



The Commonwealth of Massachusetts



ESC Service Charter Scorecard

February 22, 2015 – April 4, 2015



The Commonwealth of Massachusetts

Table of Contents

	PAGE
Service Delivery Overview	3
SLA Targets and Actual Performance	4
Inbound Call Data	5
Inbound Inquiries by Secretariat	6
Types of Inquiries Received	7
ePay/eProfile Transactions	8
ePay/eProfile Transactions by Secretariat	9
Direct Deposit-Prenote Outreach	10
ACES Management	11
Case Resolution Time	12
Customer Satisfaction Survey Results	13
Outbound Contact Percentages	14
Outbound Exception Management Calls	15
Position Management	16
New Hire Orientation	17
Scorecard Schedule	18
Appendix: Agencies Served	19
Appendix: Inquiries by Agency	20-34



Service Delivery Overview

February 22, 2015 – April 04, 2015

Executive Summary

Total # Agencies Served: 80

Total # Employees Served: 53,537

Total calls received: 7730

Average Call Wait Time: 00:18

Total email requests received: 986

Total FAX requests received: 265

Number of Transactions processed by ESC: 12021

Total outbound contacts: 3585

Total tickets opened: 7896

Total tickets closed within 3 days: 7764

Total tickets remain open beyond 3 days: 132

% tickets remain open beyond 3 days: 1.67%

% of Employees served by the ESC: 22.4%

Staffing

Area	Staffing as of 4/04/2015	Staffing as of 2/21/2015
Customer Service/Intake	5	5
Customer Service/Research	3	3
Processing & Outreach	11	11
Analyst	1	1
Supervisor	3	3
Senior Staff	4	4
Total	27	27

Activities – March

Source: ESC Avaya CMS & Footprints Reports, data from 2/22/2015 – 04/04/2015

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

The Commonwealth of Massachusetts



SLA Targets and Actual Performance

Metric	Target	Current Period Performance 2/22/15 – 04/04/15	Previous Period Performance 01/25/15 – 02/21/15	Trend
Average wait time – all inquiries (Days operational)	Will not exceed 3 minutes 90% of the time; Will not exceed 2 minutes 50% of the time	0:18 seconds	1:08 minutes	
Average case resolution time – password resets and e-mail updates (Time owned by ESC)	98% within 1 day	99.86%	100%	
Average case resolution time – inquiries and requests (Time owned by ESC)	75% within 1 day 90% within 3 days	96.8% within 1 Day and 98.3% within 3 Days	96.1% within 1 Day and 97.4% 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	98% rated good to excellent (0.220% responded)	97% rated good to excellent (0.150% 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	

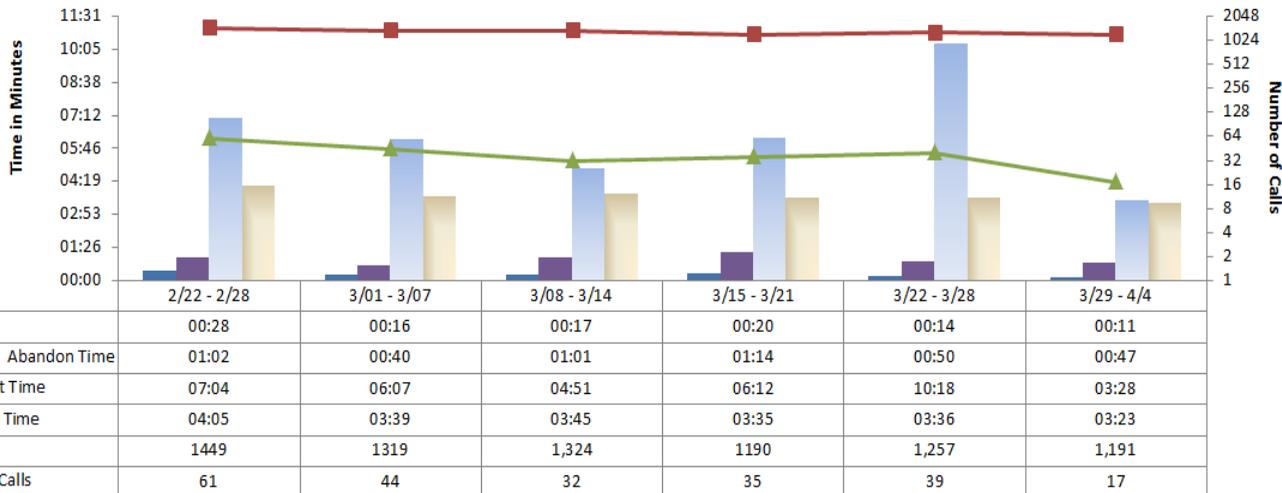


Inbound Call Data

SLA Metric	Target Level	Current Period (2/22/15 to 04/04/15)	Previous Period (1/25/15 to 02/21/15)	March 2014
Average wait time – all inquiries (Days operational)	Will not exceed 3 minutes 90% of the time	0:18 seconds	1:08 minutes	0:18 seconds

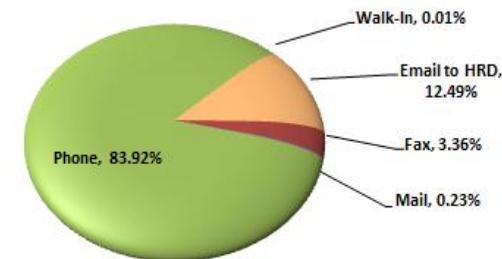


Wait Time, Call Volumes, & Abandonment Rates



Total = 7730 calls

Ticket Source



Total = 7896 tickets

Source: ESC Footprints & Avaya data from 2/22/2015 – 04/04/2015.

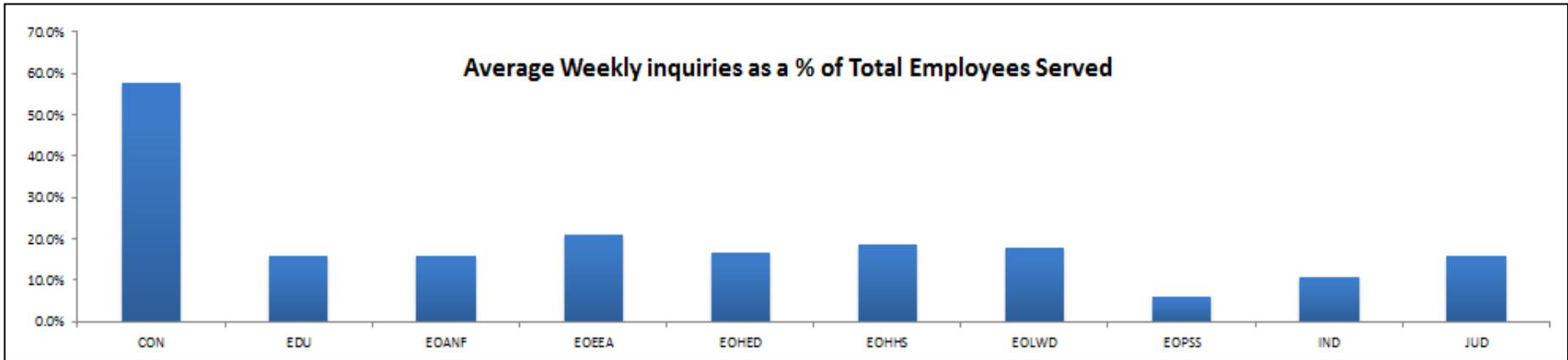
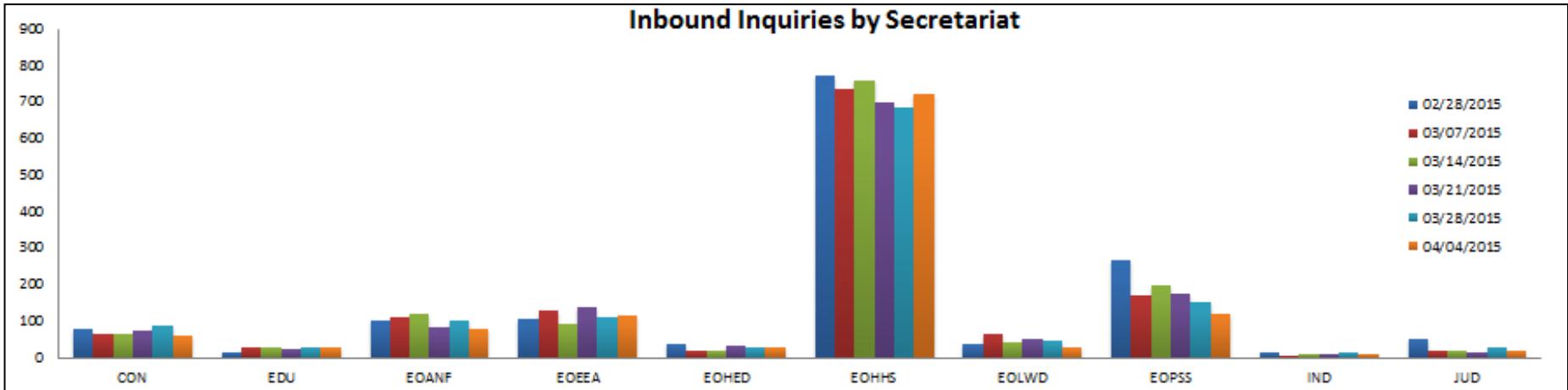
*E-mail tickets do not account for additional outreach to correct invalid employee e-mail addresses.



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Inbound Inquiries by Secretariat

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

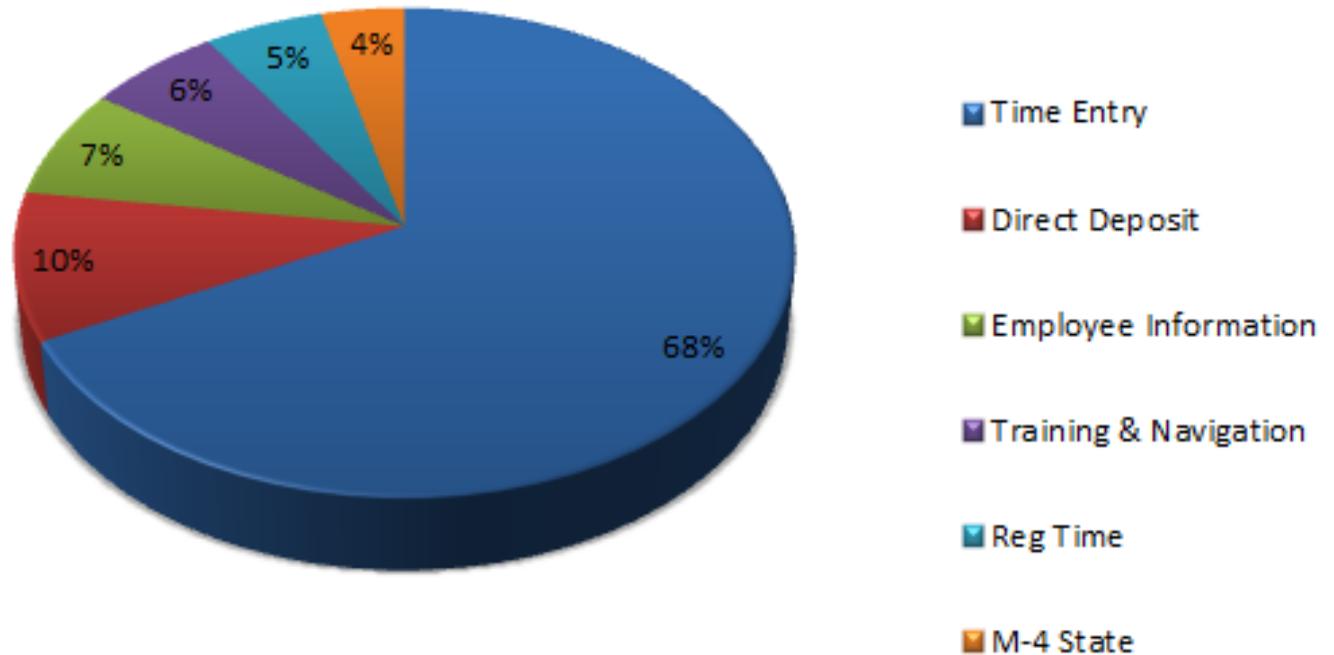


Source: ESC Footprints data from 2/22/2015 – 04/04/2015. Average inquiries per employee is shown for comparison purposes and does not account for repeat contacts (i.e., one employee calling multiple times).



Type of Inquiries Received

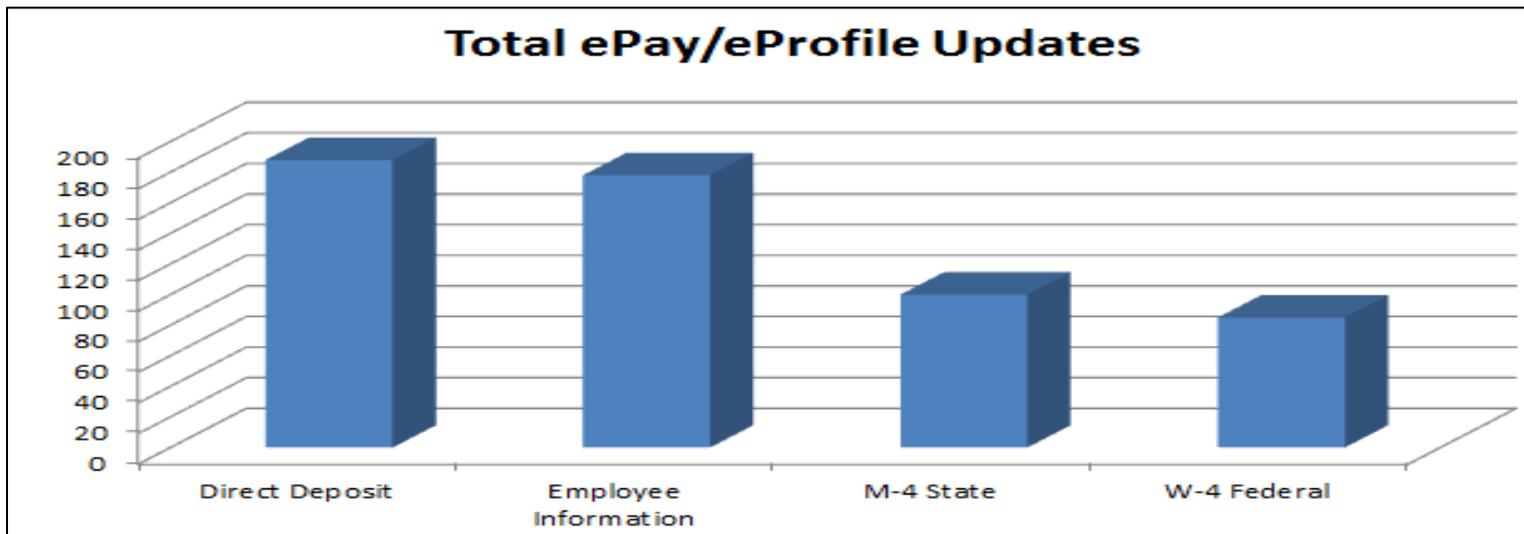
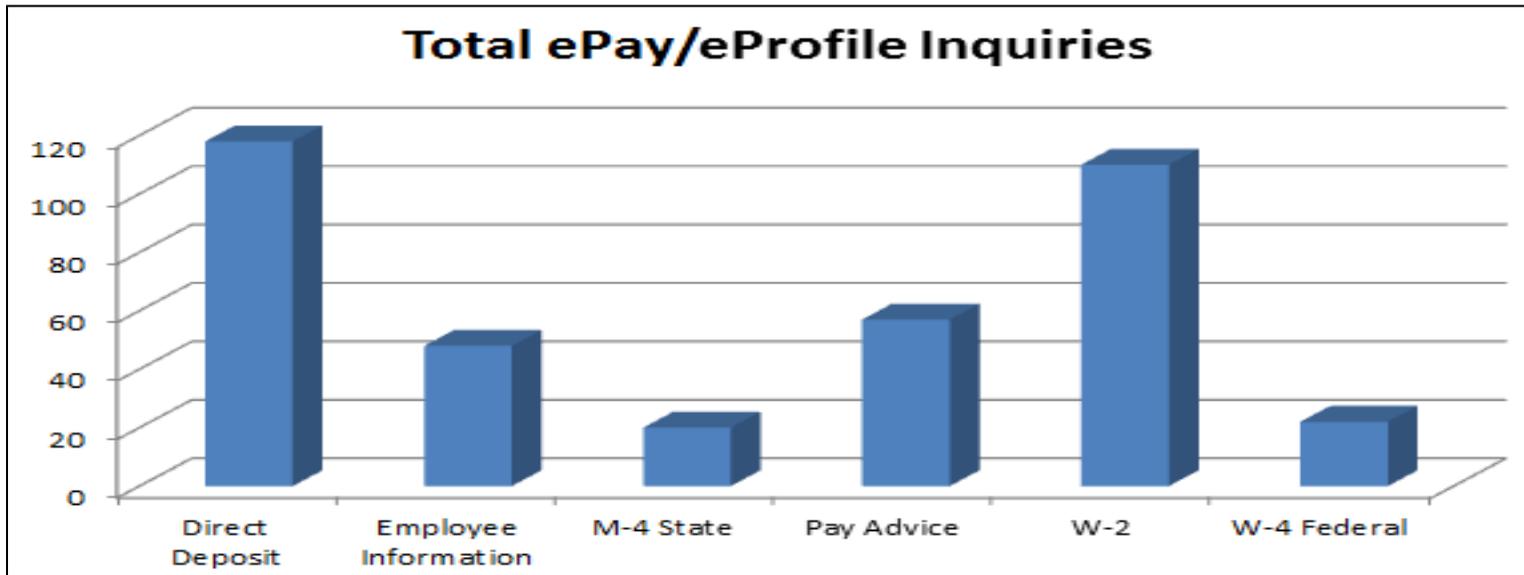
Top Inquiry Classifications (Excluding Password Resets)



Source: ESC Footprints data from 2/22/2015 – 04/04/2015.



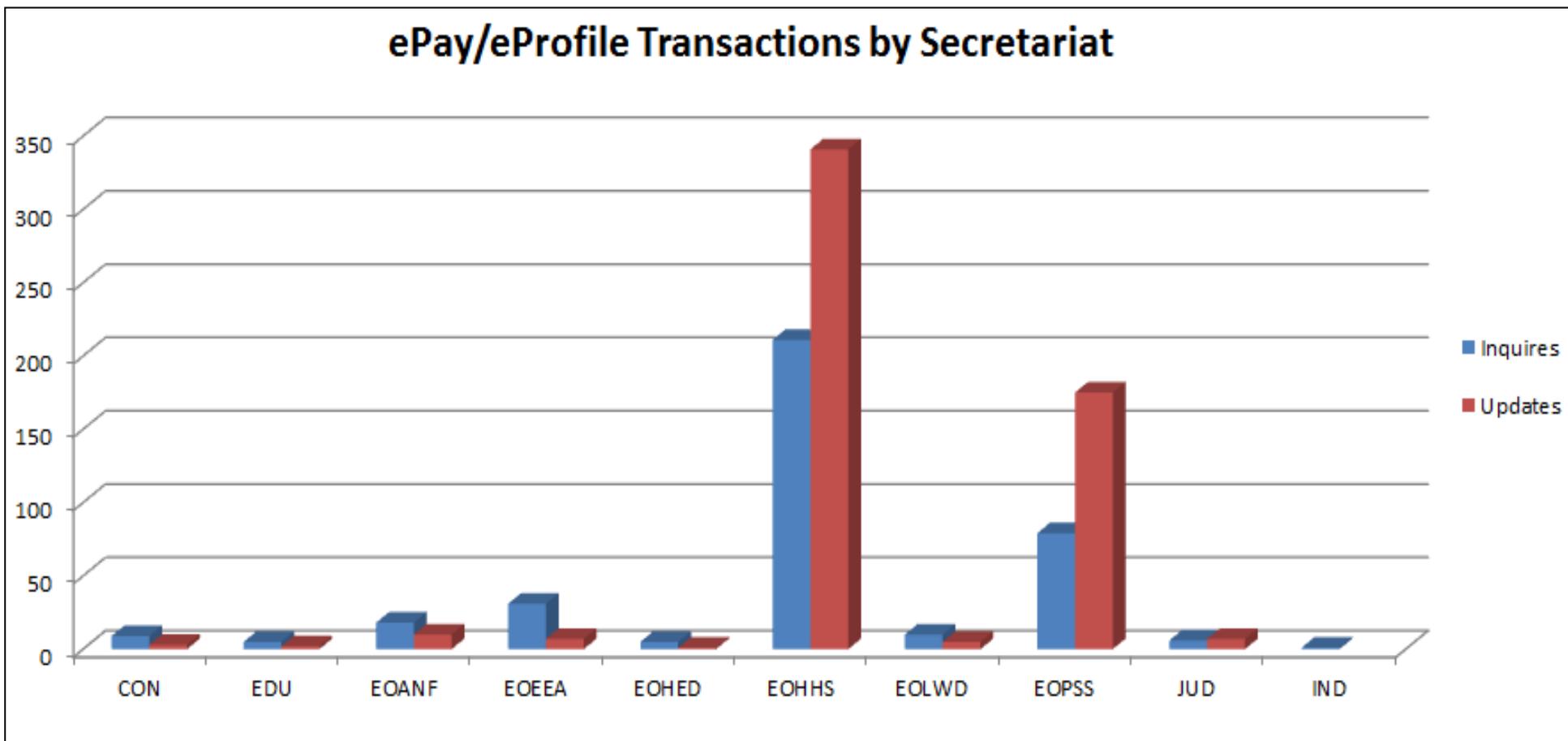
ePay/eProfile Transactions



Source: ESC Footprints data from 2/22/2015 – 04/04/2015



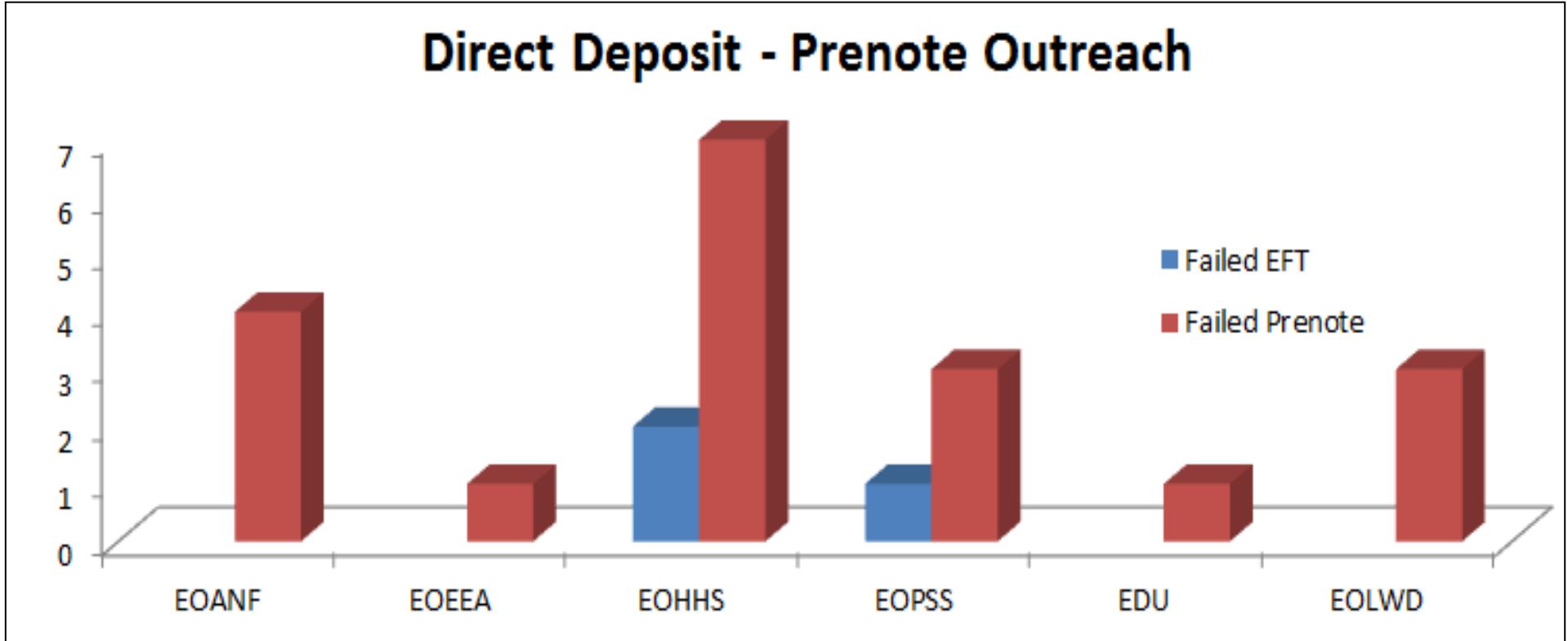
ePay/eProfile Transactions by Secretariat



Source: ESC Footprints data from 2/22/2015 – 04/04/2015.



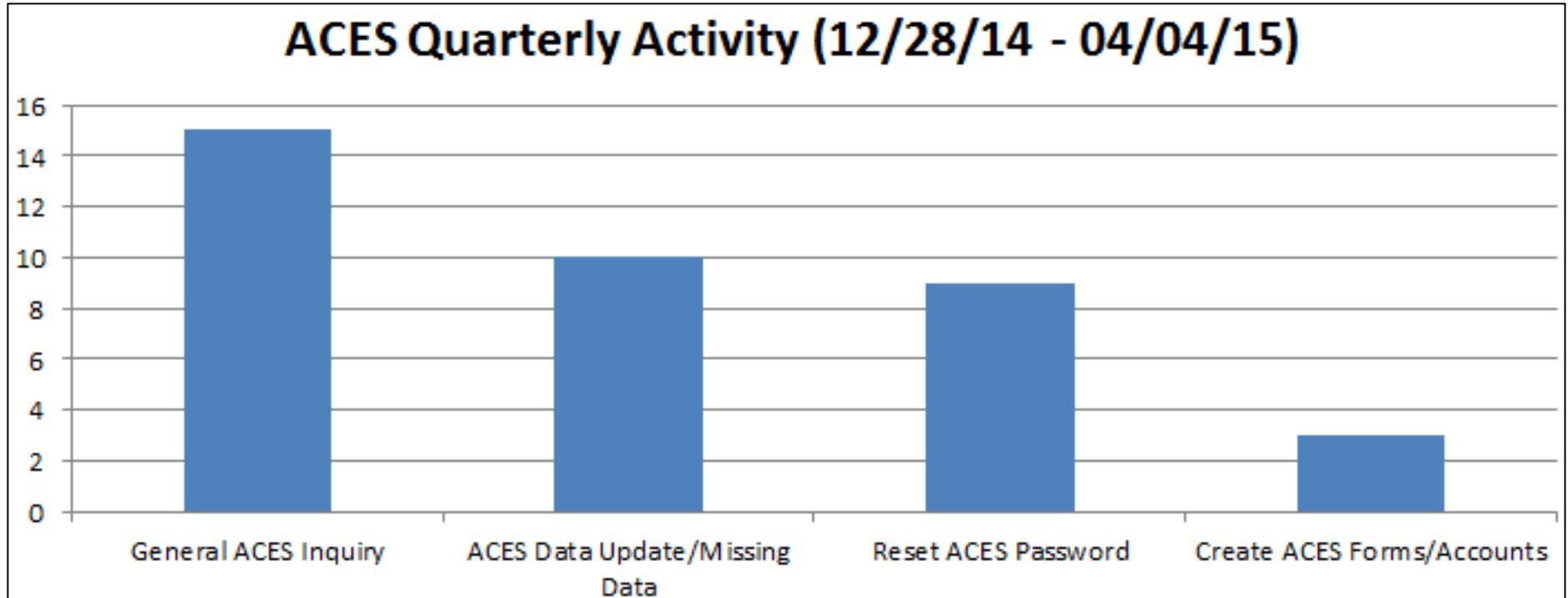
Direct Deposit-Prenote Outreach



Source: ESC data from 2/22/2015 – 04/04/2015.



ACES Management



Case Resolution Time

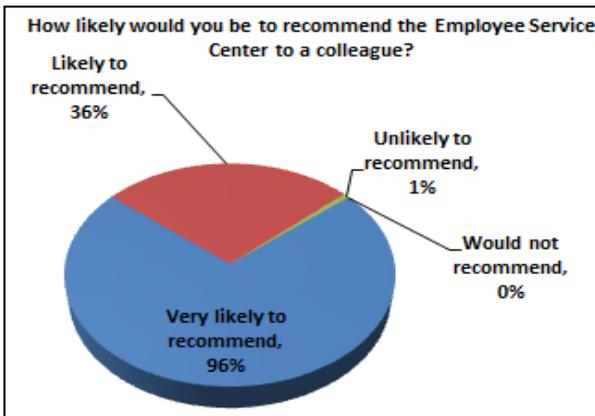
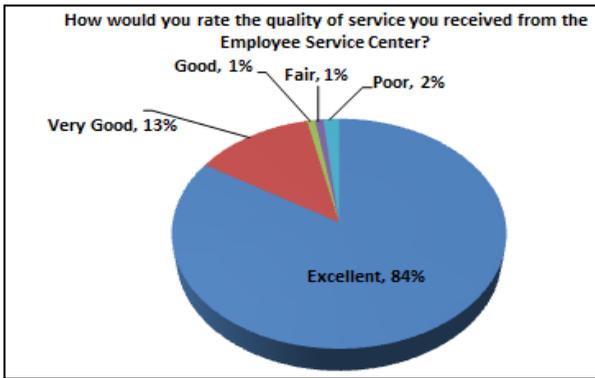
SLA Metric	Target	Current Period (2/22/15 – 4/04/15)	Previous Period (1/25/15 – 2/21/15)	Previous Year March 2014
Average case resolution time – password resets and e-mail updates (Time owned by ESC)	98% within 1 day	99.86%	100%	100%
Average case resolution time – inquiries and requests (Time owned by ESC)	75% within 1 day 90% within 3 days	1 Day – 96.8% 3 Days – 98.3%	1 Day – 96.1% 3 Days – 97.4%	1 Day – 96.2% 3 Days – 85%

Source: ESC Footprints data from 2/22/2015 – 04/04/2015.



Customer Satisfaction Survey Results

SLA Metric	Target	Current Period (2/22/15 – 2/21/14)	Previous Period (1/25/15 – 2/21/15)	March 2014
Customer satisfaction (Based on automated survey upon ticket closure.)	80% of customers rate overall satisfaction good to excellent	98% rated good to excellent (0.220% response rate)	97% rated good to excellent (0.150% response rate)	94% rated good to excellent (0.8 response rate)



Selected Monthly Comments:

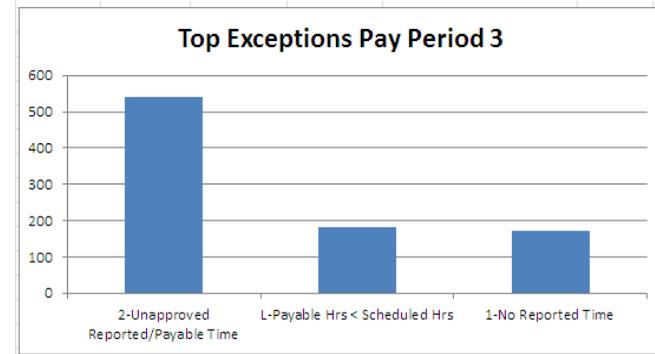
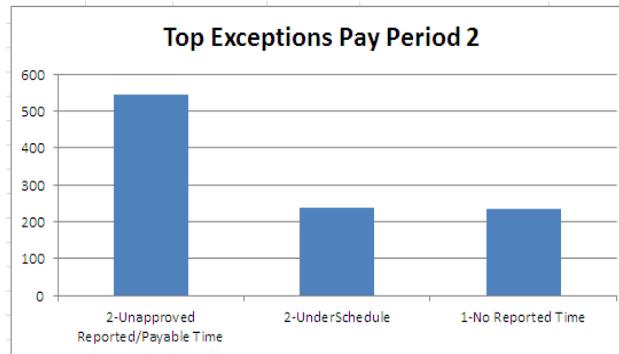
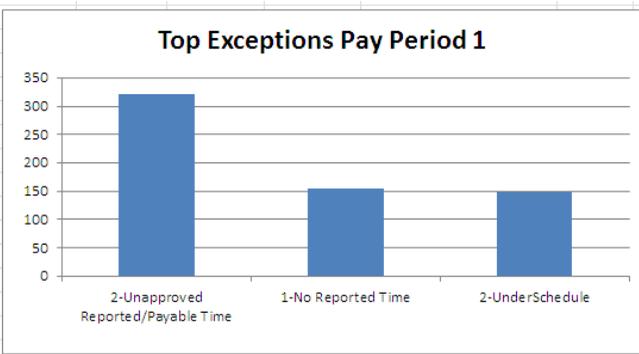
- “I received excellent service on a very sensitive matter. Thank you so much. Awesome service.”
- “YOUR REPS ARE ALWAYS EXCELLENT NO MATTER WHO I DEAL WITH...ALL HAVE BEEN GREAT”
- “Very knowledgeable, well trained”
- “I was pleasantly pleased at how quickly they resolved my request.”
- “The staff who handled my issue went above and beyond and was so polite and kind. She deserves acknowledgement for doing her job so well.”
- “Very polite and helpful: diagnosed the problem, explained it well, offered a solution for me to use next time, but fixed it from his end”

Source: ESC Customer Satisfaction Survey; survey link is provided on ticket closure notice and is voluntary. Survey results shown were collected between 2/22/2015 – 04/04/2015.



Outbound Contact Percentages

SLA Metric	Target	Current Period (1/25/15 – 2/21/15)	Previous Period (1/25/15 – 2/21/15)
Percentage of approvers contacted with unresolved high exceptions requiring ESC intervention for resolution:	98% 85% holiday/emergency leave weeks	93.98%	85.62%



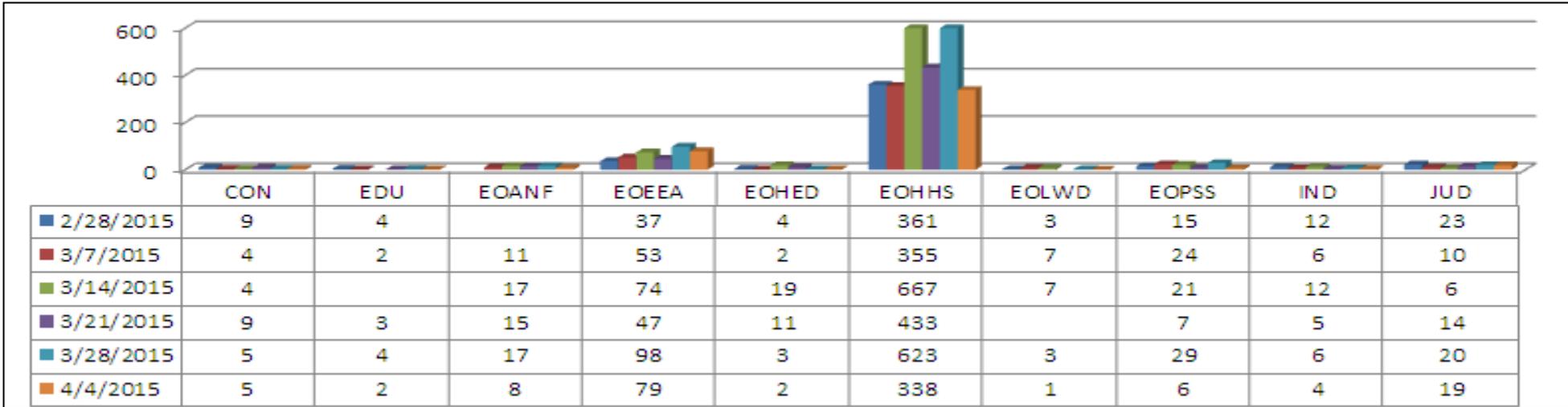
Source: ESC data from 2/22/2015 – 04/04/2015



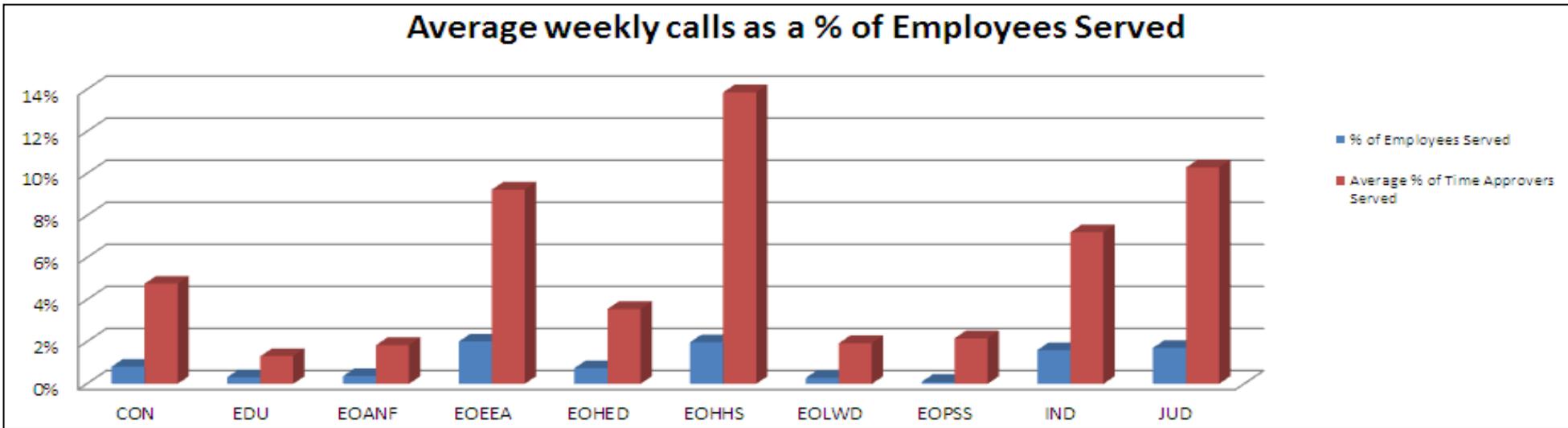
Outbound Exception Management Calls

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



Average weekly calls as a % of Employees Served

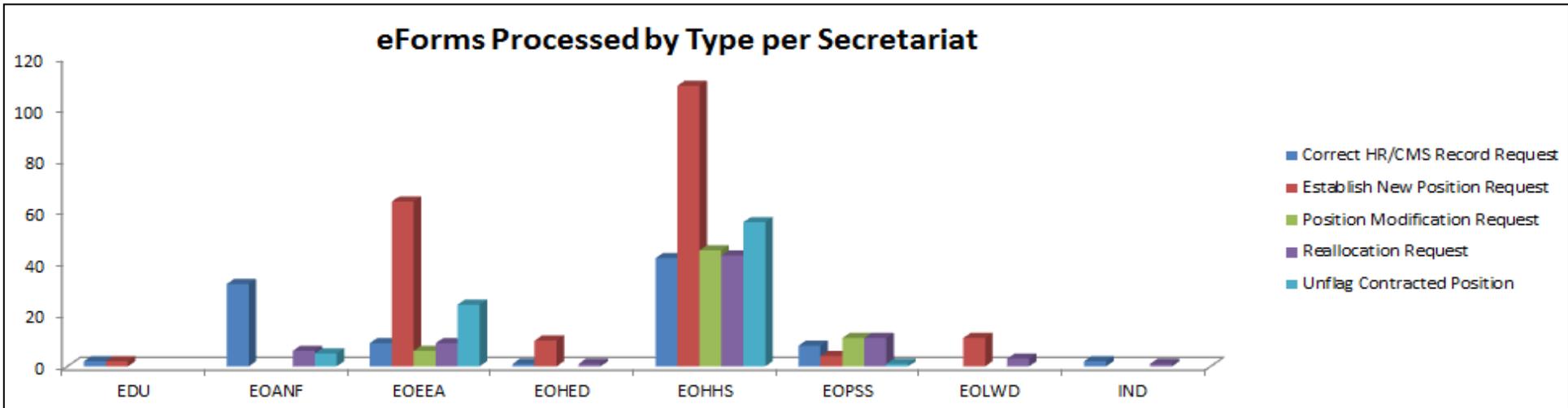
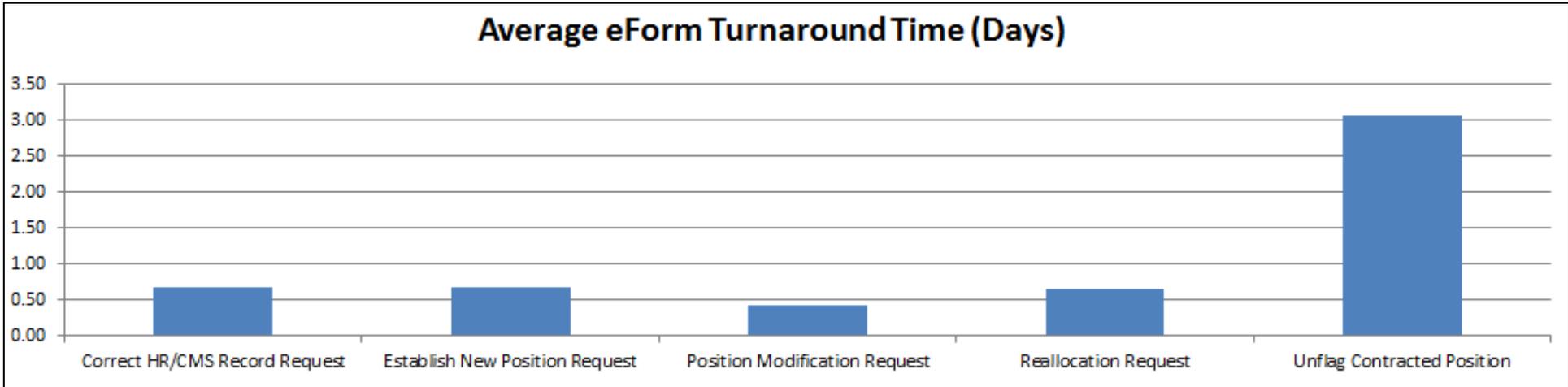


Source: : ESC Exception Management System data from 2/22/2015 – 04/04/2015. Average inquiries per employee is shown for comparison purposes and does not account for repeat contacts (i.e., calling an employee multiple times).



Position Management

Total number of eForms processed by ESC: 518



Unflag Contract Position Requests are dependent on ANF Platform Approval

EOHHS increase in New Position Requests due to 25 new Ben Elig & Refer Soc Wrk (A/B) positions. EOEEA increase in New Position Requests due to Seasonal Hires.



New Hire Onboarding

Data for Q3 2015

11 Onboarding meetings were held between January 1, 2015 and March 31, 2015

391 Total Attendees from across all agencies

Number of New Hires Attended by Agency

DCAMM – 2	HRD – 3
DOR – 377	OSC – 4
GIC – 3	OSD – 2



Review Schedule Service Charter Scorecard

Service Month*		
Start Date	End Date	Report Available
2/22/2015	4/4/2015	4/22/2015
4/5/2015	5/2/2015	5/20/2015
5/3/2015	5/30/2015	6/17/2015
5/31/2015	7/25/2015	8/12/2015
7/26/2015	8/22/2015	9/9/2015
8/23/2015	10/3/2015	10/21/2015
10/4/2015	10/31/2015	11/18/2015
11/1/2015	11/28/2015	12/16/2015
11/29/2015	12/26/2015	1/13/2016
12/27/2015	1/23/2016	2/10/2016
1/24/2016	3/5/2016	3/23/2016
3/6/2016	4/2/2016	4/20/2016

***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	DOI-Division Of Insurance	143	MCB-Mass Commission For The Blind	166
AGR-Department Of Agricultural Resources	107	DOR-Department Of Revenue	1936	MCD-Commission For The Deaf And Hard Of Hearing	58
ALA-Administrative Law Appeals Division	38	DOS-Division Of Standards	22	MGC-Massachusetts Gaming Commission	71
ANF-Eo Administration & Finance	326	DPH-Department Of Public Health	3220	MIL-Massachusetts National Guard	8176
APC-Appeals Court	119	DPS-Department Of Public Safety	176	MMP-Massachusetts Marketing Partnership	21
ART-Mass Cultural Council	28	DPU-Department Of Public Utilities	150	MRC-Mass Rehabilitation Commission	964
ATB-Appellate Tax Board	22	DSS-Department Of Children And Families	3541	OCD-Dept Of Housing And Community	304
BLC-Board Of Library Comissioners	24	DYS-Department Of Youth Services	898	OHA-Massachusetts Office On Disability	12
BSB-Bureau Of State Buildings	15	EDU-Executive Office Of Education	96	ORI-Office For Refugees And Immigrants	21
CAD-Commission Against Discrimination	74	EEC-Department Of Early Education	214	OSC-Office Of The Comptroller	147
CDA-Massachusetts Emergency Management Agency	98	EED-Executive Office Of Housing & Economic Development	53	OSD-Division Of Operational Services	122
CHE-Soldiers' Home In Massachusetts	382	EHS-Executive Office Of Health and Human Services	1695	PAR-Parole Board	204
CHS-Department Of Criminal Justice Information Systems	43	ELD-Department Of Elder Affairs	57	POL-State Police	2584
CJT-Criminal Justice Training Council	398	ENE-Department Of Energy Resources	58	REG-Division Of Professional Licensure	129
CME-Chief Medical Examiner	81	ENV-Executive Office Of Energy and Environmental Affairs	295	RGT-Department Of Higher Education	80
CPC-Committee for Public Counsel Services	777	EOL-Executive Office Of Workforce Development	1462	SCA-Office Of Consumer Affairs And Business Regulations	29
CSC-Civil Service Commission	6	EPS-Executive Office Of Public Safety and Security	192	SDA-Sheriffs Department Association	4
CSW-Commission On Status Of Women	2	EQE-Department Of Environmental Protection	793	SEA-Department Of Business And Technology	21
DAC-Disabled Persons Protection Commission	32	FWE-Department Of Fish And Game	315	SOR-Sex Offender Registry	47
DCP-Capital Asset Management And Maintenance	454	GIC-Group Insurance Commission	58	SRB-State Reclamation Board	152
DCR-Department Conservation And Recreation	1347	HCF-Health Care Finance & Policy	156	TAC-Department Of Telecommunications	23
DFS-Department Of Fire Services	583	HLY-Soldiers' Home In Holyoke	377	TRB-Teachers Retirement Board	97
DMH-Department Of Mental Health	3581	HPC-Health Policy Commission	55	TRE-Office Of The State Treasurer	232
DMR-Health and Human Services	6688	HRD-Human Resources Division	155	VET-Department Of Veterans Service	71
DOB-Division Of Banks	171	ITD-Information Technology Division	368	VWA-Victim And Witness Assistance	16
DOC-Department Of Corrections	5304	LIB-George Fingold Library	12	WEL-Department Of Transitional Assistance	1613
DOE-Department Of Elementary & Secondary Education	543	LOT-Lottery And Gaming Commission	415	Grand Total:	53537



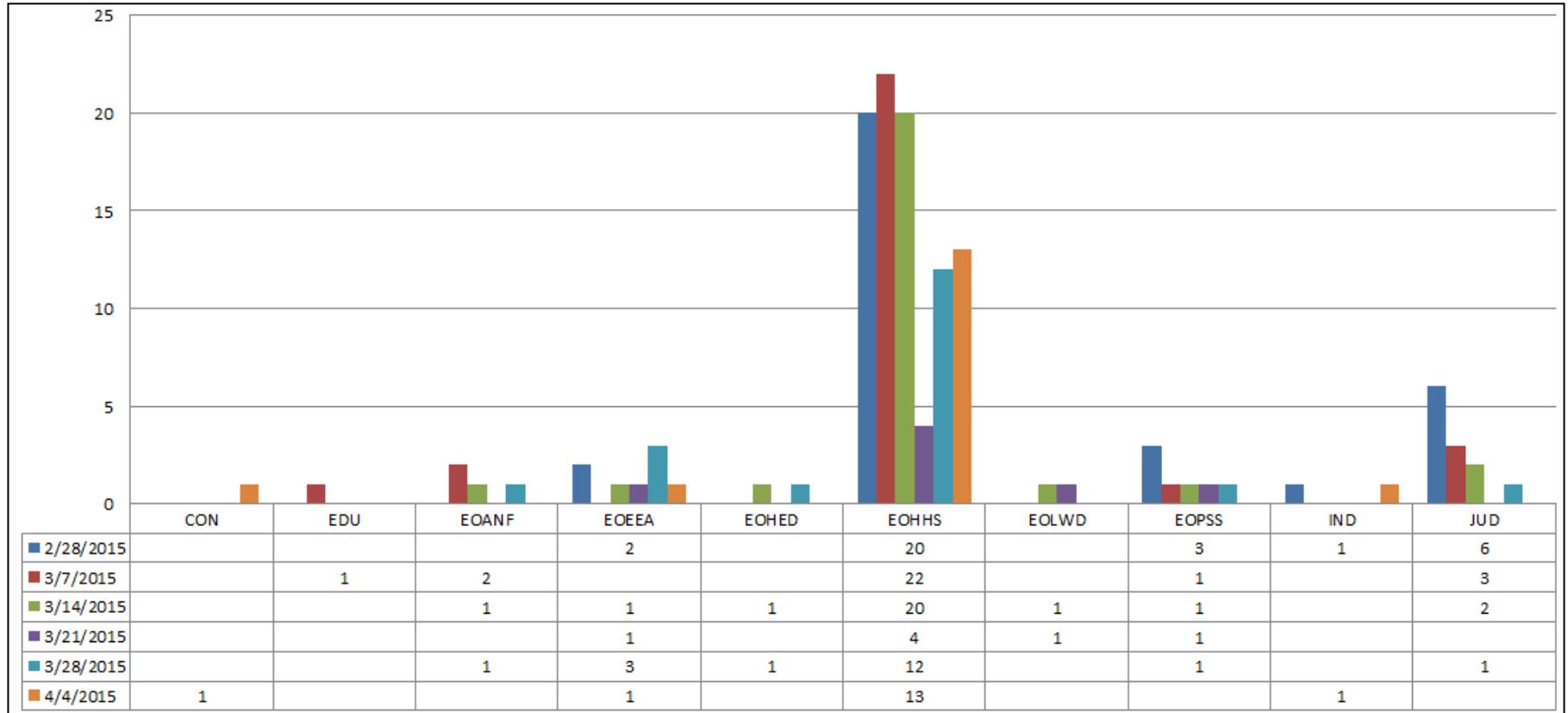
Appendix: Inquiries by Agency

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

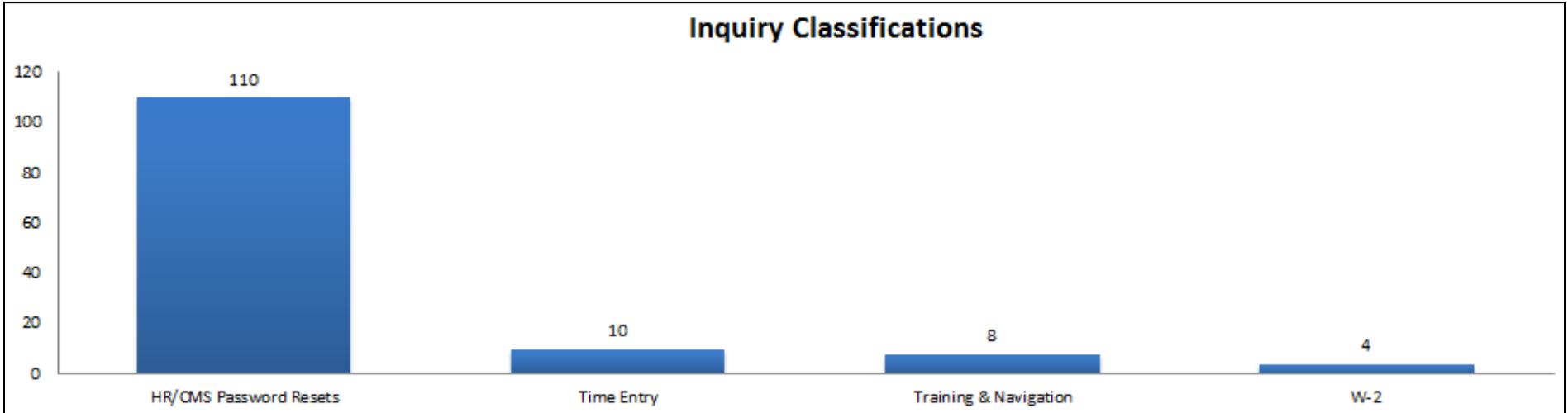
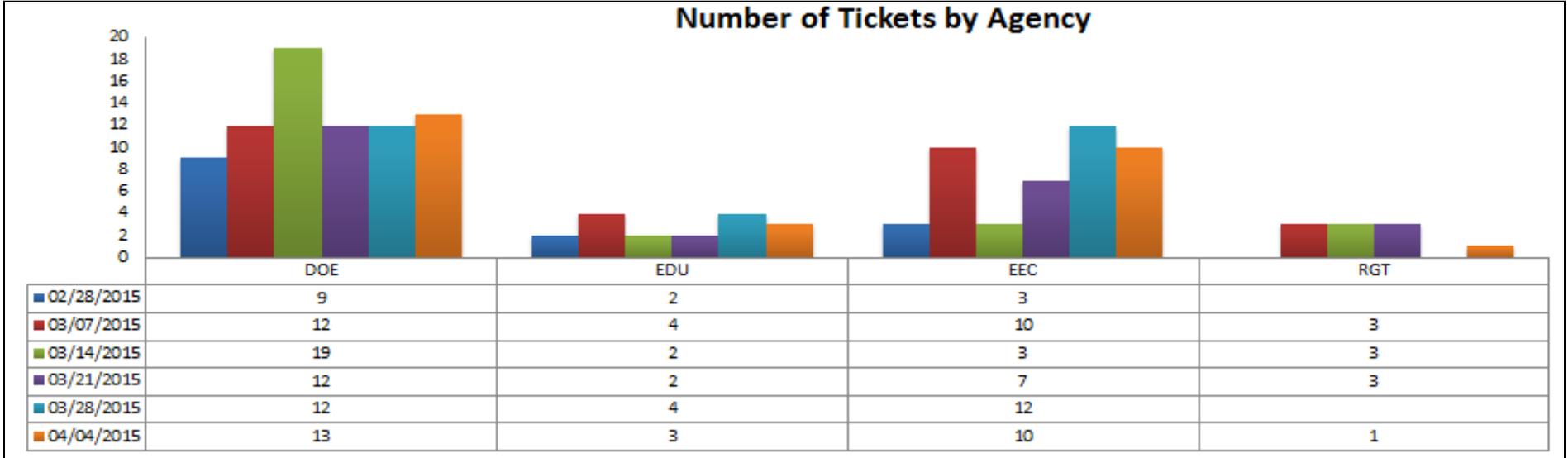
ADD - Developmental Disabilities Council	ATB – Appellate Tax Board
CSW - Commission On Status Of Women	DAC - Disabled Persons Protection Committee
VWA – Victim and Witness Assistance	



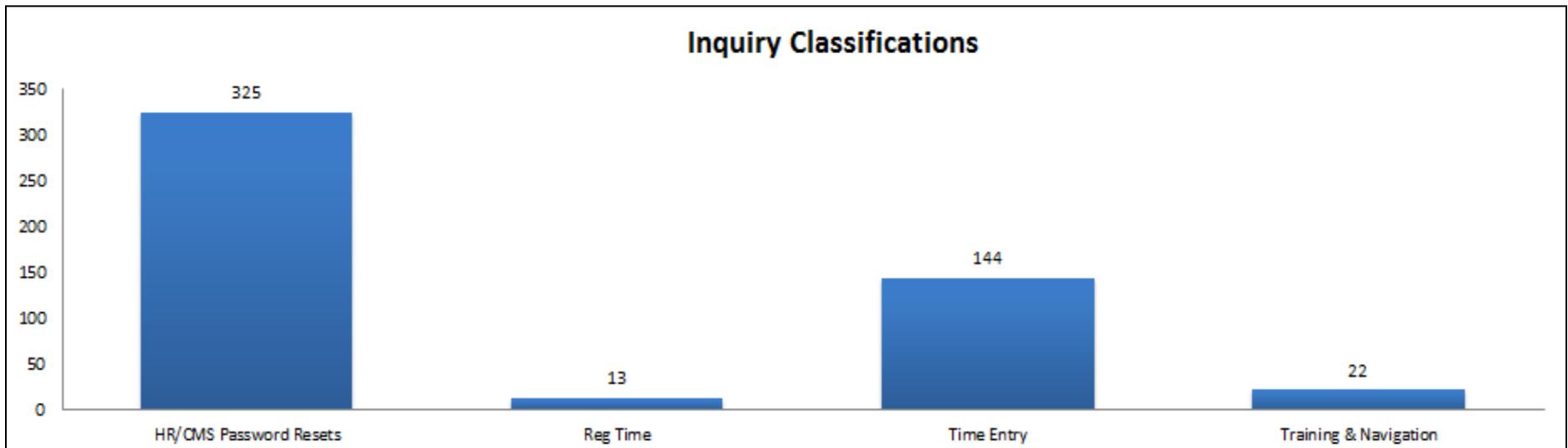
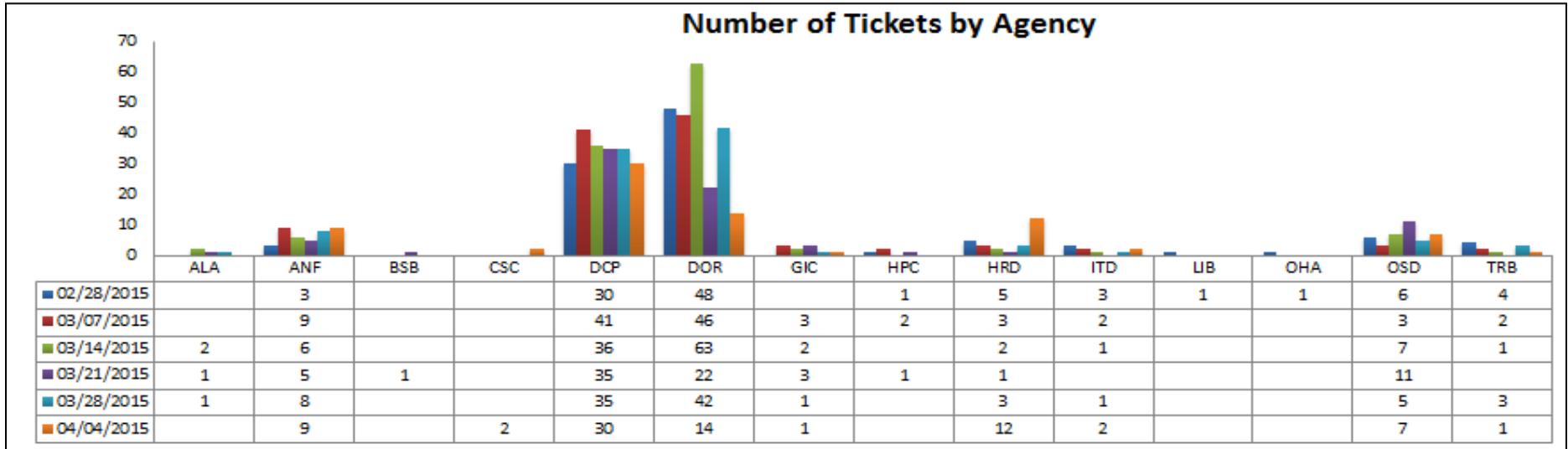
Tickets Forwarded to Agency HR/ Payroll



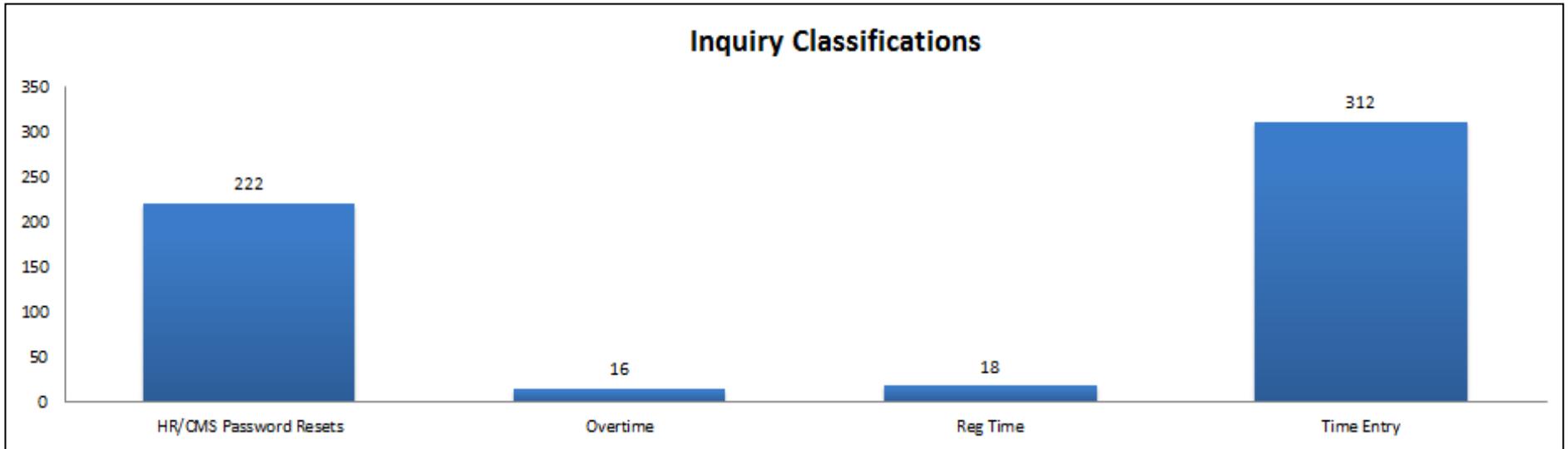
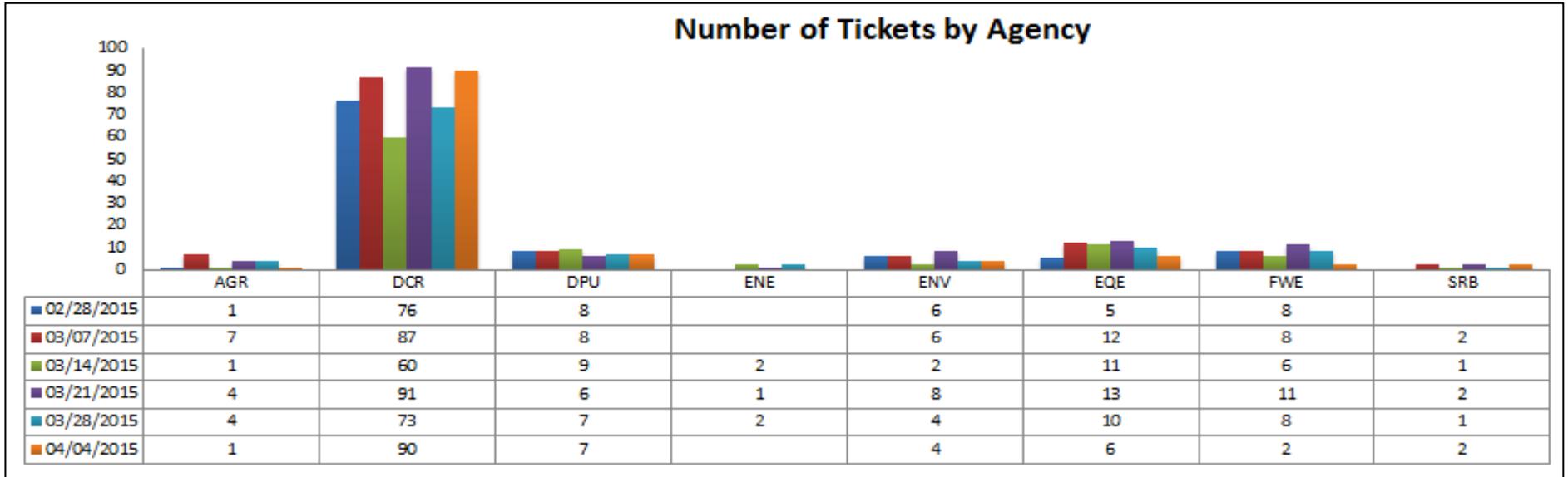
Education Secretariat Agencies



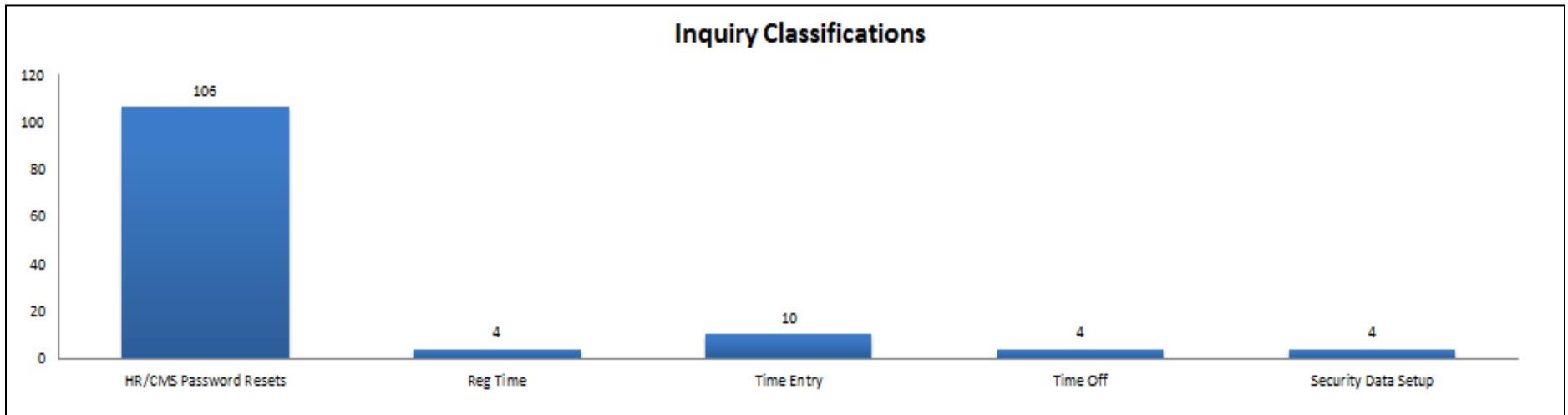
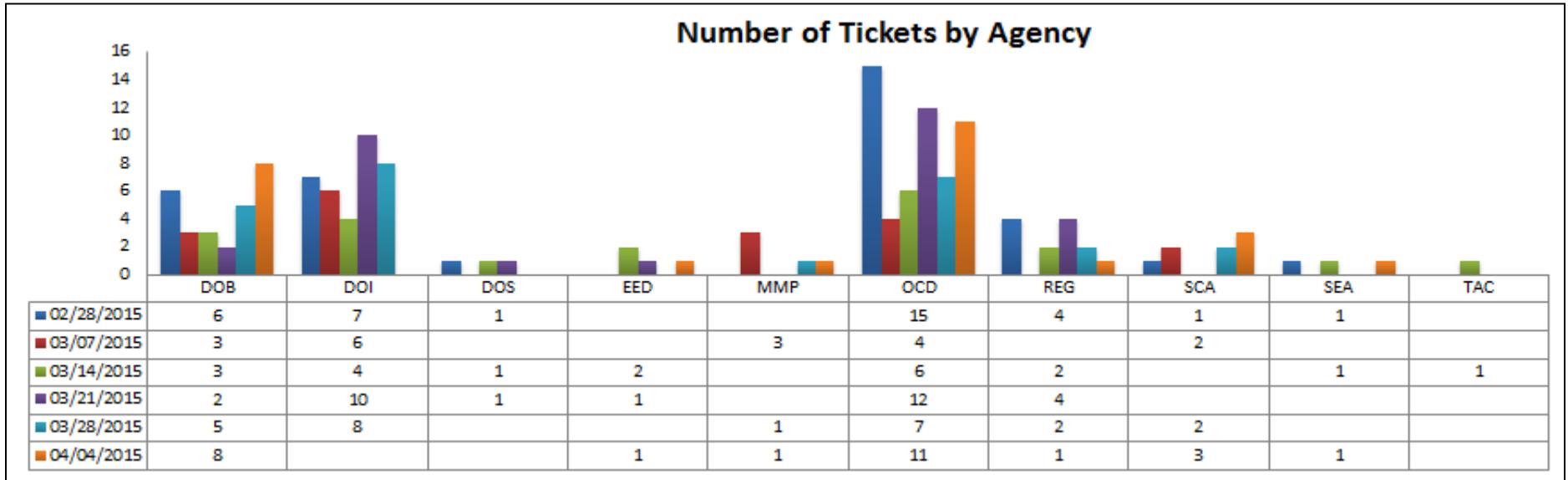
EOANF Secretariat Agencies



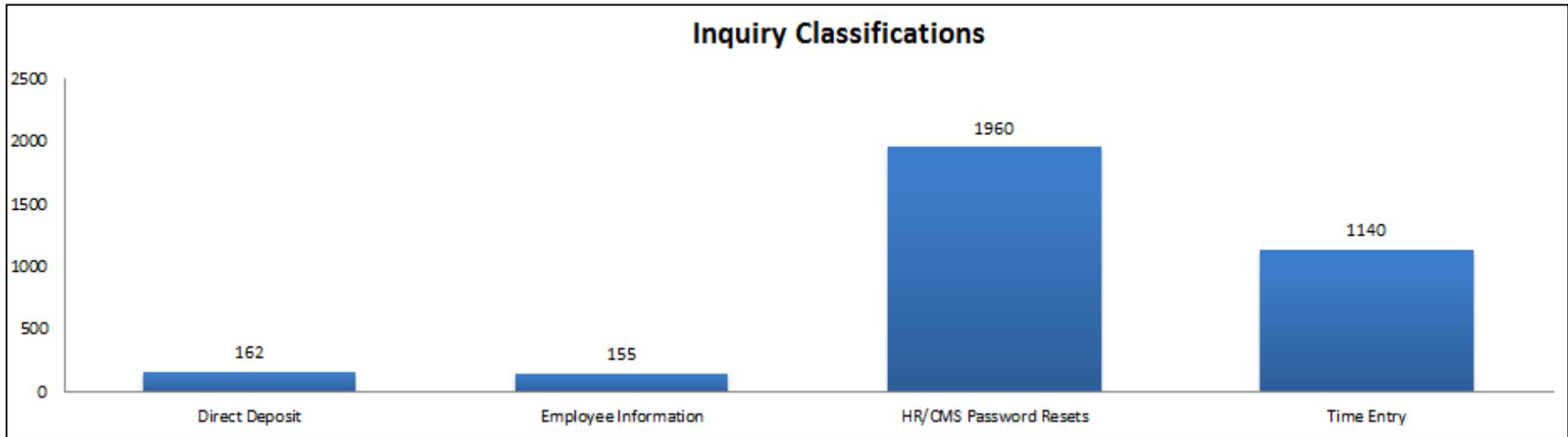
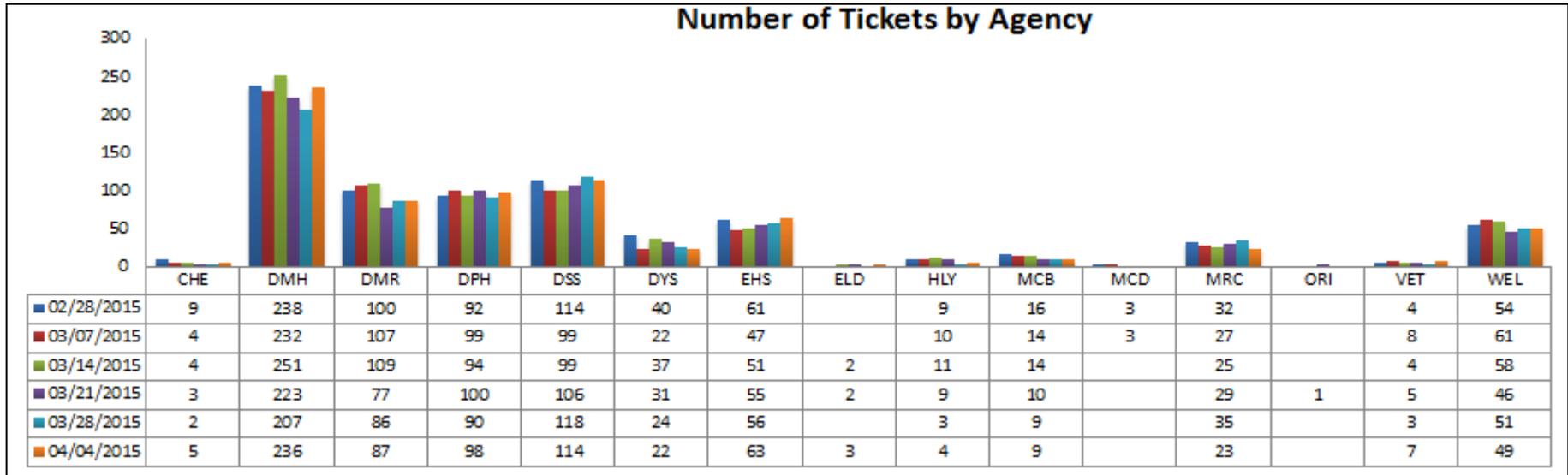
EOEEA Secretariat Agencies



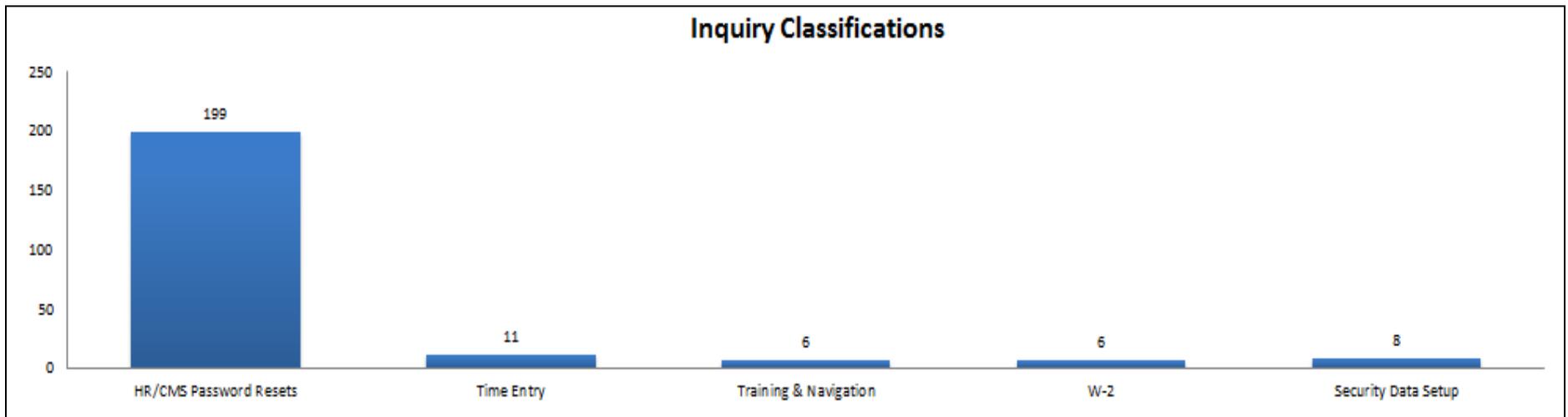
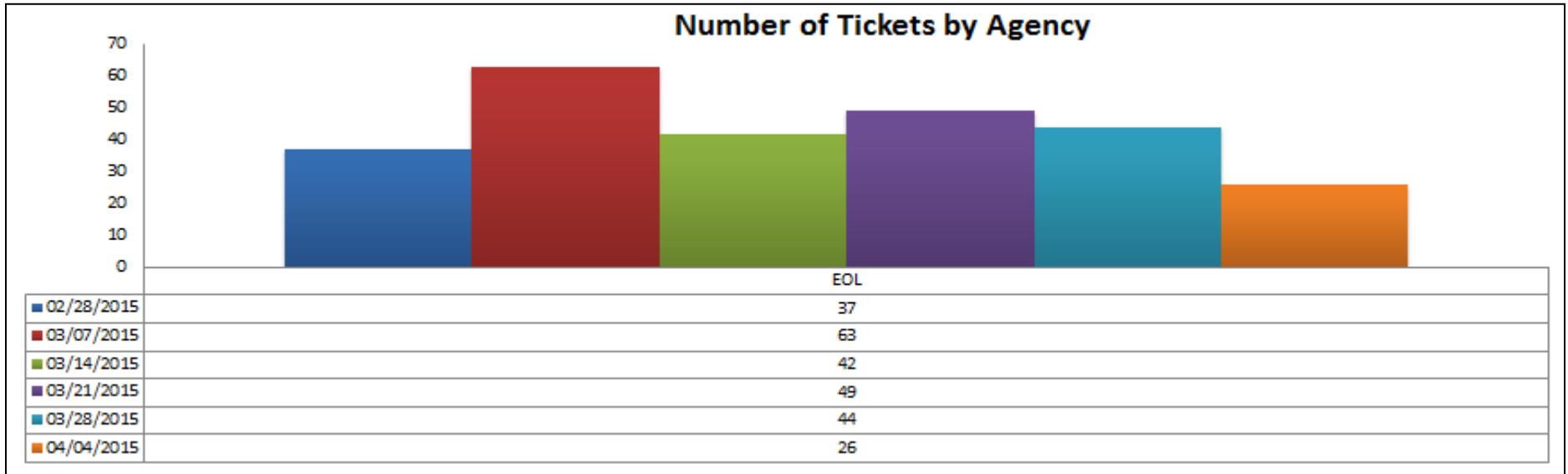
EOHED Secretariat Agencies



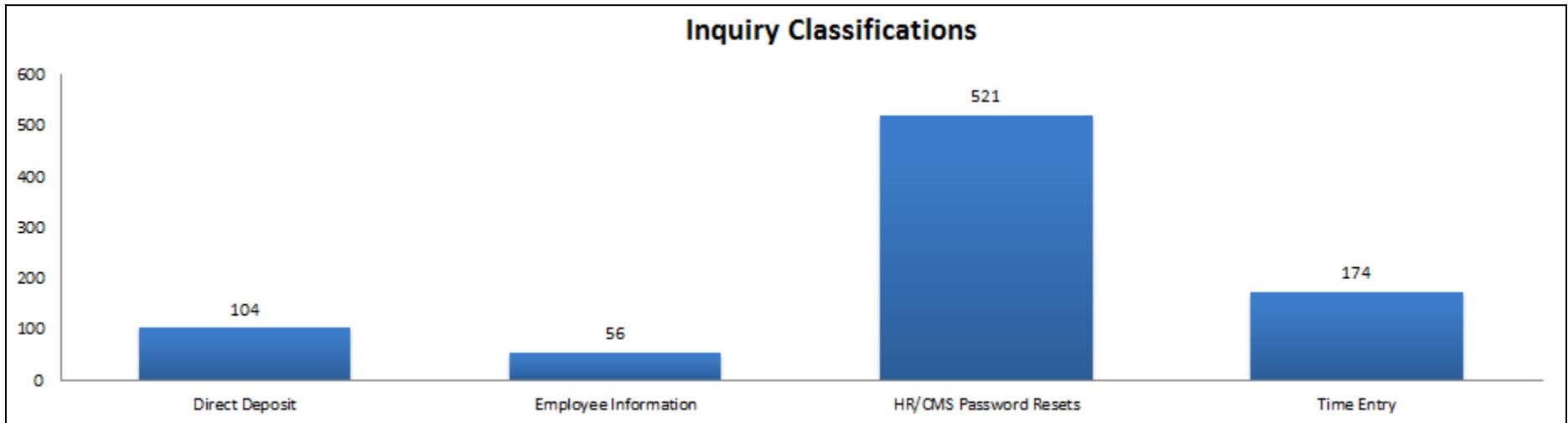
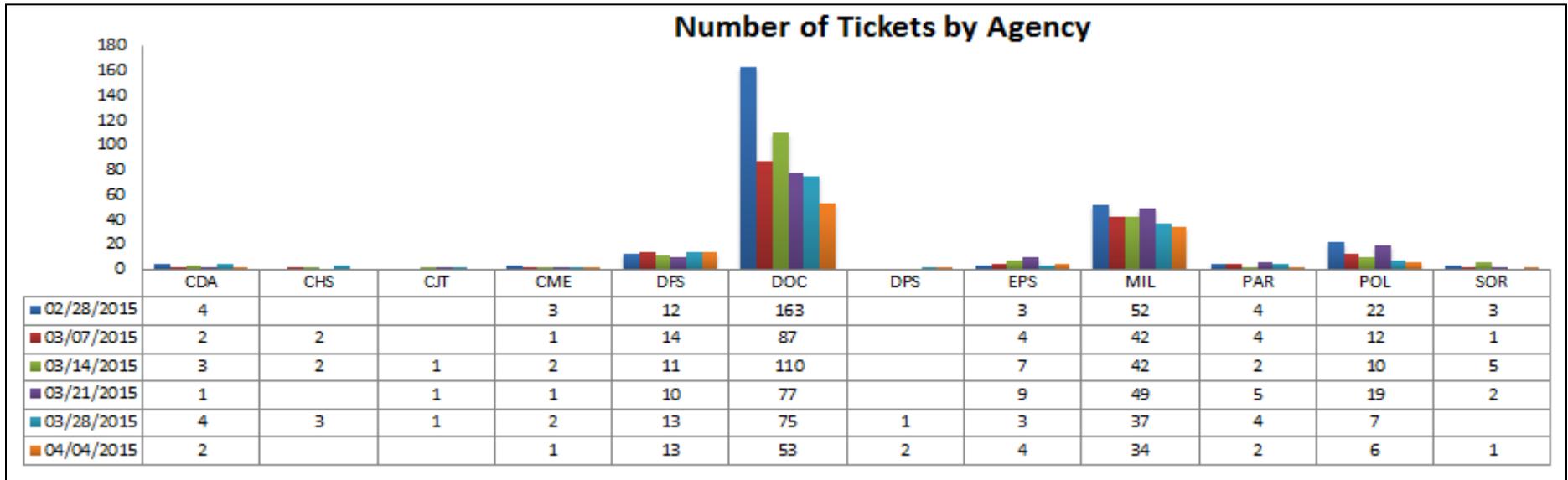
EOHHS Secretariat Agencies



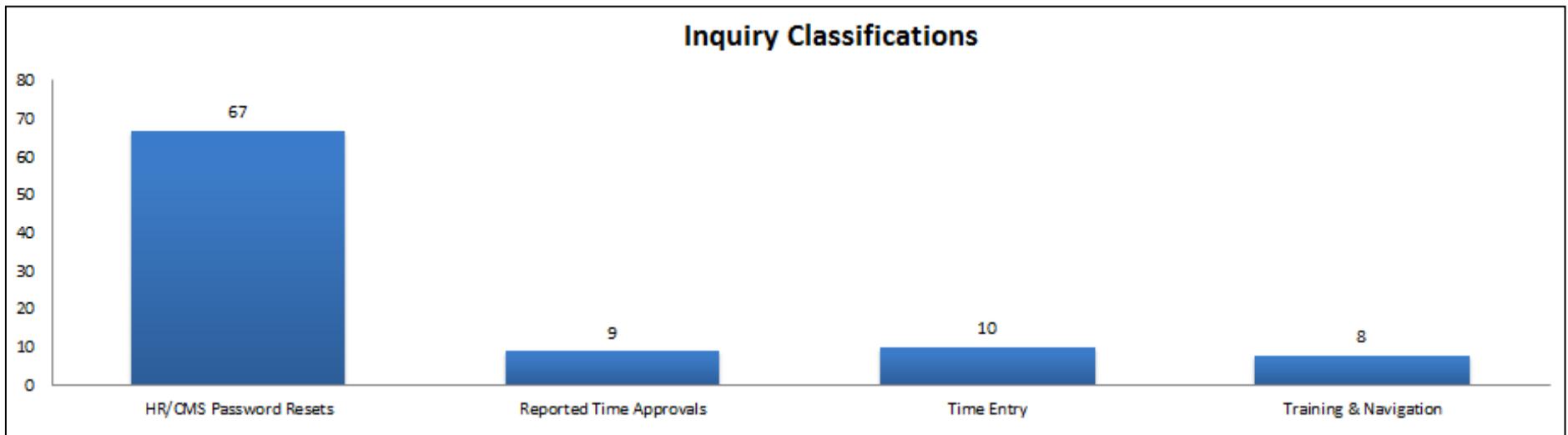
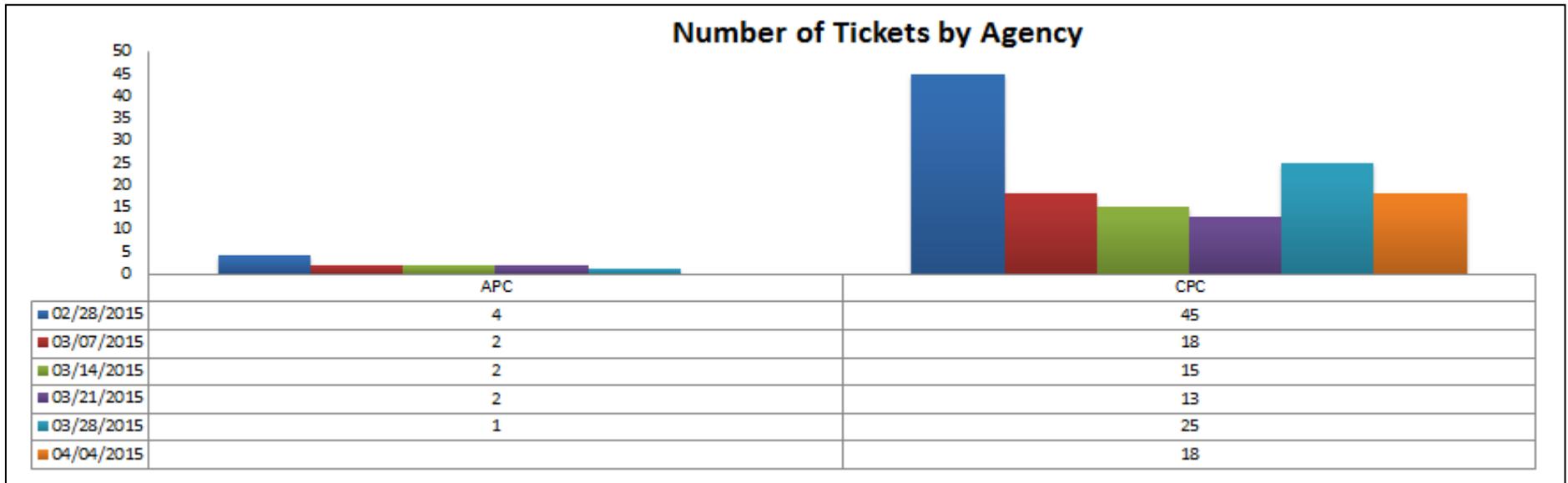
EOLWD Secretariat Agencies



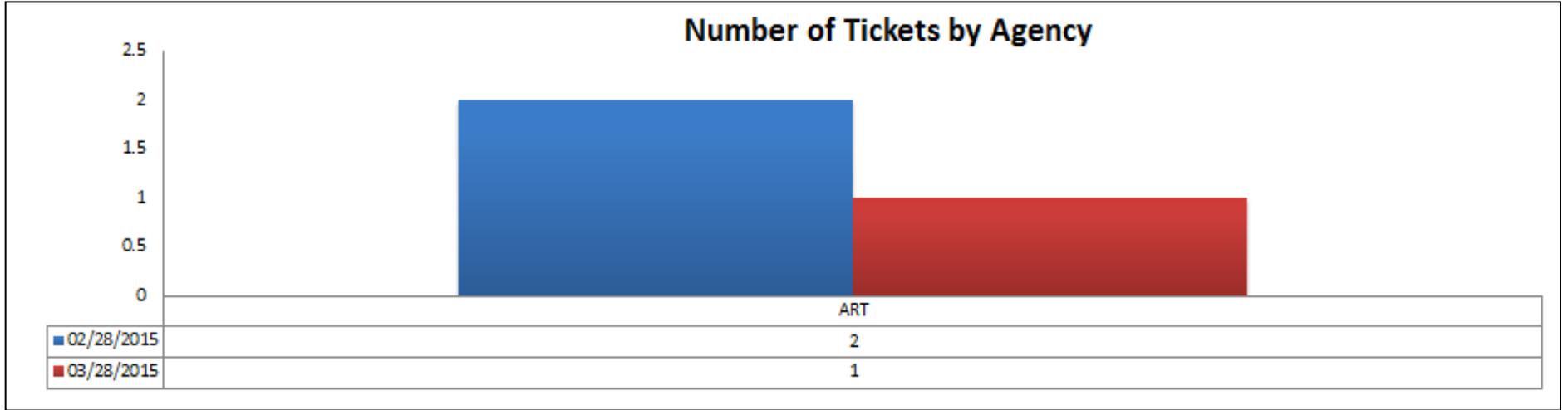
EOPSS Secretariat Agencies



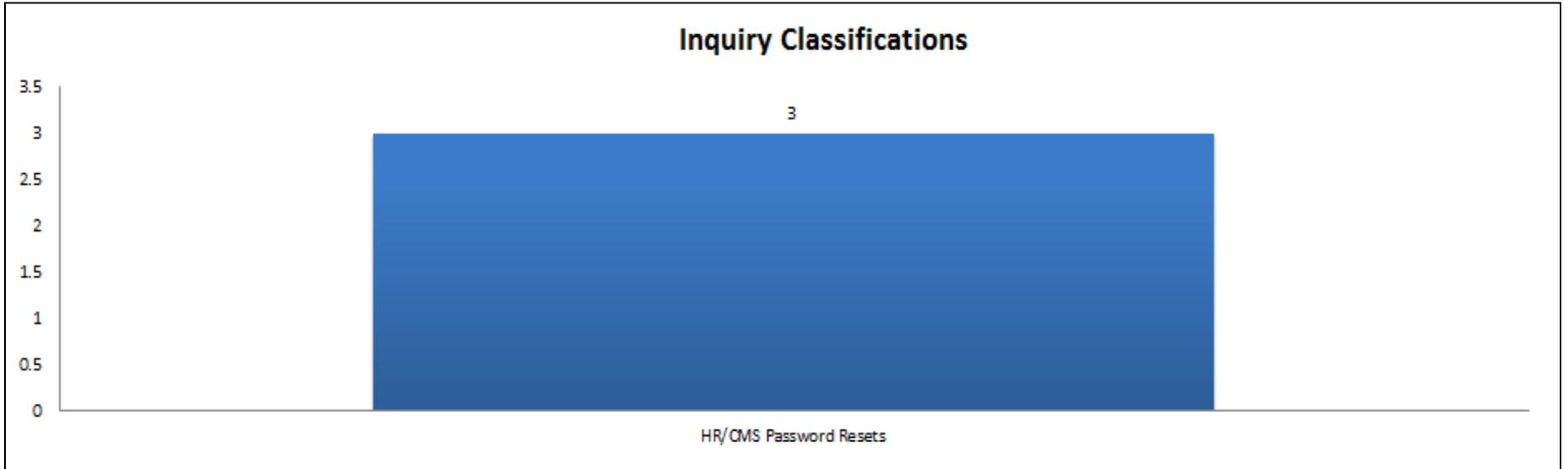
JUD Agencies



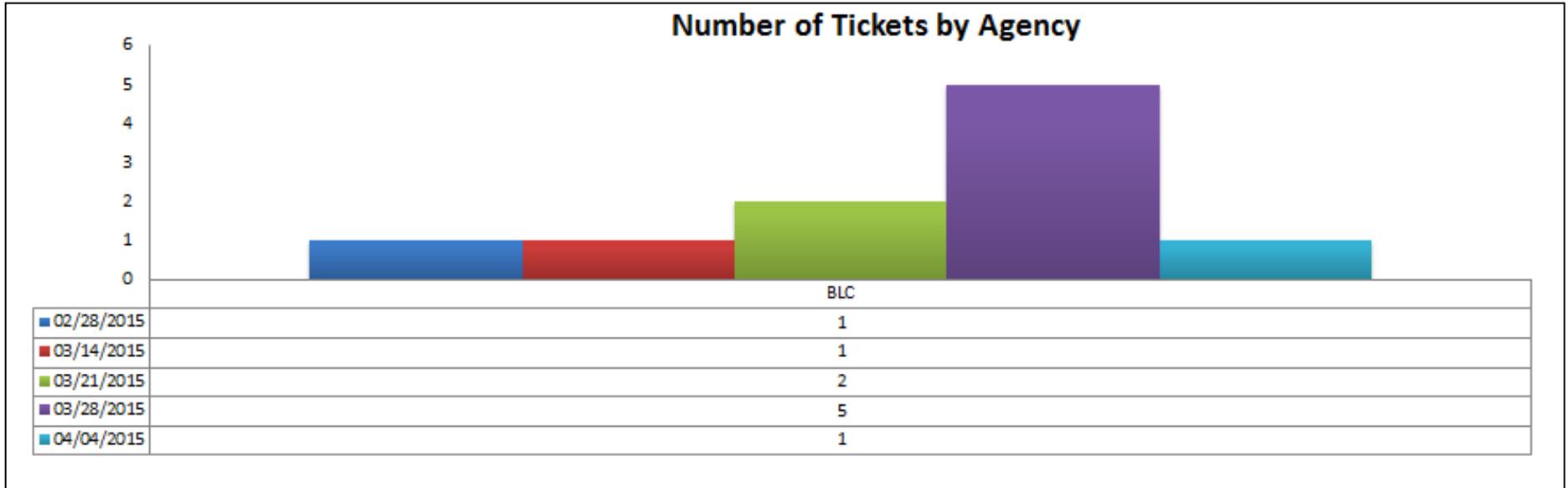
ART Tickets and Classification



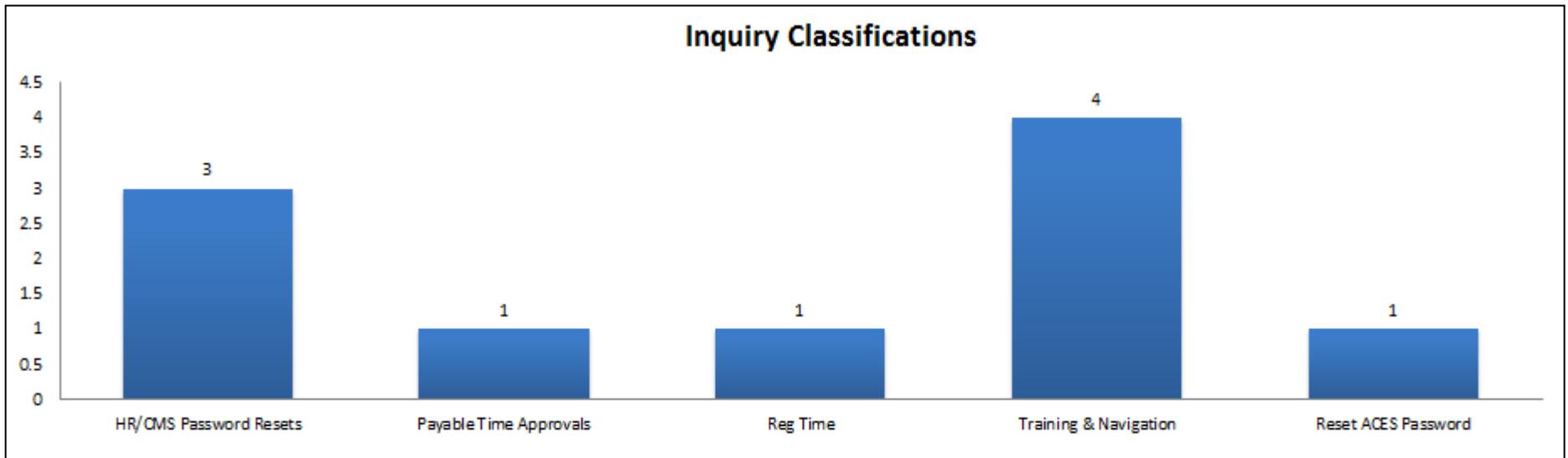
There were no requests the weeks of 3/7, 3/14, 3/21 or 4/4



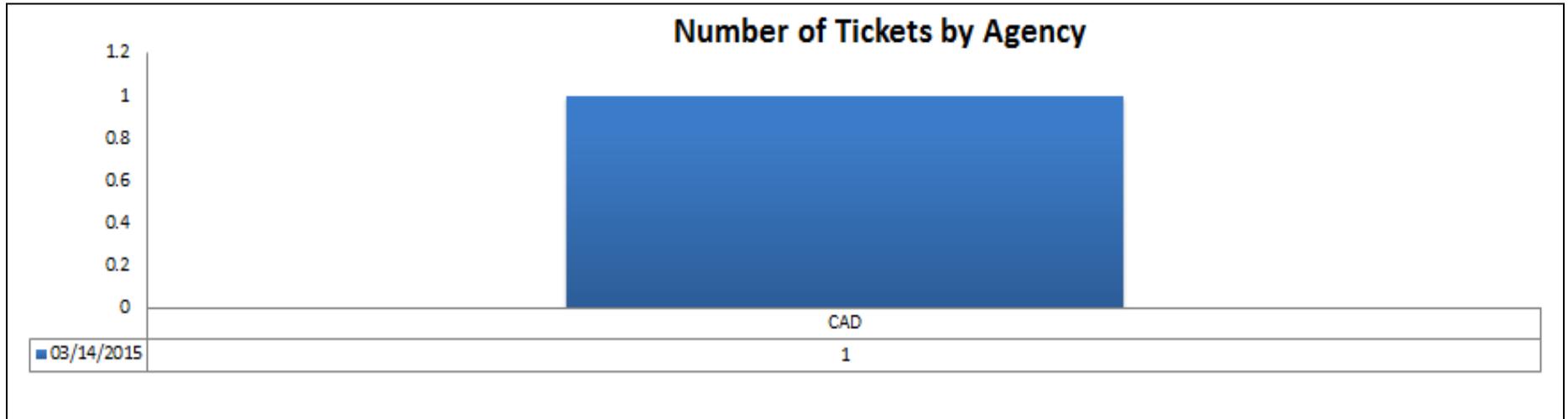
BLC Tickets and Classification



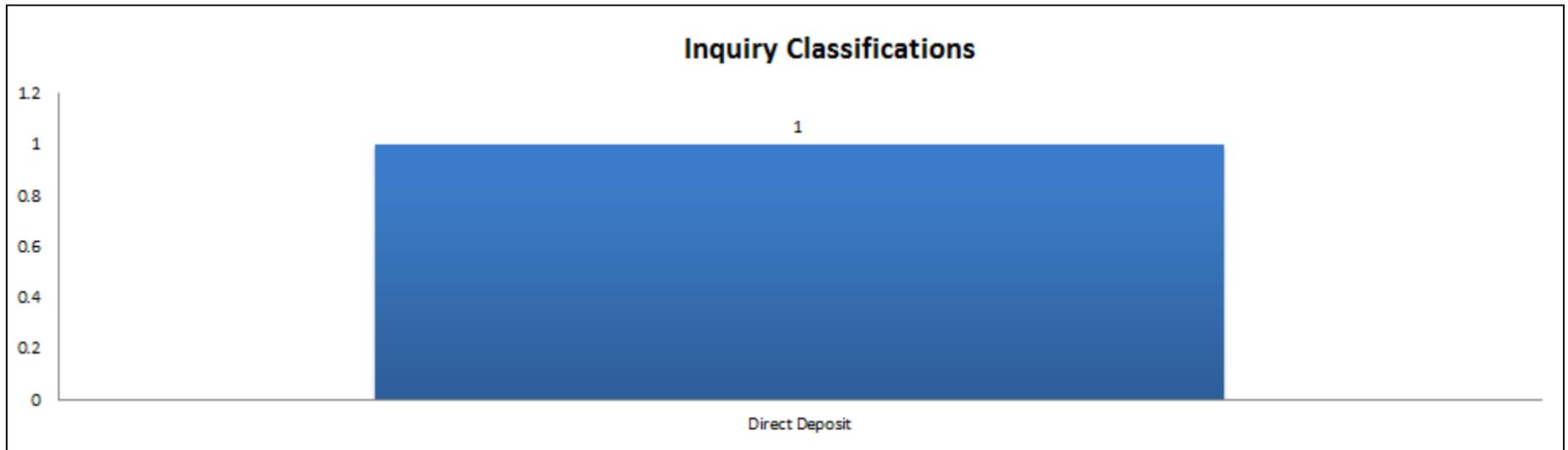
There were no requests the week of 3/7



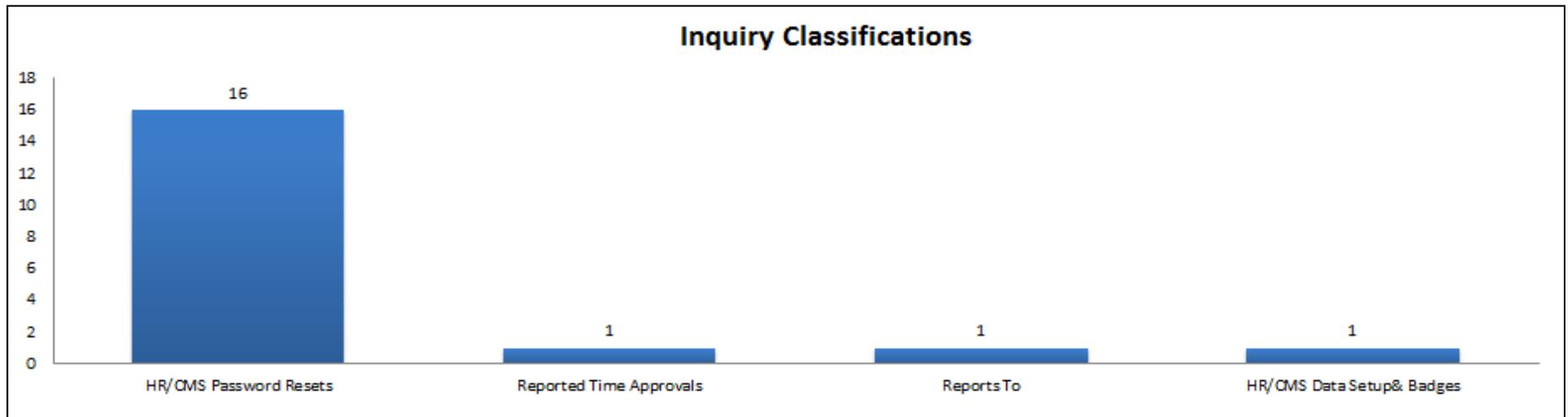
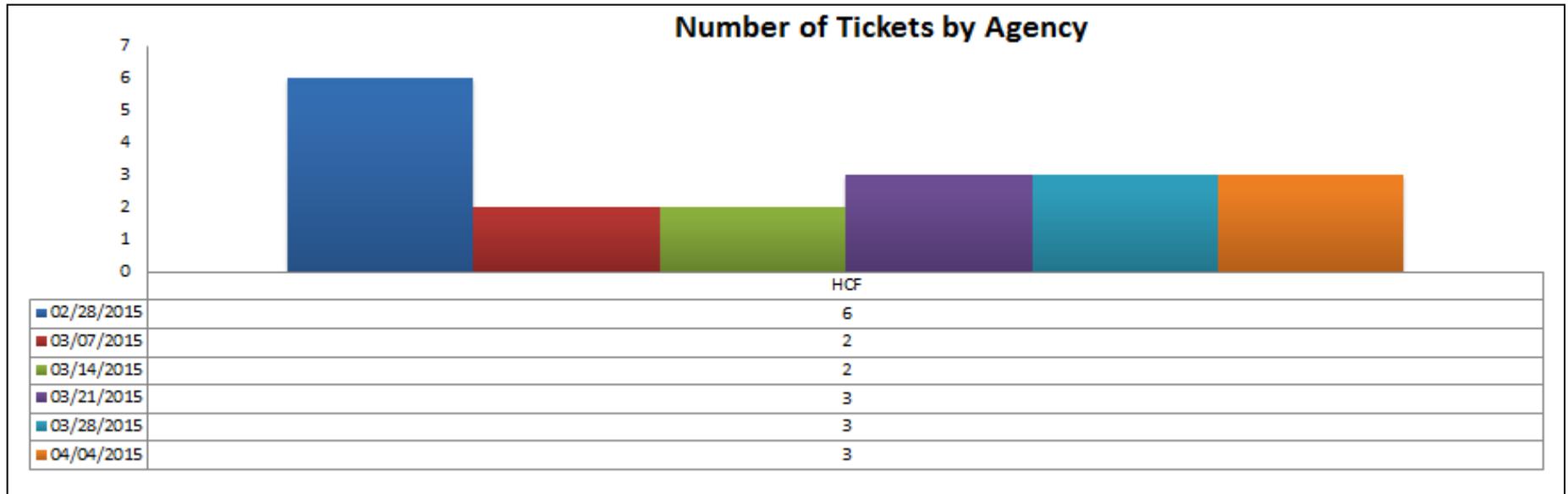
CAD Tickets and Classification



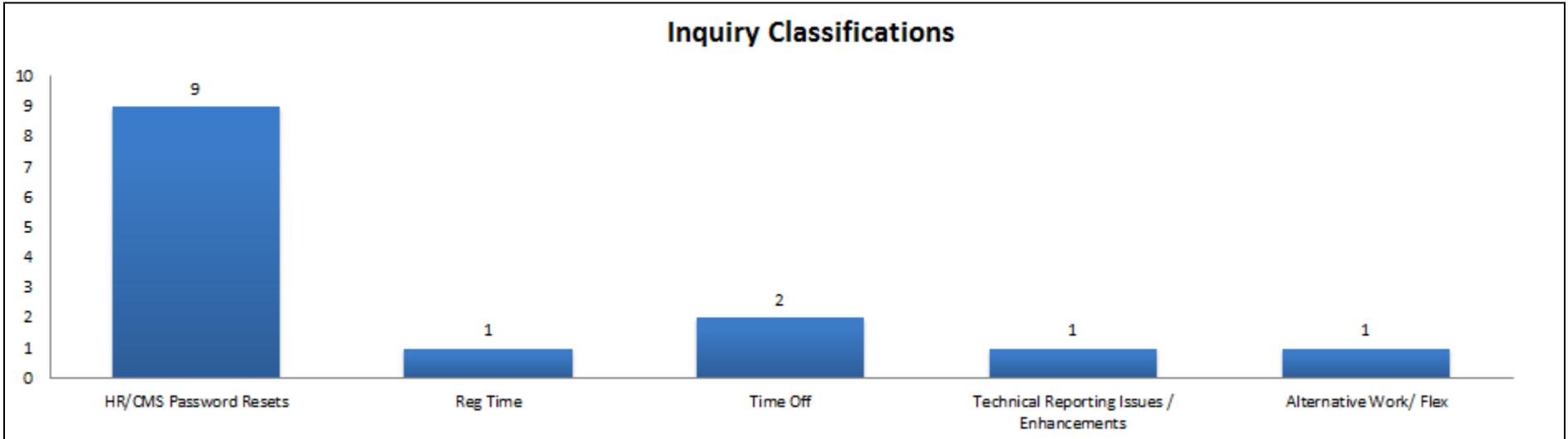
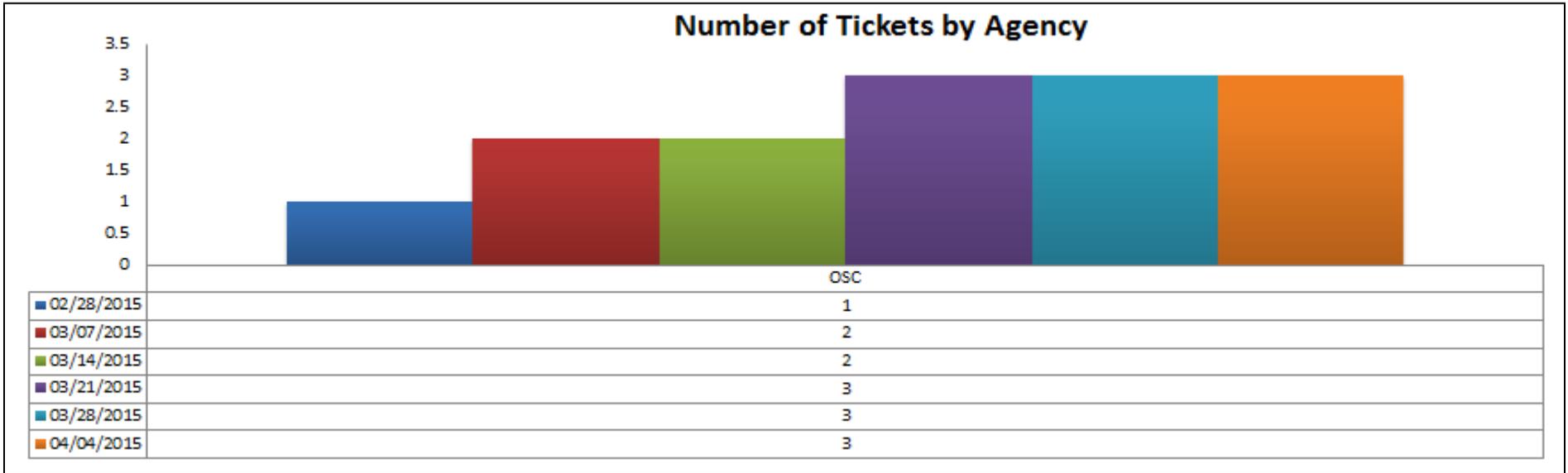
There were no requests the weeks of 2/28, 3/7, 3/21, 3/28, or 4/4



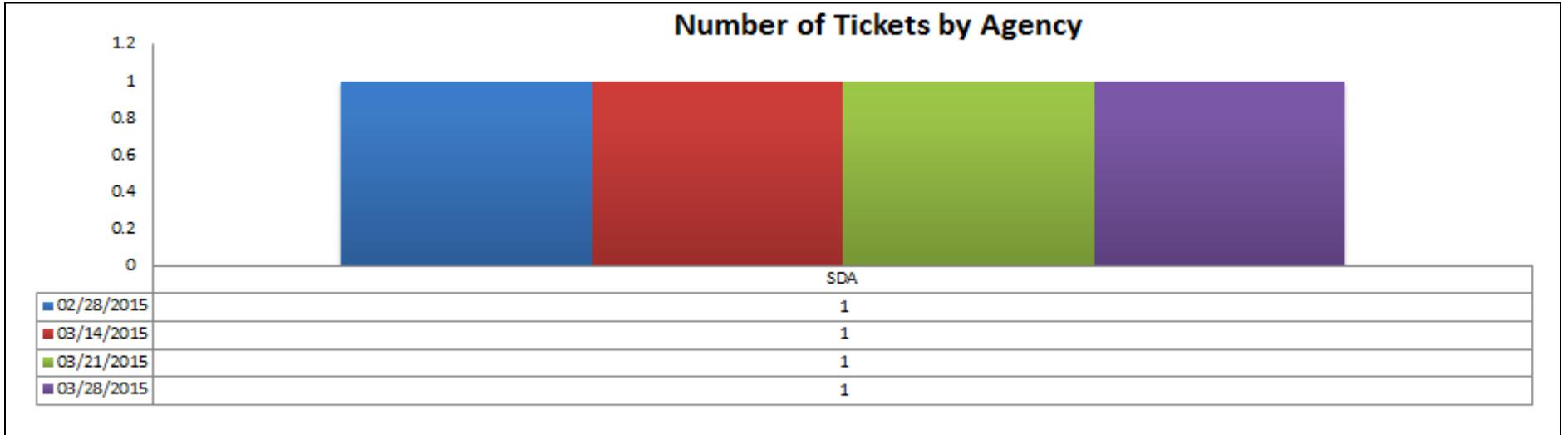
HCF Tickets and Classification



OSC Tickets and Classification



SDA Tickets and Classification



There were no requests the weeks of 3/7 or 4/4

