



# ESC Service Charter Scorecard

December 28, 2014 – January 24, 2015



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# Service Delivery Overview

## December 28, 2014 – January 24, 2015

### Executive Summary

Total # Agencies Served: 79

Total # Employees Served: 52,517

Total calls received: 6395

Average Call Wait Time: 00:42

Total email requests received: 707

Total FAX requests received: 148

Number of Transactions processed by ESC: 8382

Total outbound contacts: 1782

Total tickets opened: 6259

Total tickets closed within 3 days: 6169

Total tickets remain open beyond 3 days: 90

% tickets remain open beyond 3 days: 1.43%

% of Employees served by the ESC: 16.0%

### Staffing

Area	Staffing as of 1/24/2015	Staffing as of 12/27/2014
Customer Service/Intake	5	5
Customer Service/Research	3	3
Processing & Outreach	11	12
Analyst	1	0
Supervisor	3	3
Senior Staff	4	4
<b>Total</b>	<b>27</b>	<b>27</b>

### Activities – January

- 1/14: Telephone Outage from 6:30-6:37am
- 1/20: Spike in Total Calls/Abandoned calls due to :
  - a) HR/CMS Security Updates
  - b) ESC Fraud Prevention Training

**Source:** ESC Avaya CMS & Footprints Reports, data from 12/28/2014 – 01/24/2015

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

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# SLA Targets and Actual Performance



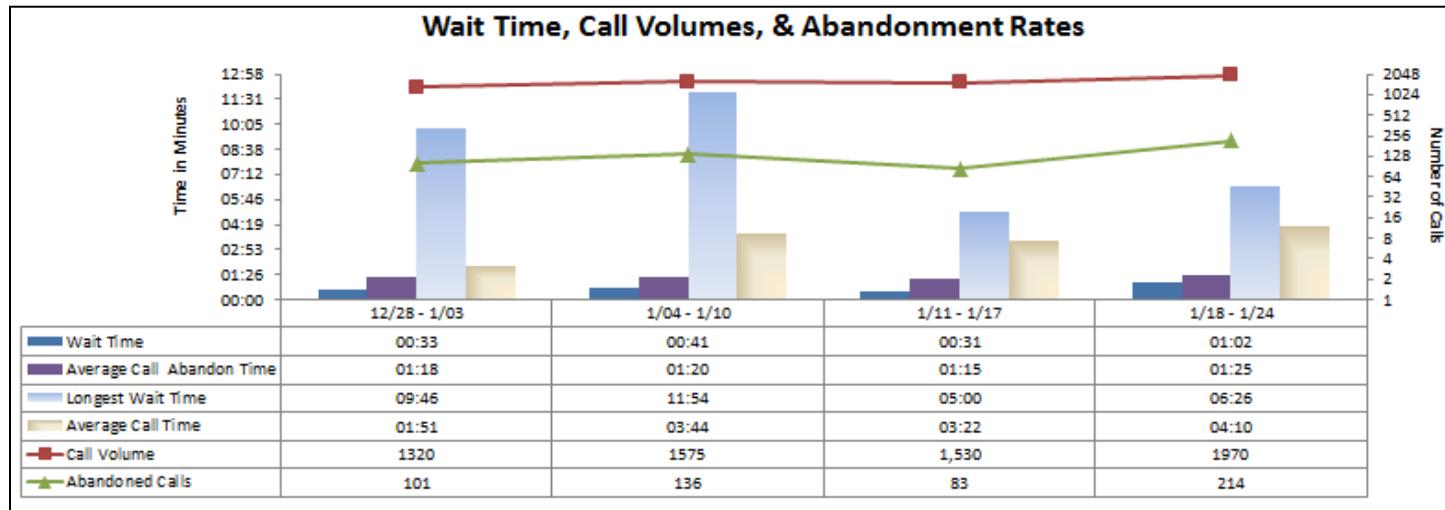
Delivering HR Services That Matter

Metric	Target	Current Period Performance 12/28/14 – 01/24/15	Previous Period Performance 11/30/14 – 12/27/14	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	42 seconds	28 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	97.2% within 1 Day and 98.5% within 3 Days	97.4% within 1 Day and 99.1% 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	90% rated good to excellent (0.152% responded)	97% rated good to excellent (0.056% responded)	
Percent of notification runs executed to completion: <ul style="list-style-type: none"> <li>All: Reminder Report Time</li> <li>Employees: Unreported time - 1<sup>st</sup> &amp; 2<sup>nd</sup> notice</li> <li>Approvers: Unapproved reported time - 1<sup>st</sup> &amp; 2<sup>nd</sup> notice</li> <li>Agency HR/Payroll: Over/Under scheduled hours and unapproved Payable Time notifications -1<sup>st</sup> &amp; 2<sup>nd</sup> notice</li> <li>Failsafe outreach to Agy. HR/PY and signatories</li> <li>Failsafe outreach to CTR and CHRO</li> </ul>	95%	100%	100%	
Secretariat ad hoc reports produced within established timeframes: <ul style="list-style-type: none"> <li>Simple*: 3 business days</li> <li>Complex*: 7 business days</li> </ul>	90%	50%	100%	
SLA reports produced on time according to predefined schedule (see section 5.5)	Y/N	N	N	



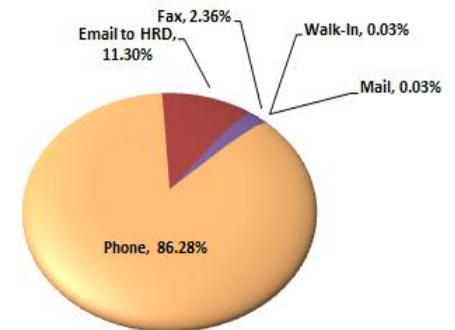
# Inbound Call Data

SLA Metric	Target Level	Current Period (12/28/14 to 01/24/15)	Previous Period (11/30/14 to 12/27/14)	January 2014
Average wait time – all inquiries (Days operational)	Will not exceed 3 minutes 90% of the time	:42 seconds	:28 seconds	:30 seconds



**Total = 6395 calls**

### Ticket Source



**Total = 6259 tickets**

**Source:** ESC Footprints & Avaya data from 12/28/2014 – 01/24/2015.

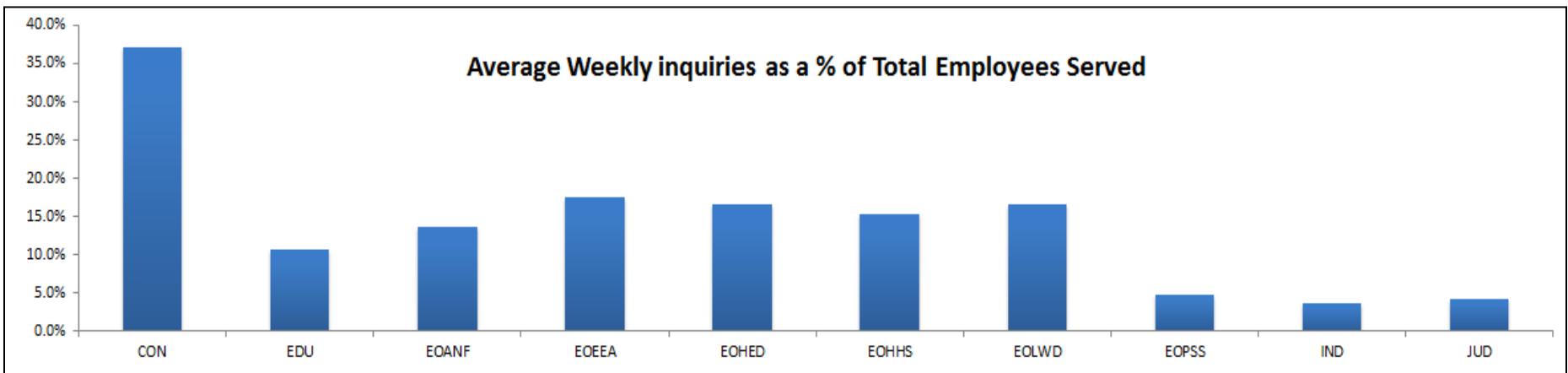
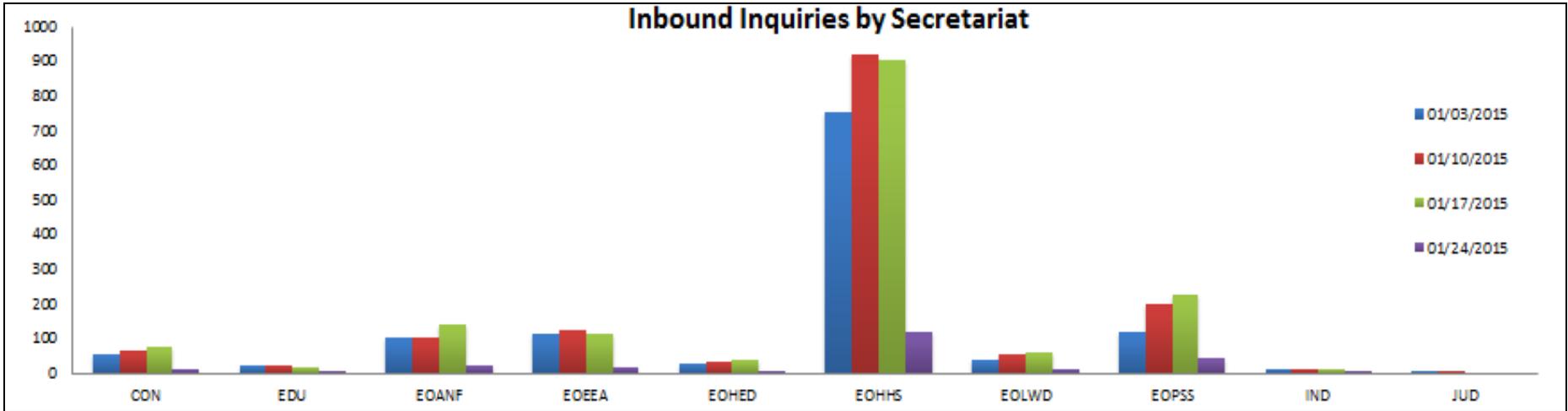
\*E-mail tickets do not account for additional outreach to correct invalid employee e-mail addresses.



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# Inbound Inquiries by Secretariat

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



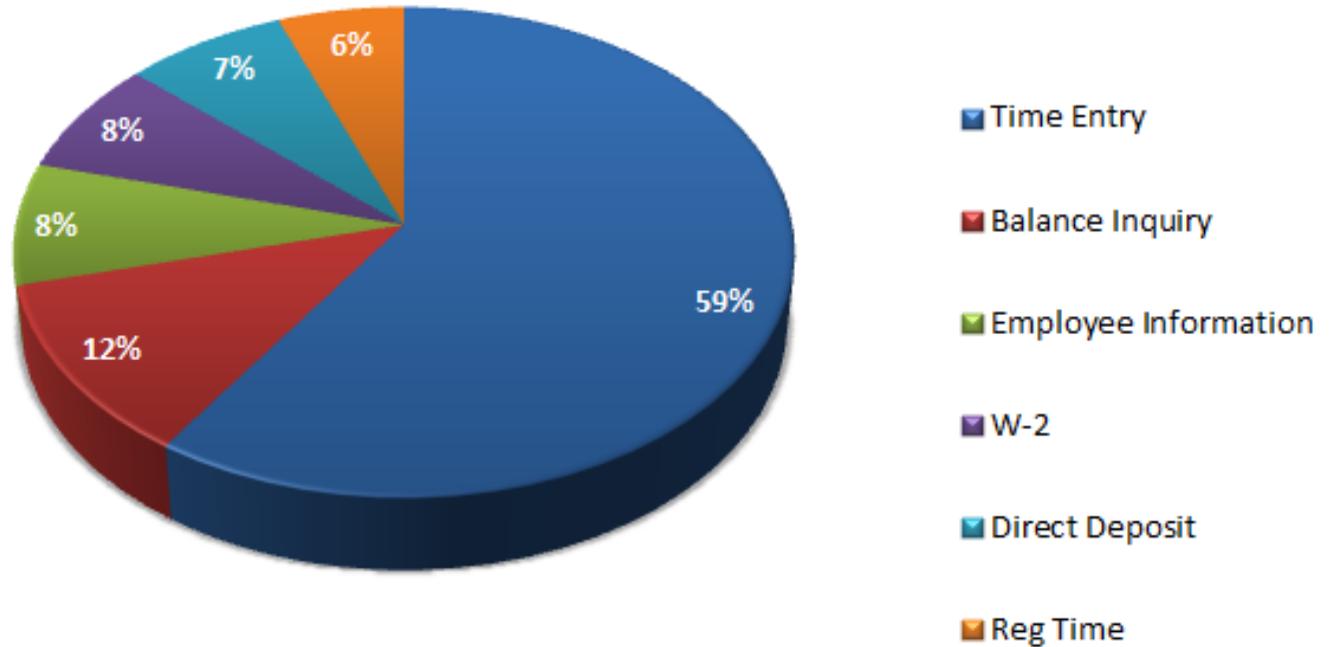
**Source:** ESC Footprints data from 12/28/2014 – 01/24/2015. Average inquiries per employee is shown for comparison purposes and does not account for repeat contacts (i.e., one employee calling multiple times).

\*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

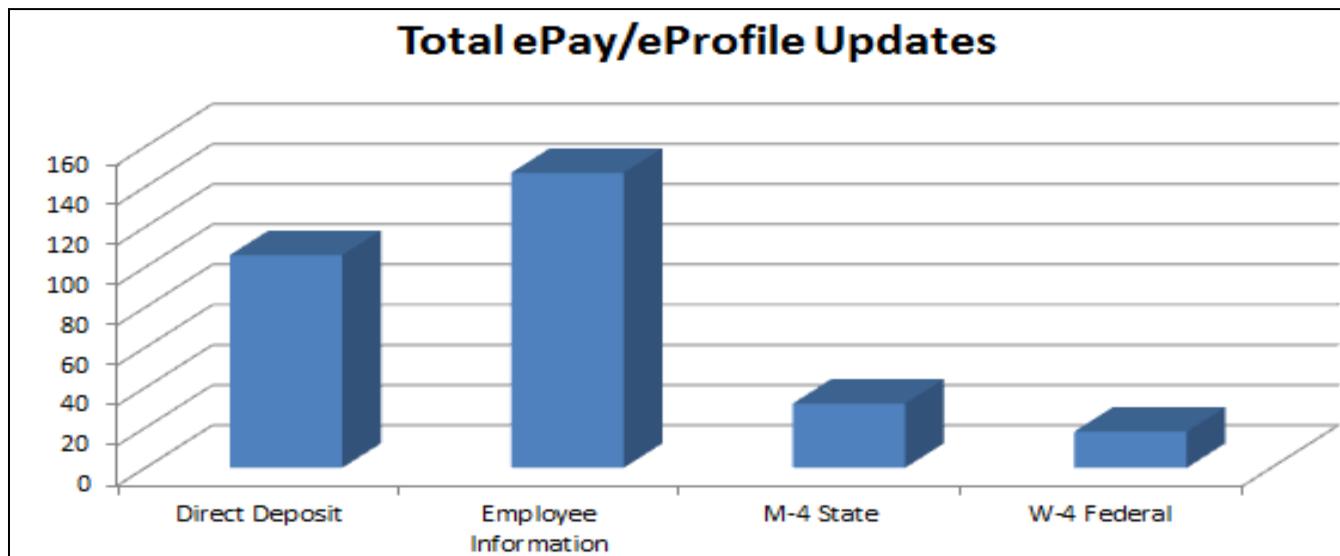
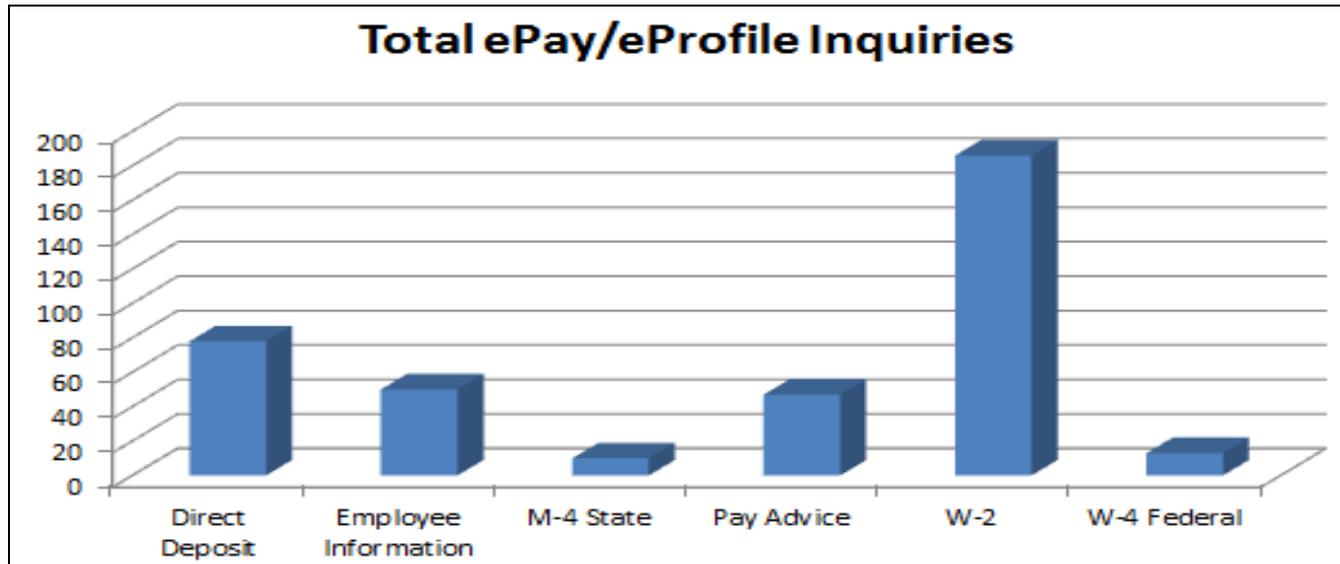
## Top Inquiry Classifications (Excluding Password Resets)



Source: ESC Footprints data from 12/28/2014– 01/24/2015.



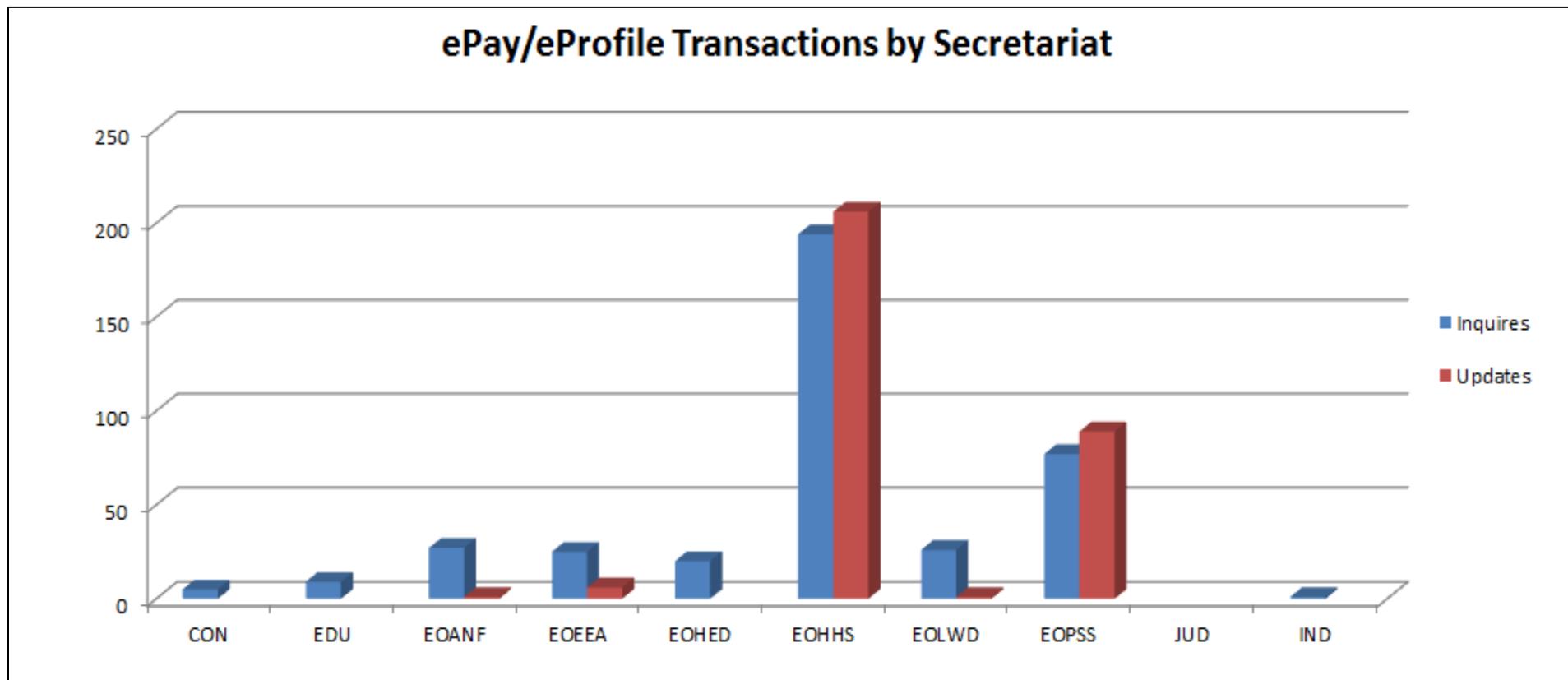
# ePay/eProfile Transactions



Source: ESC Footprints data from 12/282014 – 01/24/2015.



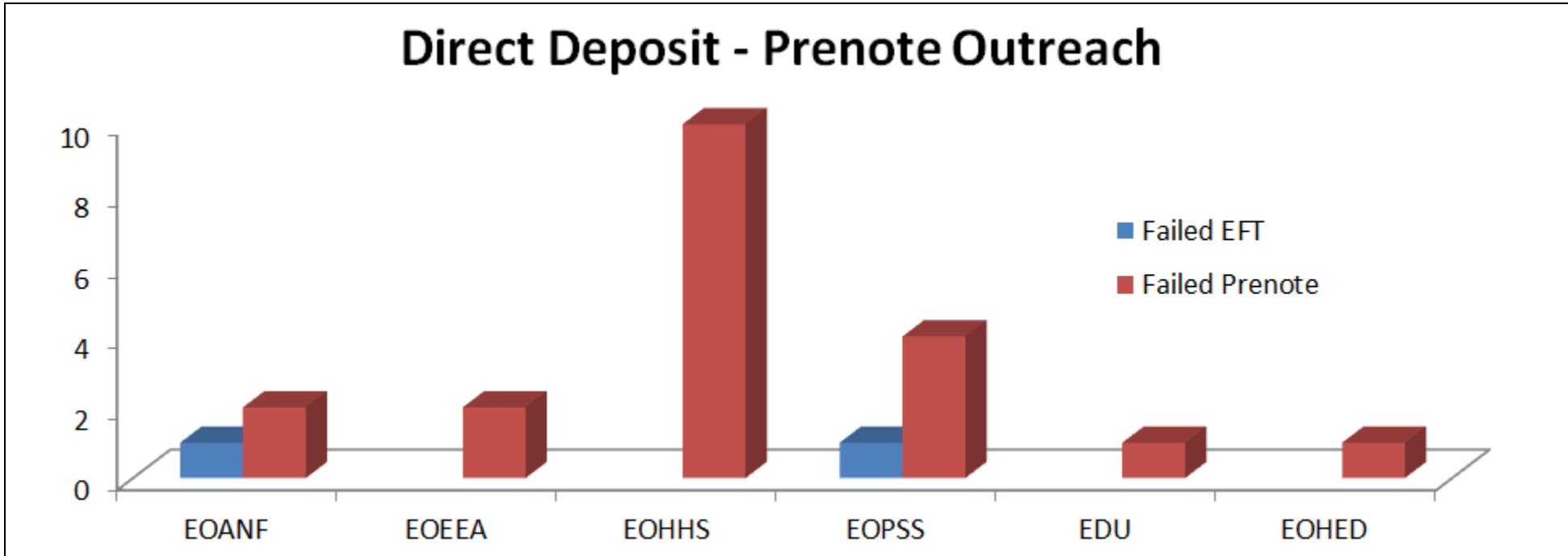
# ePay/eProfile Transactions by Secretariat



Source: ESC Footprints data from 12/28/2014 – 01/24/2015.



# Direct Deposit-Prenote Outreach



Source: ESC data from 12/28/2014 – 01/24/2015.



# Case Resolution Time

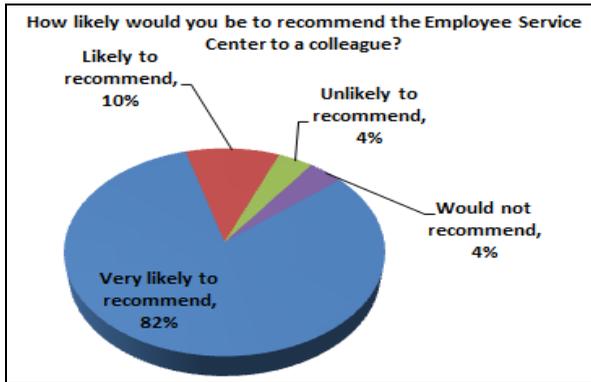
SLA Metric	Target	Current Period (12/28/14 – 1/24/15)	Previous Period (11/30/14 – 12/27/14)	Previous Year January 2014
Average case resolution time – password resets and e-mail updates (Time owned by ESC)	98% within 1 day	100%	100%	100%
Average case resolution time – inquiries and requests (Time owned by ESC)	75% within 1 day 90% within 3 days	1 Day – 97.2% 3 Days – 98.5%	1 Day – 97.4% 3 Days – 99.1%	1 Day – 96.7% 3 Days – 92.0%

**Source:** ESC Footprints data from 12/28/2014 – 01/24/2015.



# Customer Satisfaction Survey Results

SLA Metric	Target	Current Period (12/28/14 – 1/24/15)	Previous Period (11/30/14 – 12/27/14)	January 2014
<b>Customer satisfaction</b>  (Based on automated survey upon ticket closure.)	80% of customers rate overall satisfaction good to excellent	90% rated good to excellent  (0.152 % response rate)	97% rated good to excellent  (0.056 % response rate)	98% rated good to excellent  (2.2% response rate)



## Selected Monthly Comments:

“I was very satisfied with the service I received within 24 hours, your quick response was impressive. Thank you.”

“great service was able to get back in quick after notification of issue..”

“Excellent representative, kind, courteous and top skills.”

“Great how the customer rep offered to stay on the line until I manually resolved the issue.”

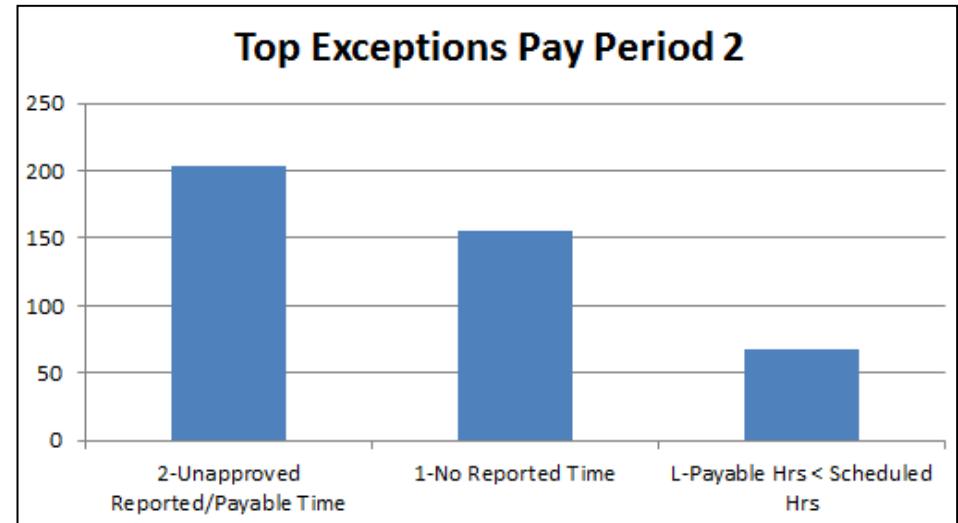
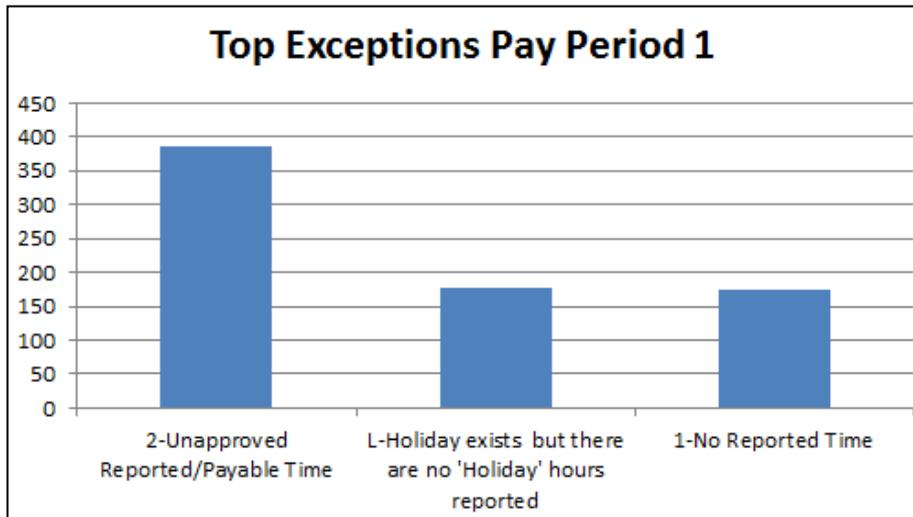
**Source:** ESC Customer Satisfaction Survey; survey link is provided on ticket closure notice and is voluntary. Survey results shown were collected between 12/28/2014 – 01/24/2015.

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# Outbound Contact Percentages

SLA Metric	Target	Current Period (12/28/2014 – 1/24/2015)	Previous Period (11/30/14 – 12/27/14)
Percentage of approvers contacted with unresolved high exceptions requiring ESC intervention for resolution:	98% 85% holiday/emergency leave weeks	70.81%	71.67%



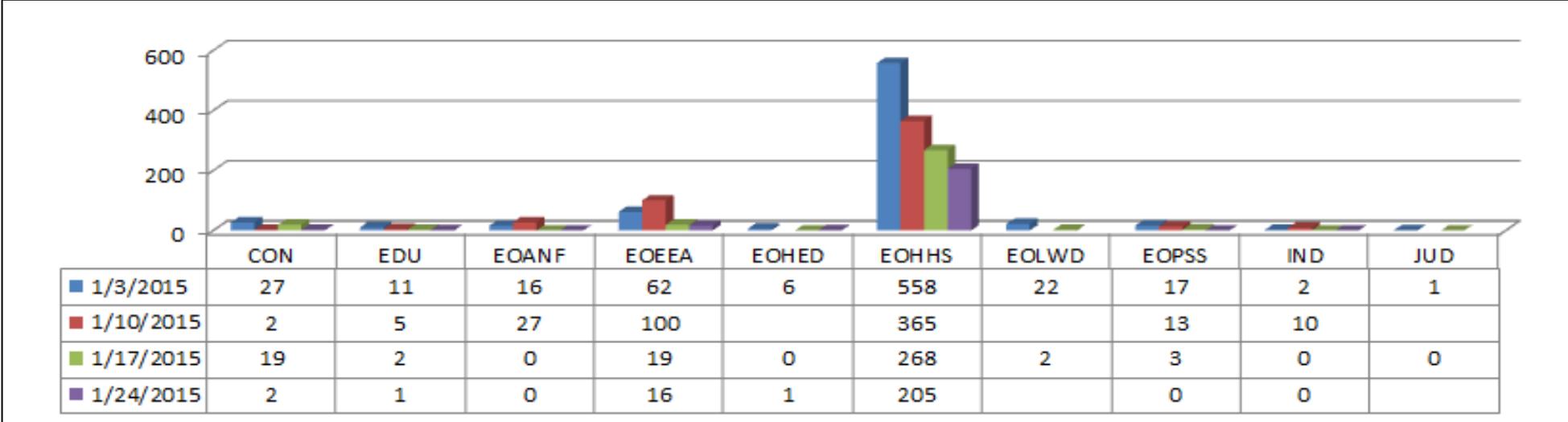
Source: ESC data from 12/28/2014 – 01/24/2015



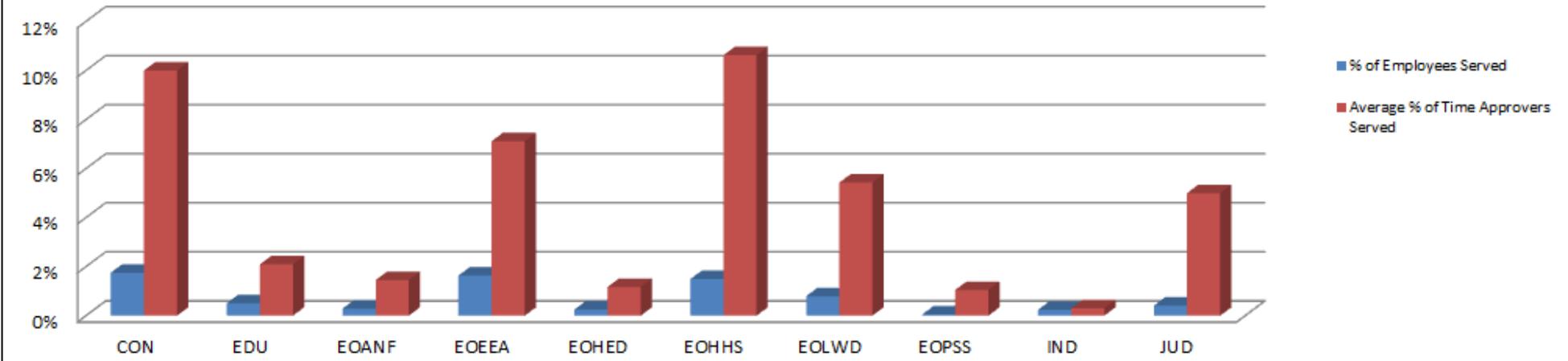
# Outbound Exception Management Calls

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.



## Average weekly calls as a % of Employees Served

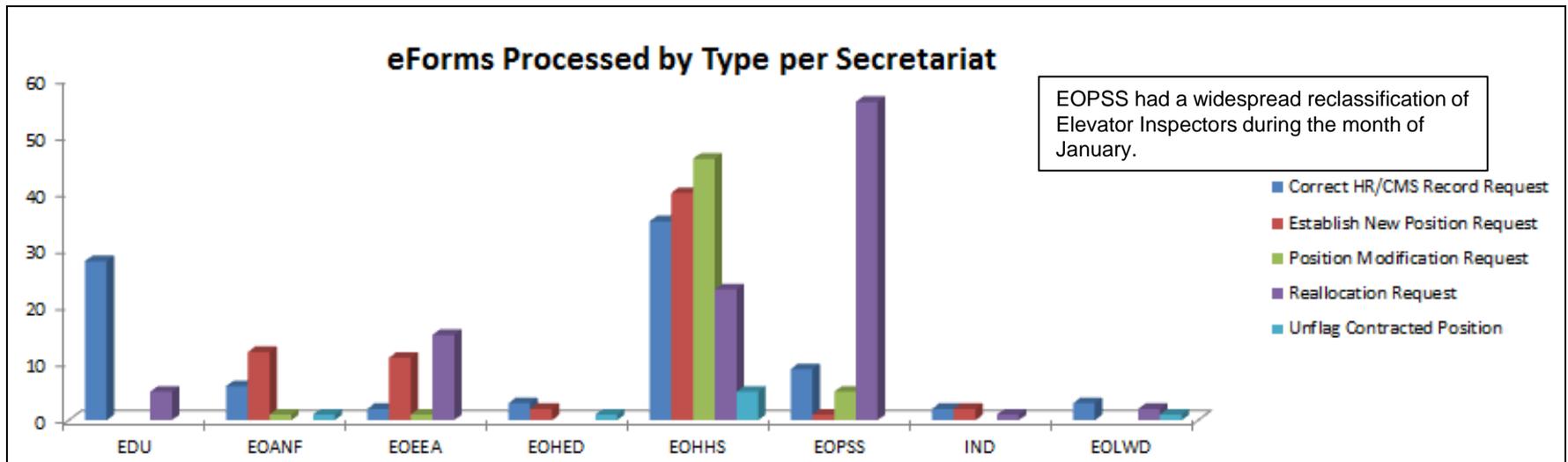
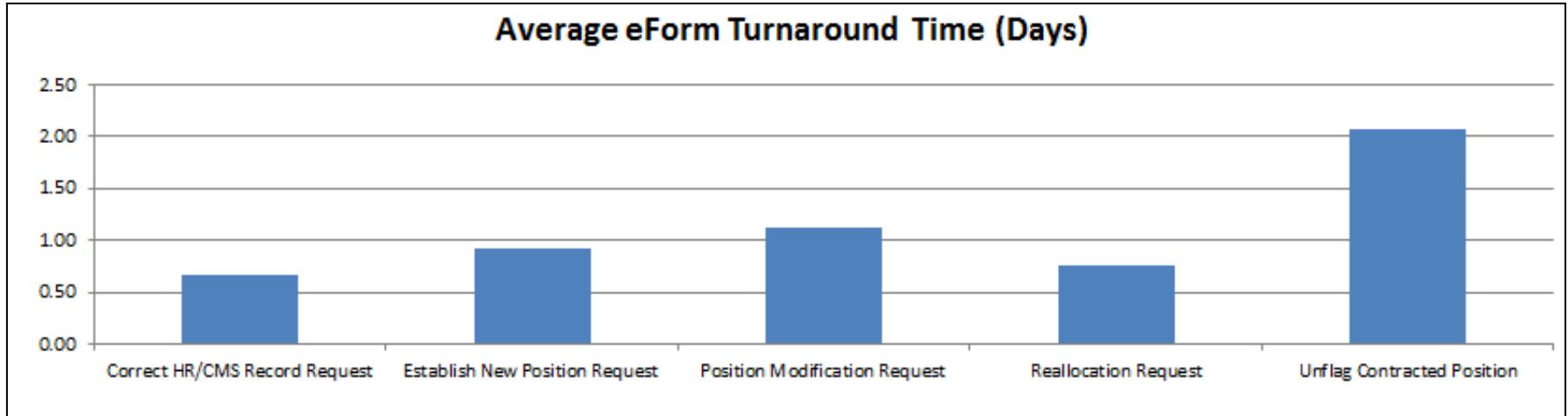


**Source:** : ESC Exception Management System data from 12/28/2014 – 01/24/2015. Average inquiries per employee is shown for comparison purposes and does not account for repeat contacts (i.e., calling an employee multiple times).



# Position Management

Total number of eForms processed by ESC: 319



Unflag Contract Position Requests are dependent on ANF Platform Approval



# 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	17	DDR-Department of Revenue	1911	MCD-Commission For The Deaf And Hard of Hearing	57
AGR-Department Of Agricultural Resources	106	DOS-Division Of Standards	22	MGC-Massachusetts Gaming Commission	51
ALA-Administrative Law Appeals Division	37	DPH-Department Of Public Health	3229	MIL-Massachusetts National Guard	8051
ANF-Eo Administration & Finance	337	DPS-Department Of Public Safety	177	MMP-Massachusetts Marketing Partnership	21
APC-Appeals Court	120	DPU-Department Of Public Utilities	157	MRC-Mass Rehabilitation Commission	966
ART-Mass Cultural Council	30	DSS-Department Of Children And Families	3581	OCD-Dept Of Housing And Community	309
ATB-Appellate Tax Board	22	DYS-Department Of Youth Services	903	OHA-Massachusetts Office On Disability	13
BLC-Board of Library Commissioners	23	EDU-Executive Office Of Education	96	ORI-Office For Refugees And Immigrants	21
BSB-Bureau Of State Buildings	15	EEC-Department Of Early Education	214	OSC-Office Of The Comptroller	147
CAD-Commission Against Discrimination	74	EED-Executive Office Of Housing & Economic Development	52	OSD-Division Of Operational Services	118
CDA-Massachusetts Emergency Management Agency	98	EHS-Executive Office of Health and Human Services	1626	PAR-Parole Board	207
CHE-Soldiers' Home In Massachusetts	381	ELD-Department Of Elder Affairs	60	POL-State Police	2591
CHS-Department of Criminal Justice Information Systems	43	ENE-Department Of Energy Resources	58	REG-Division Of Professional Licensure	131
CJT-Criminal Justice Training Council	399	ENV-Executive Office Of Energy and Environmental Affairs	297	RGT-Department Of Higher Education	79
CME-Chief Medical Examiner	85	EOL-Executive Office Of Workforce Development	1501	SCA-Office Of Consumer Affairs And Business Regulations	29
CSC-Civil Service Commission	6	EPS-Executive Office Of Public Safety and Security	195	SDA-Sheriffs Department Association	4
CSW-Commission On Status Of Women	1	EQE-Department Of Environmental Protection	798	SEA-Department Of Business And Technology	21
DAC-Disabled Persons Protection Commission	32	FWE-Department Of Fish And Game	310	SOR-Sex Offender Registry	47
DCP-Capital Asset Management And Maintenance	460	GIC-Group Insurance Commission	58	SRB-State Reclamation Board	156
DCR-Department Conservation And Recreation	1122	HCF-Health Care Finance & Policy	157	TAC-Department Of Telecommunications	23
DFS-Department Of Fire Services	583	HLY-Soldiers' Home In Holyoke	385	TRB-Teachers Retirement Board	94
DMH-Department of Mental Health	3593	HPC-Health Policy Commission	51	TRE-Office Of The State Treasurer	234
DMR-Health and Human Services	6699	HRD-Human Resources Division	155	VET-Department Of Veterans Service	73
DOB-Division Of Banks	175	ITD-Information Technology Division	375	VWA-Victim And Witness Assistance	16
DOC-Department of Corrections	5328	LIB-George Fingold Library	12	WEL-Department Of Transitional Assistance	1624
DOE-Department Of Elementary & Secondary Education	548	LOT-Lottery And Gaming Commission	411		
DOI-Division Of Insurance	143	MCB-Mass Commission For The Blind	166	<b>Grand Total:</b>	<b>52517</b>

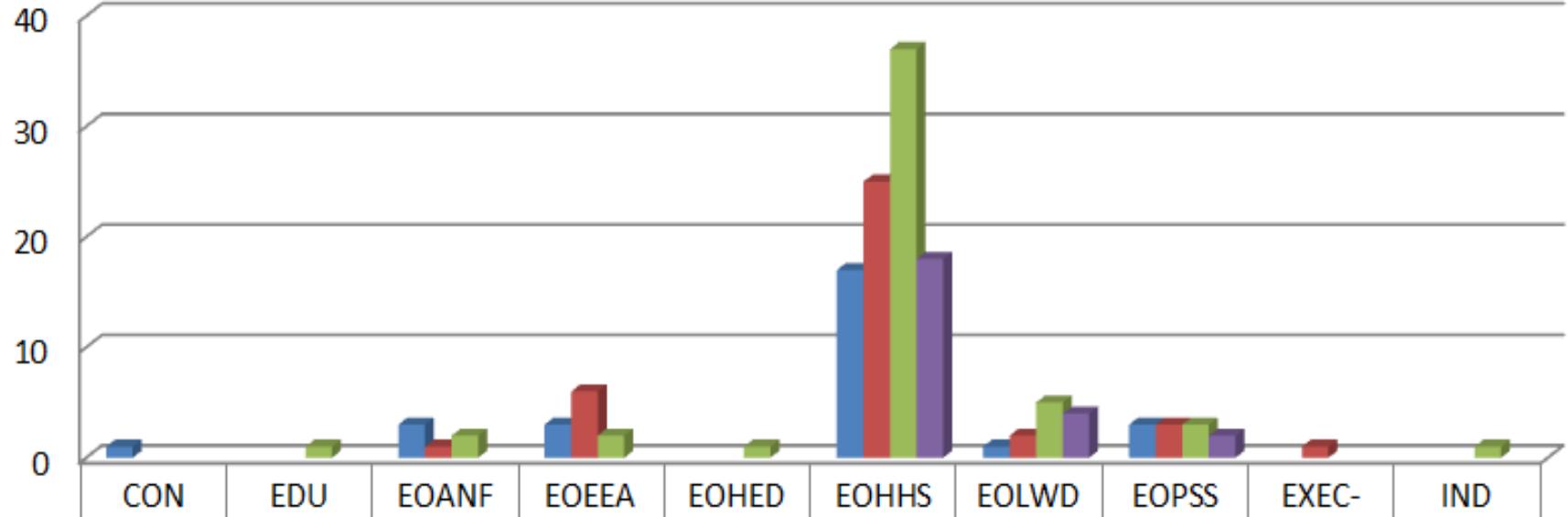


# Appendix: Inquiries by Agency

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

<b>CAD (IND) – Commission Against Discrimination</b>	<b>CSW (IND) – Commission on Status of Women</b>	<b>DAC (IND) – Disabled Persons Protection Committee</b>
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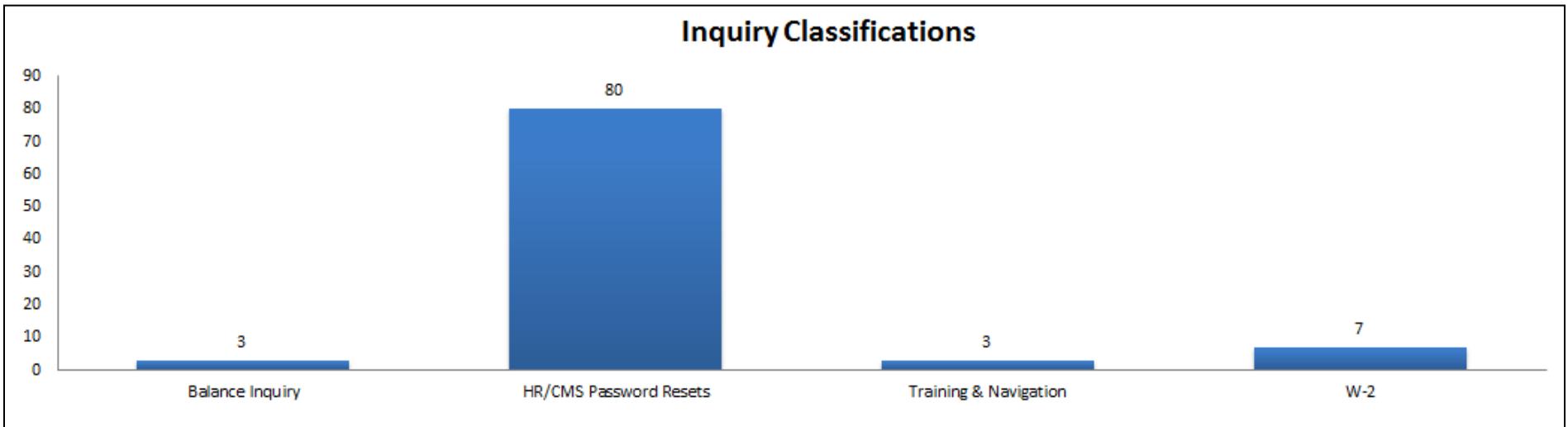
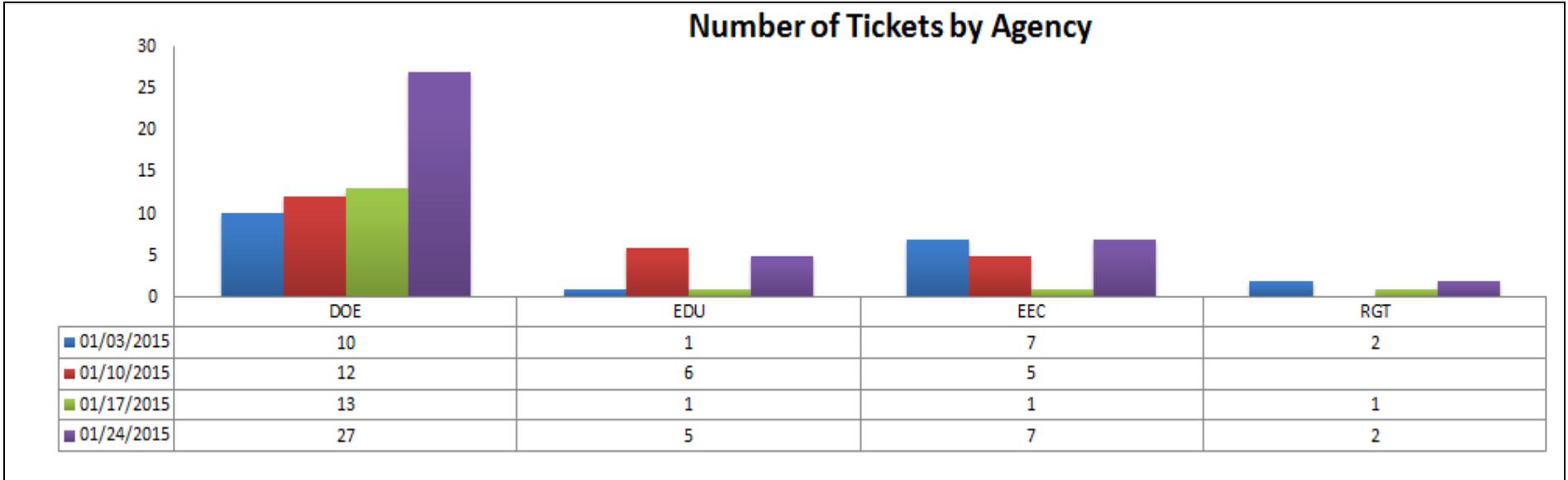
# Tickets Forwarded to Agency HR Payroll



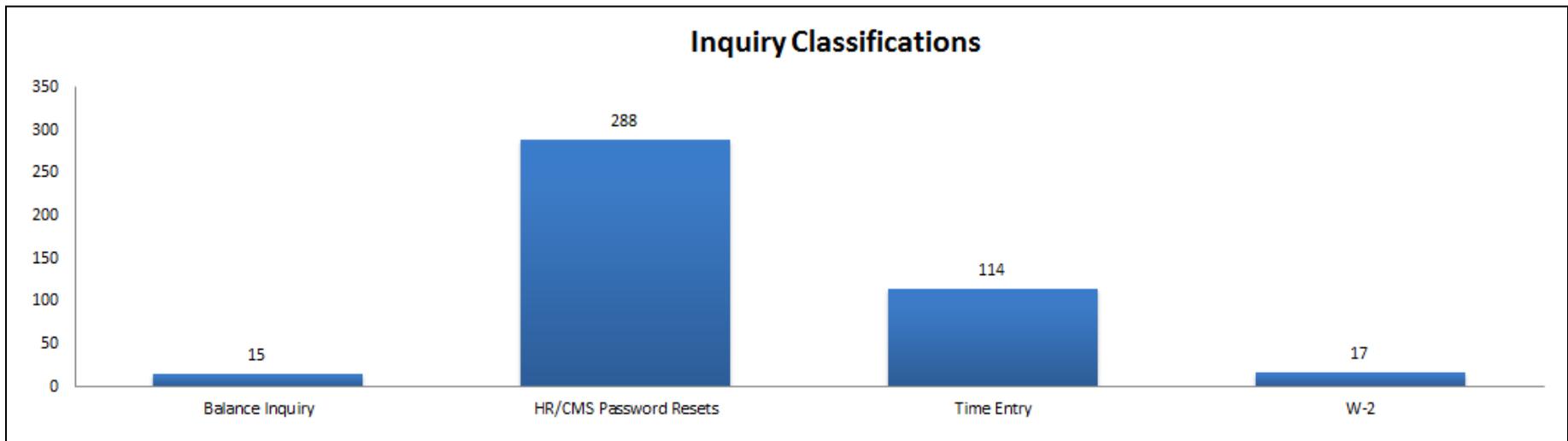
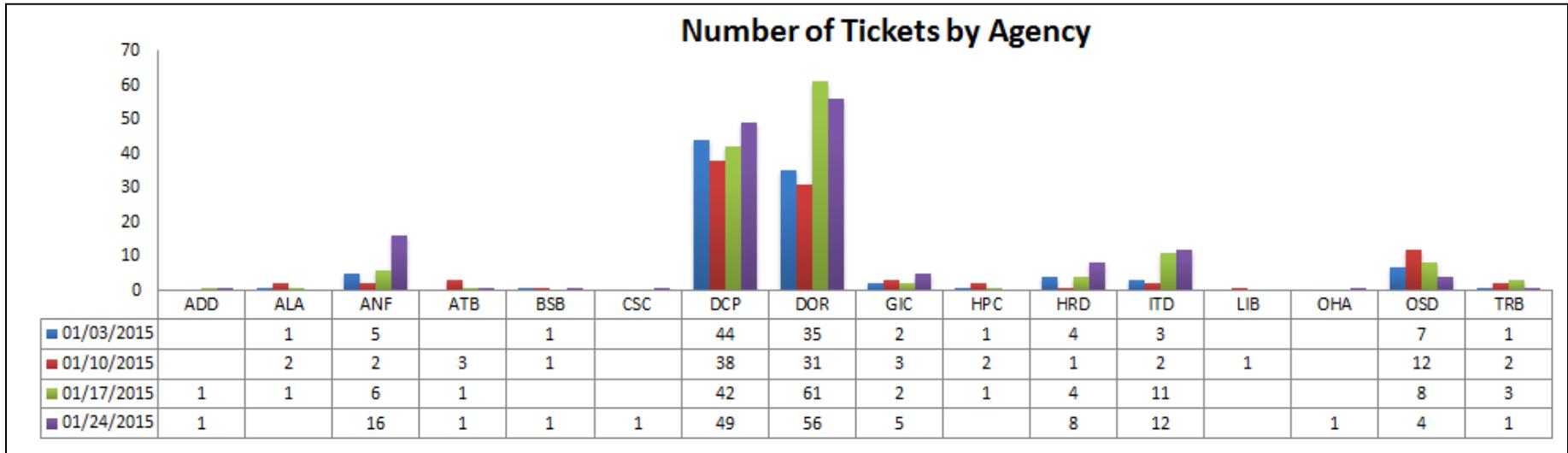
■ 1/3/2015	1		3	3		17	1	3		
■ 1/10/2015			1	6		25	2	3	1	
■ 1/17/2015		1	2	2	1	37	5	3		1
■ 1/24/2015						18	4	2		



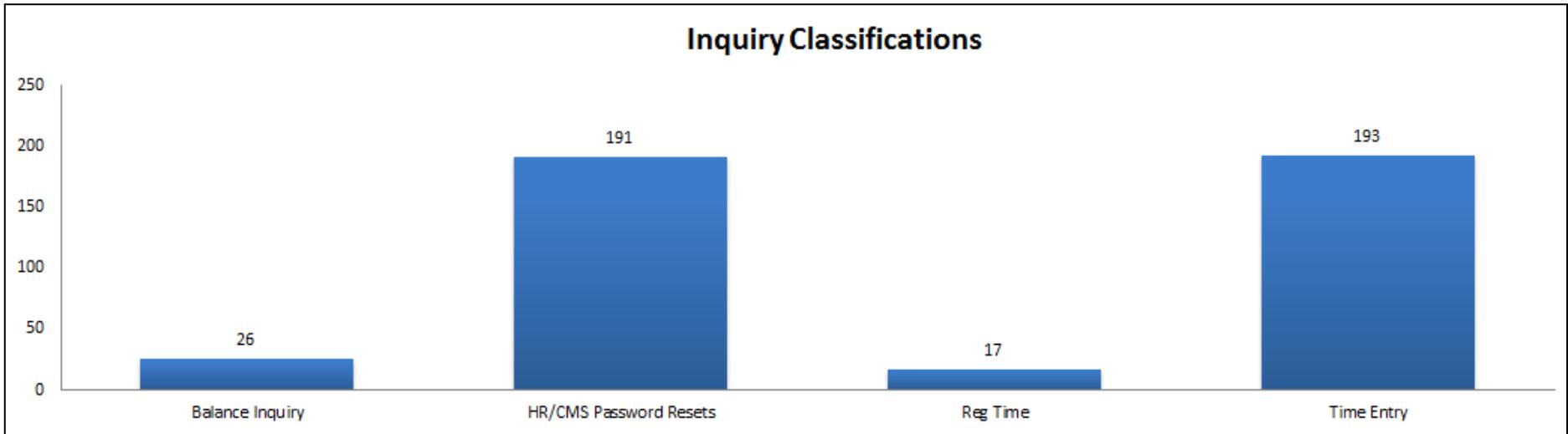
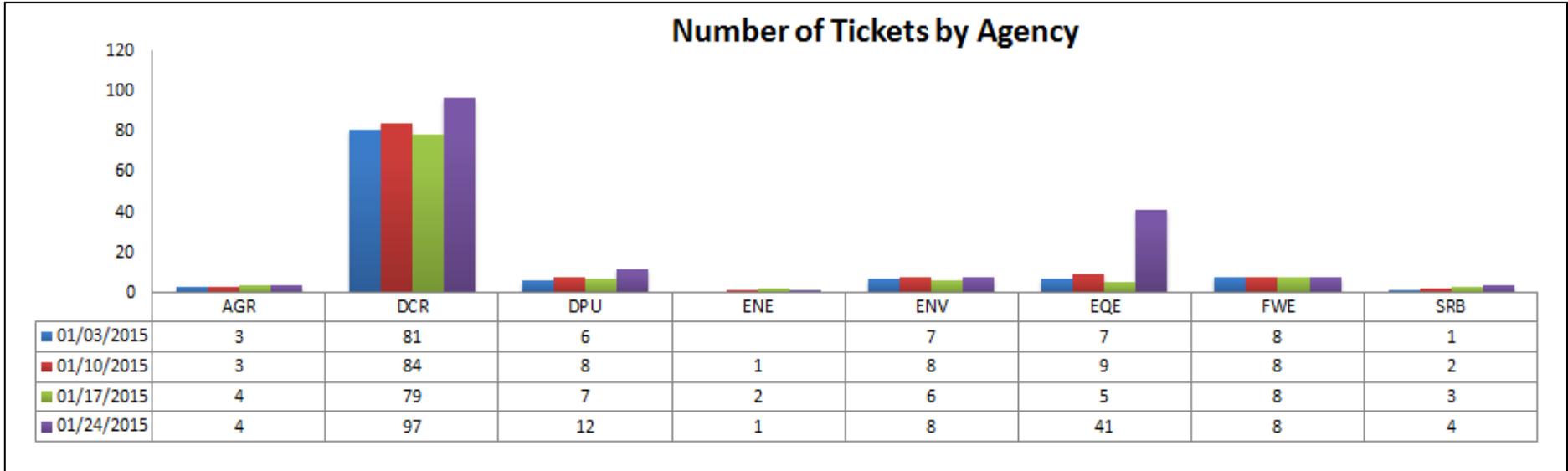
# Education Secretariat Agencies



# EOANF Secretariat Agencies

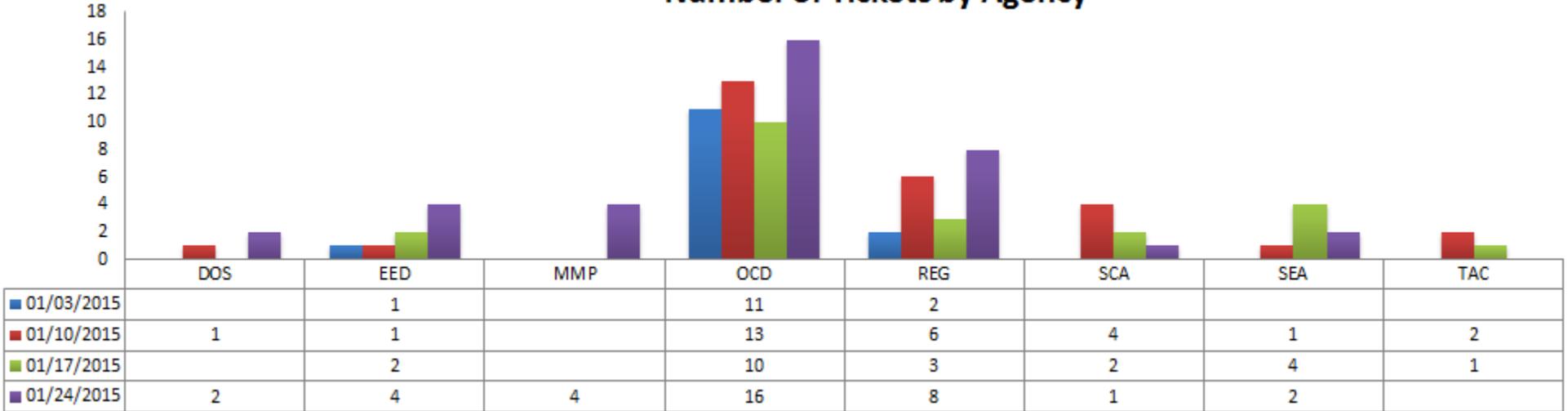


# EOEEA Secretariat Agencies

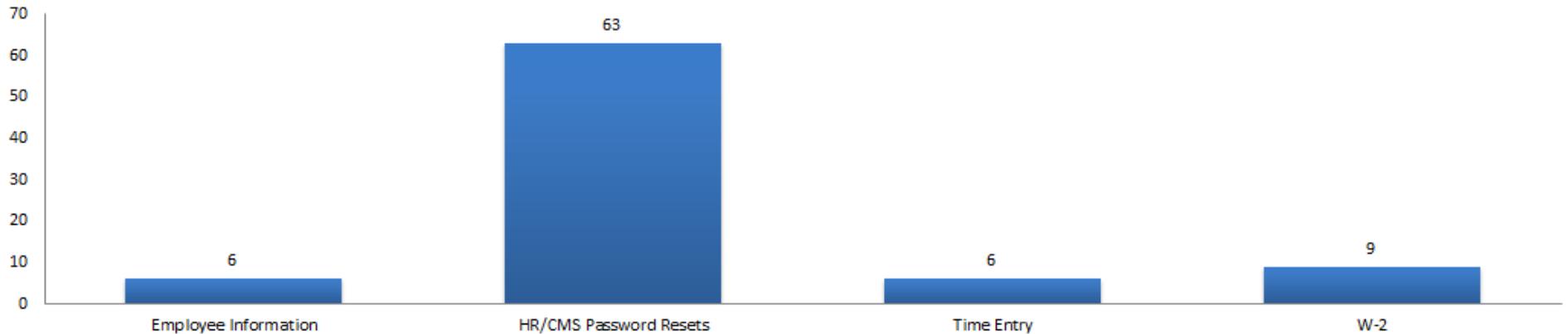


# EOHED Secretariat Agencies

### Number of Tickets by Agency

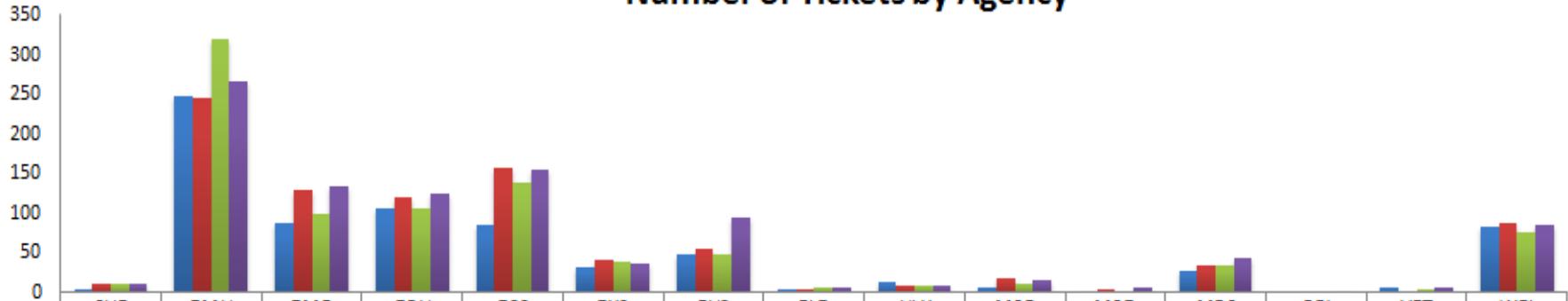


### Inquiry Classifications

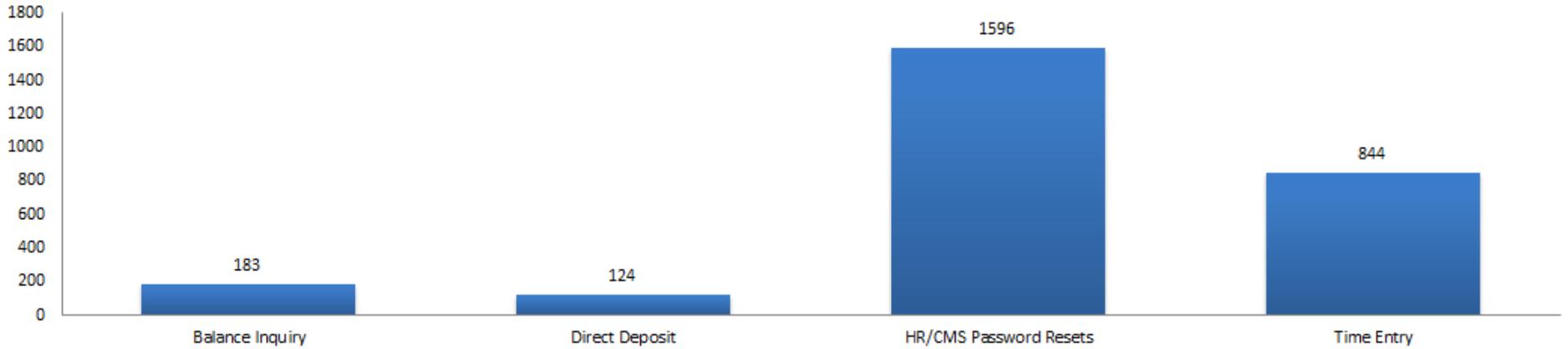


# EOHHS Secretariat Agencies

### Number of Tickets by Agency

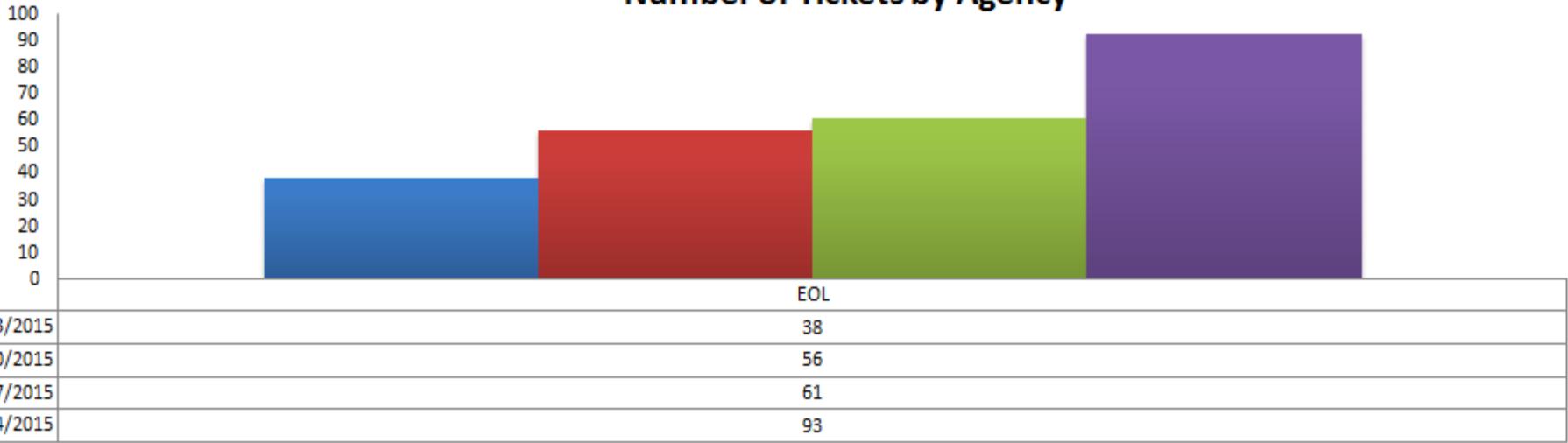


### Inquiry Classifications

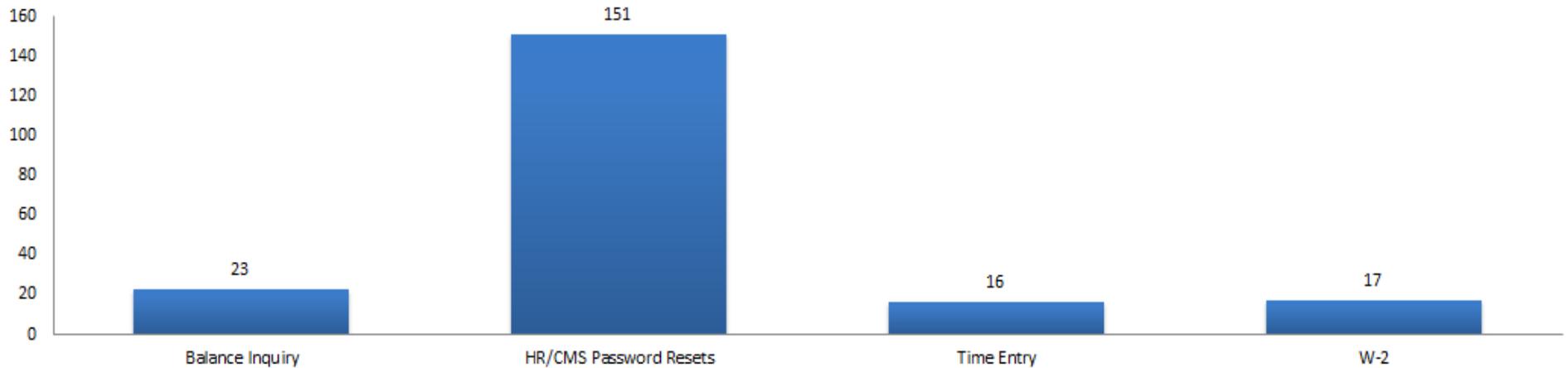


# EOLWD Secretariat Agencies

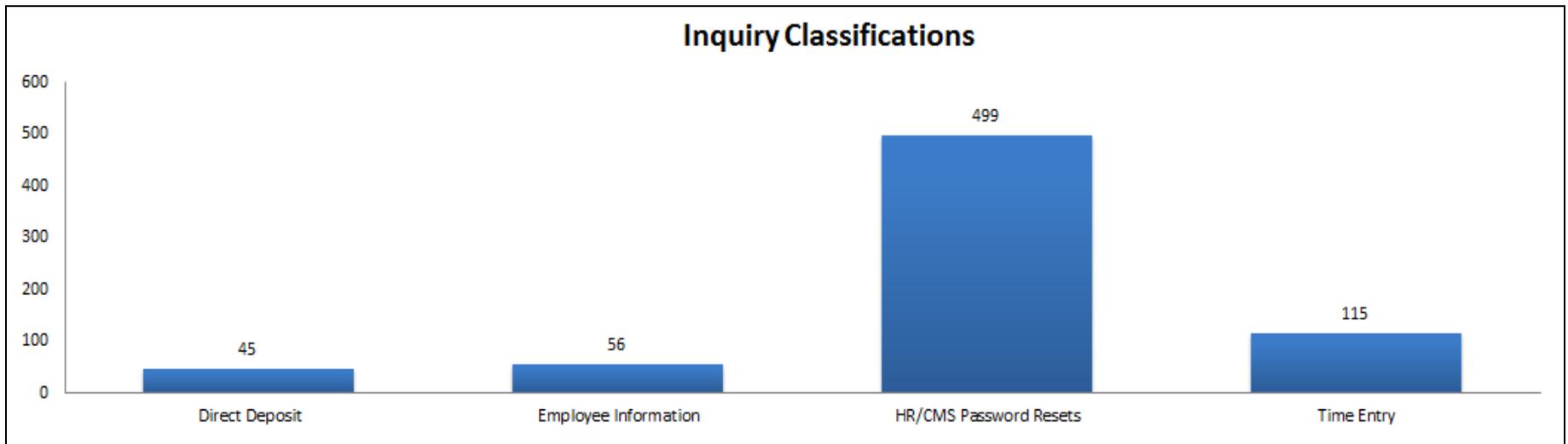
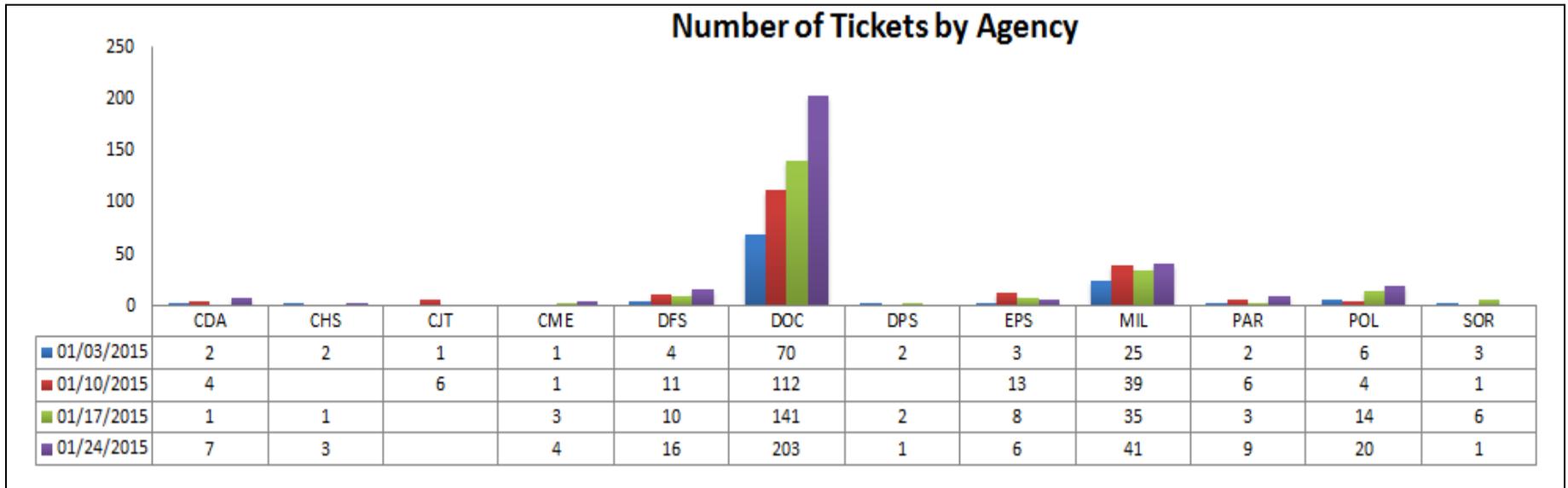
### Number of Tickets by Agency



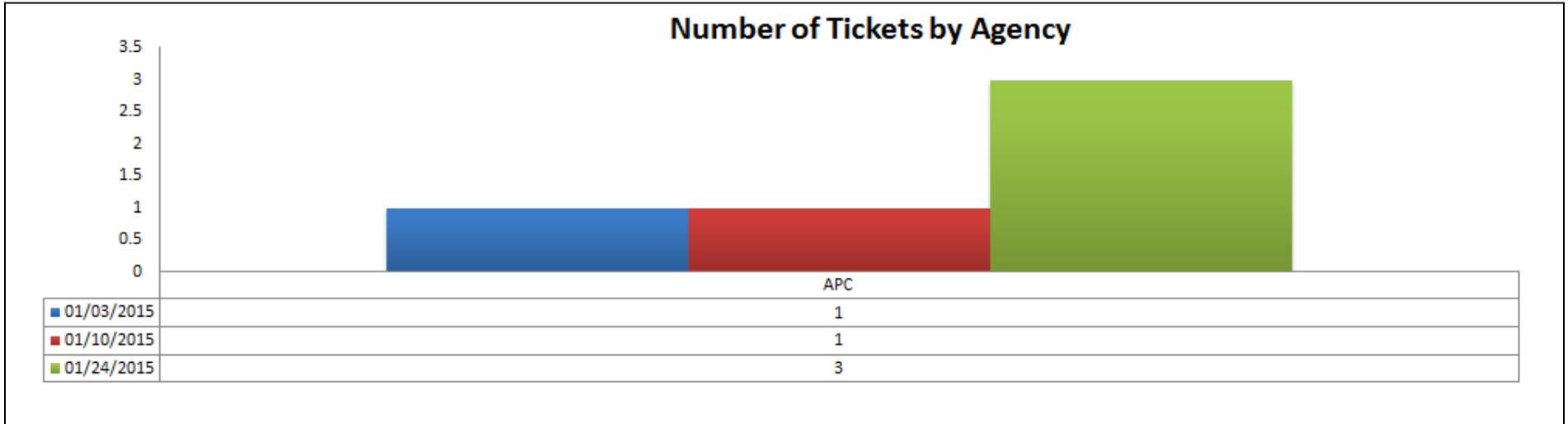
### Inquiry Classifications



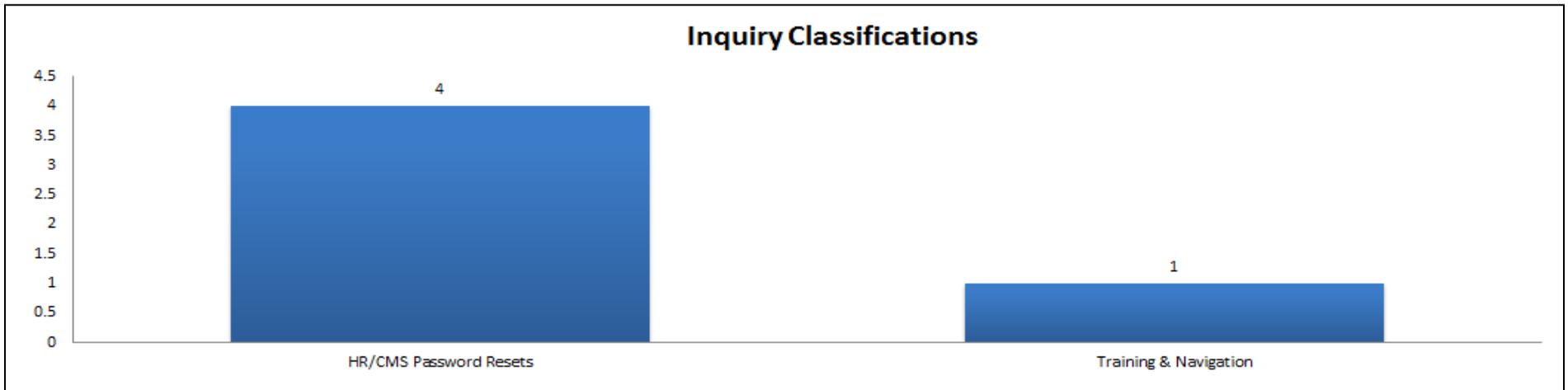
# EOPSS Secretariat Agencies



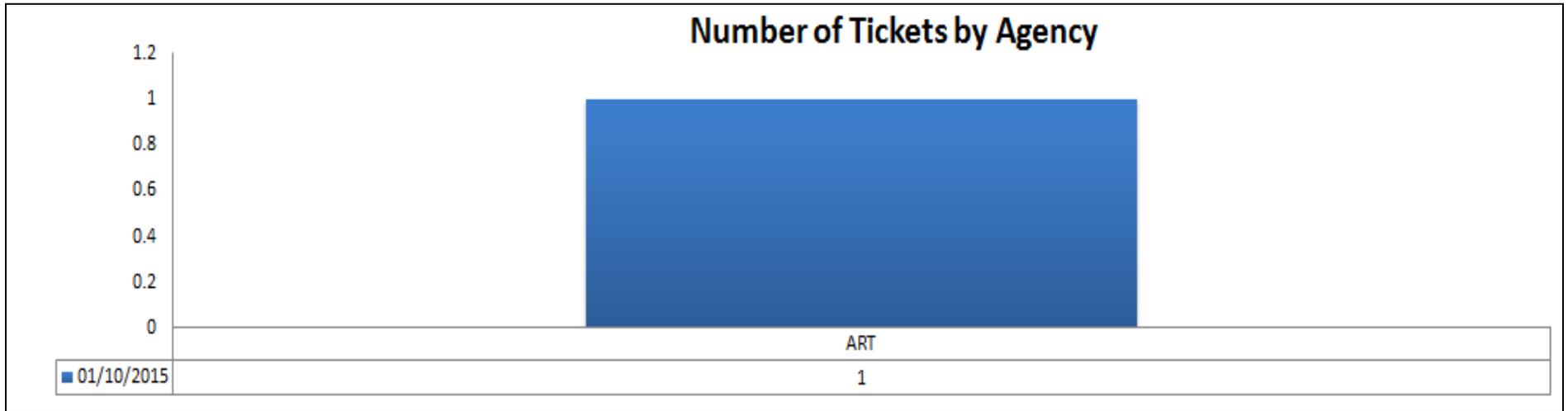
# APC Tickets and Classification



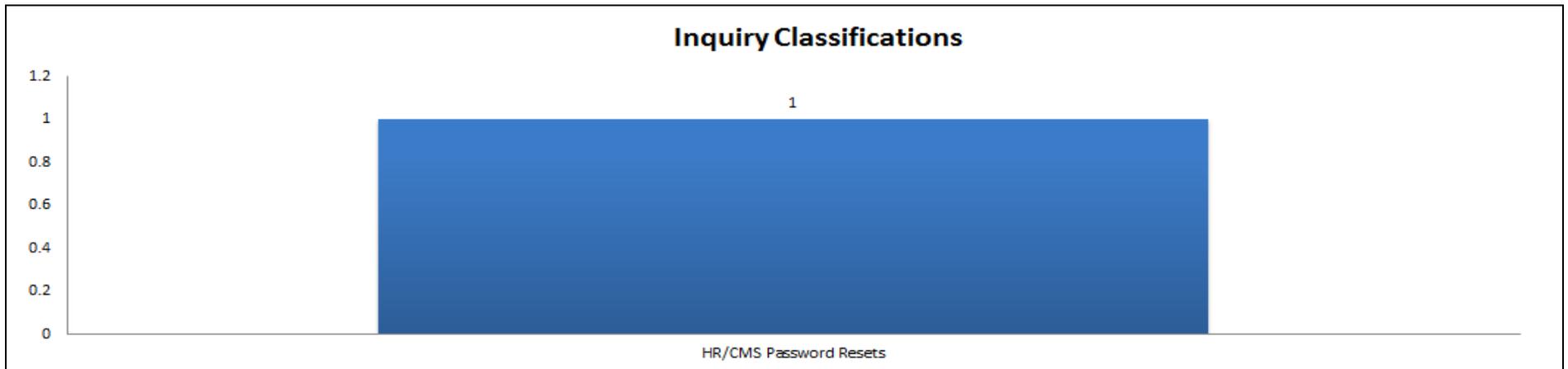
The ESC did not receive any requests w/e 1/17/15



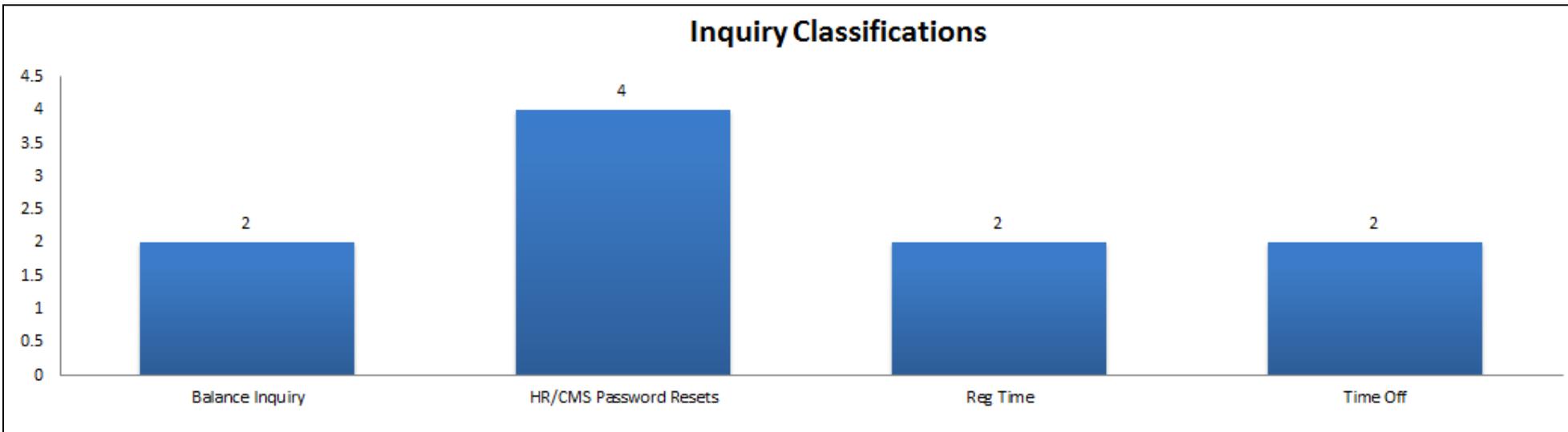
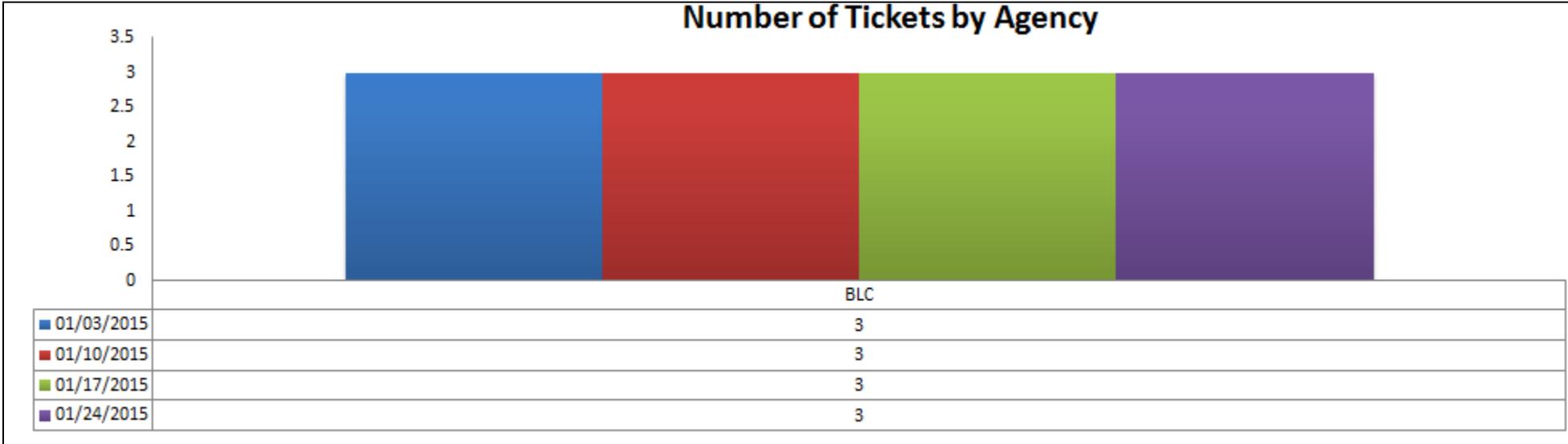
# ART Tickets and Classification



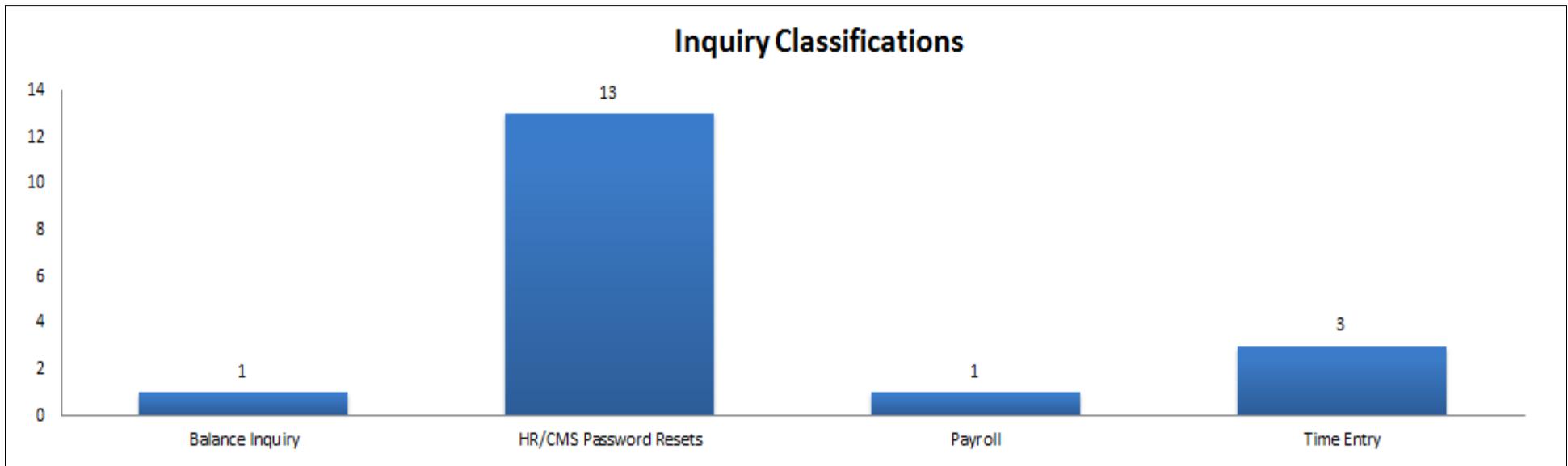
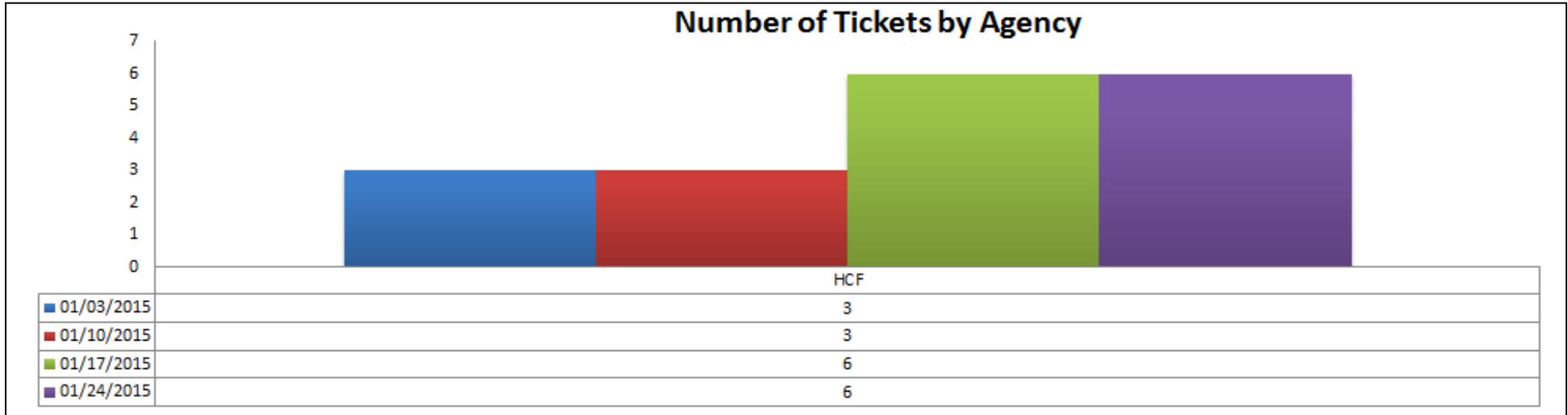
The ESC did not receive any requests w/e 1/03/15, 1/17/15 or 1/24/15



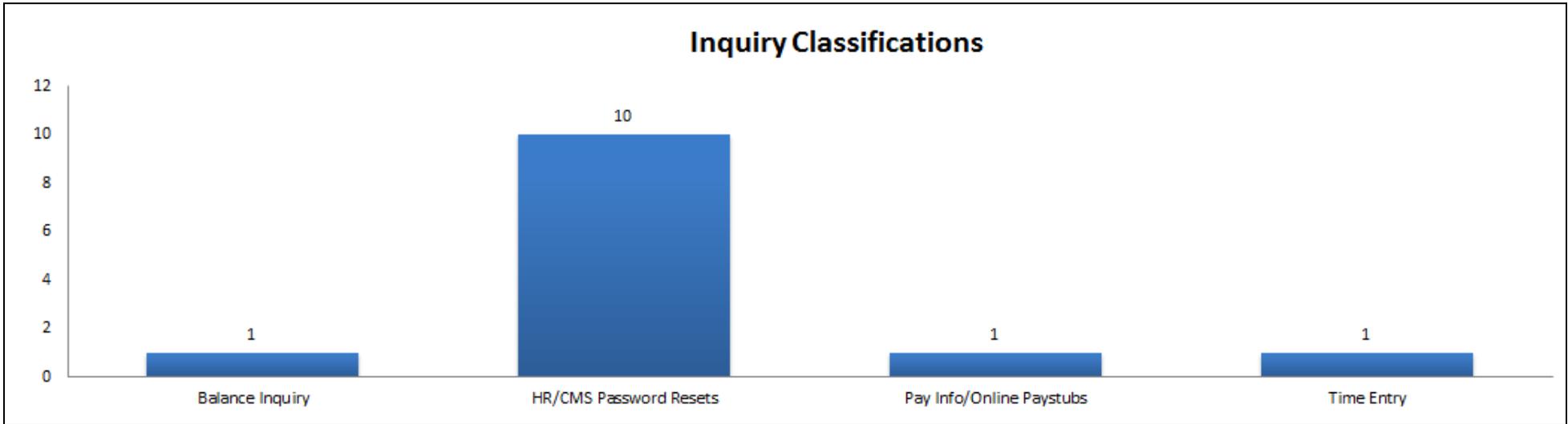
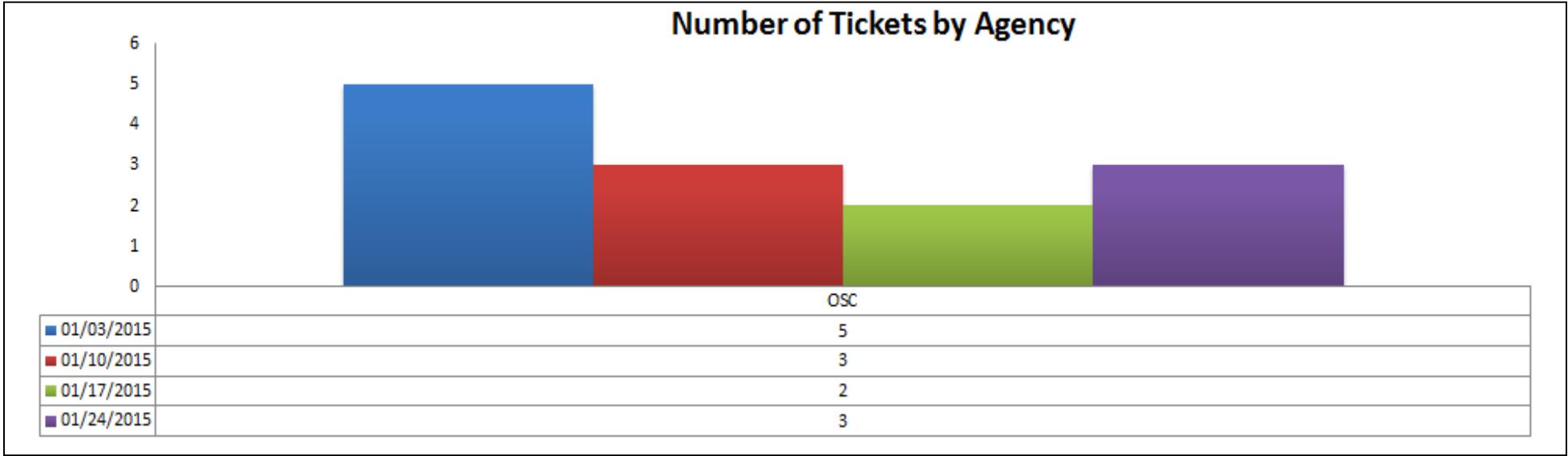
# BLC Tickets and Classification



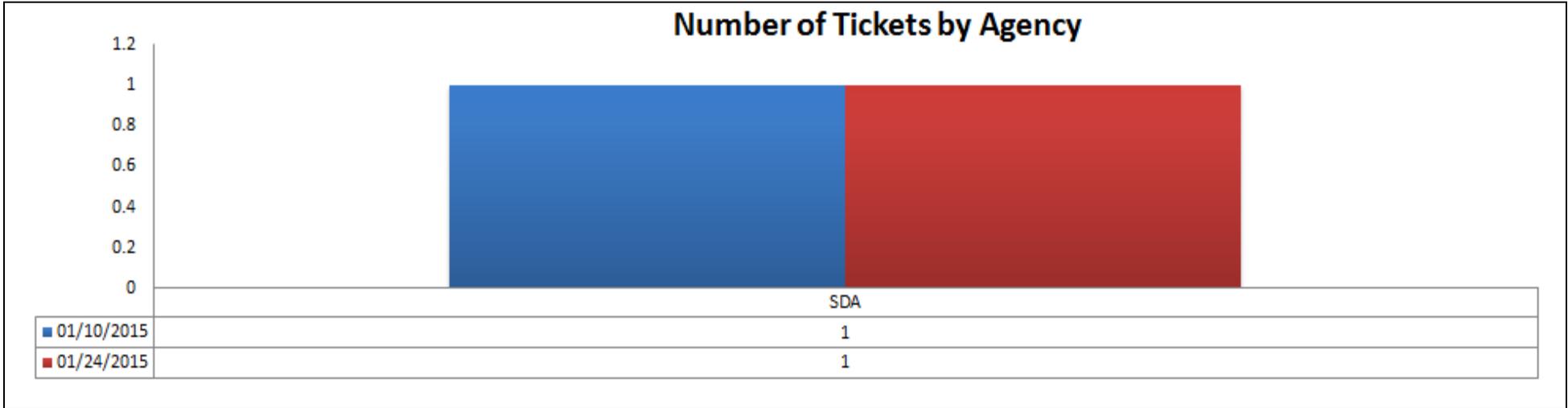
# HCF Tickets and Classification



# OSC Tickets and Classification



# SDA Tickets and Classification



The ESC did not receive any requests w/e 1/3/15 or 1/17/15

