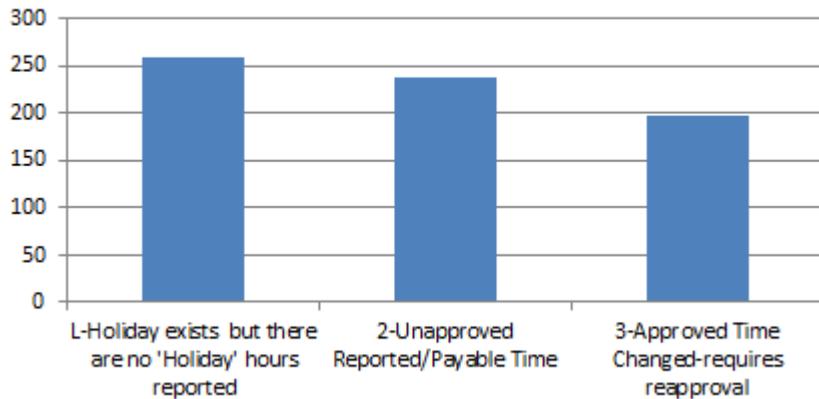
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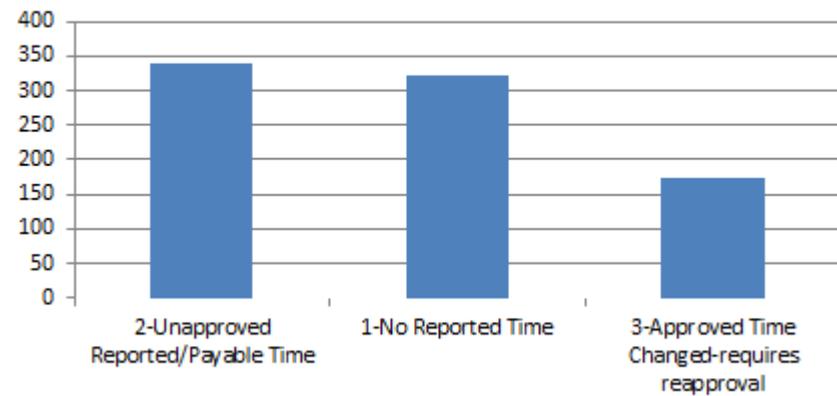
Outbound Contact Percentages

SLA Metric	Target	Current Period (10/5/14 – 11/1/14)	Previous Period (9/7/14 – 10/4/14)
Percentage of approvers contacted with unresolved high exceptions requiring ESC intervention for resolution:	98% 85% holiday/emergency leave weeks	70.75 %	71.83%

Top Exceptions Pay Period 1



Top Exceptions Pay Period 2



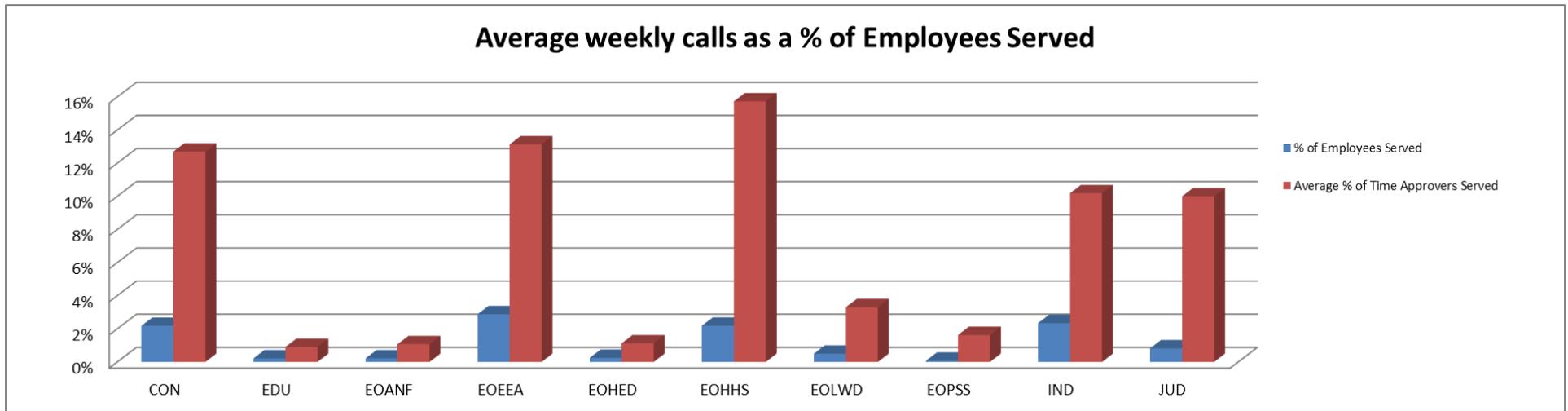
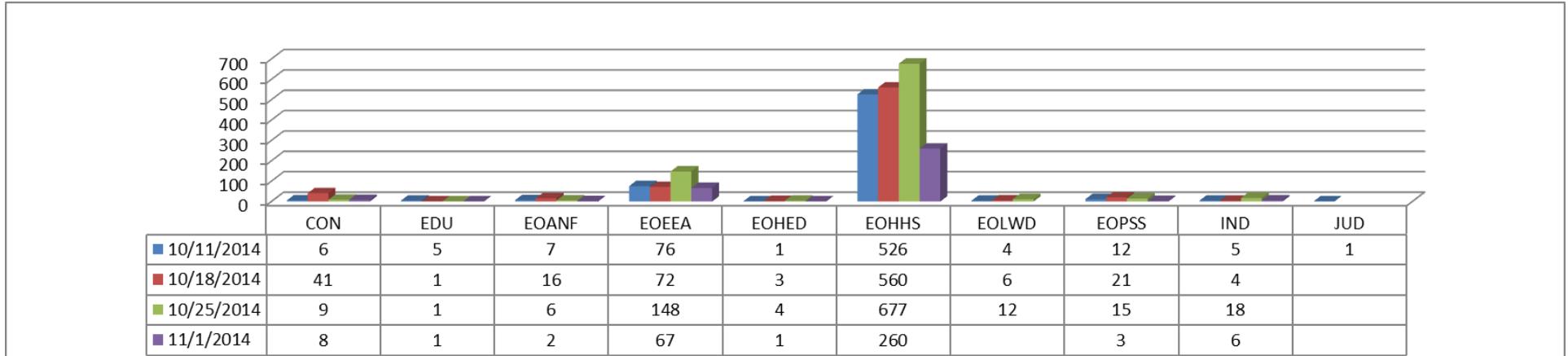
Source: ESC data from 10/5/2014 – 11/1/2014



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 represent the largest volume of outbound calls from the ESC.



Source: : ESC Exception Management System data from 10/5/2014 – 11/1/2014. Average inquiries per employee is shown for comparison purposes and does not account for repeat contacts (i.e., calling an employee multiple times).



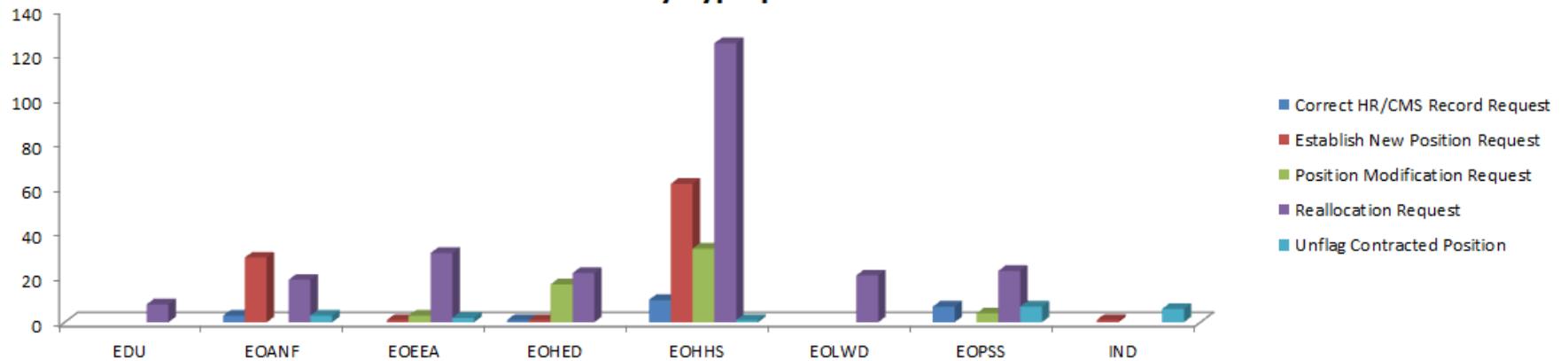
Position Management

Total number of eForms processed by ESC: 440

Average eForm Turnaround Time (Days)



eForms Processed by Type per Secretariat



Unflag Contract Position Requests are dependent on ANF Platform Approval
EOHHS experienced a spike in Reallocations due to DCF rehire-retro pay only



Review Schedule Service Charter Scorecard

Service Month*		
Start Date	End Date	Report Available
6/29/2014	7/26/2014	08/18/2013
7/27/2014	9/6/2014	9/10/2014
9/7/2014	10/04/2014	10/15/2014
10/5/2014	11/01/2014	11/12/2014
11/2/2014	11/29/2014	12/10/2014
11/30/2014	12/27/2014	1/14/2014
12/28/2014	1/24/2015	2/11/2015
1/25/2015	2/21/2015	3/11/2015
2/22/2015	4/4/2015	4/22/2015
4/5/2015	5/2/2015	5/20/2015
5/3/2015	5/30/2015	5/17/2015
5/31/2015	7/25/2015	8/12/2015

***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	DOS-Division Of Standards	22	MCD-Commission For The Deaf And Hard of Hearing	56
AGR-Department Of Agricultural Resources	108	DPH-Department Of Public Health	3169	MGC - Massachusetts Gaming Commission	83
ALA-Administrative Law Appeals Division	33	DPS-Department Of Public Safety	174	MIL-Massachusetts National Guard	8039
ANF-Executive Administration & Finance	340	DPU-Department Of Public Utilities	150	MMP-Massachusetts Marketing Partnership	23
APC-Appeals Court	122	DSS-Department Of Children And Families	3500	MRC-Mass Rehabilitation Commission	949
ART-Mass Cultural Council	29	DYS-Department Of Youth Services	891	OCD-Dept Of Housing And Community	302
ATB-Appellate Tax Board	23	EDU-Executive Office Of Education	100	OHA-Massachusetts Office On Disability	13
BLC-Board of Library Commissioners	23	EEC-Department Of Early Education	216	ORI-Office For Refugees And Immigrants	21
BSB-Bureau Of State Buildings	16	EED-Executive Office Of Housing & Economic Development	56	OSC-Office Of The Comptroller	140
CDA-Massachusetts Emergency Management Agency	96	EHS - Executive Office of Health and Human Services	1628	OSD-Division Of Operational Services	109
CHE-Soldiers' Home In Massachusetts	379	ELD-Department Of Elder Affairs	61	PAR-Parole Board	210
CHS-Department of Criminal Justice Information Systems	50	ENE-Department Of Energy Resources	60	POL-State Police	2605
CJT-Criminal Justice Training Council	377	ENV-Executive Office Of Energy and Environmental Affairs	299	REG-Division Of Professional Licensure	127
CME-Chief Medical Examiner	77	EOL-Executive Office Of Workforce Development	1476	RGT-Department Of Higher Education	77
CSC-Civil Service Commission	7	EPS-Executive Office Of Public Safety and Security	199	SCA-Office Of Consumer Affairs And Business Regulations	30
CSW-Commission On Status Of Women	1	EQE-Department Of Environmental Protection	804	SDA-Sheriffs Department Association	4
DCP-Capital Asset Management And Maintenance	451	FWE-Department Of Fish And Game	313	SEA-Department Of Business And Technology	22
DCR-Department Conservation And Recreation	1257	GIC-Group Insurance Commission	56	SOR-Sex Offender Registry	47
DFS-Department Of Fire Services	557	HCF-Health Care Finance & Policy	155	SRB-State Reclamation Board	158
DMH - Department of Mental Health	3549	HLY-Soldiers' Home In Holyoke	359	TAC-Department Of Telecommunications	25
DMR -Department of Developmental Services	6799	HPC - Health Policy Commission	46	TRB-Teachers Retirement Board	98
DOB-Division Of Banks	164	HRD-Human Resources Division	158	TRE-Office Of The State Treasurer	228
DOC - Department of Corrections	5280	ITD-Information Technology Division	367	VET-Department Of Veterans Service	72
DOE-Department Of Elementary & Secondary Education	545	LIB-George Fingold Library	12	VWA-Victim And Witness Assistance	14
DOI-Division Of Insurance	139	LOT-Lottery And Gaming Commission	410	WEL-Department Of Transitional Assistance	1590
DOR-Department of Revenue	1858	MCB-Mass Commission For The Blind	166	Grand Total:	52187



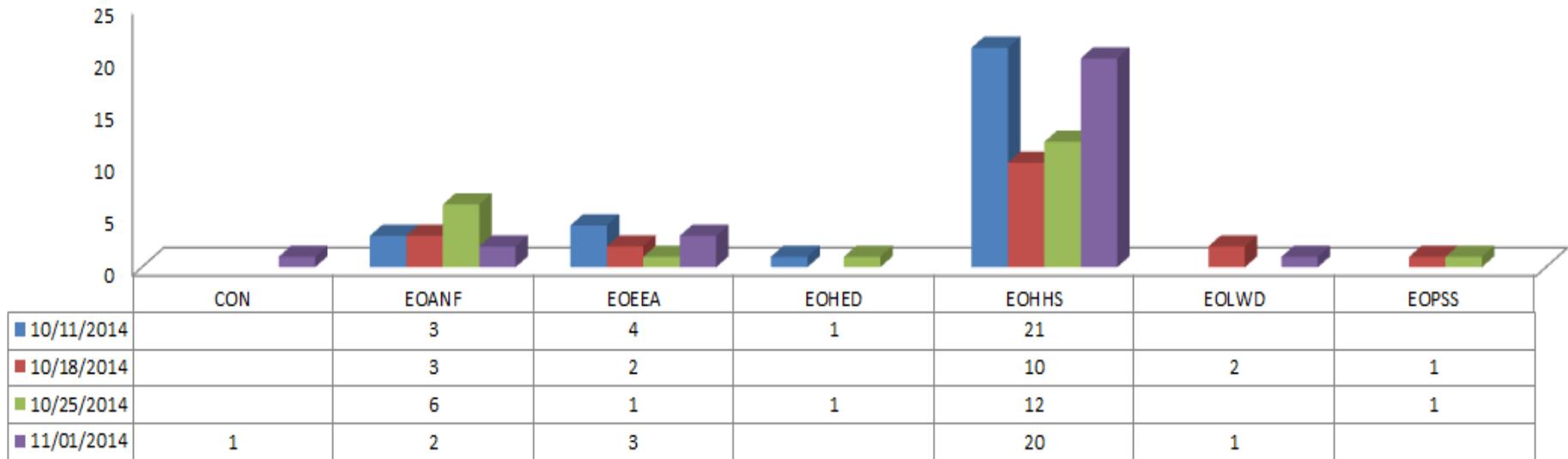
Appendix: Inquiries by Agency

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

CSC	HPC
CSW	VWA

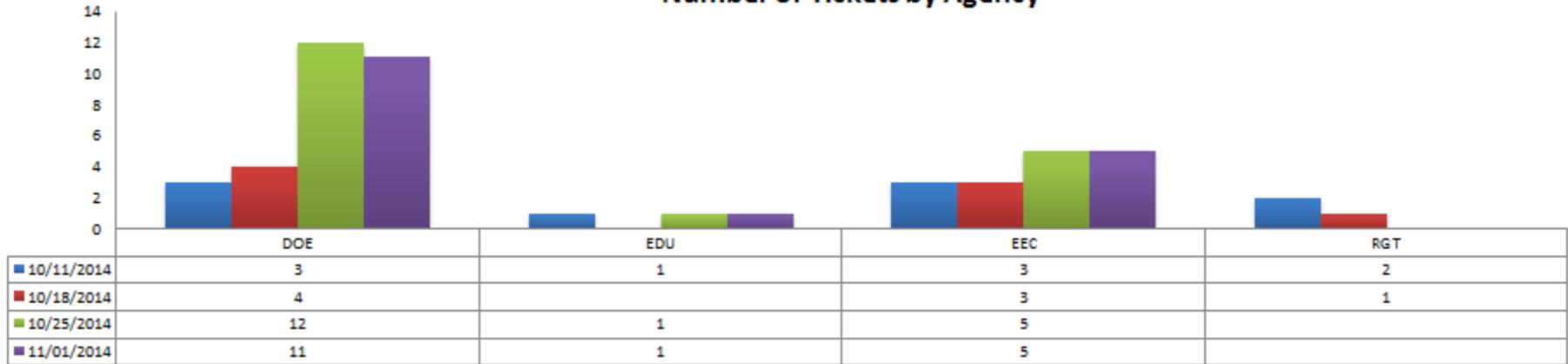


Tickets Forwarded to Agency HR Payroll

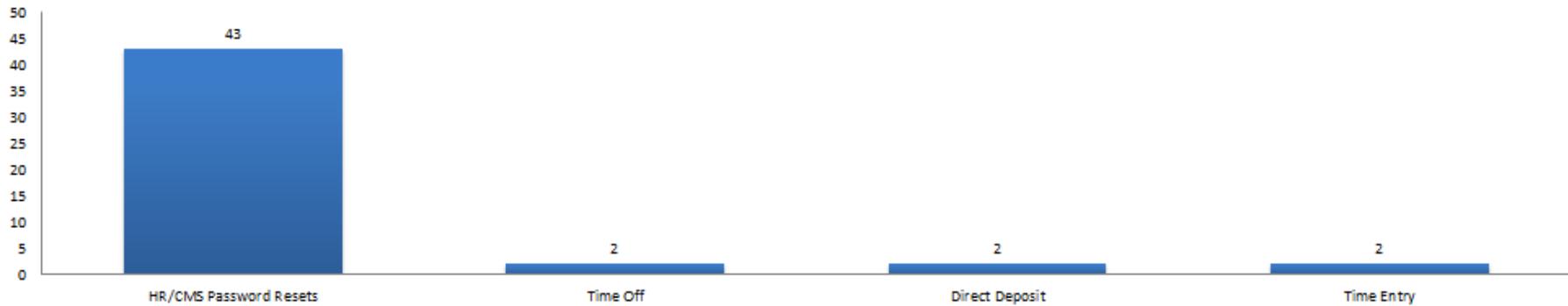


Education Secretariat Agencies

Number of Tickets by Agency

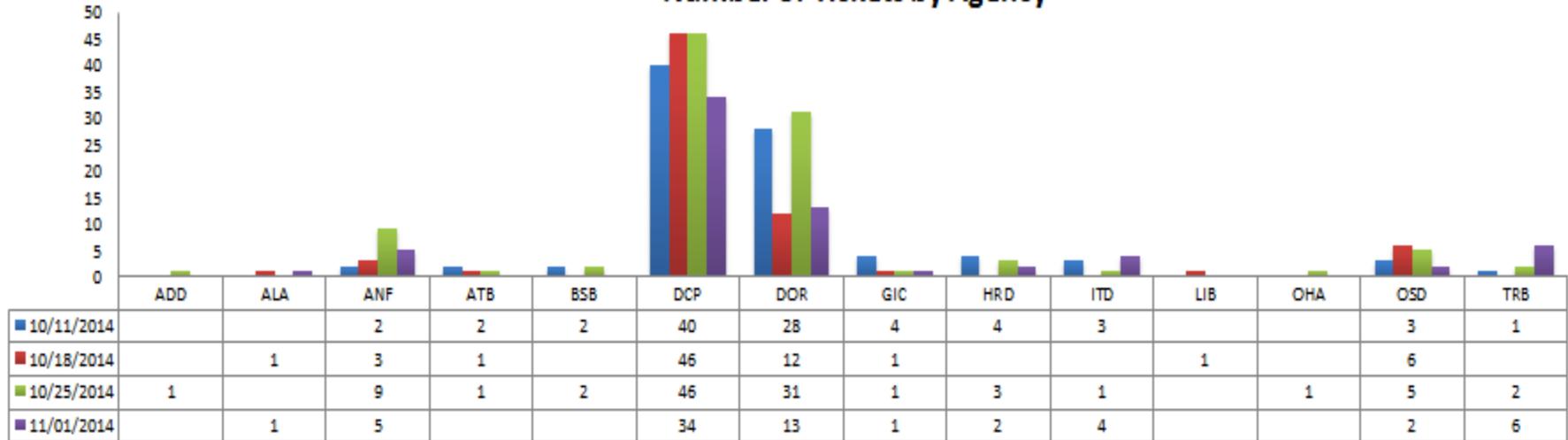


Inquiry Classifications

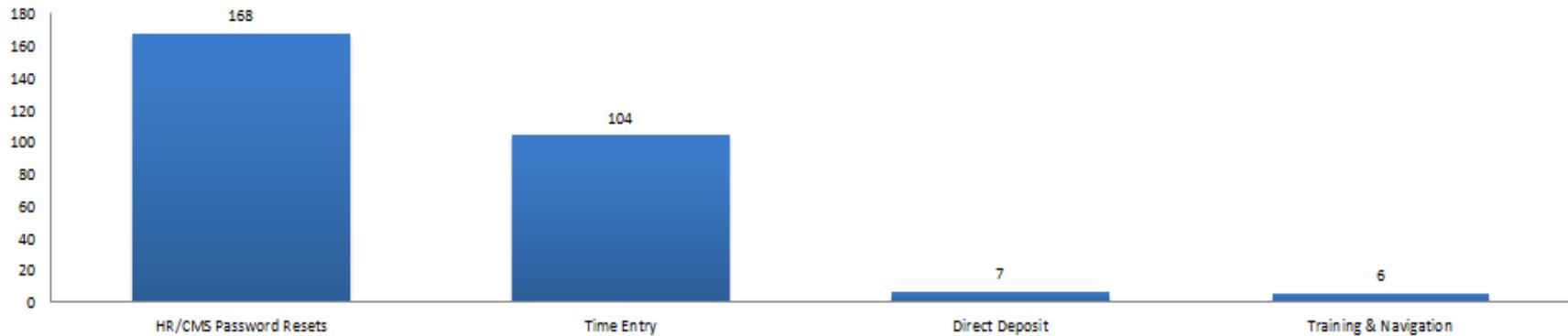


EOANF Secretariat Agencies

Number of Tickets by Agency

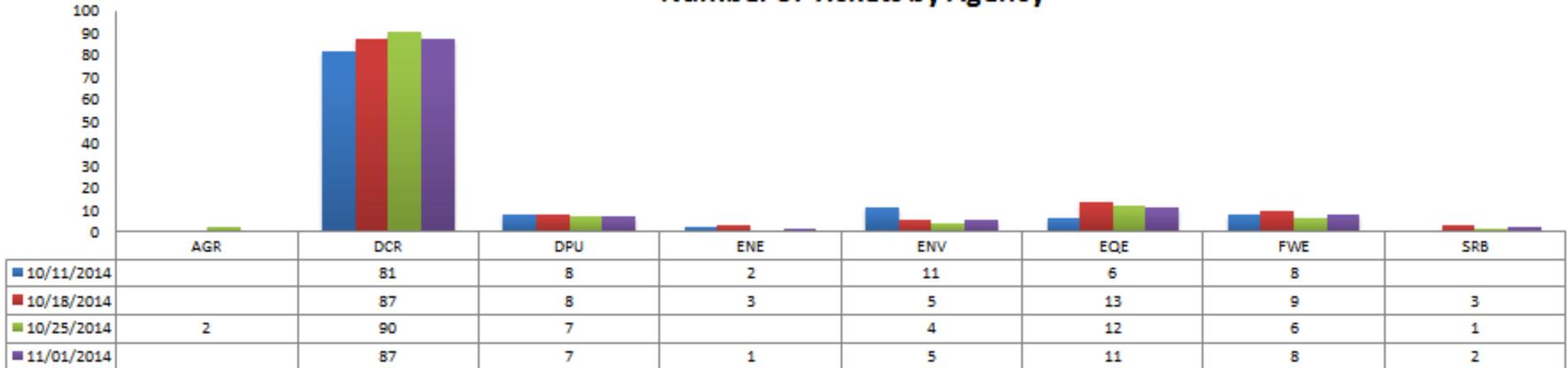


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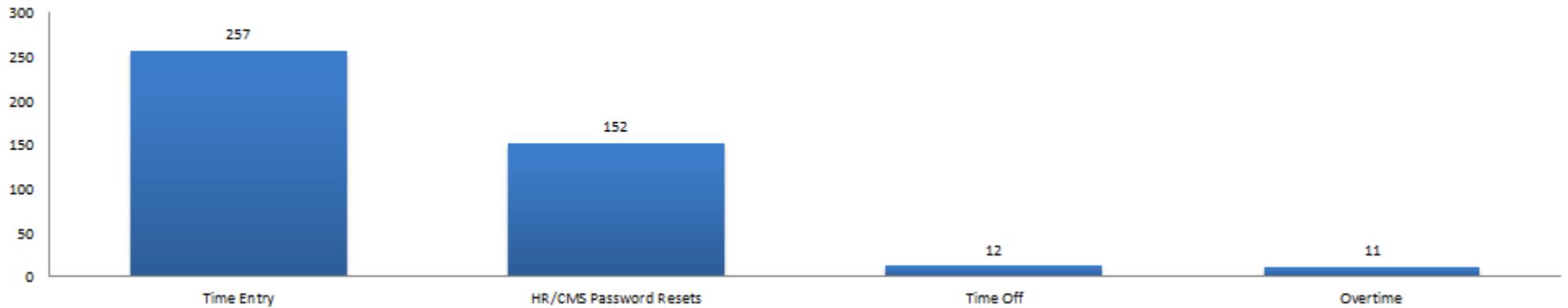


EOEEA Secretariat Agencies

Number of Tickets by Agency

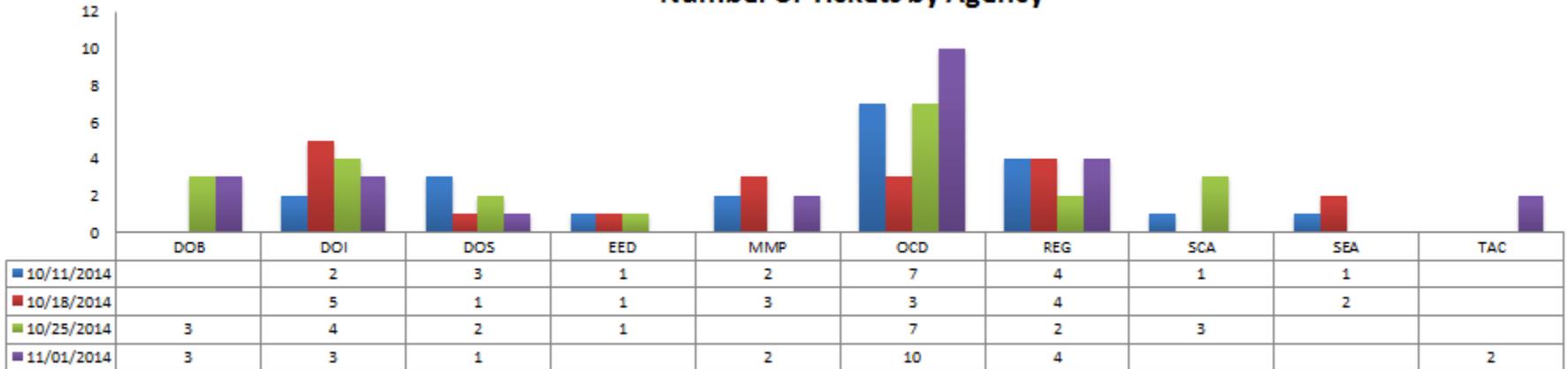


Inquiry Classifications

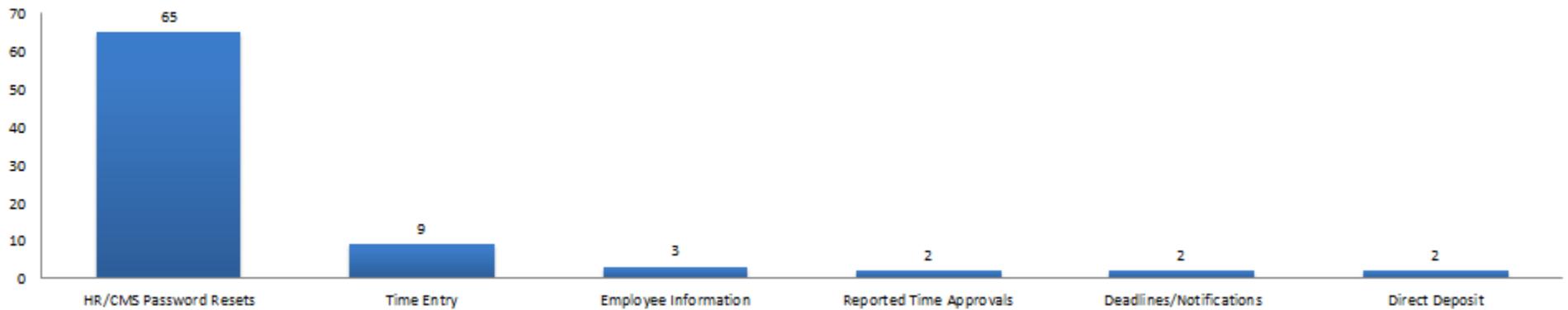


EOHED Secretariat Agencies

Number of Tickets by Agency

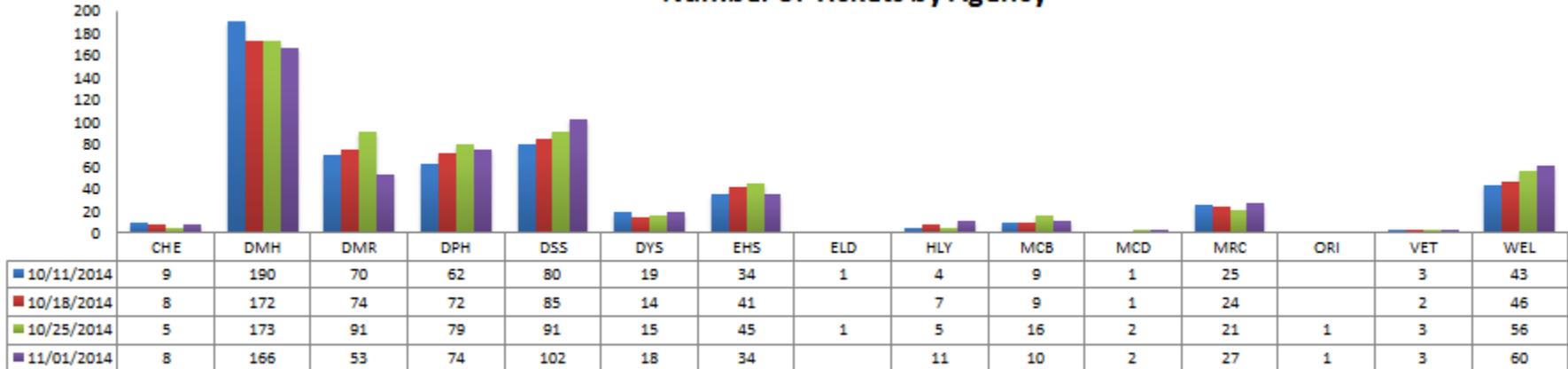


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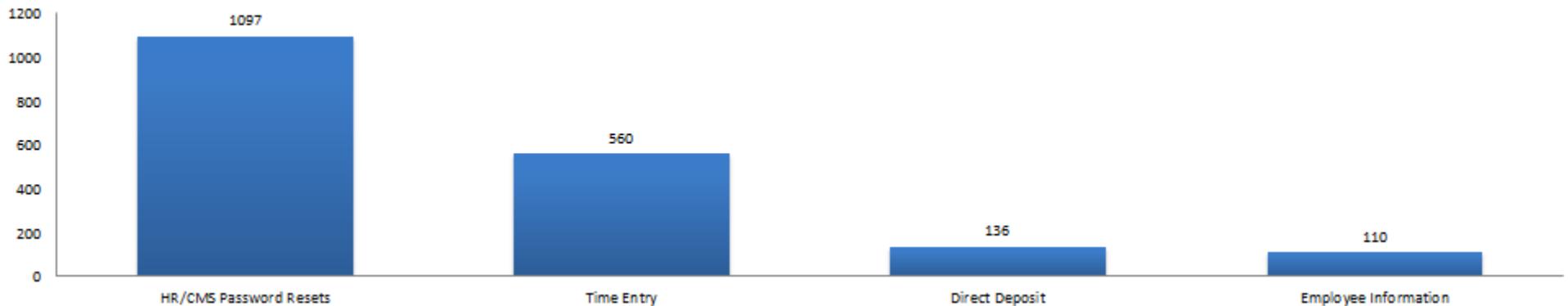


EOHHS Secretariat Agencies

Number of Tickets by Agency

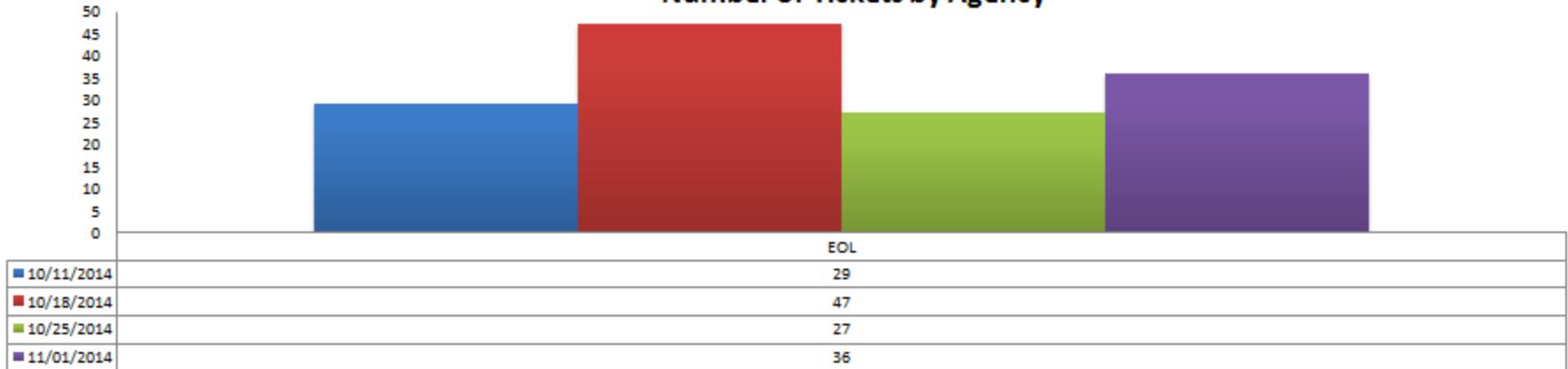


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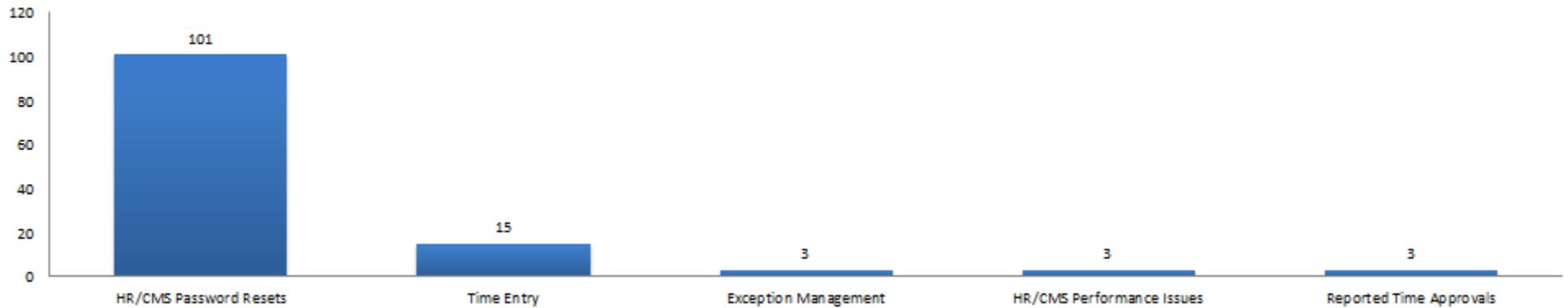


EOLWD Secretariat Agencies

Number of Tickets by Agency

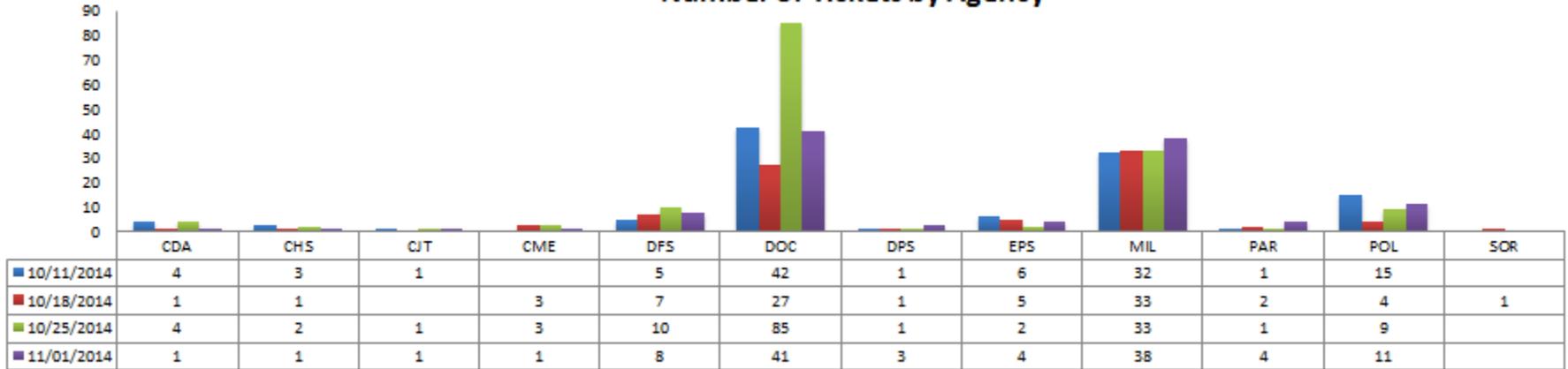


Inquiry Classifications

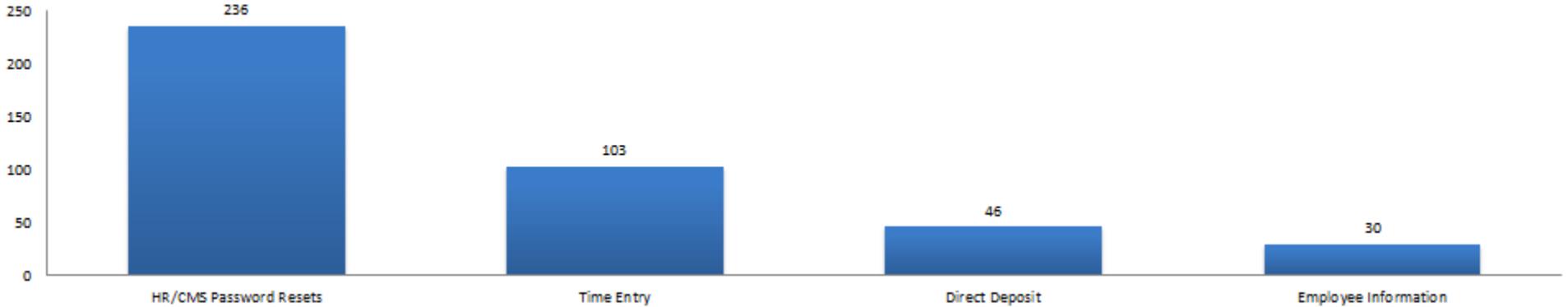


EOPSS Secretariat Agencies

Number of Tickets by Agency

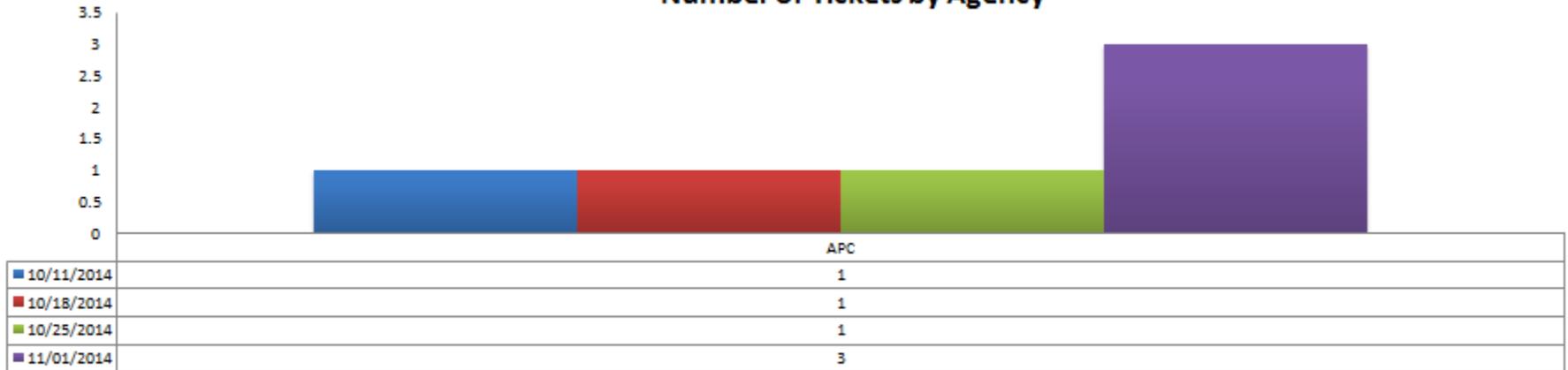


Inquiry Classifications



APC Tickets and Classification

Number of Tickets by Agency

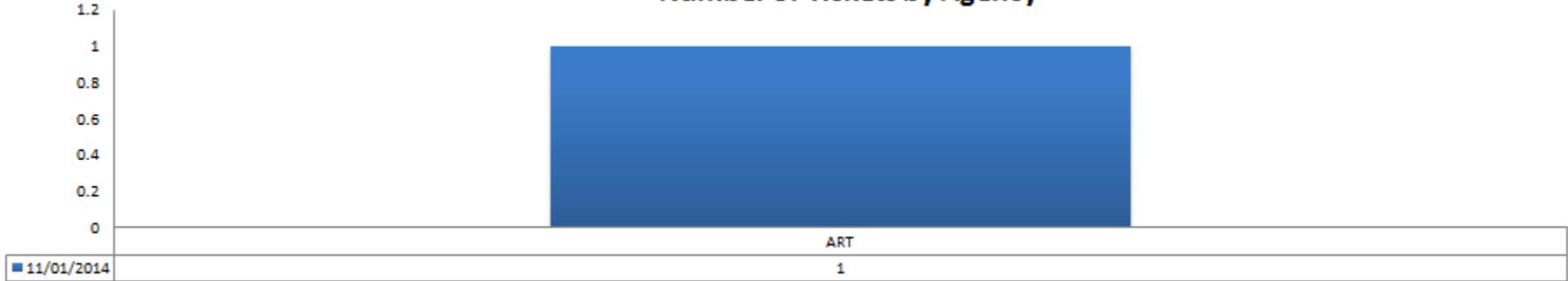


Inquiry Classifications



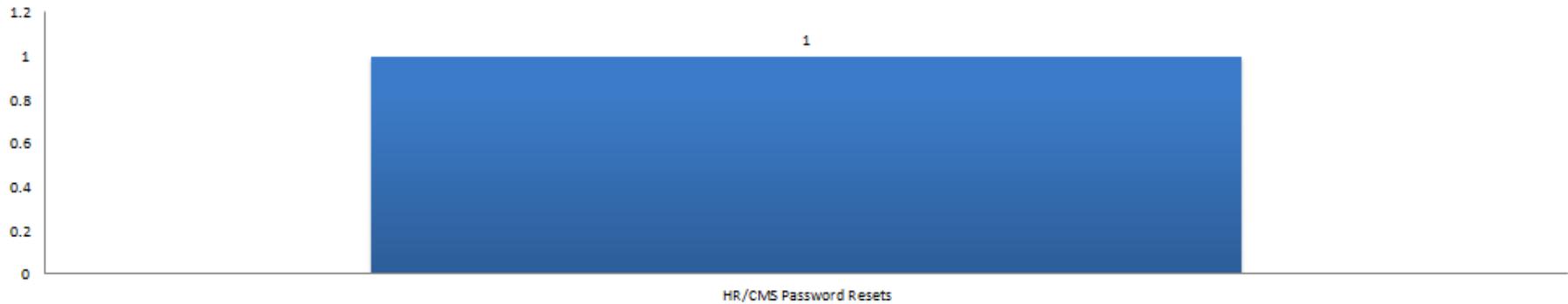
ART Tickets and Classification

Number of Tickets by Agency



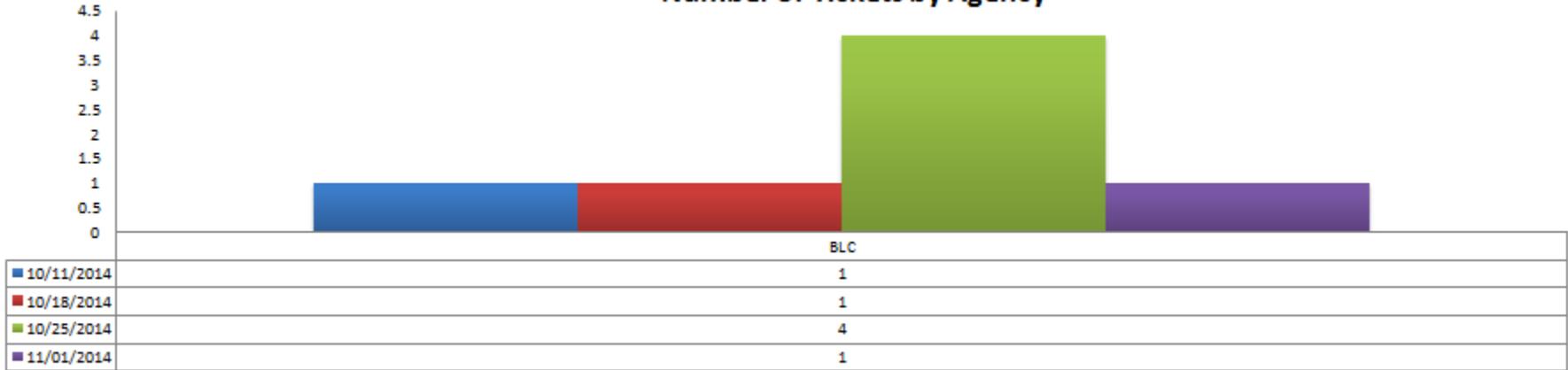
The ESC did not receive any requests the weeks ending 10/11/14, 10/18/14, or 10/25/14

Inquiry Classifications

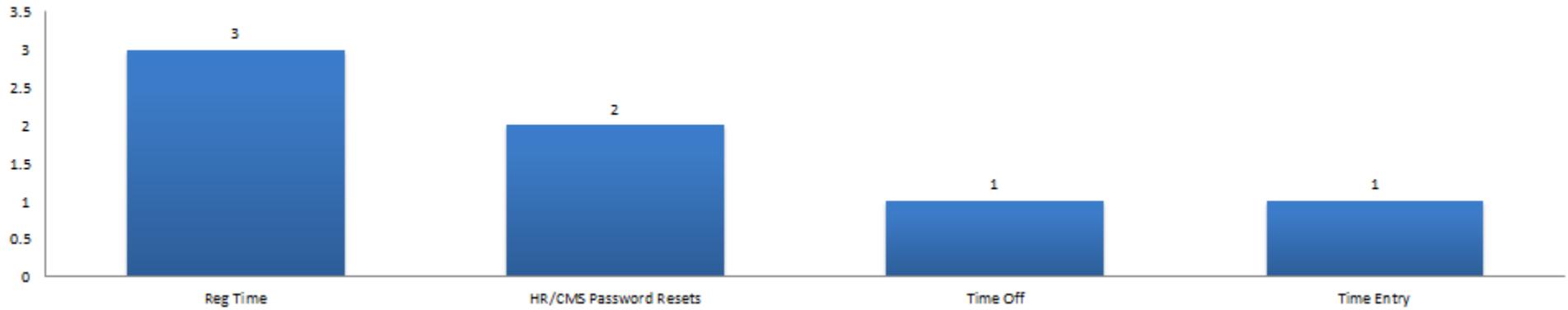


BLC Tickets and Classification

Number of Tickets by Agency

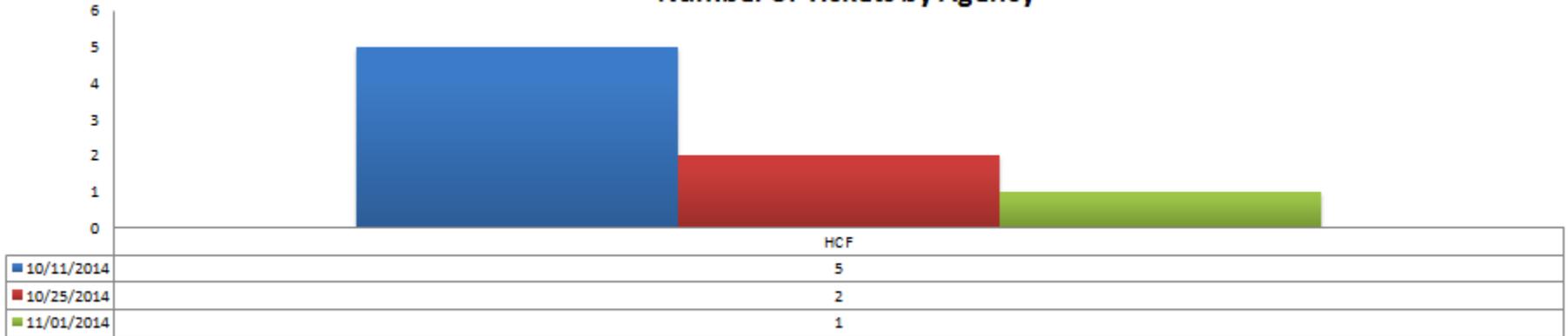


Inquiry Classifications



HCF Tickets and Classification

Number of Tickets by Agency



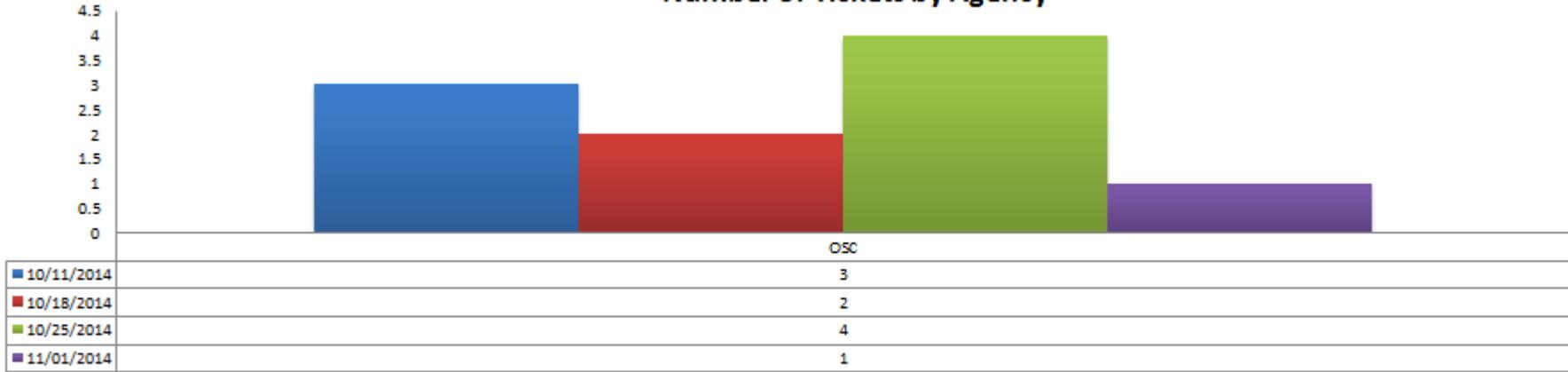
The ESC did not receive any requests the week ending 10/18/14

Inquiry Classifications

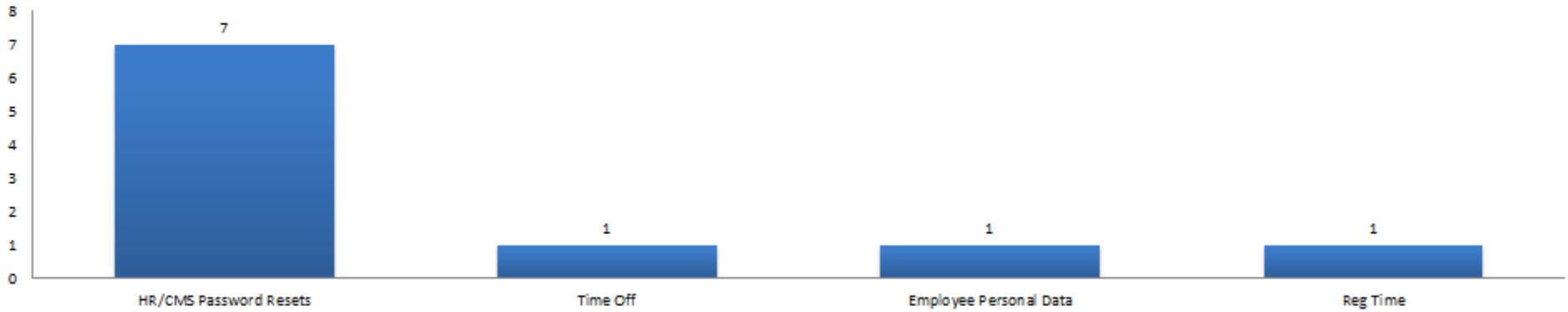


OSC Tickets and Classification

Number of Tickets by Agency

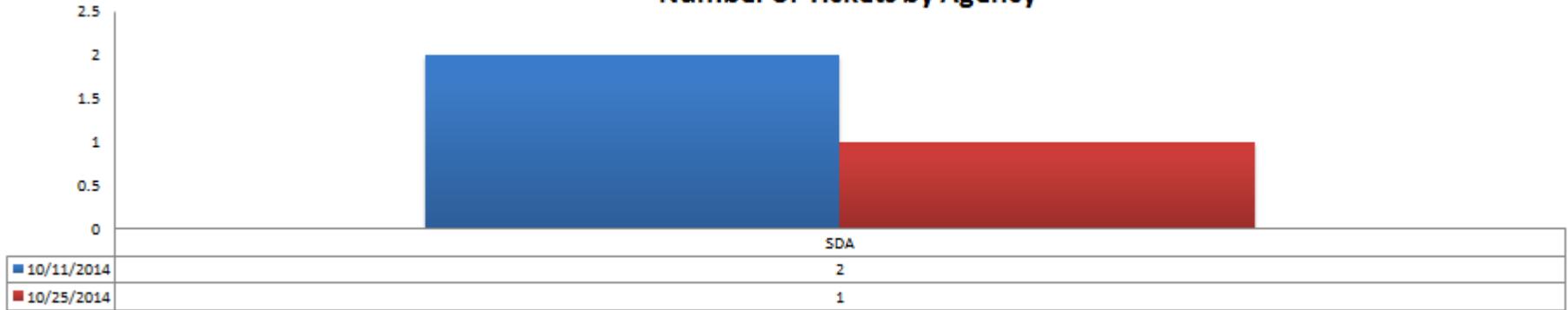


Inquiry Classifications



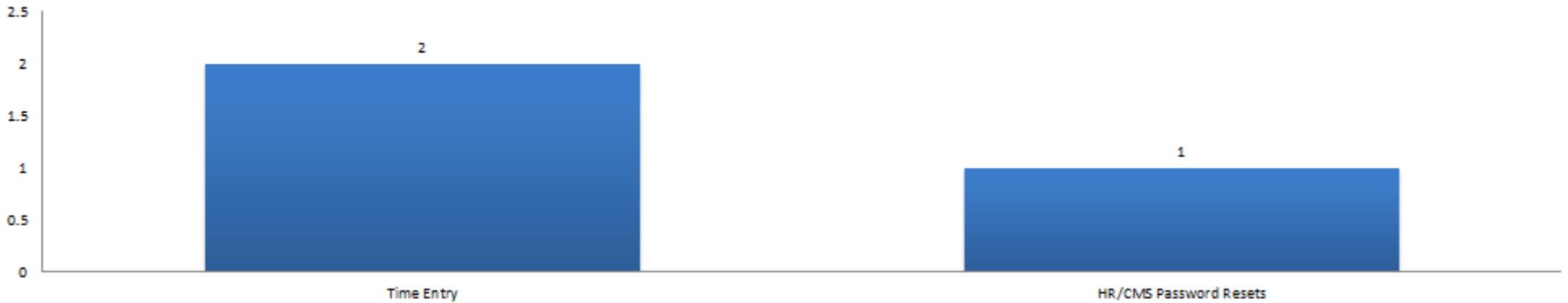
SDA Tickets and Classification

Number of Tickets by Agency



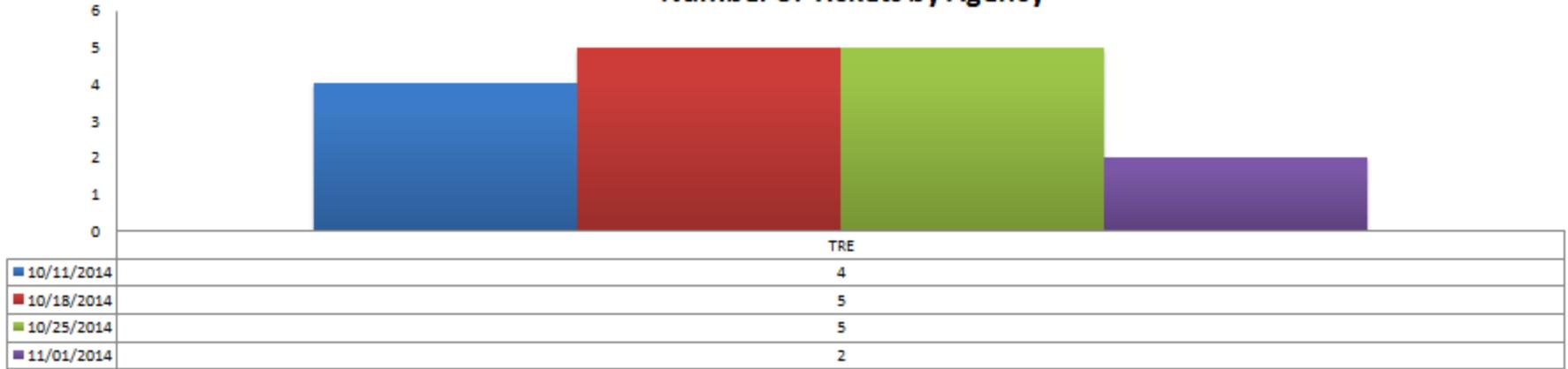
The ESC did not receive any requests the weeks ending 10/18/14 or 11/1/14

Inquiry Classifications

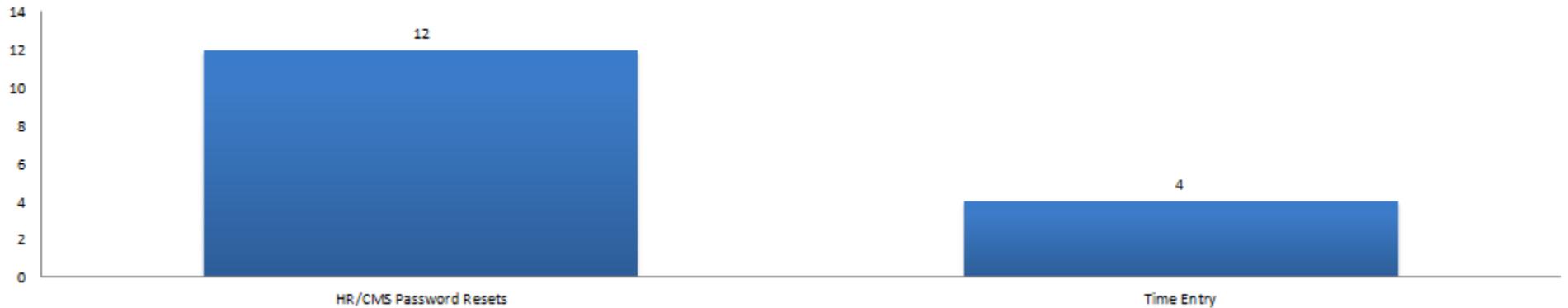


TRE Tickets and Classification

Number of Tickets by Agency

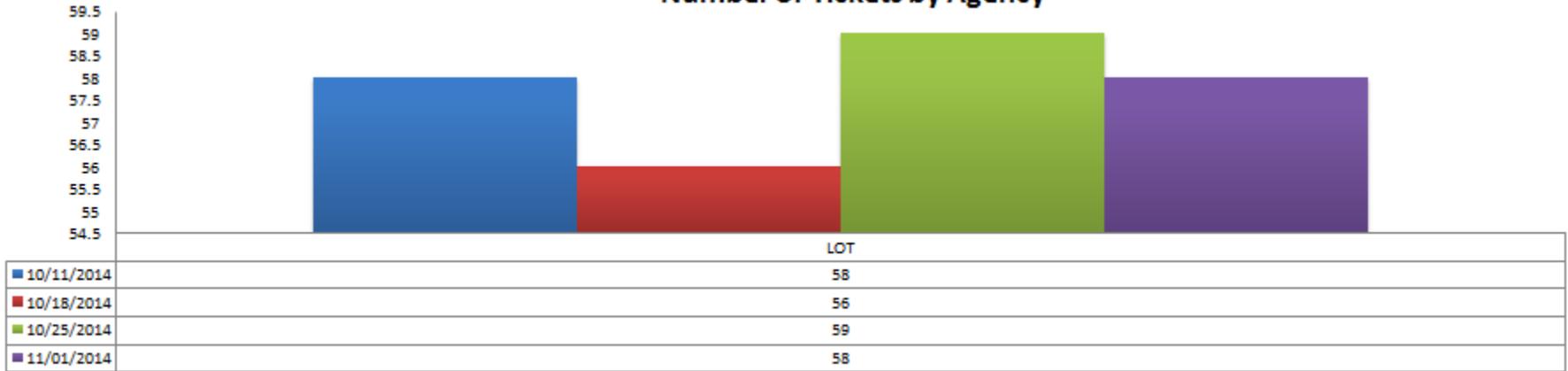


Inquiry Classifications



LOT Tickets and Classification

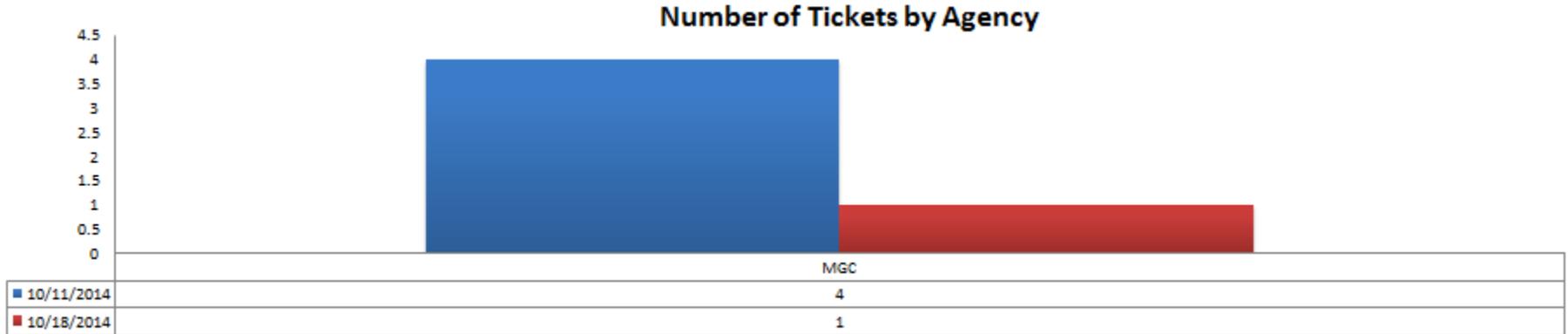
Number of Tickets by Agency



Inquiry Classifications



MGC Tickets and Classification



The ESC did not receive any requests the weeks ending 10/25/14 or 11/1/14

