



# ESC Service Charter Scorecard

April 05, 2015 – May 02, 2015



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# Service Delivery Overview

## April 05, 2015 – May 02, 2015

### Executive Summary

Total # Agencies Served: 80

Total # Employees Served: 53,840

Total calls received: 6892

Average Call Wait Time: 00:40

Total email requests received: 661

Total FAX requests received: 195

Number of Transactions processed by ESC: 6909

Total outbound contacts: 790

Total tickets opened: 5930

Total tickets closed within 3 days: 5469

Total tickets remain open beyond 3 days: 432

% tickets remain open beyond 3 days: 7.2%

% of Employees served by the ESC: 12.8%

### Staffing

Area	Staffing as of 5/02/2015	Staffing as of 4/04/2015
Customer Service/Intake	5	5
Customer Service/Research	3	3
Processing & Outreach	11	11
Analyst	1	1
Supervisor	3	3
Senior Staff	4	4
<b>Total</b>	<b>27</b>	<b>27</b>

### Activities – April

- **HR/CMS down from 4/20 – 4/26**
  - **Tickets open beyond 3 days due to HR/CMS closure**
- **Launch of HR/CMS Upgrade to 9.2 on 4/27**
- **ESC Fire Drill on 4/29 @10:30**

**Source:** ESC Avaya CMS & Footprints Reports, data from 04/05/2015 – 05/02/2015

**\*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



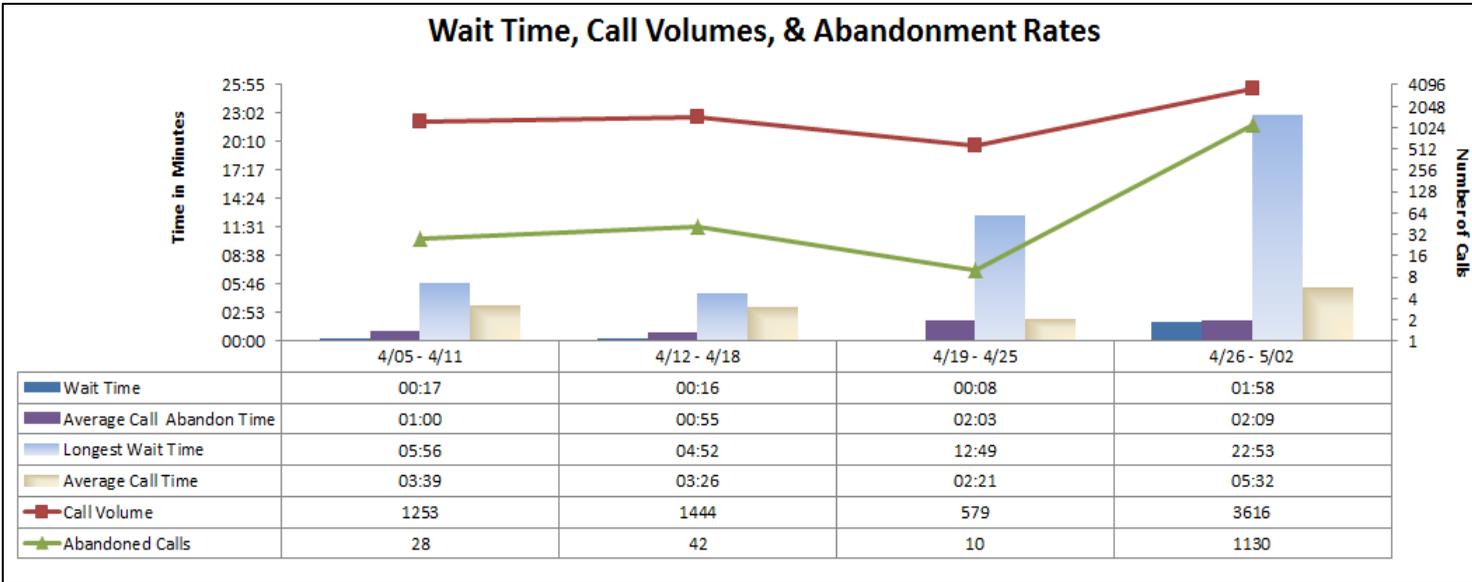
Delivering HR Services That Matter

Metric	Target	Current Period Performance 04/05/15 – 05/02/15	Previous Period Performance 02/22/15 – 04/04/15	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	0:40 seconds	0:18 seconds	
Average case resolution time – password resets and e-mail updates (Time owned by ESC)	98% within 1 day	99.67%	99.86%	
Average case resolution time – inquiries and requests (Time owned by ESC)	75% within 1 day 90% within 3 days	90.4% within 1 Day and 92.2% within 3 Days	96.8% within 1 Day and 98.3% 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	92% rated good to excellent (0.180% responded)	98% rated good to excellent (0.220% 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%	100%	100%	
SLA reports produced on time according to predefined schedule (see section 5.5)	Y/N	N	N	



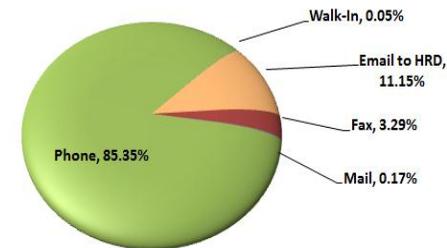
# Inbound Call Data

SLA Metric	Target Level	Current Period (04/05/15 to 05/02/15)	Previous Period (02/22/15 to 04/04/15)	April 2014
Average wait time – all inquiries (Days operational)	Will not exceed 3 minutes 90% of the time	0:40 seconds	0:18 seconds	0:17 seconds



Total = 6892 calls

**Ticket Source**



Total = 5930 tickets

**Source:** ESC Footprints & Avaya data from 04/05/2015 – 05/02/2015.

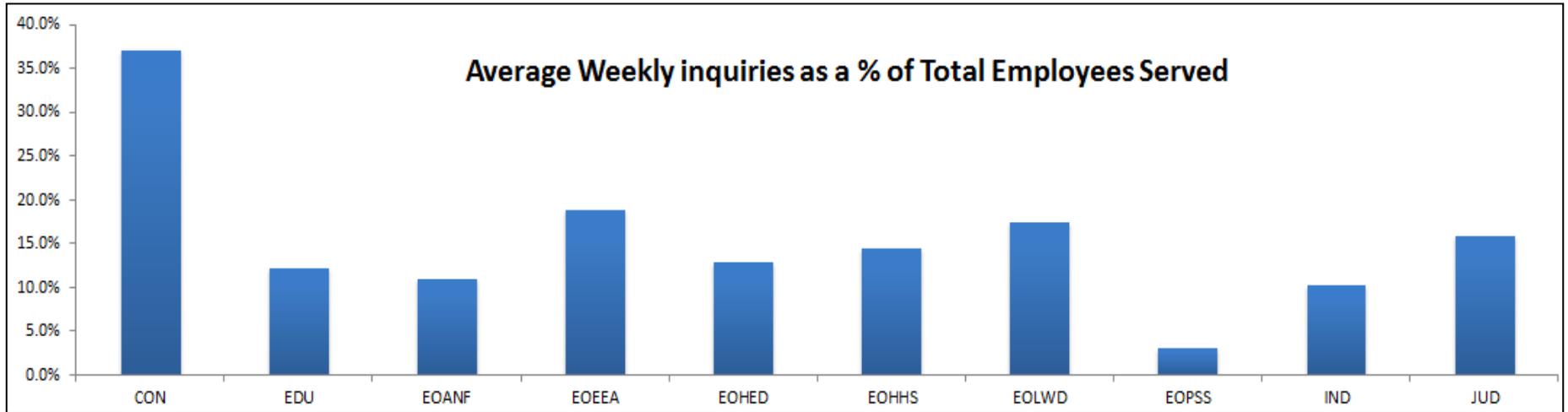
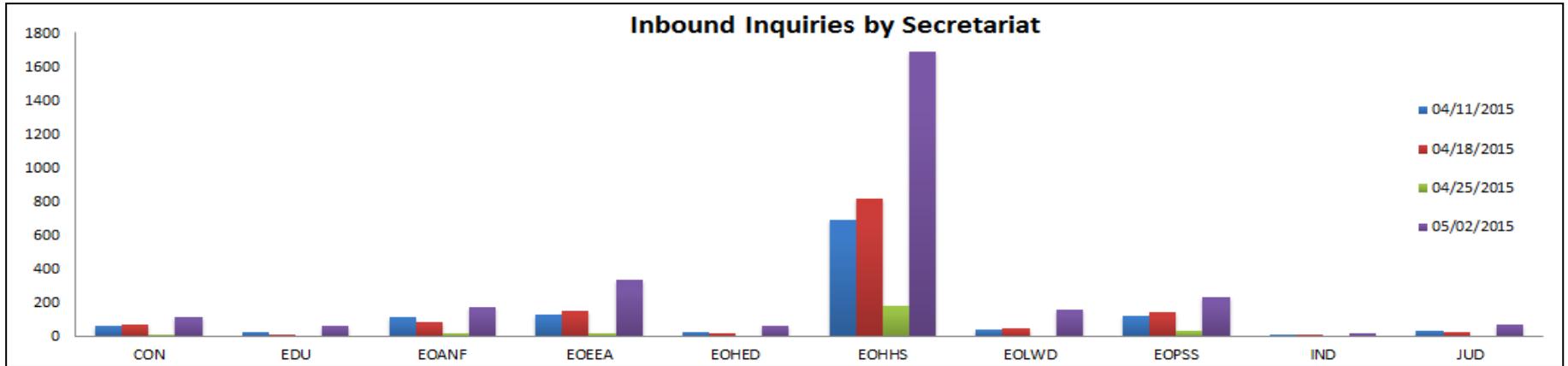
\*E-mail tickets do not account for additional outreach to correct invalid employee e-mail addresses.



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# Inbound Inquiries by Secretariat

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

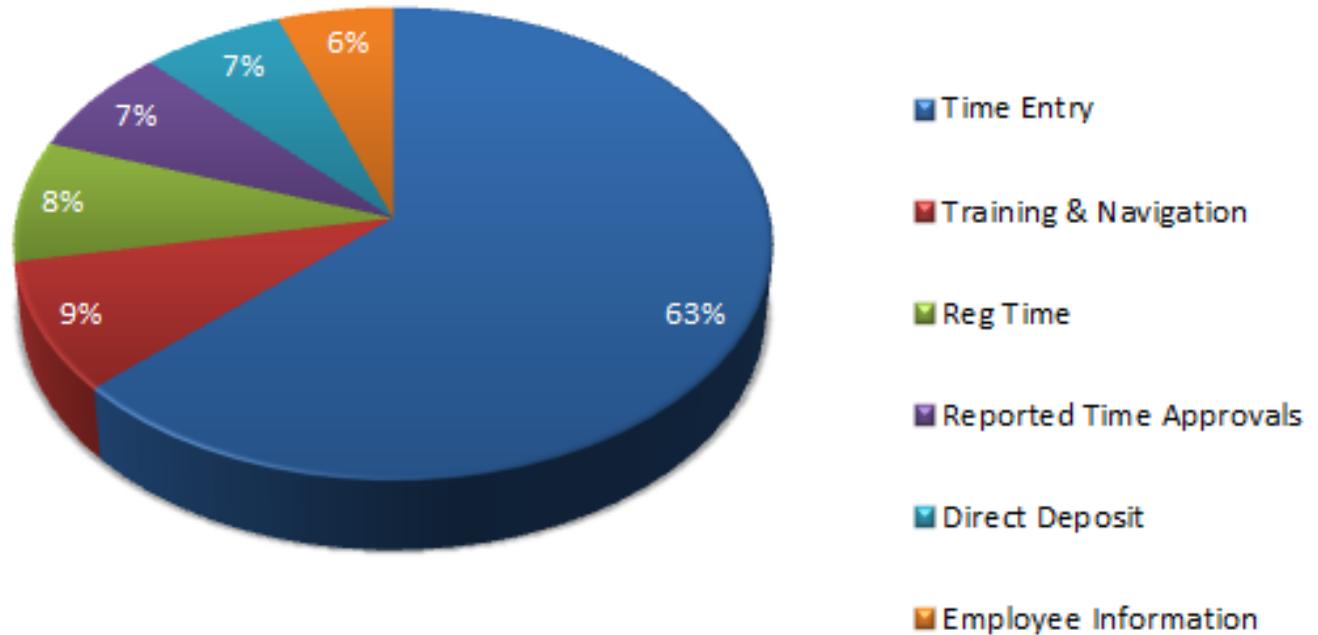


**Source:** ESC Footprints data from 04/05/2015 – 05/02/2015. Average inquiries per employee is shown for comparison purposes and does not account for repeat contacts (i.e., one employee calling multiple times).



# Type of Inquiries Received

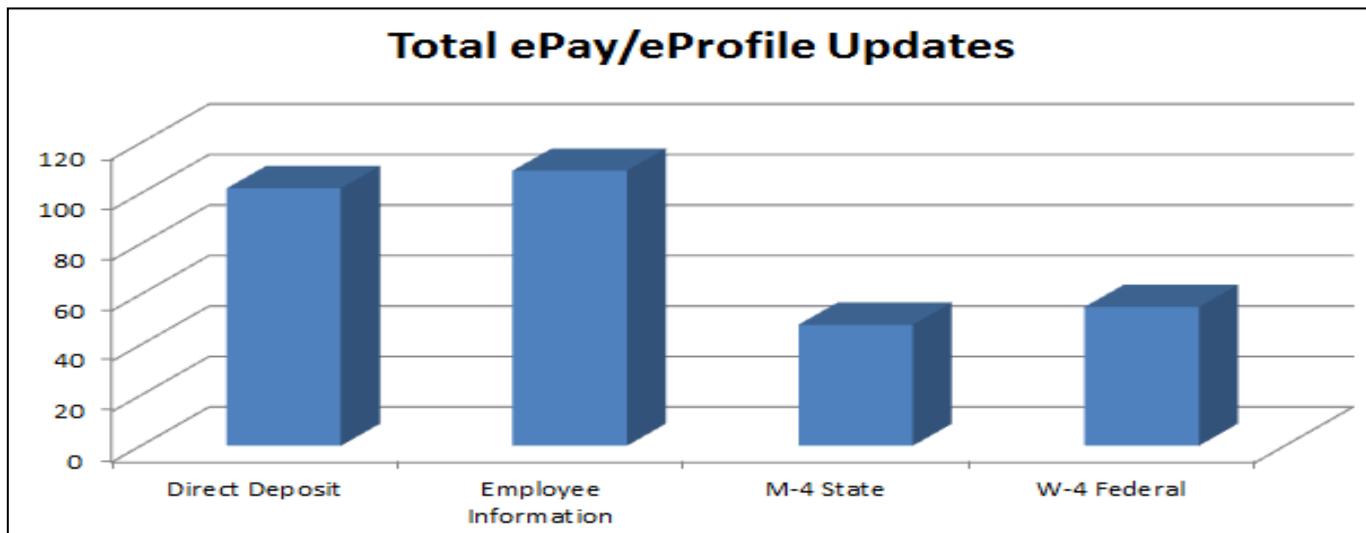
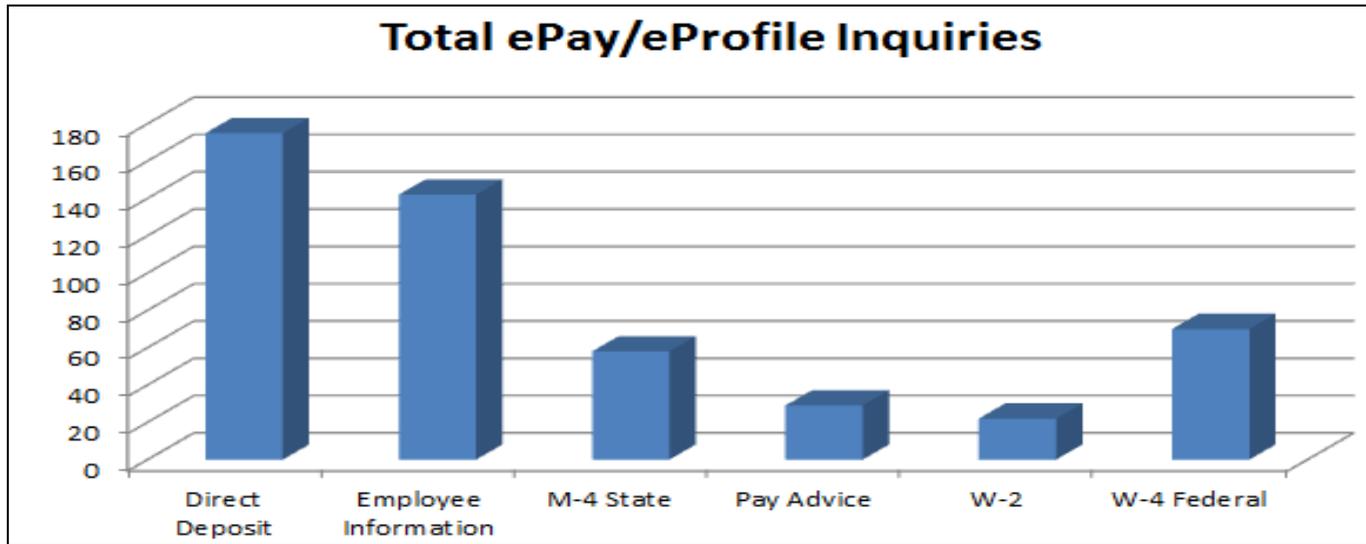
## Top Inquiry Classifications (Excluding Password Resets)



Source: ESC Footprints data from 04/05/2015 – 05/02/2015.



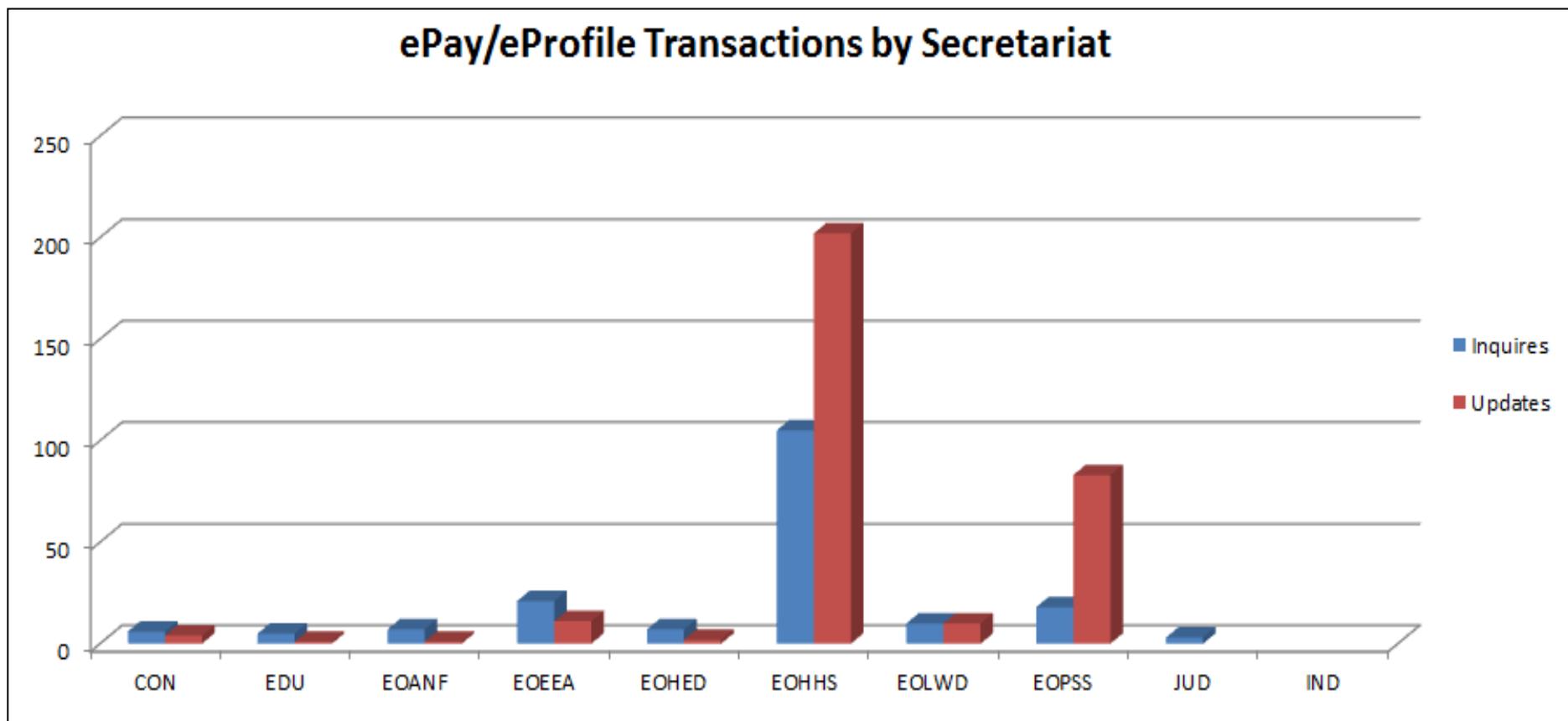
# ePay/eProfile Transactions



Source: ESC Footprints data from 04/05/2015 – 05/02/2015.



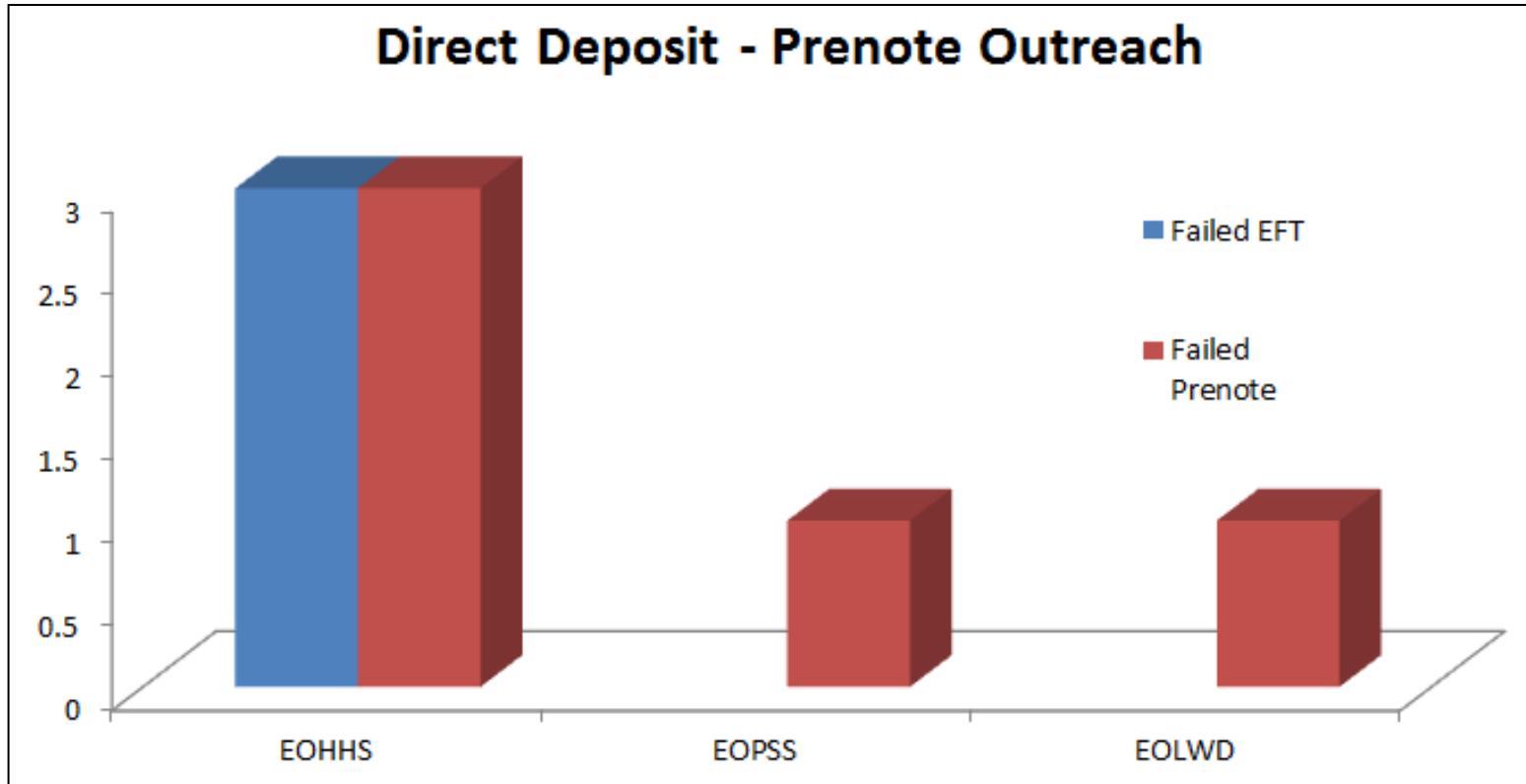
# ePay/eProfile Transactions by Secretariat



Source: ESC Footprints data from 04/05/2015 – 05/02/2015.



# Direct Deposit-Prenote Outreach



Source: ESC data from 04/05/2015 – 05/02/2015.



# Case Resolution Time

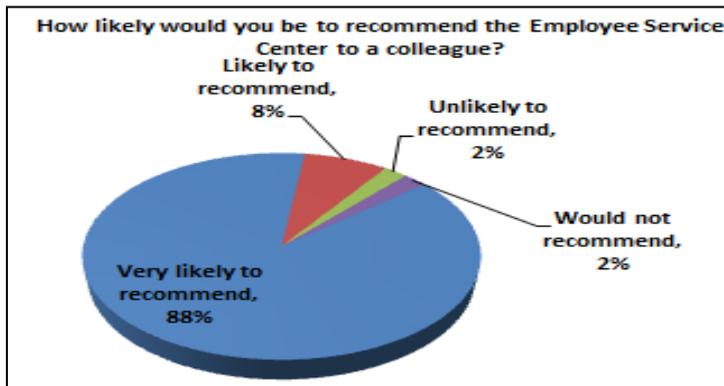
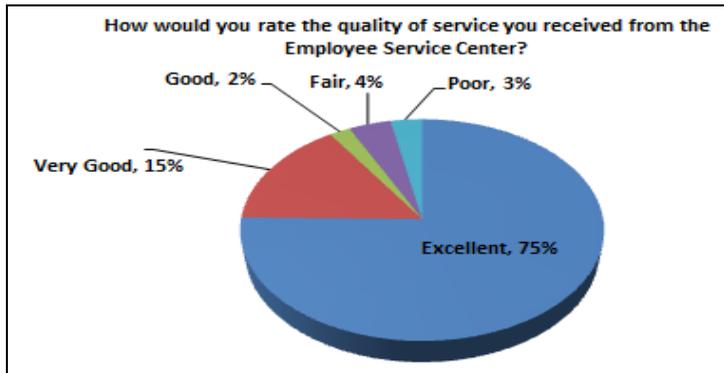
SLA Metric	Target	Current Period (04/05/15 – 05/02/15)	Previous Period (02/22/15 – 04/04/15)	Previous Year April 2014
Average case resolution time – password resets and e-mail updates (Time owned by ESC)	98% within 1 day	99.67%	99.86%	100%
Average case resolution time – inquiries and requests (Time owned by ESC)	75% within 1 day 90% within 3 days	1 Day – 90.4% 3 Days – 92.2%	1 Day – 96.8% 3 Days – 98.3%	1 Day – 88.7% 3 Days – 86%

**Source:** ESC Footprints data from 04/05/2015 – 05/02/2015.



# Customer Satisfaction Survey Results

SLA Metric	Target	Current Period (04/05/15 – 05/02/14)	Previous Period (02/22/15 – 04/04/14)	April 2014
<b>Customer satisfaction</b>  (Based on automated survey upon ticket closure.)	80% of customers rate overall satisfaction good to excellent	92% rated good to excellent  (0.180% responded)	98% rated good to excellent  (0.220% response rate)	93% rated good to excellent  (0.1% response rate)



## Selected Monthly Comments:

- “Very professional and personal.”
- “The woman who helped me was GREAT! She handled everything efficiently and was friendly.”
- “Staff was knowledgeable, efficient and more than willing to help. I had many questions (beyond the reason for calling) about the new time system and staff answered all of them, patiently. Wonderful experience. I am a supervisor and email my staff to call should they need support with new time/attendance system, given my positive experience. Thank You.”
- The few times I've dealt with a customer services rep have been very pleasant and the outcome was very positive.

**Source:** ESC Customer Satisfaction Survey; survey link is provided on ticket closure notice and is voluntary. Survey results shown were collected between 04/05/2015 – 05/02/2015.

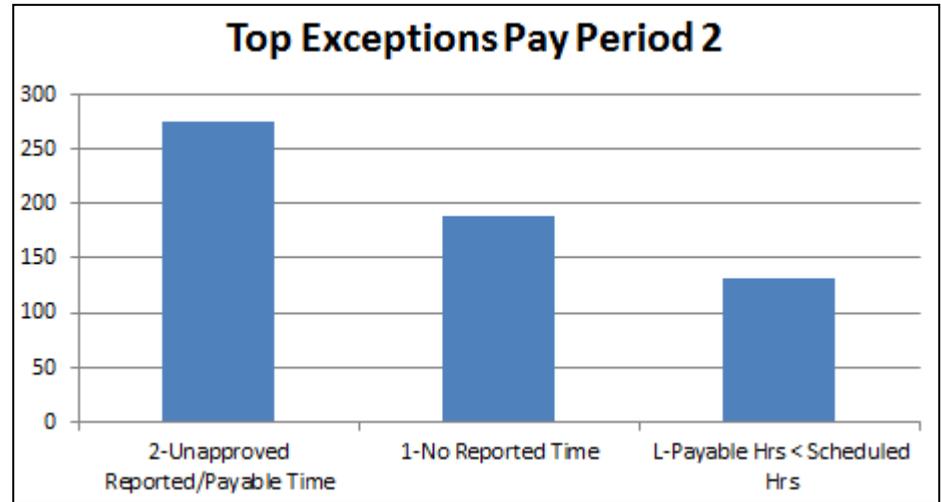
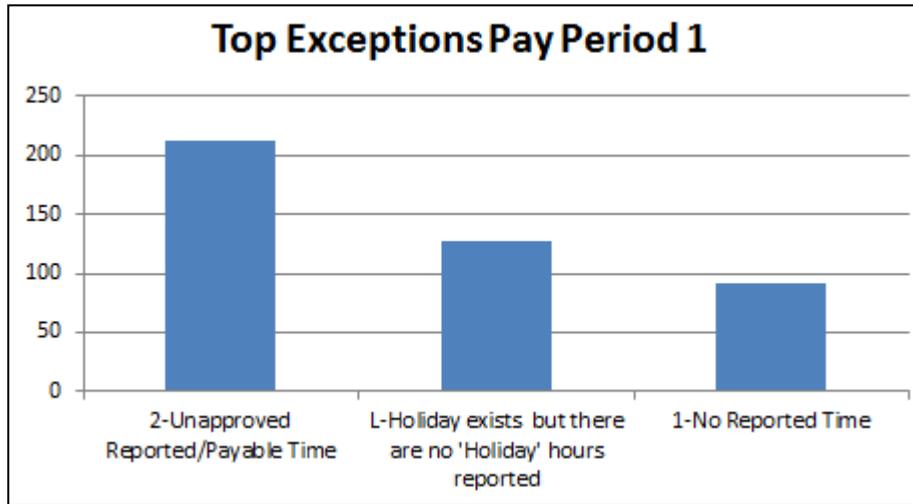
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# Outbound Contact Percentages

SLA Metric	Target	Current Period (04/05/15 – 05/02/15)	Previous Period (02/22/15 – 04/04/15)
Percentage of approvers contacted with unresolved high exceptions requiring ESC intervention for resolution:	98% 85% holiday/emergency leave weeks	77.68%	93.98%

\*Percentage of approvers contacted reduction due to HR/CMS closure impacting service levels.



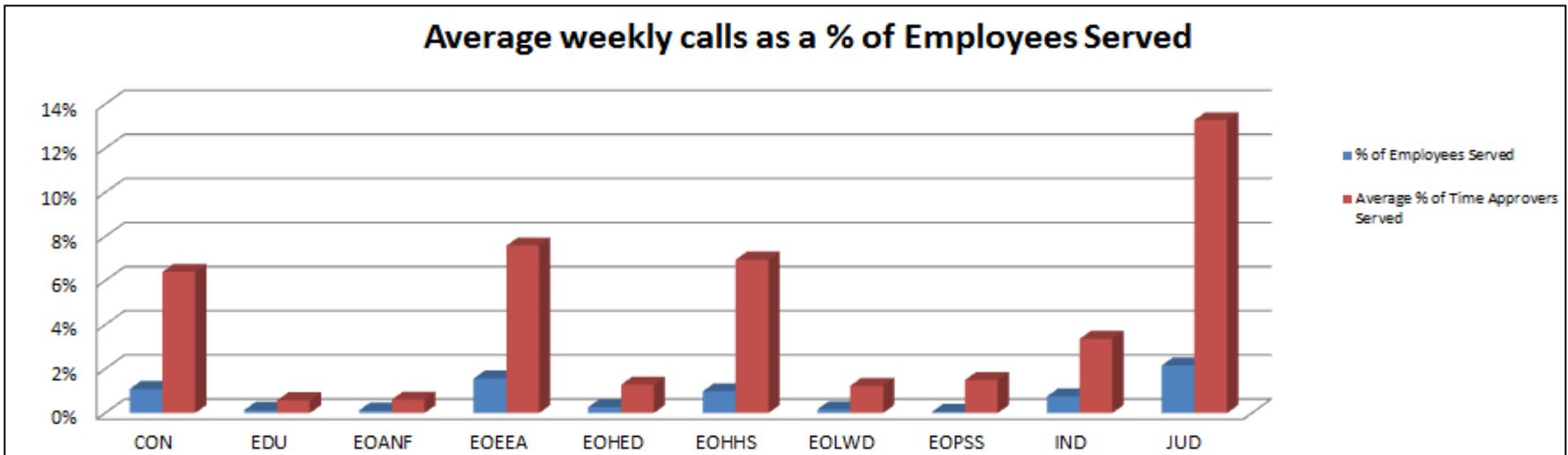
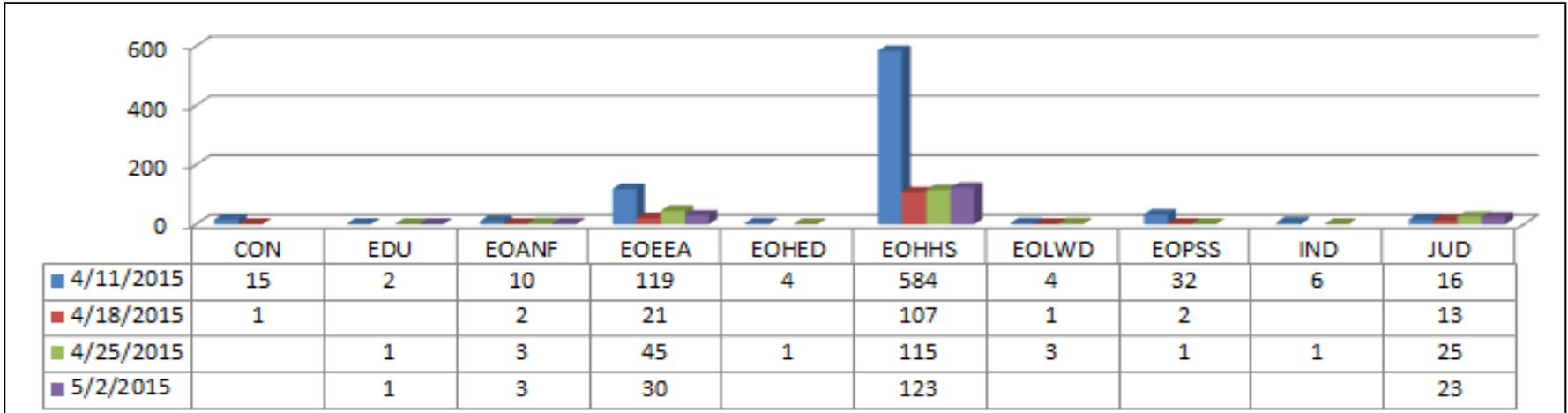
Source: ESC data from 04/05/2015 – 05/02/2015



## 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 continues to represent the largest volume of outbound calls from the ESC.



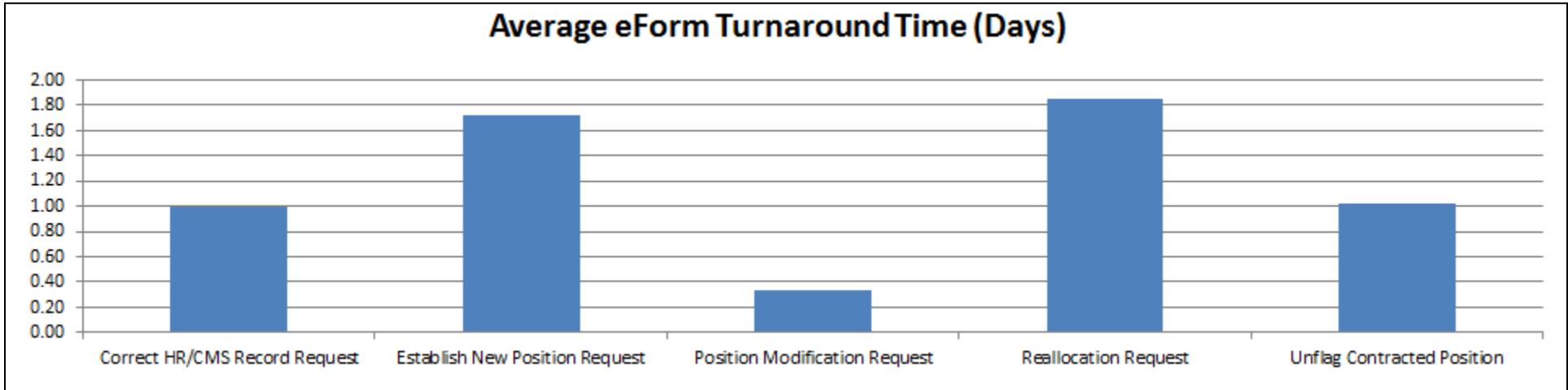
**Source:** : ESC Exception Management System data from 04/05/2015 – 05/02/2015. Average inquiries per employee is shown for comparison purposes and does not account for repeat contacts (i.e., calling an employee multiple times).

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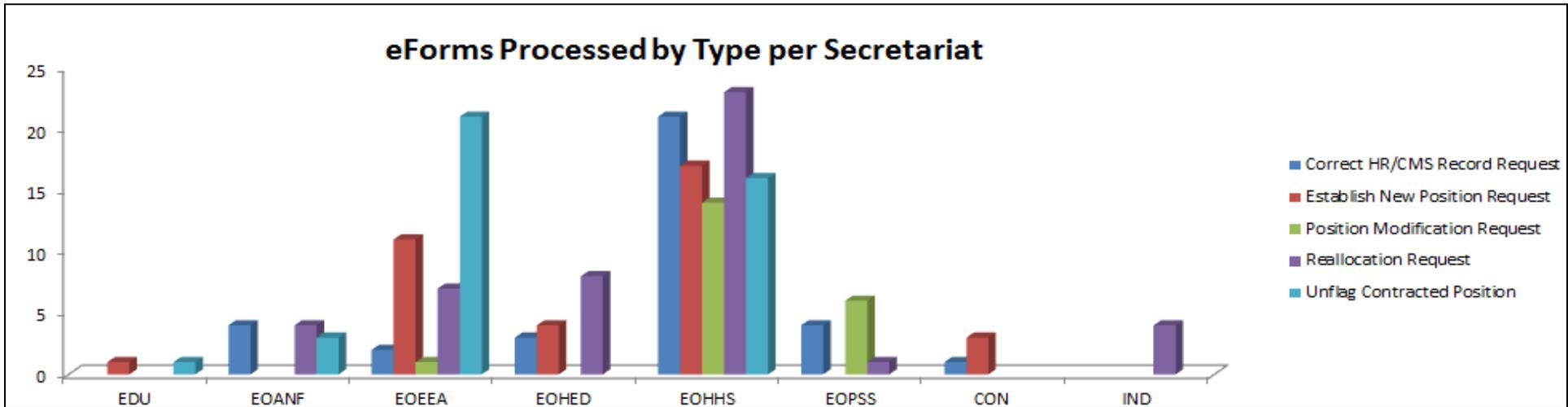
# Position Management

Total number of eForms processed by ESC: 180



Increase in EOEEA Unflag Position Requests due to Contracted Seasonal Positions.

HR/CMS downtime to support the 9.2 Upgrade impacted processing time of eForms.



Unflag Contract Position Requests are dependent on ANF Platform Approval



# 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	144	MCB-Mass Commission For The Blind	168
AGR-Department Of Agricultural Resources	108	DOR-Department Of Revenue	1937	MCD-Commission For The Deaf And Hard Of Hearing	57
ALA-Administrative Law Appeals Division	38	DOS-Division Of Standards	22	MGC-Massachusetts Gaming Commission	70
ANF-Eo Administration & Finance	326	DPH-Department Of Public Health	3223	MIL-Massachusetts National Guard	8198
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	151	MRC-Mass Rehabilitation Commission	959
ATB-Appellate Tax Board	22	DSS-Department Of Children And Families	3568	OCD-Dept Of Housing And Community	303
BLC-Board of Library Comissioners	24	DYS-Department Of Youth Services	894	OHA-Massachusetts Office On Disability	12
BSB-Bureau Of State Buildings	15	EDU-Executive Office Of Education	95	ORI-Office For Refugees And Immigrants	21
CAD-Commission Against Discrimination	73	EEC-Department Of Early Education	215	OSC-Office Of The Comptroller	145
CDA-Massachusetts Emergency Management Agency	98	EED-Executive Office Of Housing & Economic Development	52	OSD-Division Of Operational Services	120
CHE-Soldiers' Home In Massachusetts	380	EHS-Executive Office Of Health and Human Services	1710	PAR-Parole Board	203
CHS-Department Of Criminal Justice Information Systems	43	ELD-Department Of Elder Affairs	56	POL-State Police	2583
CJT-Criminal Justice Training Council	438	ENE-Department Of Energy Resources	59	REG-Division Of Professional Licensure	130
CME-Chief Medical Examiner	80	ENV-Executive Office Of Energy and Environmental Affairs	307	RGT-Department Of Higher Education	77
CPC-Committee for Public Counsel Services	773	EOL-Executive Office Of Workforce Development	1483	SCA-Office Of Consumer Affairs And Business Regulations	30
CSC-Civil Service Commission	6	EPS-Executive Office Of Public Safety and Security	194	SDA-Sheriffs Department Association	4
CSW-Commission On Status Of Women	2	EQE-Department Of Environmental Protection	794	SEA-Department Of Business And Technology	18
DAC-Disabled Persons Protection Commission	32	FWE-Department Of Fish And Game	328	SOR-Sex Offender Registry	45
DCP-Capital Asset Management And Maintenance	455	GIC-Group Insurance Commission	58	SRB-State Reclamation Board	154
DCR-Department Conservation And Recreation	1527	HCF-Health Care Finance & Policy	156	TAC-Department Of Telecommunications	23
DFS-Department Of Fire Services	582	HLY-Soldiers' Home In Holyoke	370	TRB-Teachers Retirement Board	97
DMH-Department of Mental Health	3575	HPC-Health Policy Commission	56	TRE-Office Of The State Treasurer	230
DMR-Health and Human Services	6685	HRD-Human Resources Division	154	VET-Department Of Veterans Service	71
DOB-Division Of Banks	167	ITD-Information Techology Division	367	VVA-Victim And Witness Assistance	16
DOC-Department of Corrections	5294	LIB-George Fingold Library	12	WEL-Department Of Transitional Assistance	1638
DOE-Department Of Elementary & Secondary Education	543	LOT-Lottery And Gaming Commission	415	<b>Grand Total:</b>	<b>53840</b>



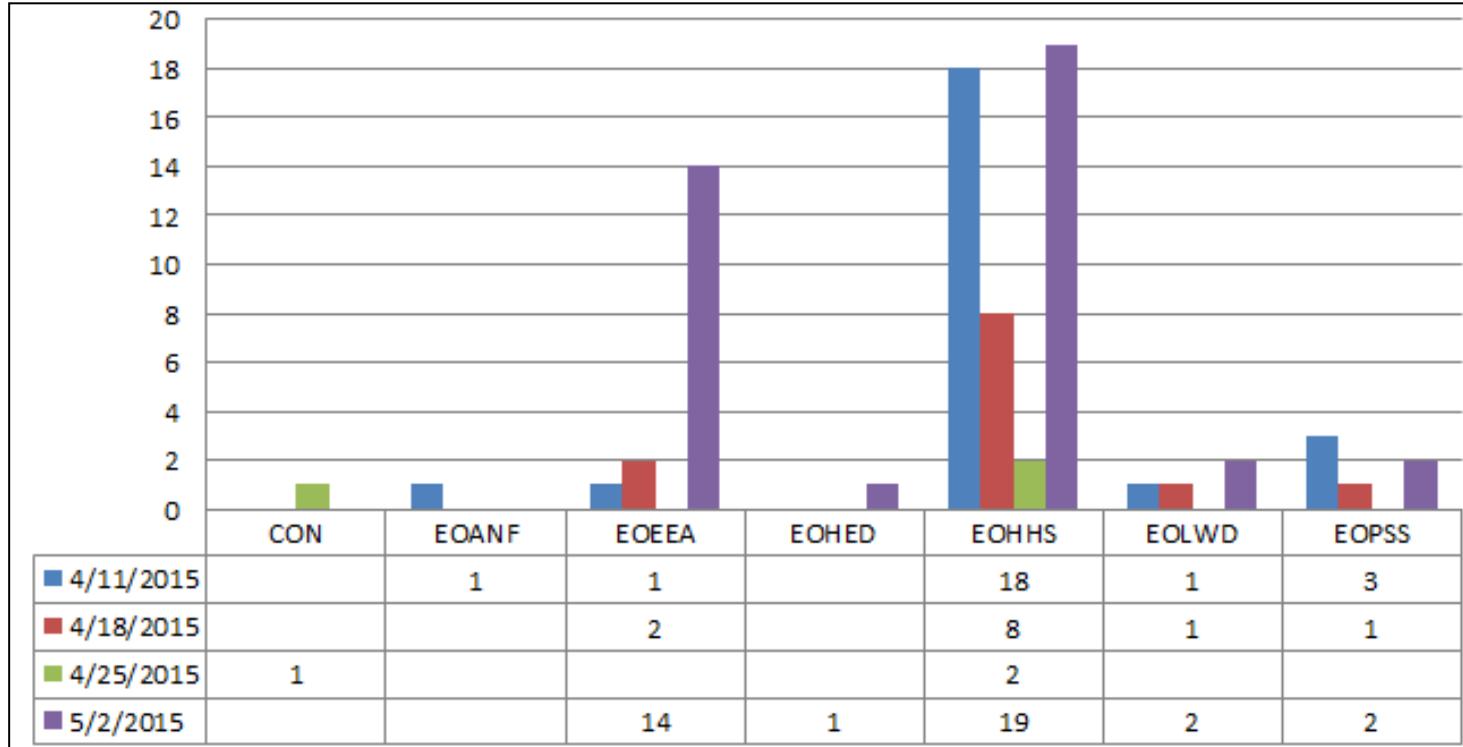
# Appendix: Inquiries by Agency

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

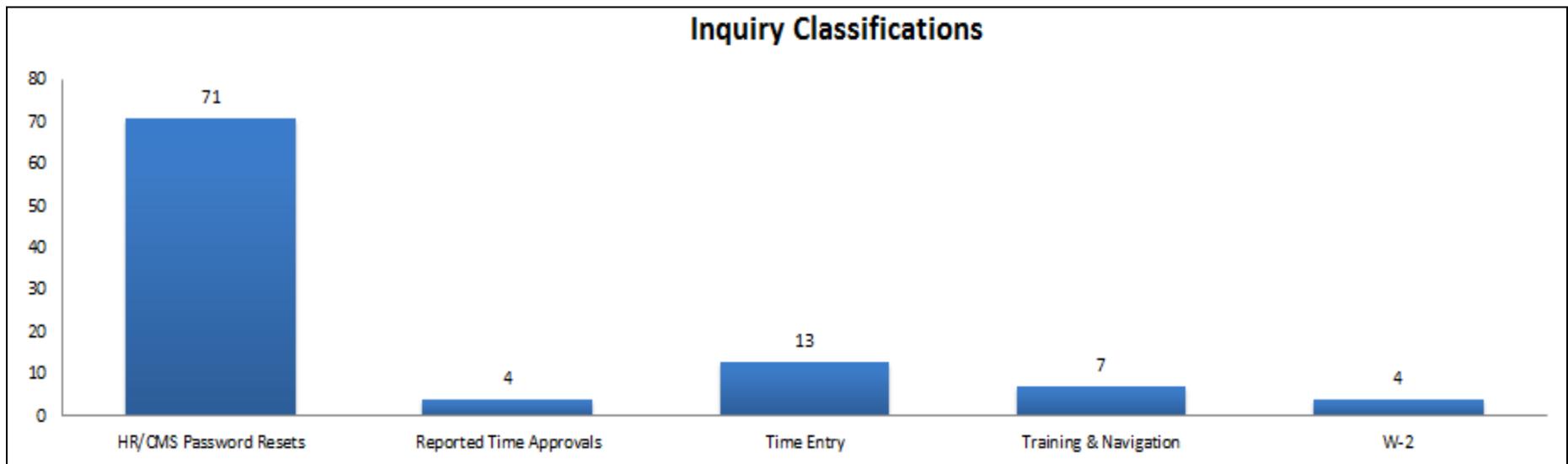
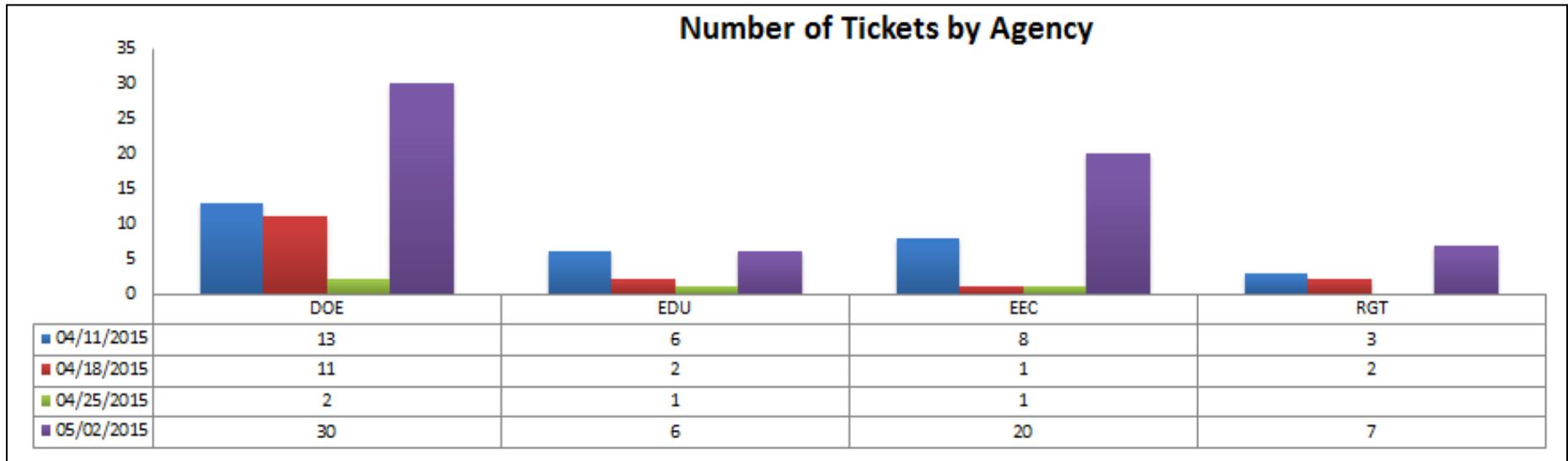
<b>ADD - Developmental Disabilities Council</b>	<b>CAD - Commission Against Discrimination</b>
<b>CSC - Civil Service Commission</b>	<b>CSW - Commission On Status Of Women</b>
<b>DAC - Disabled Persons Protection Commission</b>	<b>MMP - Massachusetts Marketing Partnership</b>
<b>OHA - Massachusetts Office On Disability</b>	



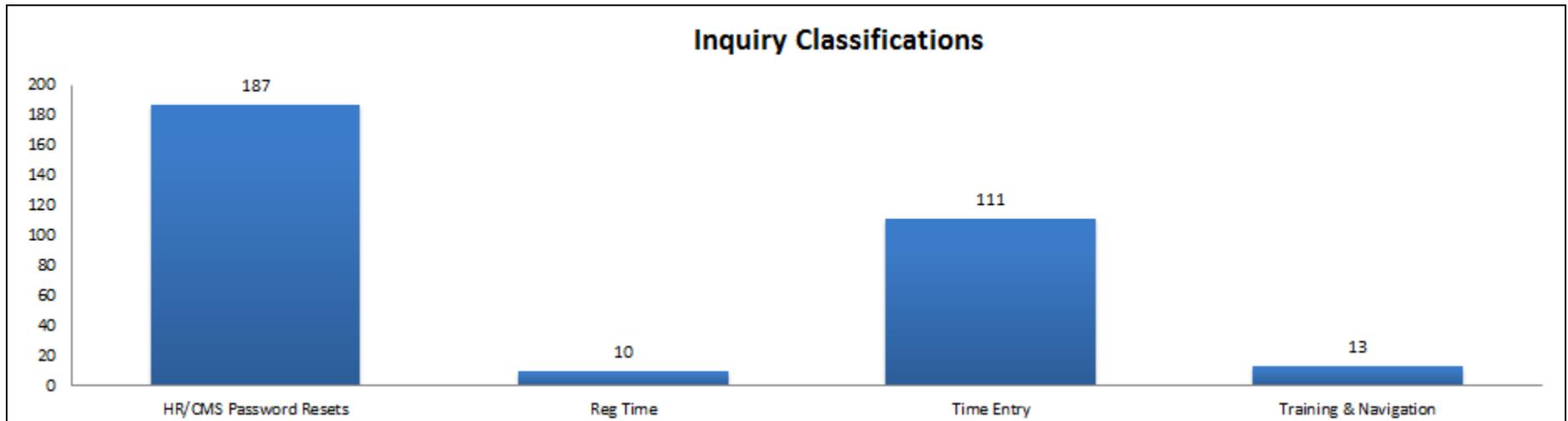
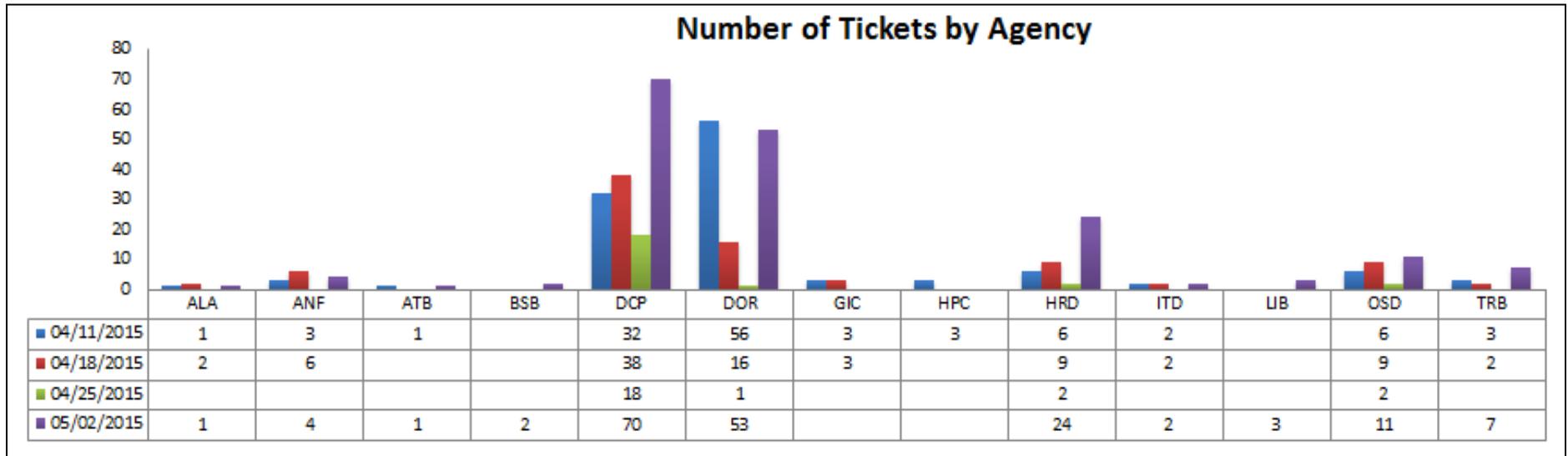
# Tickets Forwarded to Agency HR/ Payroll



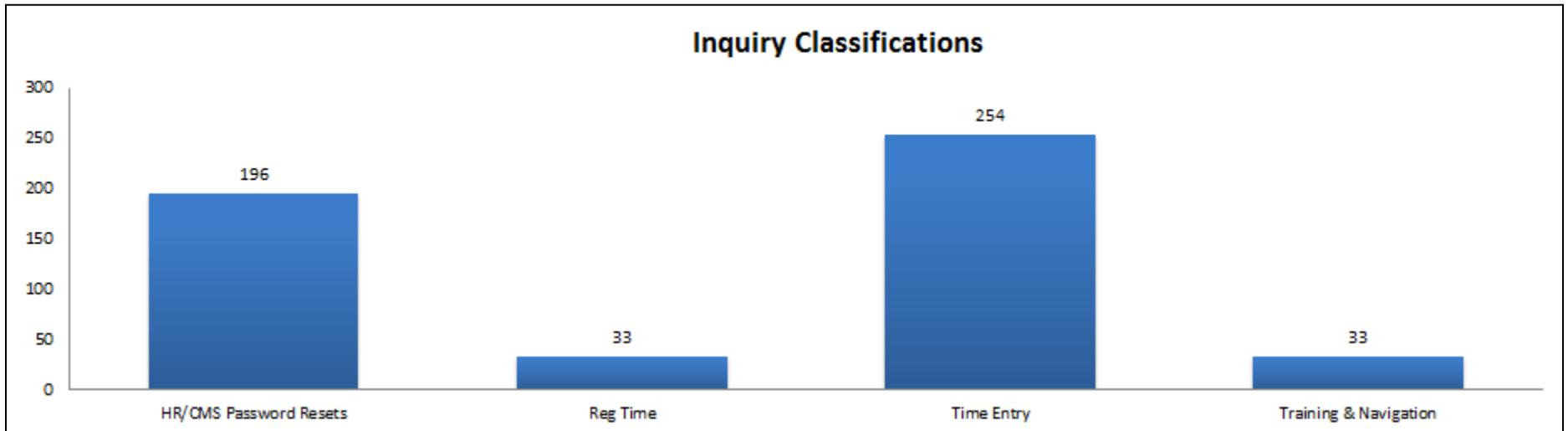
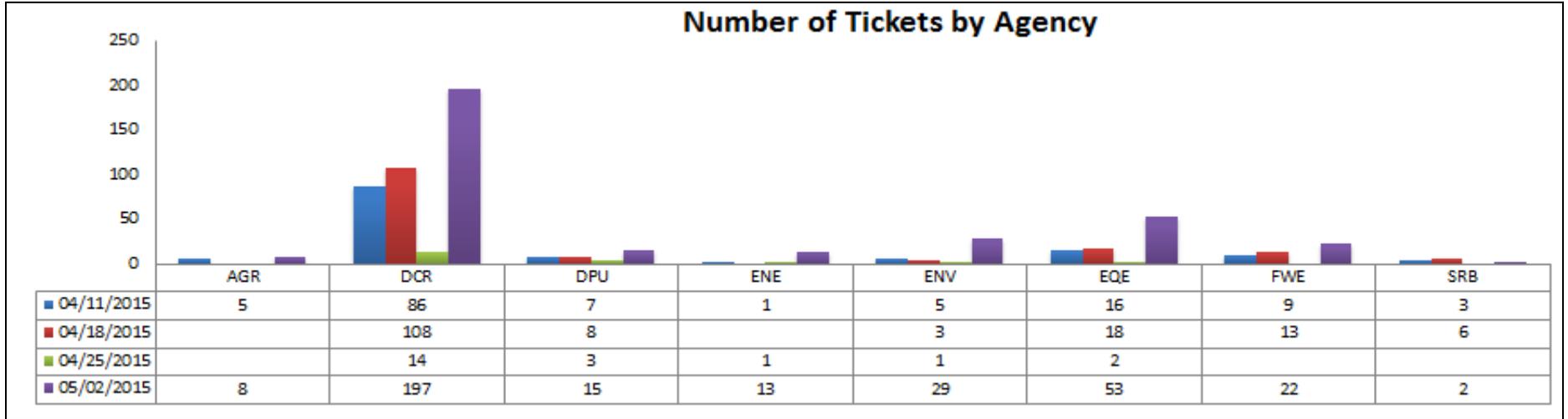
# Education Secretariat Agencies



# EOANF Secretariat Agencies

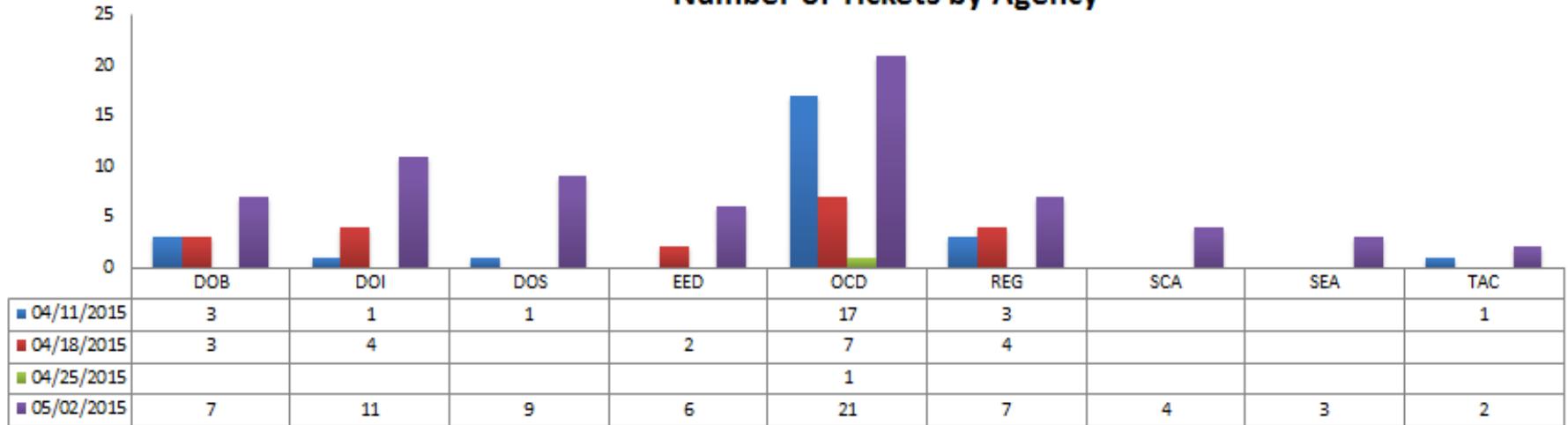


# EOEEA Secretariat Agencies

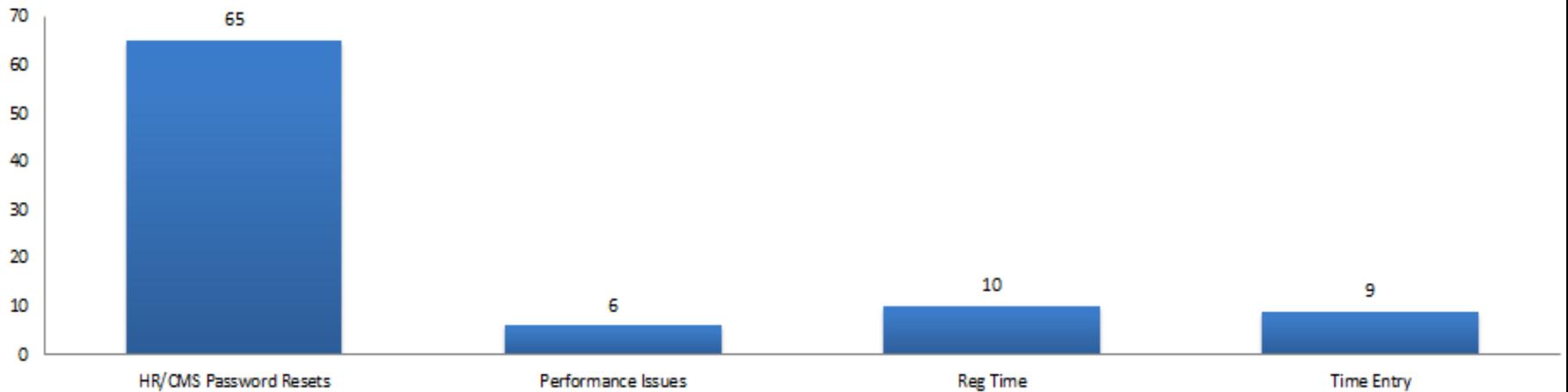


# EOHED Secretariat Agencies

**Number of Tickets by Agency**

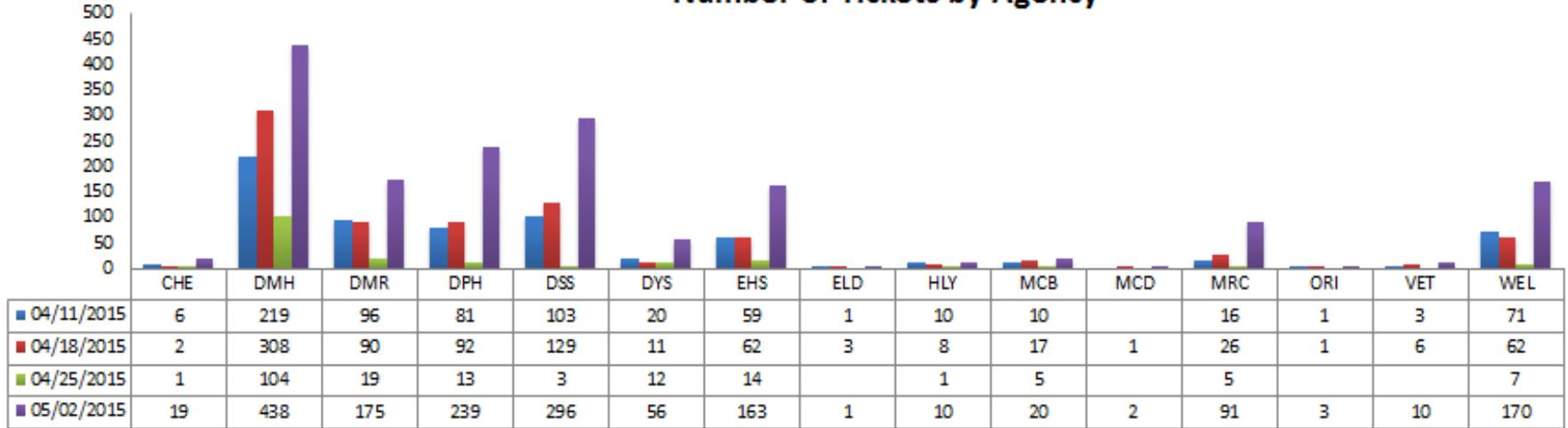


**Inquiry Classifications**

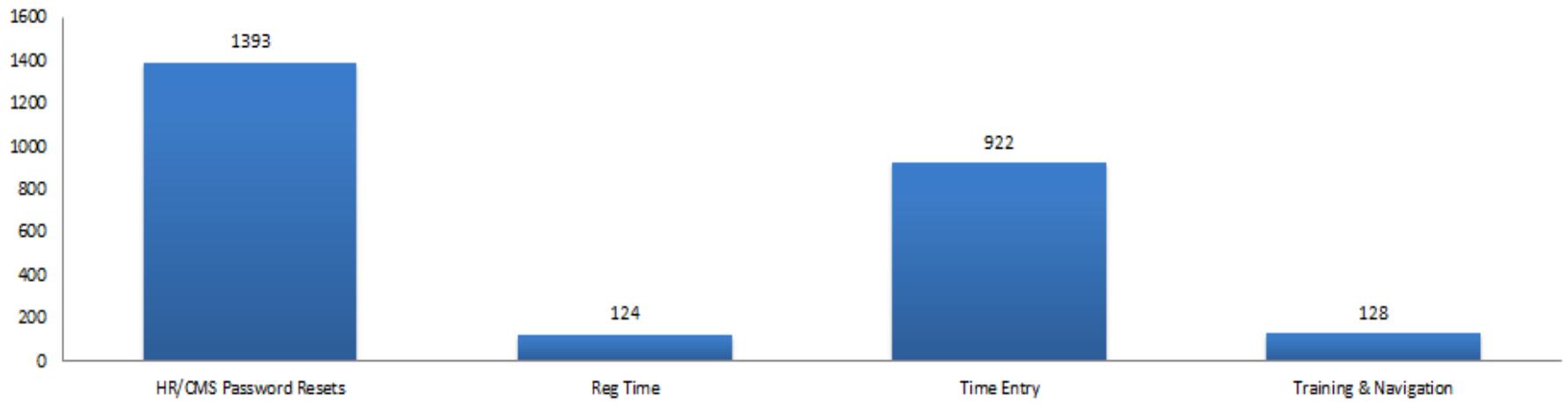


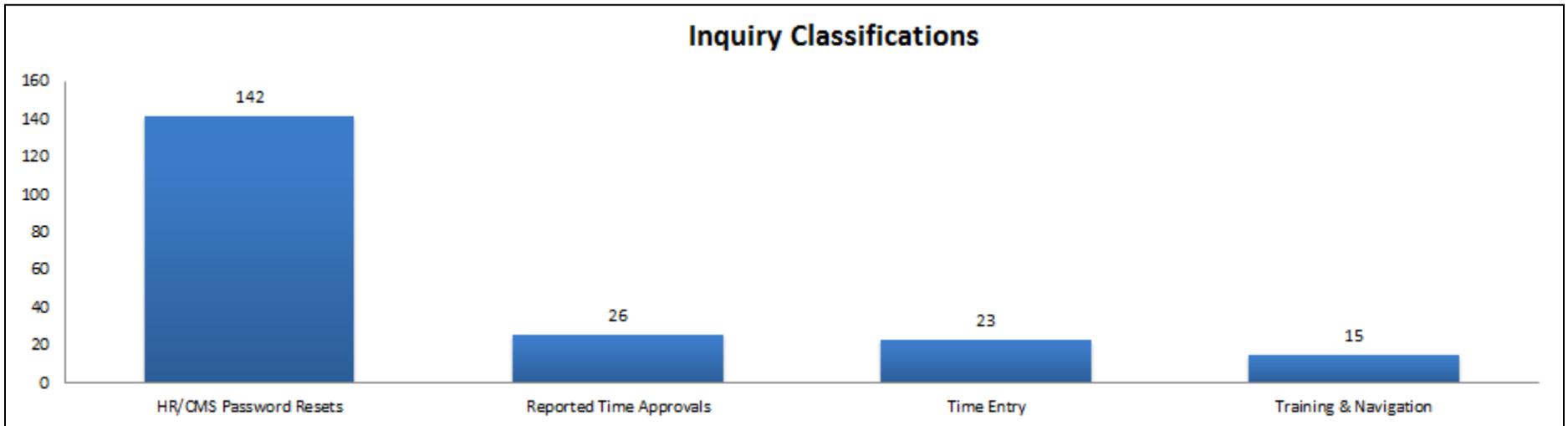
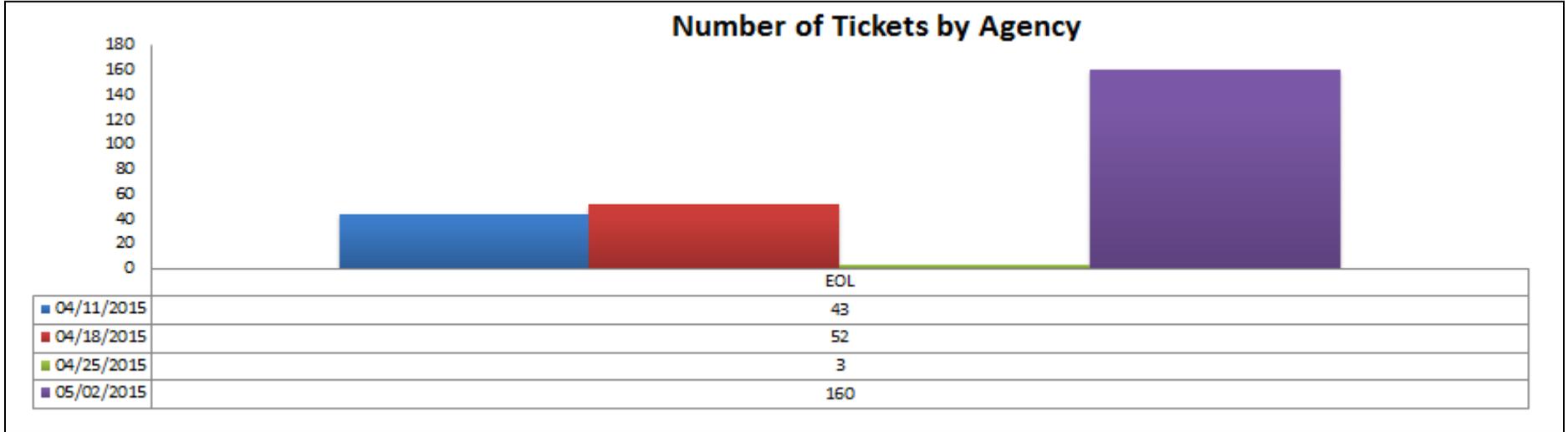
# EOHHS Secretariat Agencies

**Number of Tickets by Agency**



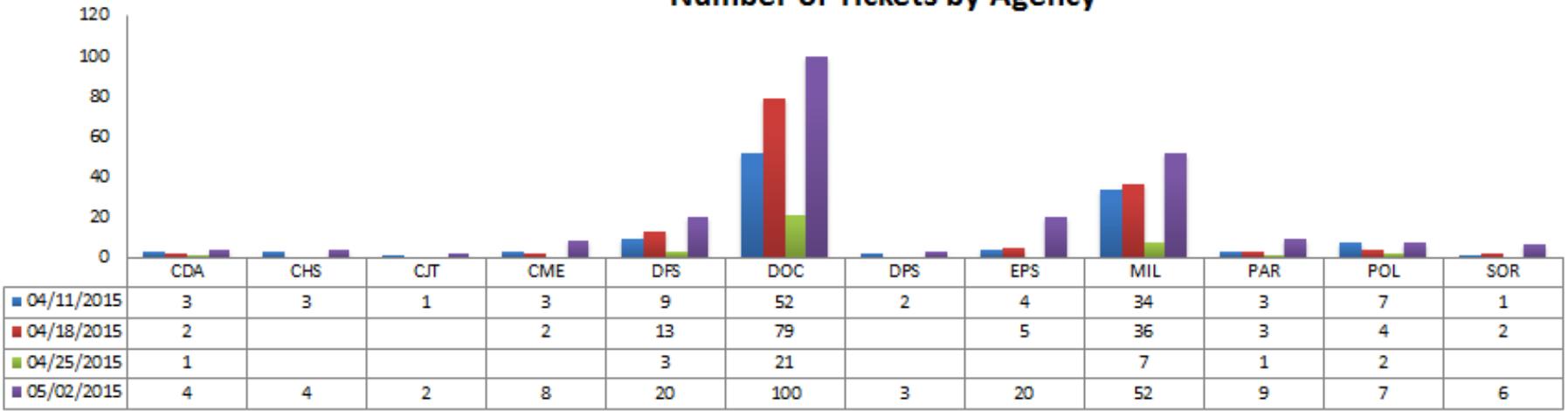
**Inquiry Classifications**



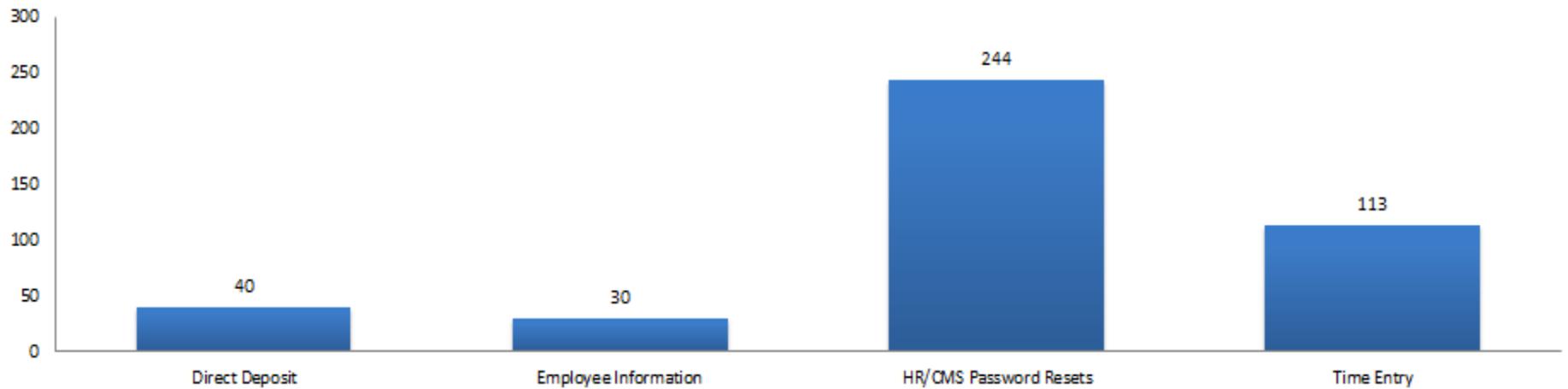


# EOPSS Secretariat Agencies

**Number of Tickets by Agency**

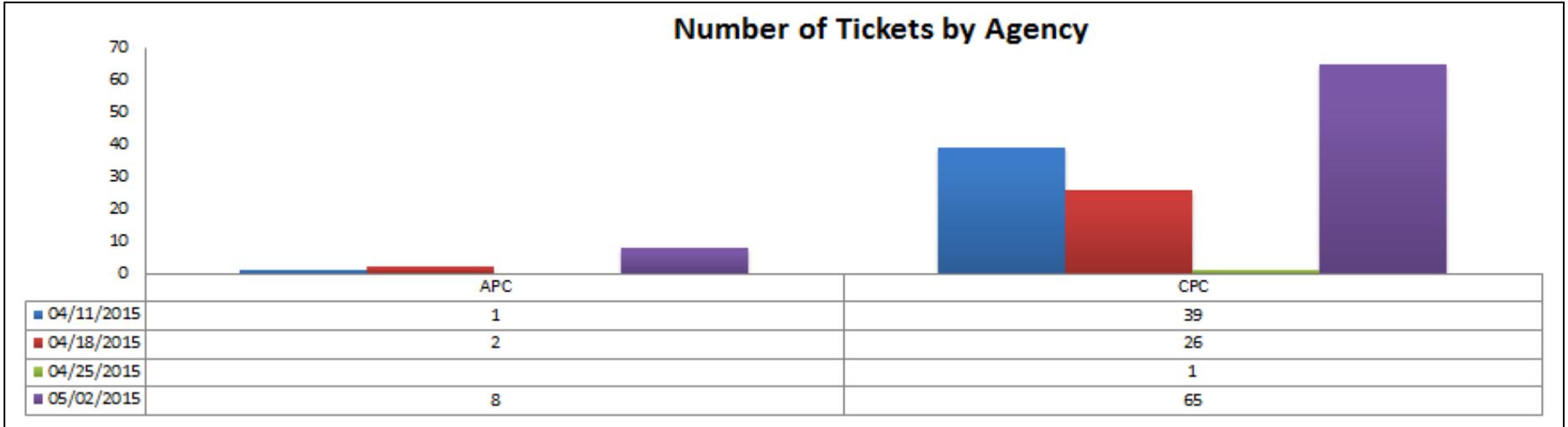


**Inquiry Classifications**

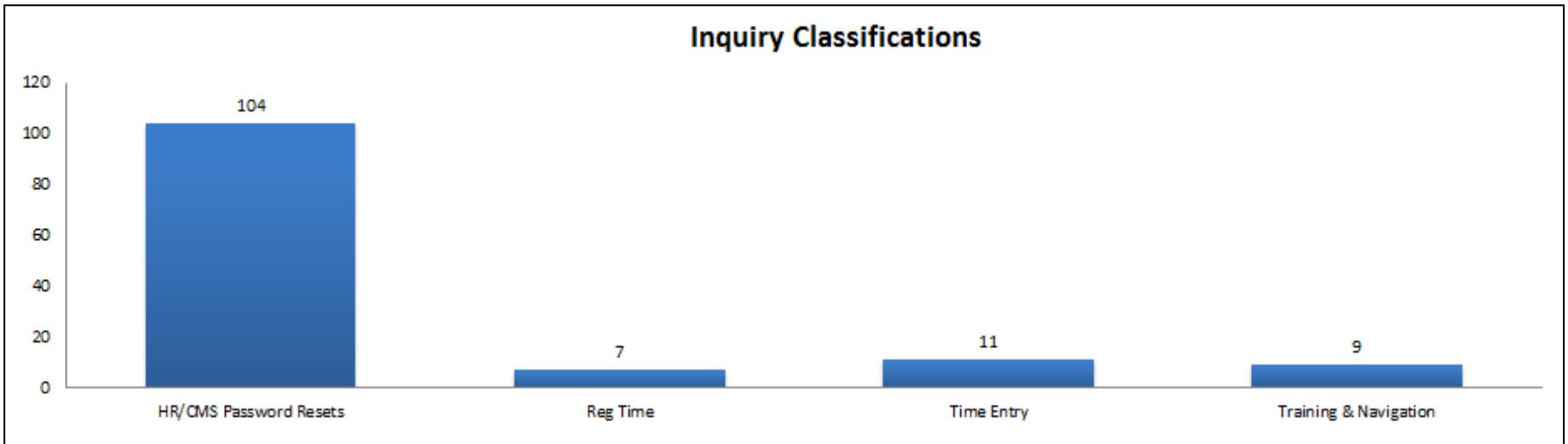


# JUD Agencies

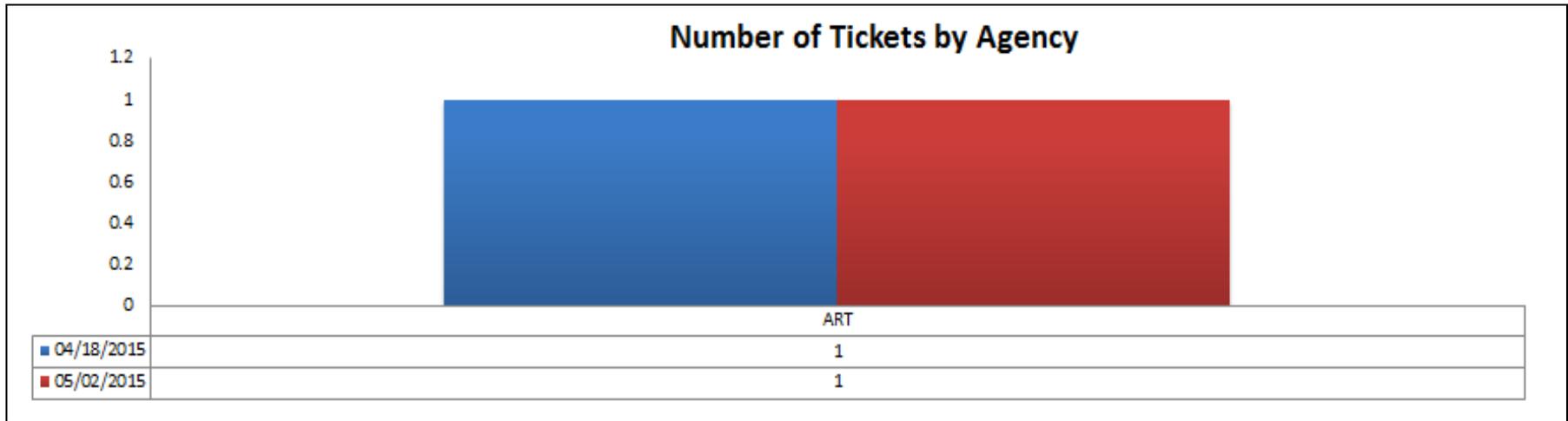
### Number of Tickets by Agency



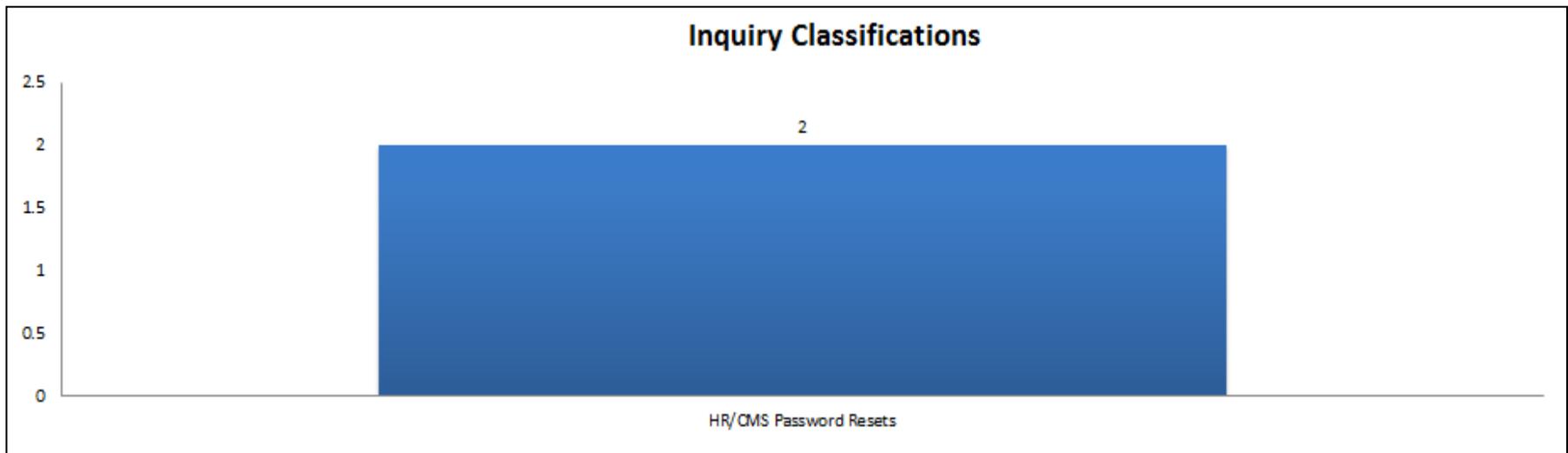
### Inquiry Classifications



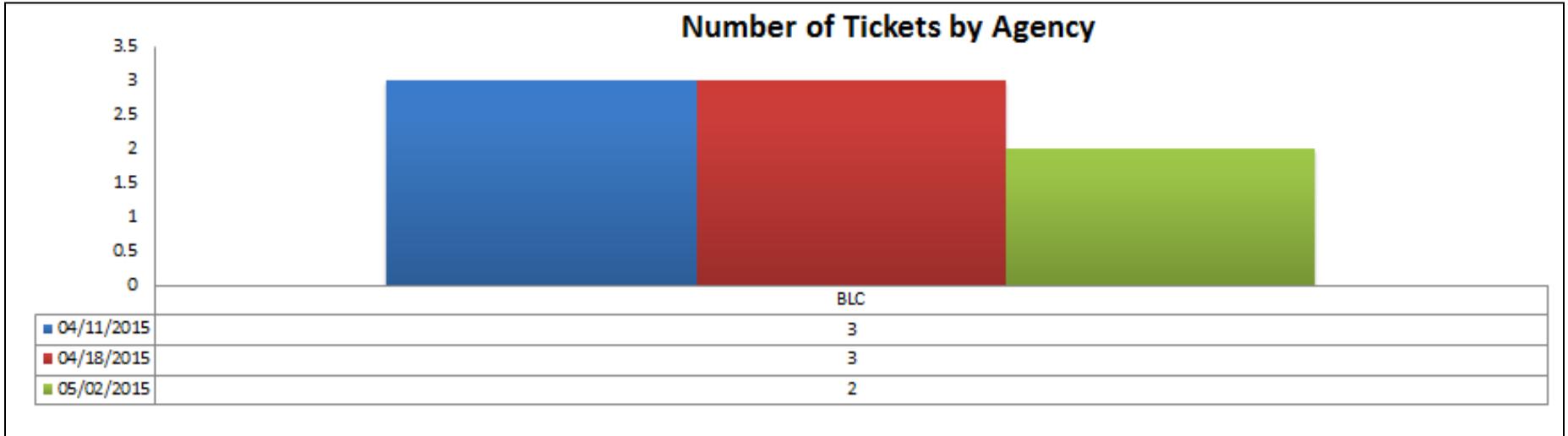
# ART Tickets and Classification



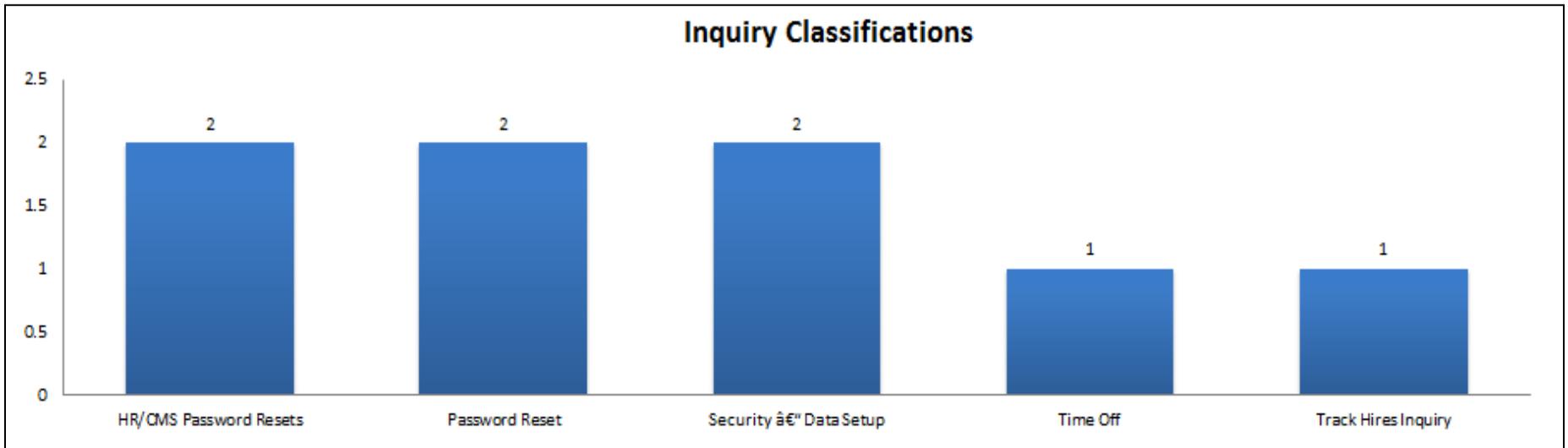
There were no requests the weeks of 4/11 or 4/25



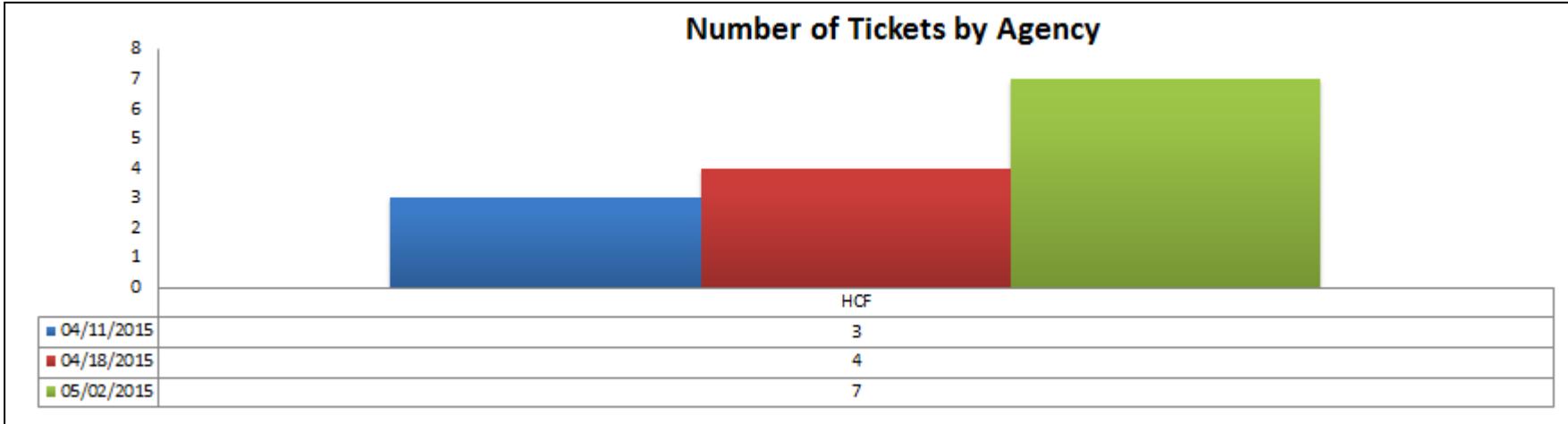
# BLC Tickets and Classification



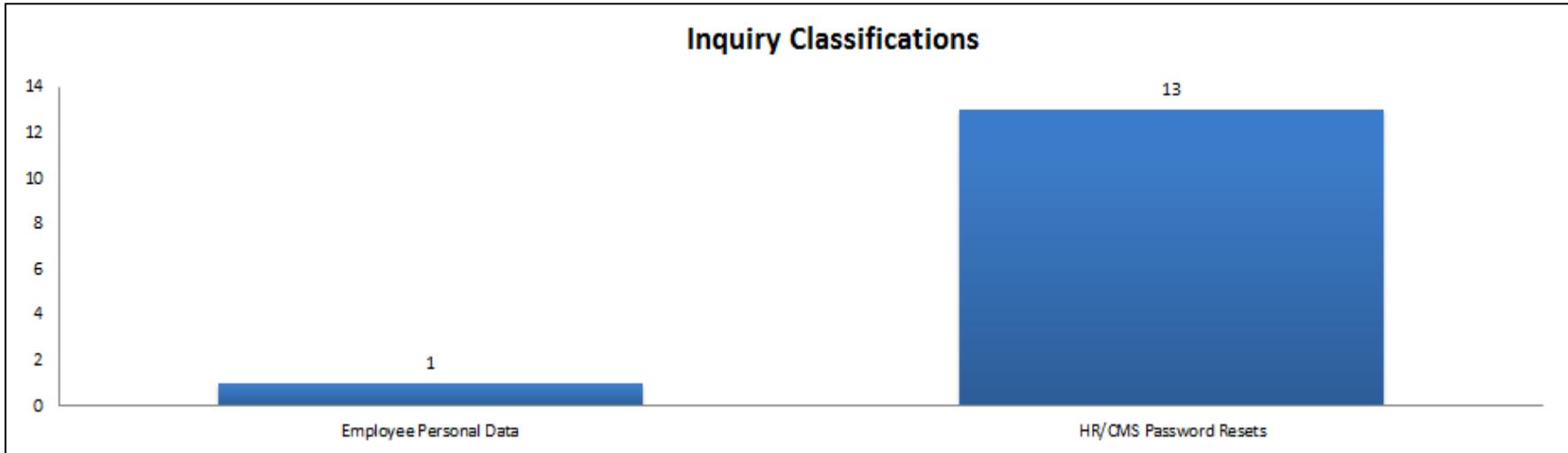
There were no requests the week of 4/25



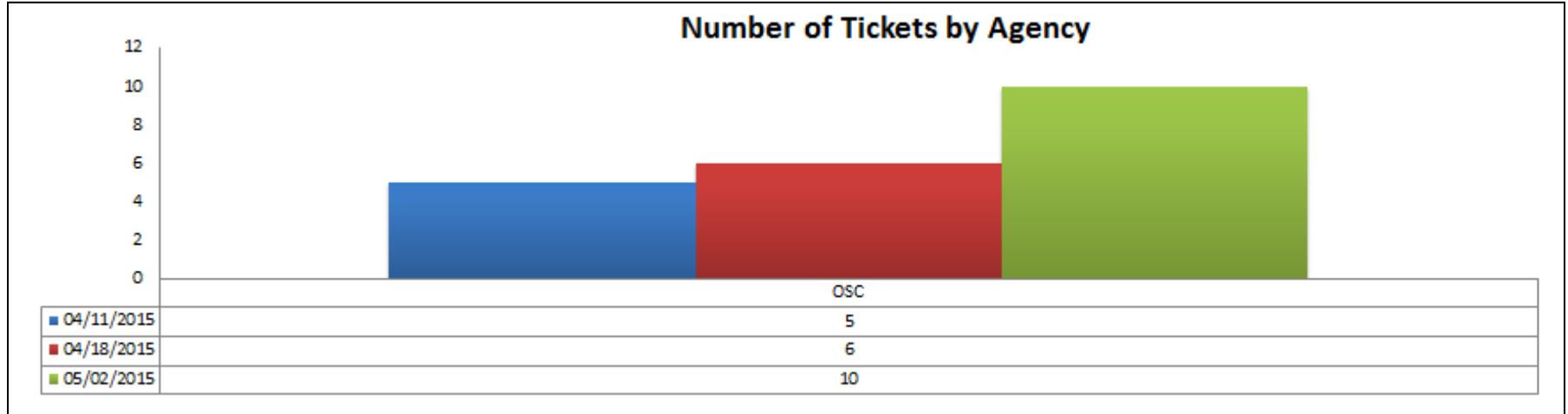
# HCF Tickets and Classification



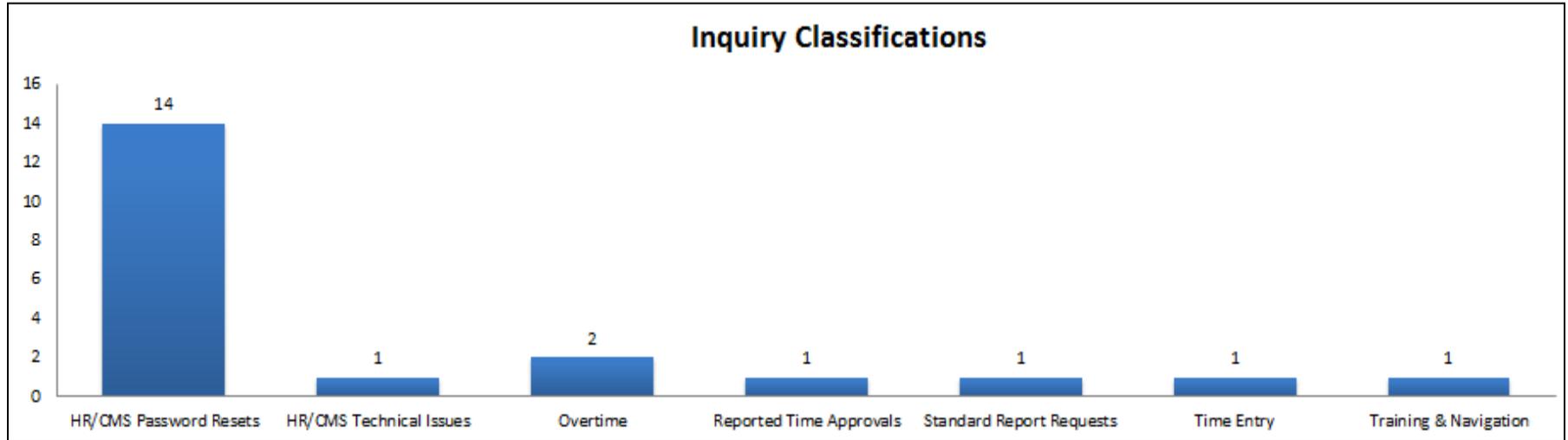
There were no requests the week of 4/25



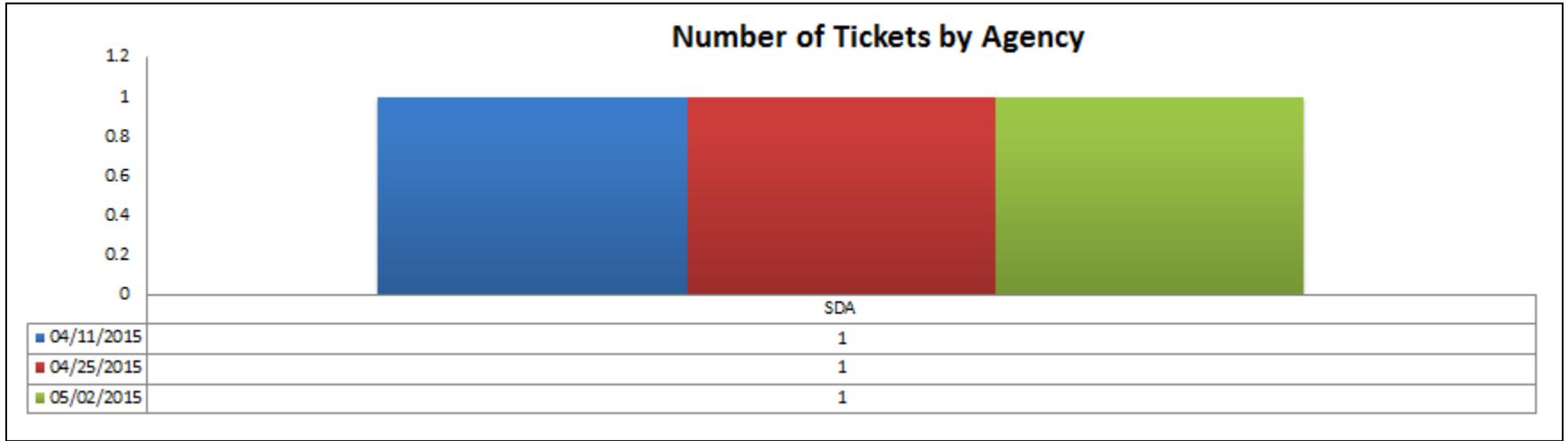
# OSC Tickets and Classification



There were no requests the week of 4/25



# SDA Tickets and Classification



There were no requests the week of 4/18

