



ESC Service Charter Scorecard

Metrics for June 2 – June 29, 2013

Issued August, 2013



Executive Summary

Customer Service

- The employee population increased by 128 due to New Hires, Promotions and other HR transactions. Call volume has remained consistent with population served
- Average wait time decreased from 27 seconds to 25 seconds, well within the defined SLA target.
- Average time to complete a call is decreased from 4:09 minutes to 4:04 minutes.
- Use of email as means of reporting issues decreased 39%, from 867 to 537.
- Inquiries from CON, IND, and EOEEA agencies accounted for the most inquiries as a percentage of employees served.

Process & Organization

- Escalated Payroll Notifications was not invoked.
- Planning for implementation of ePay/eProfile has continued.

Systems

- Planned system outage due to upgrades on 06/22/2013



Service Delivery Overview

June 02, 2013 – June 29, 2013

Customer Interactions	Staffing																								
<p>Total # Agencies Served: 72</p> <p>Total # Employees Served: 29,315</p> <p>Total contacts received: 5,373</p> <p>Total tickets opened: 4,918</p> <p>% of Employees served contacting ESC: 18%*</p>	<table border="1"> <thead> <tr> <th data-bbox="1008 340 1346 412">Area</th> <th data-bbox="1352 340 1634 412">Staffing as of 6/29/2013</th> <th data-bbox="1641 340 1921 412">Staffing as of 6/1/2013</th> </tr> </thead> <tbody> <tr> <td data-bbox="1008 417 1346 478">Tier 1: Customer Service</td> <td data-bbox="1352 417 1634 478">10</td> <td data-bbox="1641 417 1921 478">10</td> </tr> <tr> <td data-bbox="1008 483 1346 555">Tier 2: Time & Attendance Ops</td> <td data-bbox="1352 483 1634 555">15</td> <td data-bbox="1641 483 1921 555">16</td> </tr> <tr> <td data-bbox="1008 560 1346 622">Temporary Staff</td> <td data-bbox="1352 560 1634 622">2</td> <td data-bbox="1641 560 1921 622">2</td> </tr> <tr> <td data-bbox="1008 626 1346 688">Supervisor</td> <td data-bbox="1352 626 1634 688">3</td> <td data-bbox="1641 626 1921 688">3</td> </tr> <tr> <td data-bbox="1008 693 1346 754">Senior Staff</td> <td data-bbox="1352 693 1634 754">3</td> <td data-bbox="1641 693 1921 754">3</td> </tr> <tr> <td data-bbox="1008 759 1346 820">Total</td> <td data-bbox="1352 759 1634 820">33</td> <td data-bbox="1641 759 1921 820">34</td> </tr> </tbody> </table>	Area	Staffing as of 6/29/2013	Staffing as of 6/1/2013	Tier 1: Customer Service	10	10	Tier 2: Time & Attendance Ops	15	16	Temporary Staff	2	2	Supervisor	3	3	Senior Staff	3	3	Total	33	34			
Area	Staffing as of 6/29/2013	Staffing as of 6/1/2013																							
Tier 1: Customer Service	10	10																							
Tier 2: Time & Attendance Ops	15	16																							
Temporary Staff	2	2																							
Supervisor	3	3																							
Senior Staff	3	3																							
Total	33	34																							
Enabling Technologies	Activities – June																								
<ul style="list-style-type: none"> • Metrics: Includes data on IVR Users • Case Management: No changes this period. • Meal In: System redesign for Chelsea Soldiers Home to automate the TCD meal in punches 	<p>The ESC is currently supporting several activities underway to prepare for upcoming rollouts:</p> <ul style="list-style-type: none"> • ePay/eProfile implementation planning. • Automated Meal Break Menu testing & implementation. • Entry of Meal Break punches (<i>interim solution</i>). 																								

Source: ESC Avaya CMS & COMiT Reports, data from 6/02/13 – 6/29/13

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

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Service Level Agreement

Service Measures and Targets

The following service measures and targets are outlined in the ESC Service Level Agreement document. Data contained in this presentation includes both SLA and non-SLA measures.

Metric	Target
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
Average case resolution time – password resets and e-mail updates (Time owned by ESC)	98% within 1 day
Average case resolution time – inquiries and requests (Time owned by ESC)	75% within 1 day 90% 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 rated overall satisfaction good to excellent
Percent of notification runs executed to completion: <ul style="list-style-type: none"> All: Reminder Report Time Employees: Unreported time – 1st and 2nd notice Approvers: Unapproved reported time – 1st and 2nd notice Agency HR/Payroll: Over/Under scheduled hours and unapproved Payable Time notifications – 1st and 2nd notice Failsafe outreach to Agency HR/Payroll and signatory authorities when applicable Failsafe outreach to Comptroller and Chief HR Officer when applicable 	95%
Secretariat ad hoc reports produced within established timeframes: <ul style="list-style-type: none"> Simple*: 3 business days Complex*: 7 business days 	90%
SLA reports produced on time according to predefined schedule (see section 5.5)	90%

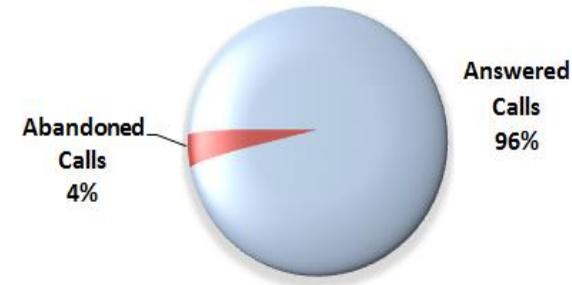


Inbound Call Data

Overall average wait time has decreased over prior month.

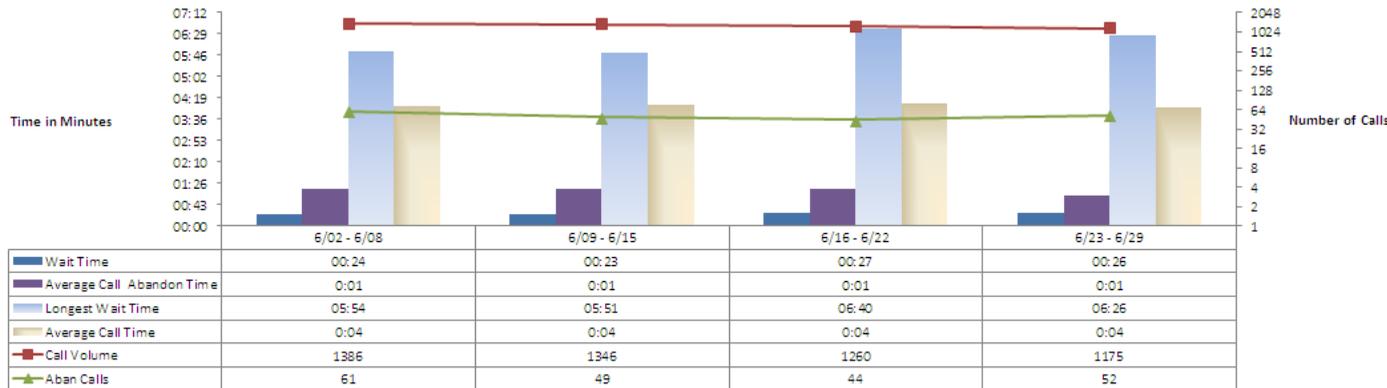
SLA Metric	Target Level	Current Period (06/02/13 to 06/29/13)	Previous Period (04/21/13 to 06/01/13)	Previous Period (03/24/13 to 04/20/13)
Average wait time – all inquiries (Days operational)	Will not exceed 3 minutes 90% of the time; Will not exceed 2 minutes 50% of the time	:25 seconds	:27 seconds	:30 seconds

Abandoned Calls

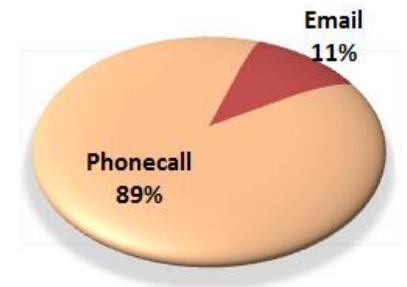


Total = 5,373 calls

Wait Time, Call Volumes, & Abandonment Rates



Ticket Source



Total = 4,918 tickets

Source: ESC COMit & Avaya data from 6/02/13 – 6/29/13.

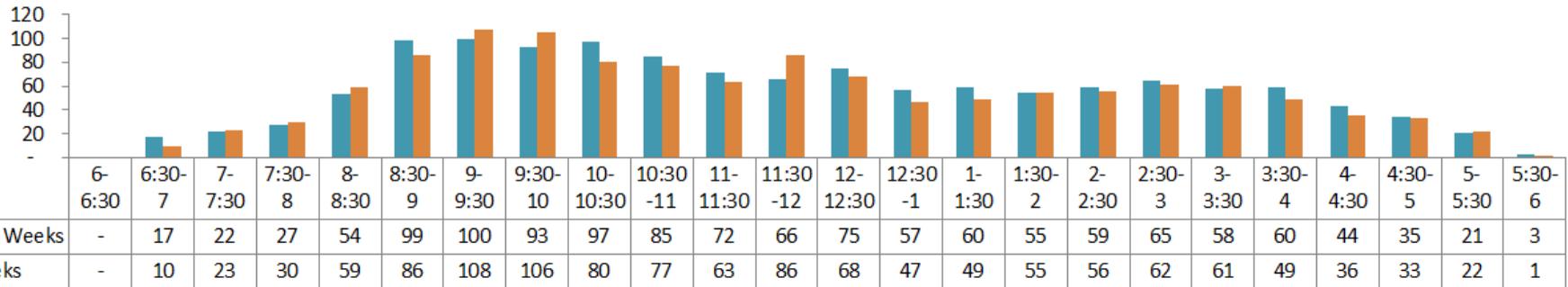
*E-mail tickets do not account for additional outreach to correct invalid employee e-mail addresses.



Timing of Inquiries

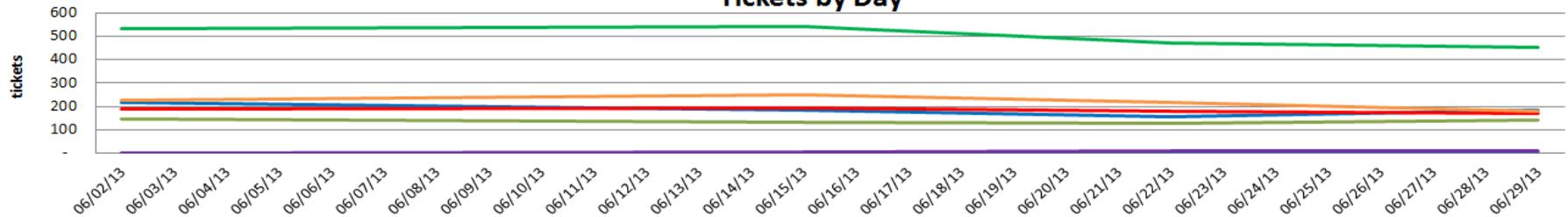
Call volumes continue to peak following weekly time submission deadlines and notifications. Peak call hours are from 8:30 am to 12 pm.

**Average Calls by Timeframe
Payroll vs. Non-Payroll Processing Weeks**



Thursday represents highest volume due to impact of payroll cycle.

Tickets by Day



	06/02/13	06/15/13	06/22/13	06/29/13
Sunday	-	-	-	-
Monday	215	184	157	186
Tuesday	147	130	127	143
Wednesday	190	195	178	168
Thursday	532	544	474	454
Friday	228	252	218	179
Saturday	-	3	7	7

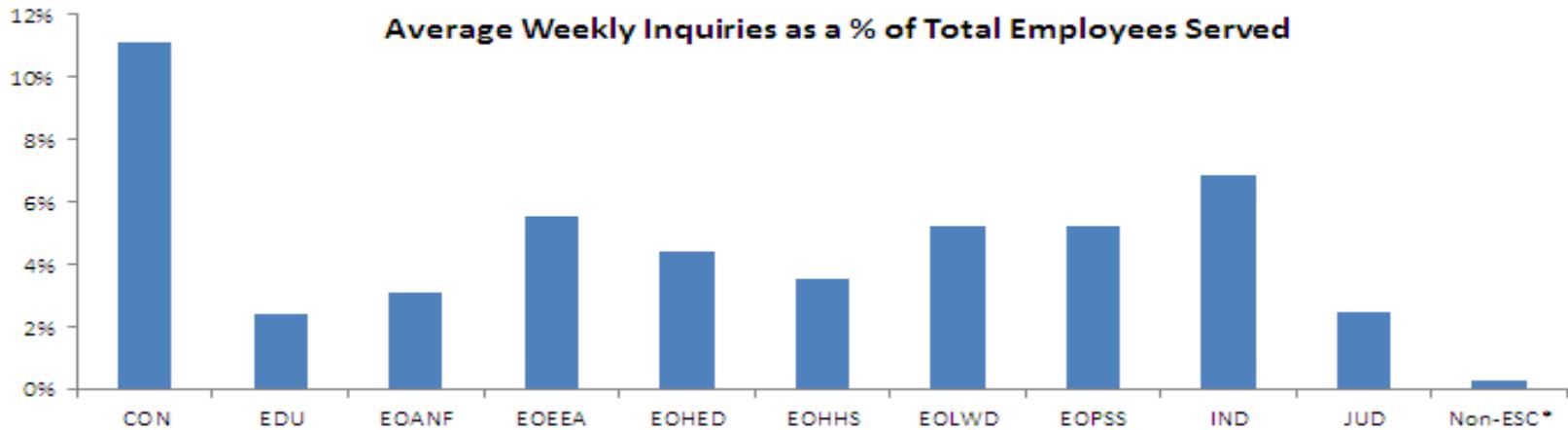
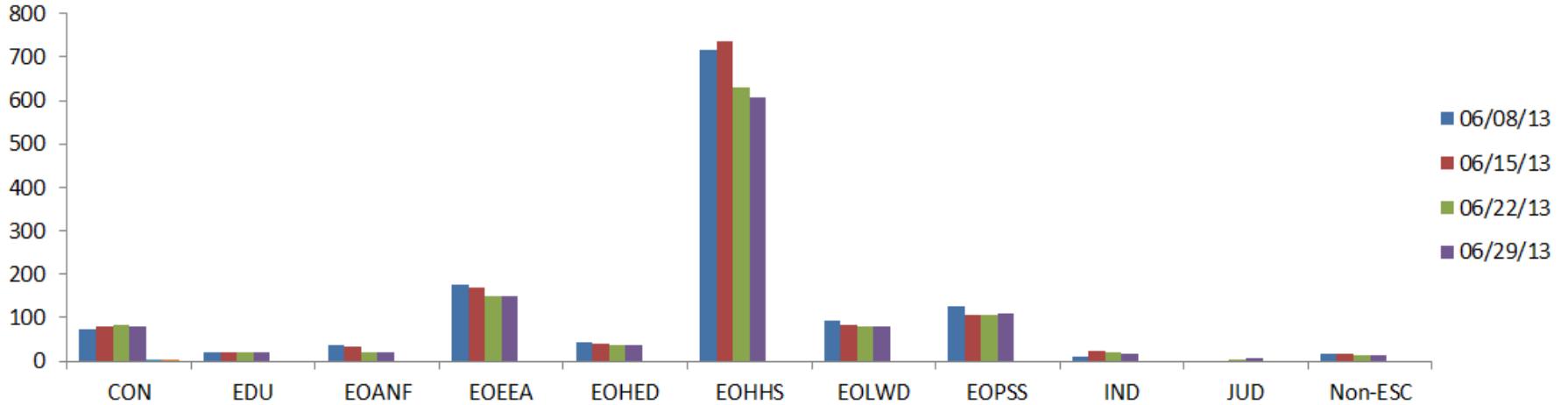
Source: ESC COMiT & Avaya data from 6/02/13 – 6/29/13.

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Inbound Inquiries by Agency

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



Source: ESC COMiT data from 6/02/13 – 6/29/13. Average inquiries per employee is shown for comparison purposes and does not account for repeat contacts (i.e., one employee calling multiple times).

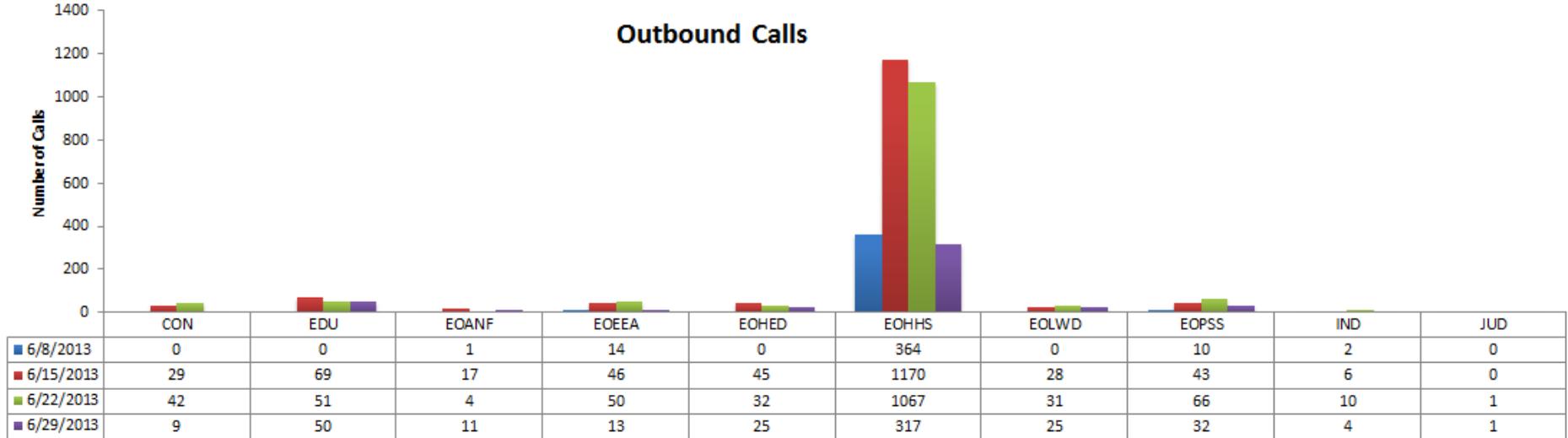
* Non-ESC percentage factored from the total number of inquiries as there is no base population, Non-ESC represents SSTA employees not supported by ESC.



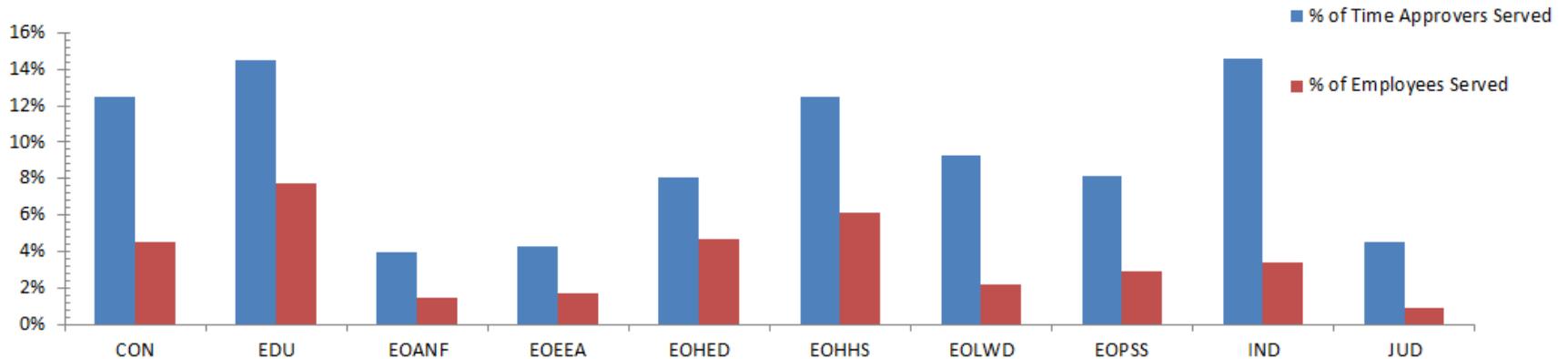
Outbound Exception Management Calls

Outbound calls are made on a weekly basis when employees and approvers miss their deadlines for time entry or time approval and 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



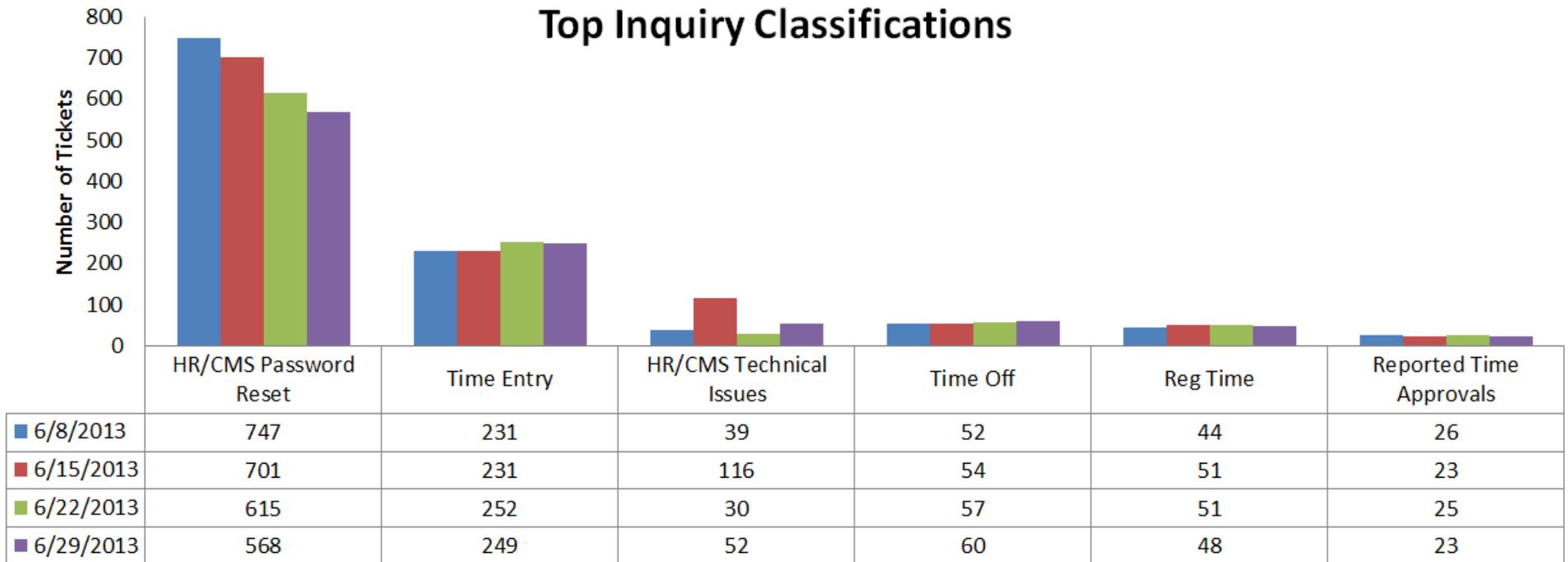
Source: : ESC Exception Management System data from 6/02/13 – 6/29/13. Average inquiries per employee is shown for comparison purposes and does not account for repeat contacts (i.e., calling an employee multiple times).

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Type of Inquiries Received

Password Resets remain the most common inquiry type, followed by time entry and time off.



Source: ESC COMIT data from 6/02/13 – 6/29/13

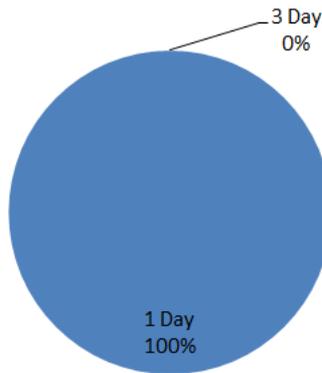


Case Resolution Time

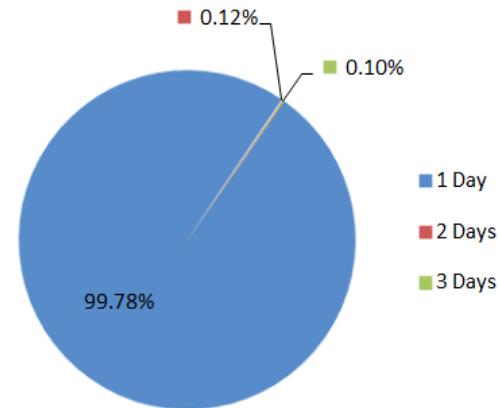
Case resolution time remains within SLA targets, with nearly all inquiries resolved on the same day.

SLA Metric	Target Level	Current Period (06/02/13 – 06/29/13)	Previous Period (04/21/13 – 06/01/13)	Previous Period (03/24/13 – 04/20/13)
Average case resolution time – password resets and e-mail updates (Time owned by ESC)	98% within 1 day	99.9%	98%	98%
Average case resolution time – inquiries and requests (Time owned by ESC)	75% within 1 day 90% within 3 days	1 Day – 99% 3 Days – 99%	1 Day – 99% 3 Days – 99%	1 Day – 98% 3 Days – 99%

**Case Resolution Time
Password Reset**



**Case Resolution Time
Inquiries & Requests**



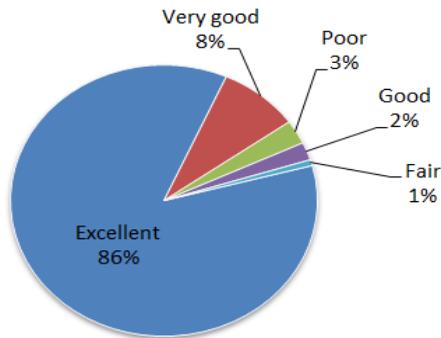
Source: ESC COMIT data from 6/02/13 – 6/29/13



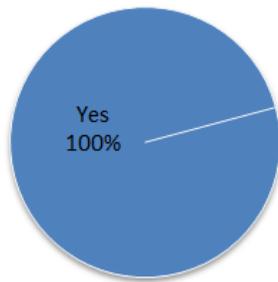
Customer Satisfaction Survey Results

SLA Metric	Target Level	Current Period (06/02/13 – 06/29/13)	Previous Period (04/21/13 – 06/01/13)	Previous Period (03/24/13 – 04/20/13)
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.)	75% of customers rated overall satisfaction good to excellent	96% rated good to excellent (3% response rate)	96% rated good to excellent (2%* response rate)	95% rated good to excellent (17% response rate)

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



Was your Employee Service Center Specialist Courteous?



**Decline in survey response due to completion of rollout.*

Sample Comments:

- “Positive attitude, staff person was patient with me and help me through correcting the problem step by step. I wish I remembered his name. He was very courteous. I appreciated that.”
- “The ESC people are great. They are patient with us as sometimes we do not make sense when we are asking them questions. They understand us. I think they do enough since the whole state depends on them.”
- “I have used your services probably 4 or 5 times and have always had a very respectful and patient person to help me.”
- “They were very helpful and efficient!”
- “Very professional and courteous.”
- “My rep was amazing and helped in a very courteous manner.”

Source: ESC Customer Satisfaction Survey; survey link is provided on ticket closure notice and is voluntary. Survey results shown were collected between 6/02/13 – 6/29/13.

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SLA Targets vs. Actual Performance

Metric	Target	Current Period Performance 06/01/13 – 06/29/13	Previous Period Performance 04/21/13– 6/01/13	Current Status
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	25 seconds	27 seconds	
Average case resolution time – password resets and e-mail updates (Time owned by ESC)	98% within 1 day	99%	98%	
Average case resolution time – inquiries and requests (Time owned by ESC)	75% within 1 day 90% within 3 days	99% within 1 Day and 99% within 3 Days	99% within 1 Day and 99% 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 rated overall satisfaction good to excellent	86% rated good to excellent (3% responded)	96% rated good to excellent (2% 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 Agcy. 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%	None Requested	None requested	
SLA reports produced on time according to predefined schedule (see section 5.5)	90%	Missed Target	Missed Target	



Review Schedule Service Charter Scorecard

Service Month*		HRAC Review
Start Date	End Date	Report Due
6/2/2013	6/29/2012	07/24/2013
6/30/2013	7/27/2013	08/21/2013
7/28/2013	8/24/2013	09/18/2013
8/25/2013	9/21/2013	10/16/2013
9/22/2013	10/19/13	11/13/2013
10/20/2013	11/30/2013	12/18/2013
12/01/2013	12/28/2013	01/22/2014
12/29/2013	1/25/2014	02/19/2014
1/26/2014	2/22/2014	03/19/2014
2/23/2014	3/22/2014	04/16/2014
3/23/2014	4/19/2014	05/14/2014
4/20/2014	5/31/2014	06/18/2014
6/1/2014	6/28/2014	07/23/2014

***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	19	DPH-Department Of Public Health	3142	MGC - Massachusetts Gaming Commission	57
AGR-Department Of Agricultural Resources	94	DPS-Department Of Public Safety	50	MIL-Massachusetts National Guard	315
ALA-Administrative Law Appeals Division	33	DPU-Department Of Public Utilities	142	MMP-Massachusetts Marketing Partnership	22
ANF-Eo Administration & Finance	48	DSS-Department Of Children And Families	3232	MRC-Mass Rehabilitation Commission	930
APC-Appeals Court	90	DYS-Department Of Youth Services	892	OCD-Dept Of Housing And Community	295
ART-Mass Cultural Council	27	EDU-Executive Office Of Education	78	OHA-Massachusetts Office On Disability	12
ATB-Appellate Tax Board	26	EEC-Department Of Early Education	206	ORI-Office For Refugees And Immigrants	21
BSB-Bureau Of State Buildings	11	EED-Executive Office Of Housing & Economic Development	46	OSC-Office Of The Comptroller	129
CDA-Massachusetts Emergency Management Agency	100	EHS - Executive Office of Health and Human Services	1555	OSD-Division Of Operational Services	81
CHE-Soldiers' Home In Massachusetts	382	ELD-Department Of Elder Affairs	61	PAR-Parole Board	206
CHS-Criminal Justice Information Systems	40	ENE-Department Of Energy Resources	52	REG-Division Of Professional Licensure	123
CME-Chief Medical Examiner	73	ENV-Executive Office Of Energy and Environmental Affairs	295	RGT-Department Of Higher Education	73
CSC-Civil Service Commission	7	EOL-Executive Office Of Workforce Development	1602	SCA-Office Of Consumer Affairs And Business Regulations	36
CSW-Commission On Status Of Women	1	EPS-Executive Office Of Public Safety and Security	199	SEA-Department Of Business And Technology	25
DCP-Capital Asset Management And Maintenance	354	EQE-Department Of Environmental Protection	832	SOR-Sex Offender Registry	48
DCR-Department Conservation And Recreation	967	FWE-Department Of Fish And Game	329	SRB-State Reclamation Board	169
DFS-Department Of Fire Services	573	GIC-Group Insurance Commission	54	TAC-Department Of Telecommunications	26
DMH - Department of Mental Health	3208	HCF-Health Care Finance & Policy	94	TRB-Teachers Retirement Board	97
DMR - Department of Developmental Services	3275	HLY-Soldiers' Home In Holyoke	377	TRE-Office Of The State Treasurer	227
DOB-Division Of Banks	169	HRD-Human Resources Division	145	VET-Department Of Veterans Service	76
DOC - Department of Corrections	537	LIB-George Fingold Library	12	VWA-Victim And Witness Assistance	17
DOE-Department Of Elementary & Secondary Education	524	LOT-Lottery And Gaming Commission	413	WEL-Department Of Transitional Assistance	1592
DOI-Division Of Insurance	123	MCB-Mass Commission For The Blind	173	Grand Total:	29315
DOS-Division Of Standards	17	MCD-Commission For The Deaf And Hard of Hearing	59		



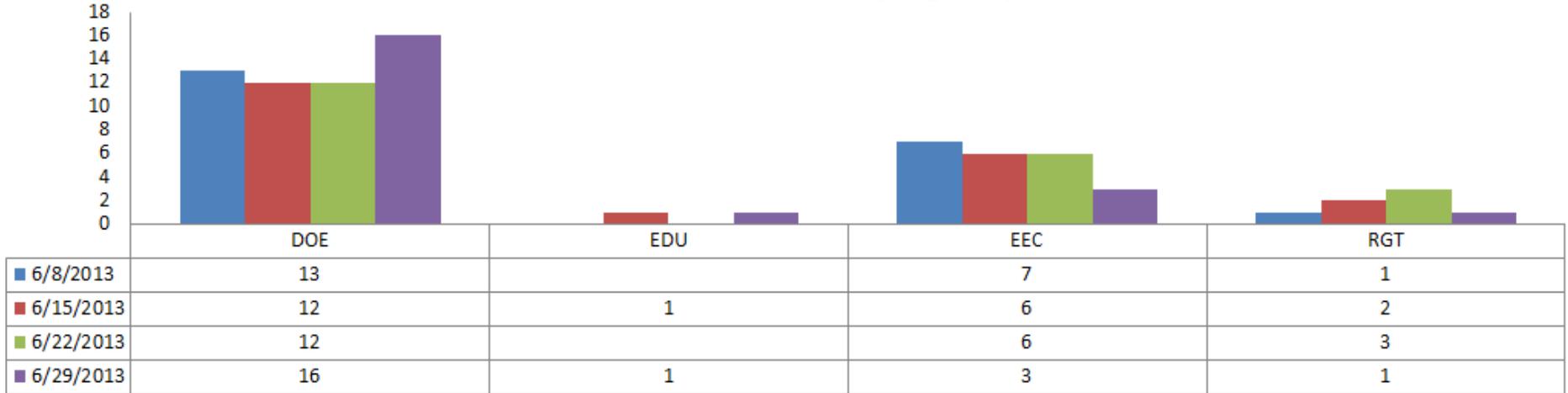
Appendix: Inquiries by Agency

- Note: No inquiries were received for this reporting period from:
 - ADD
 - BSB
 - CSC
 - CSW
 - ORI
 - SDA
 - TAC

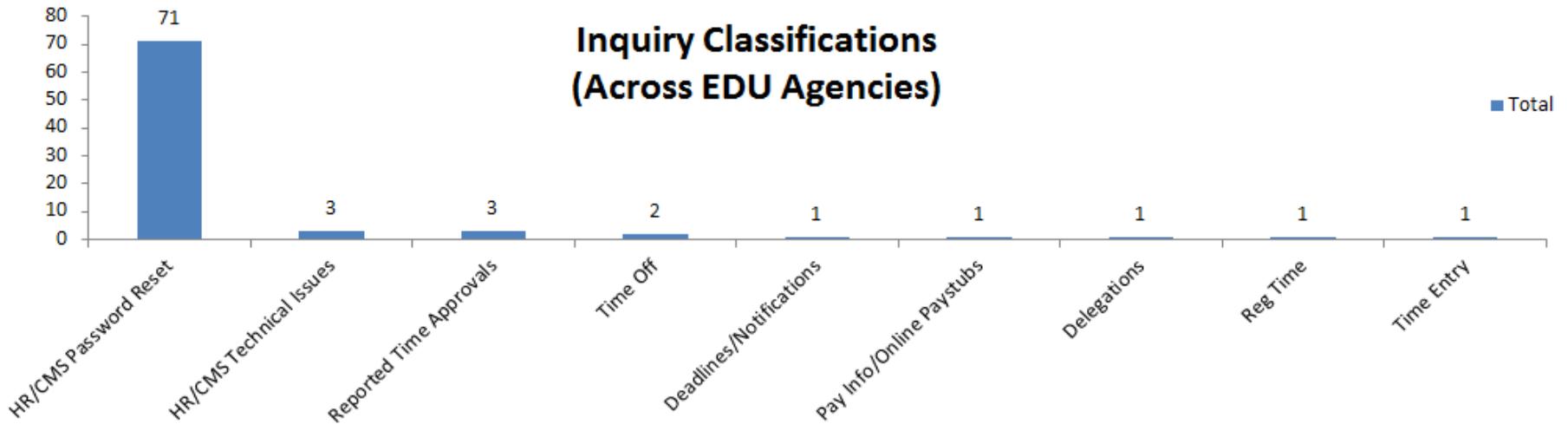


Education Secretariat Agencies

Number of Tickets by Agency

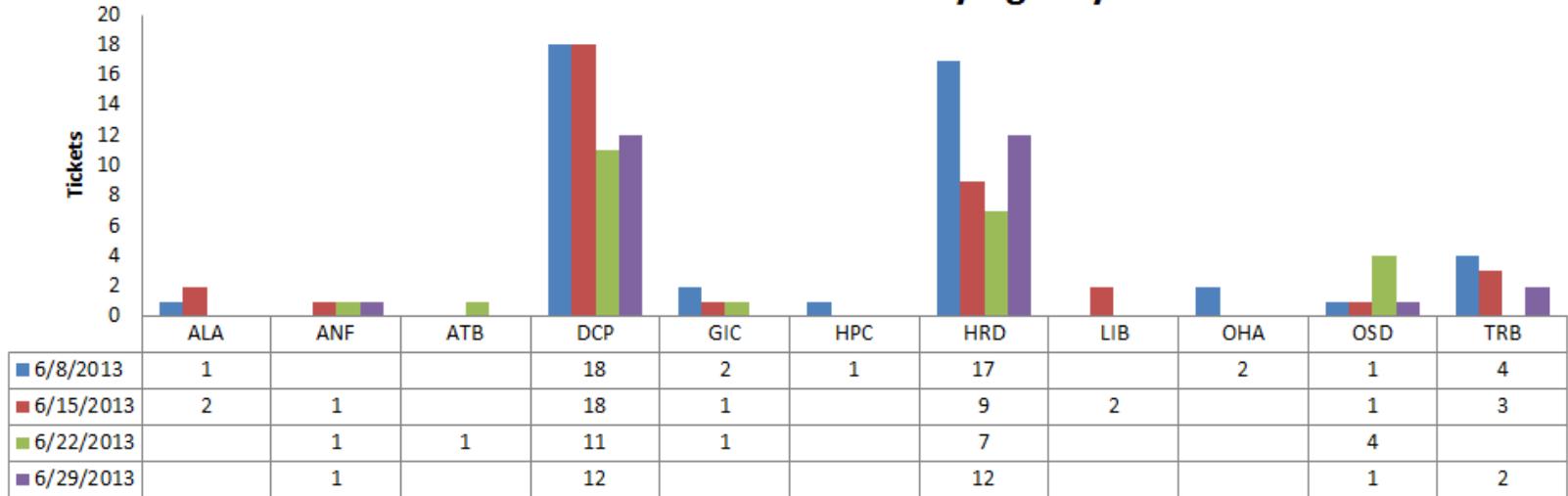


Inquiry Classifications (Across EDU Agencies)

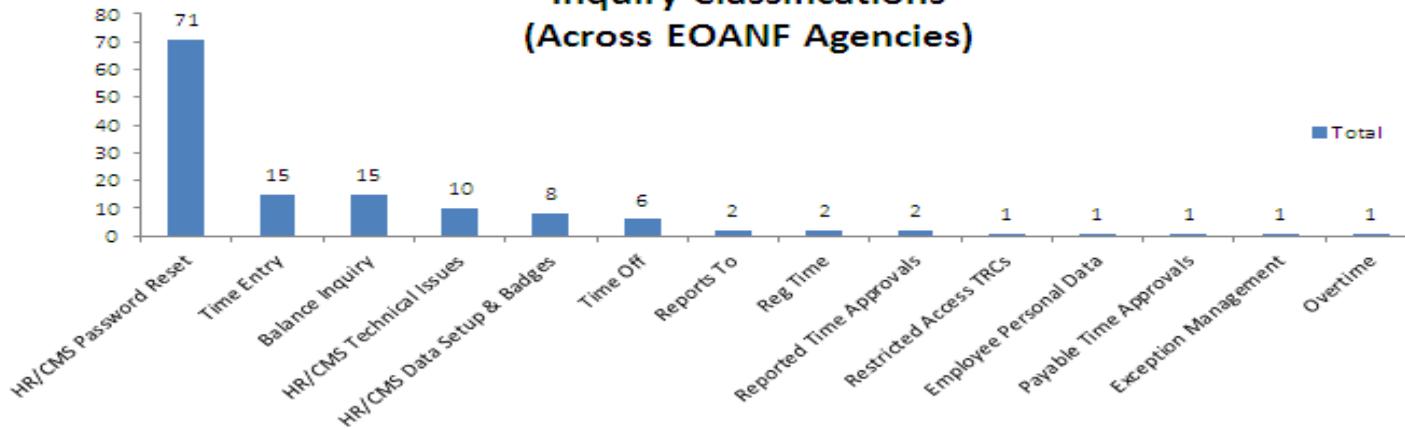


EOANF Secretariat Agencies

Number of Tickets by Agency

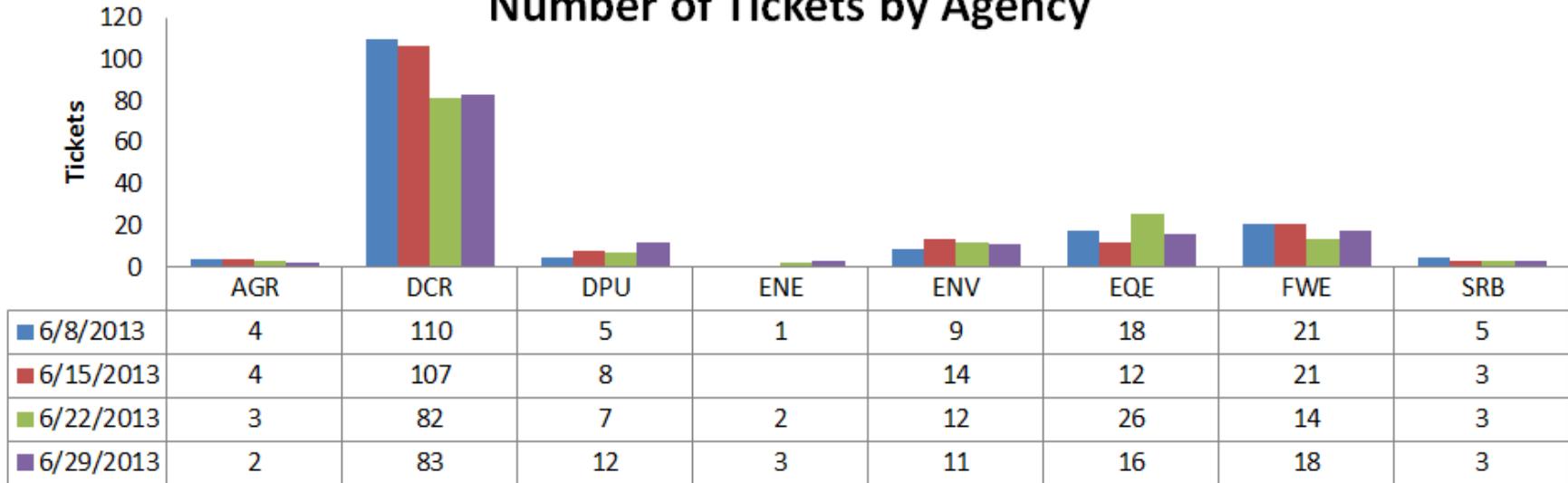


Inquiry Classifications (Across EOANF Agencies)

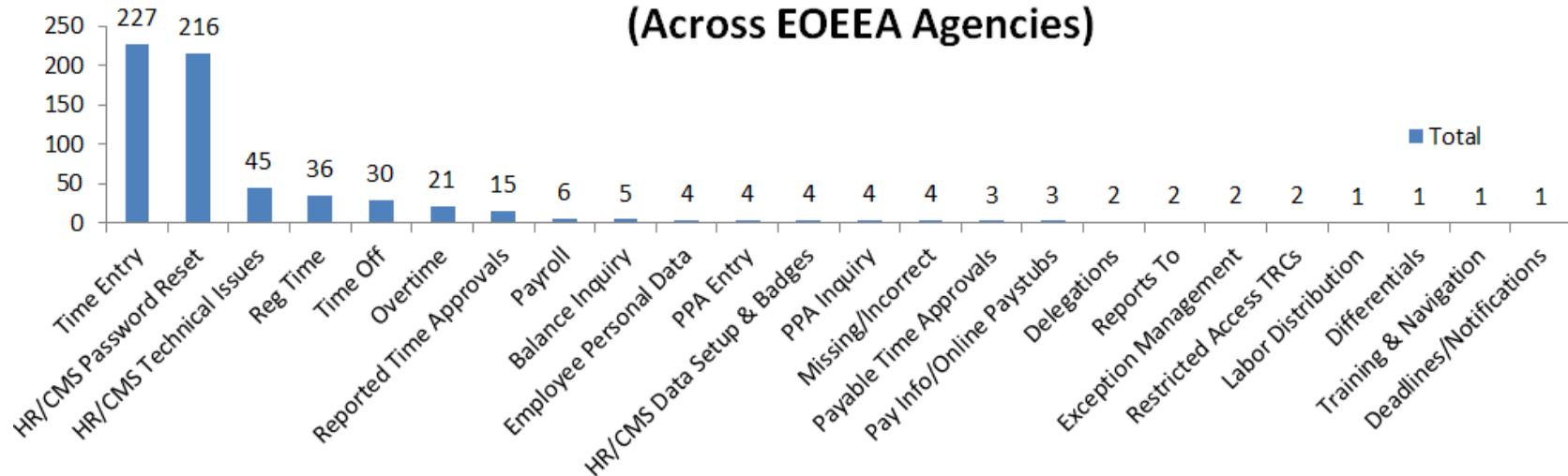


EOEEA Secretariat Agencies

Number of Tickets by Agency

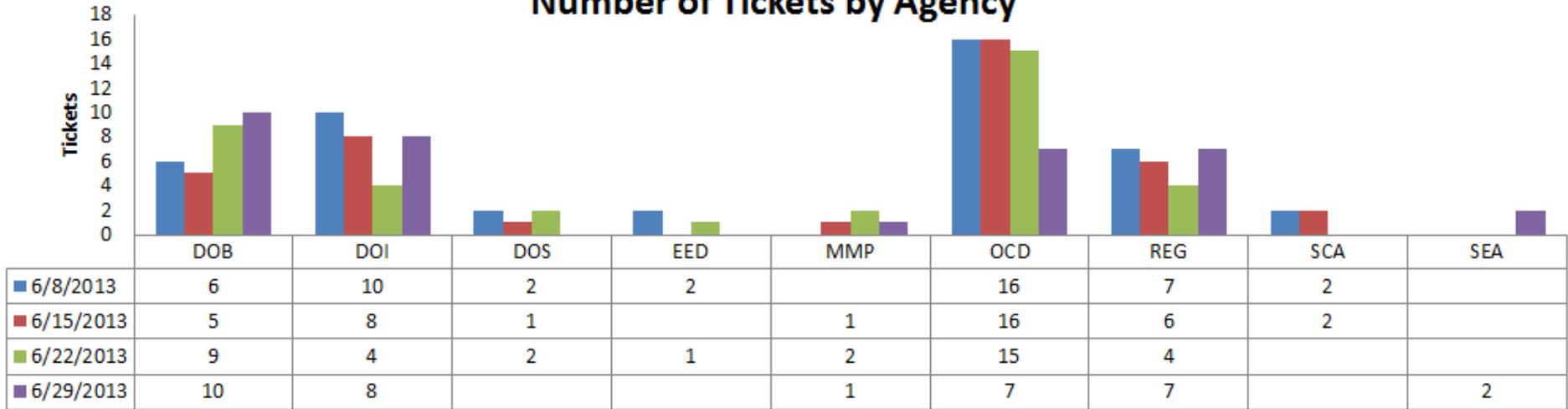


Inquiry Classifications (Across EOEEA Agencies)

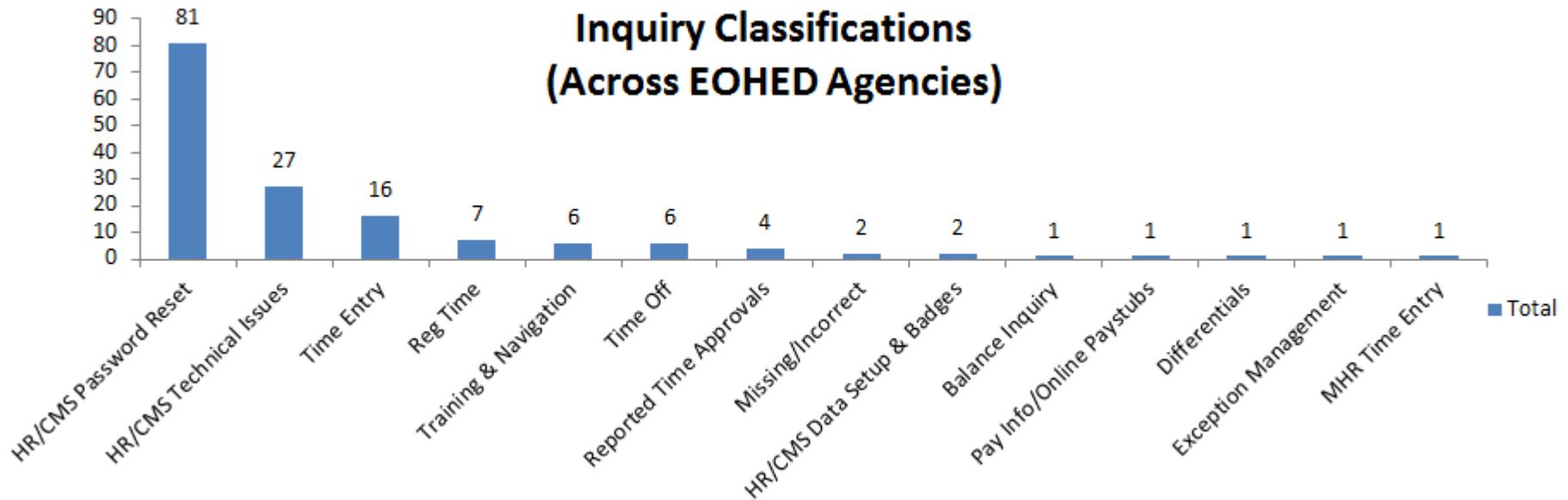


EOHED Secretariat Agencies

Number of Tickets by Agency

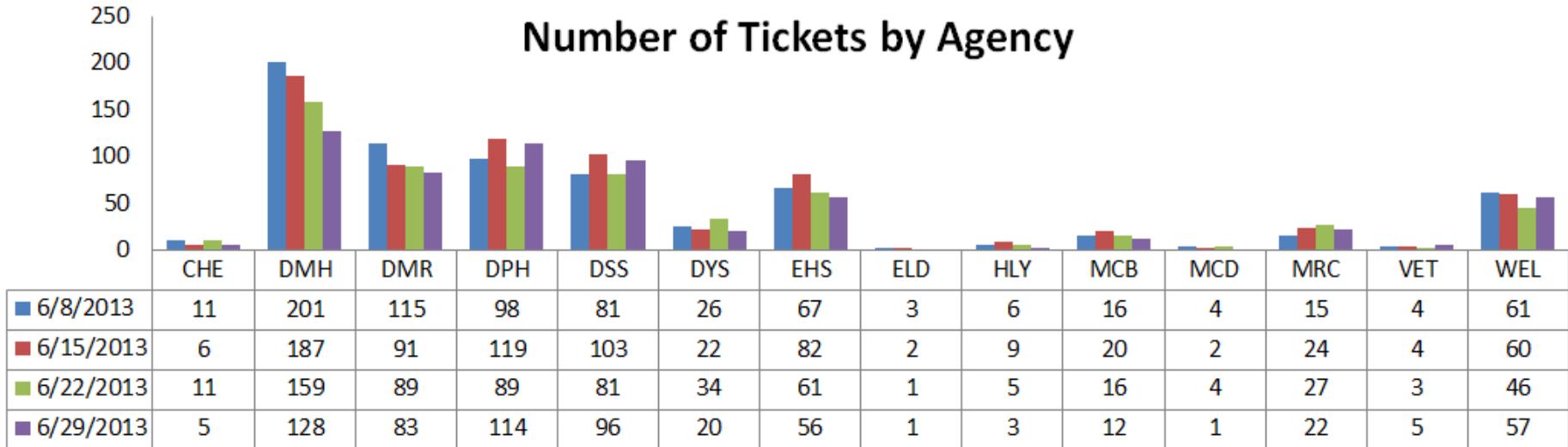


Inquiry Classifications (Across EOHED Agencies)

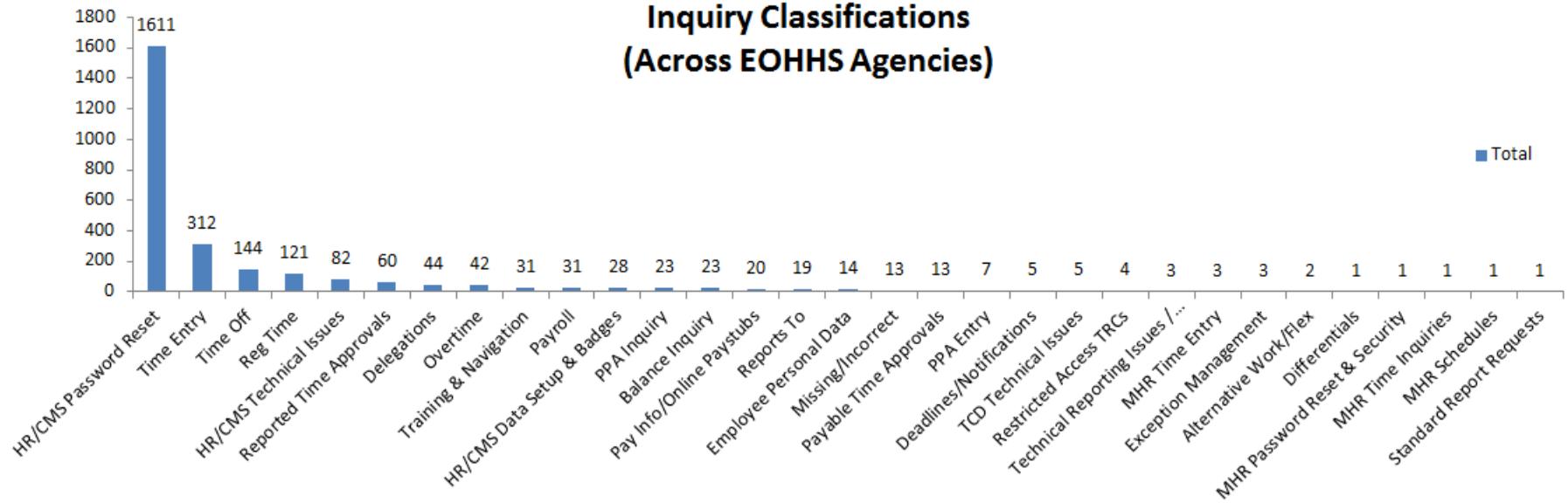


EOHHS Secretariat Agencies

Number of Tickets by Agency

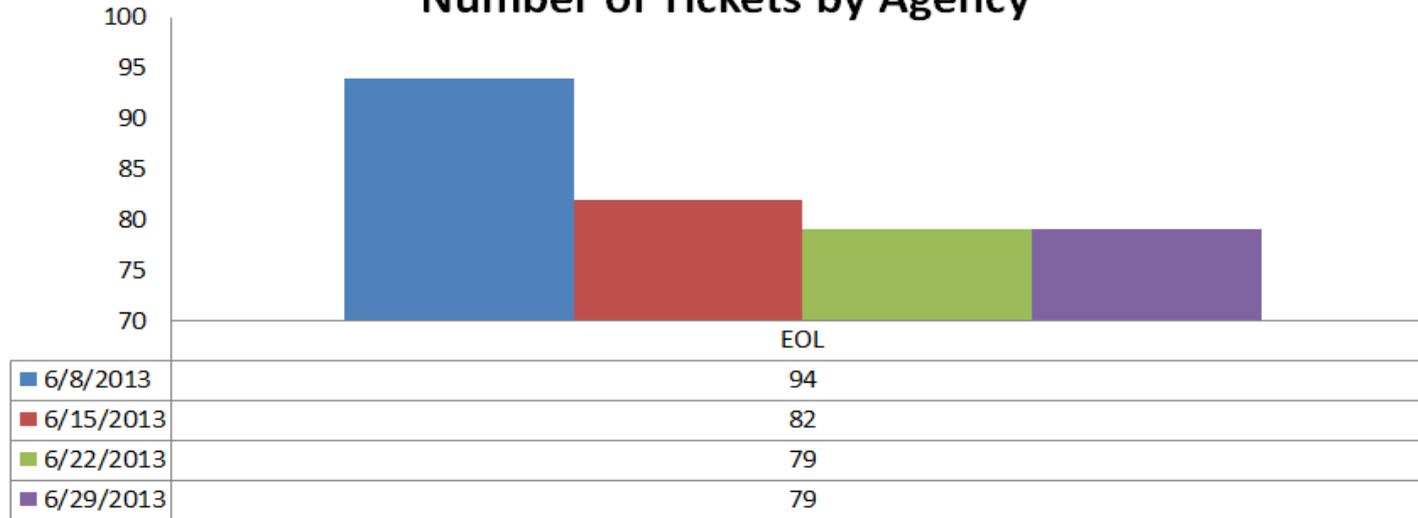


Inquiry Classifications (Across EOHHS Agencies)

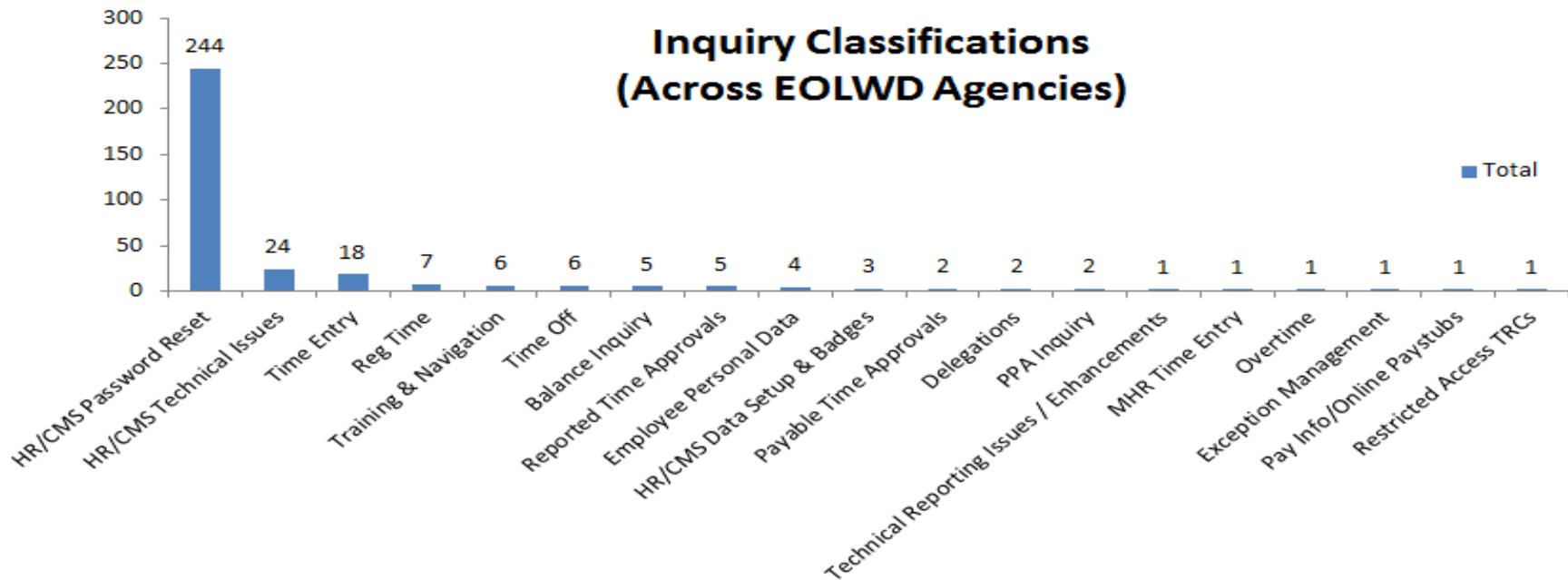


EOLWD Secretariat Agencies

Number of Tickets by Agency

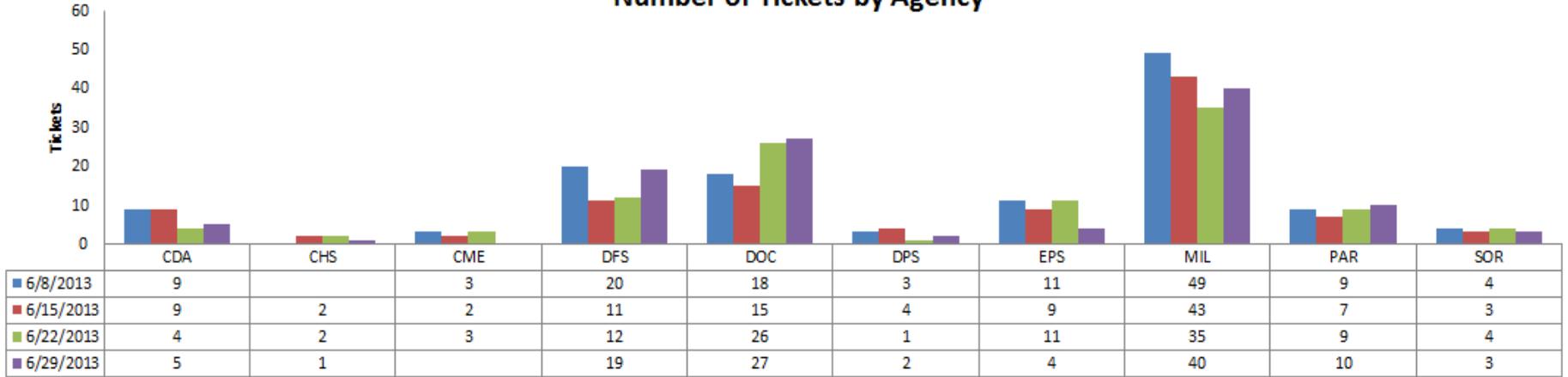


Inquiry Classifications (Across EOLWD Agencies)

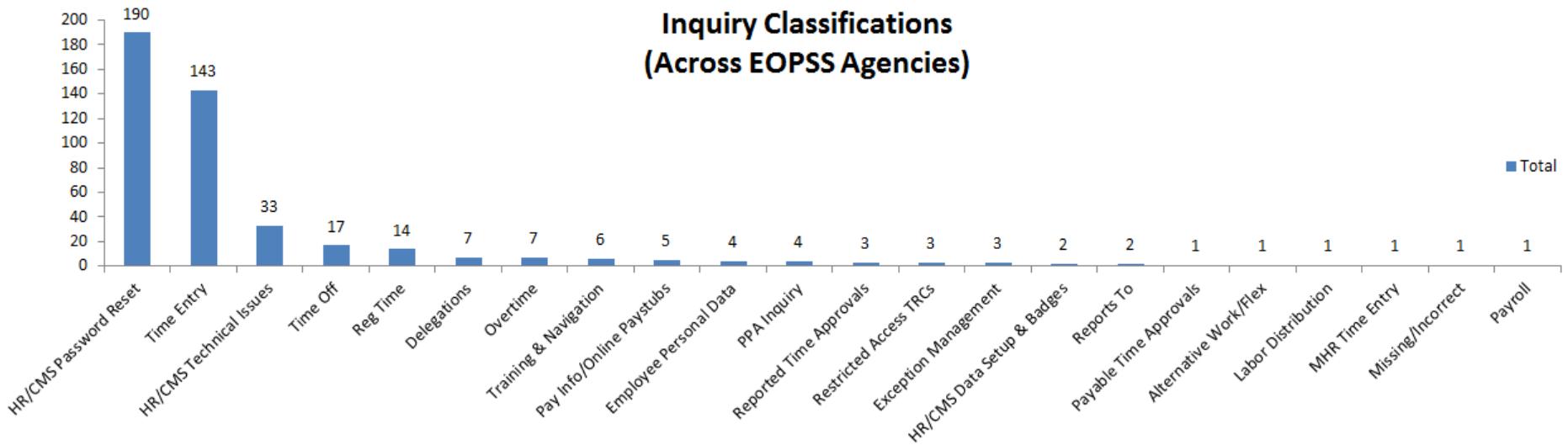


EOPSS Secretariat Agencies

Number of Tickets by Agency

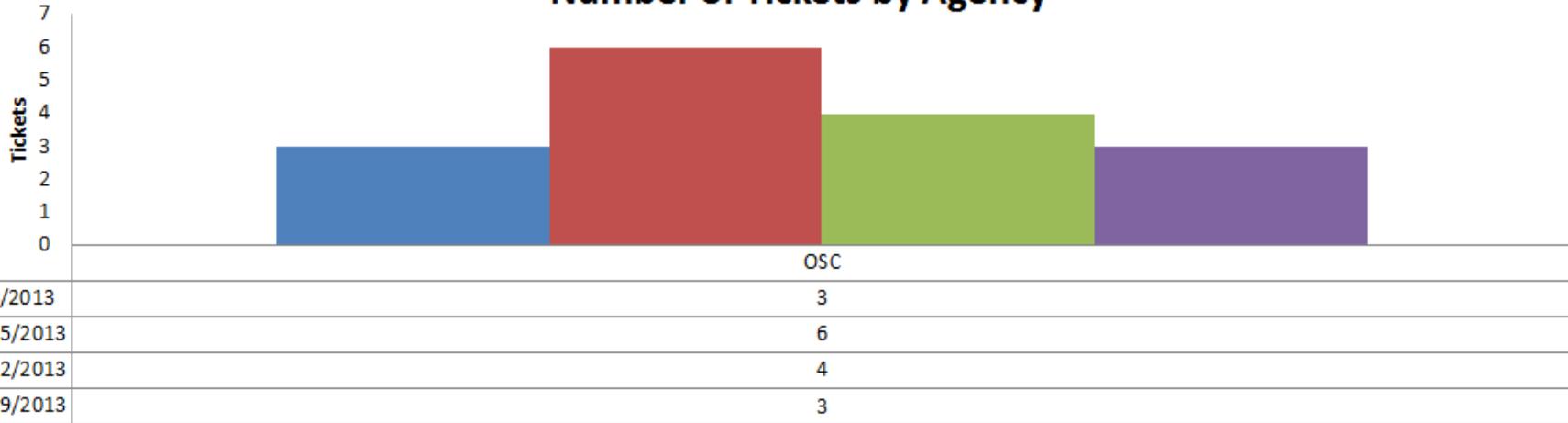


Inquiry Classifications
(Across EOPSS Agencies)

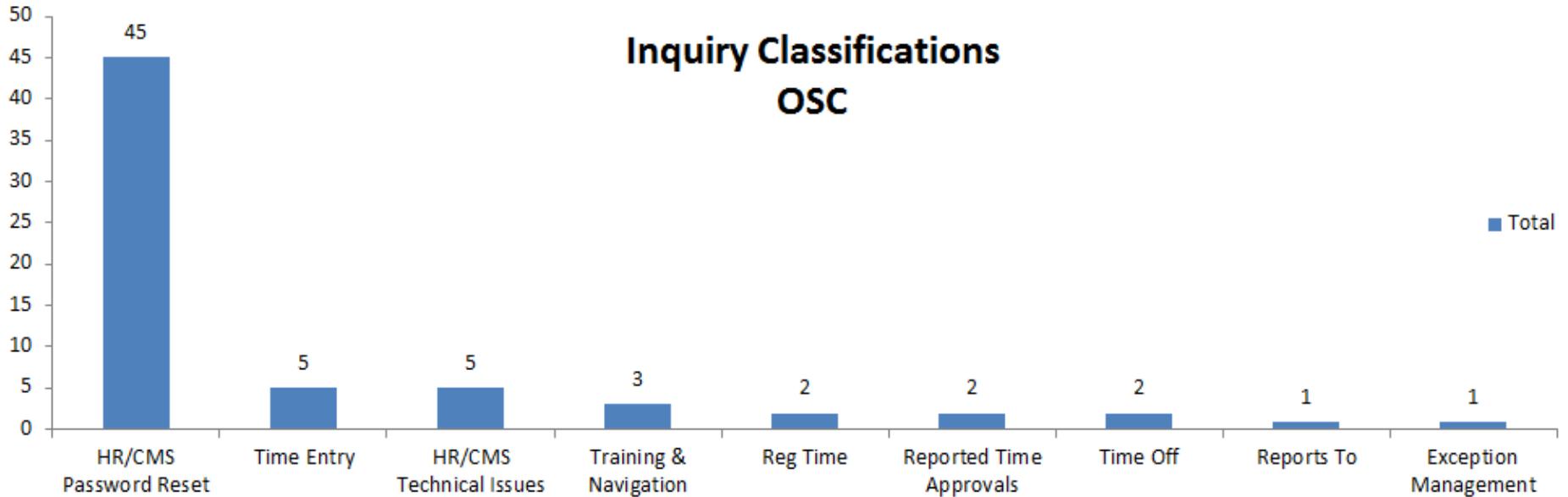


OSC Tickets and Classification

Number of Tickets by Agency

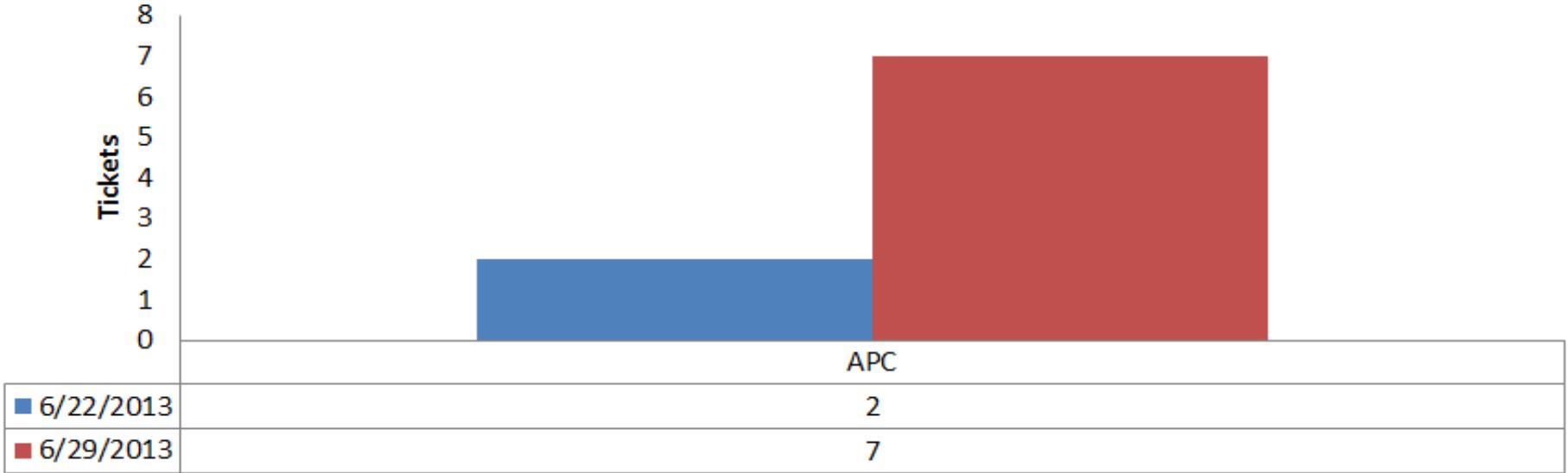


**Inquiry Classifications
OSC**



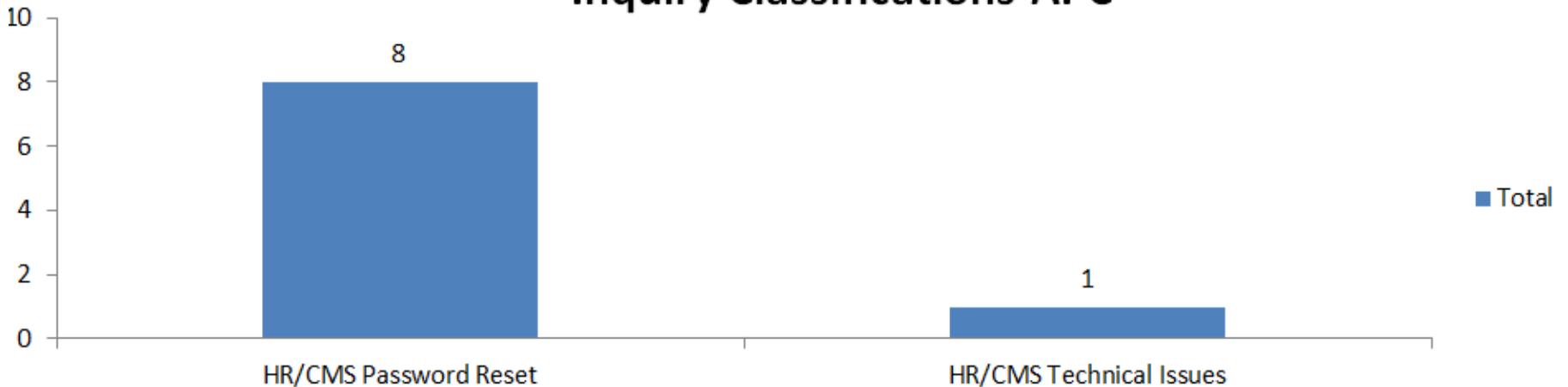
APC Tickets and Classification

Number of Tickets



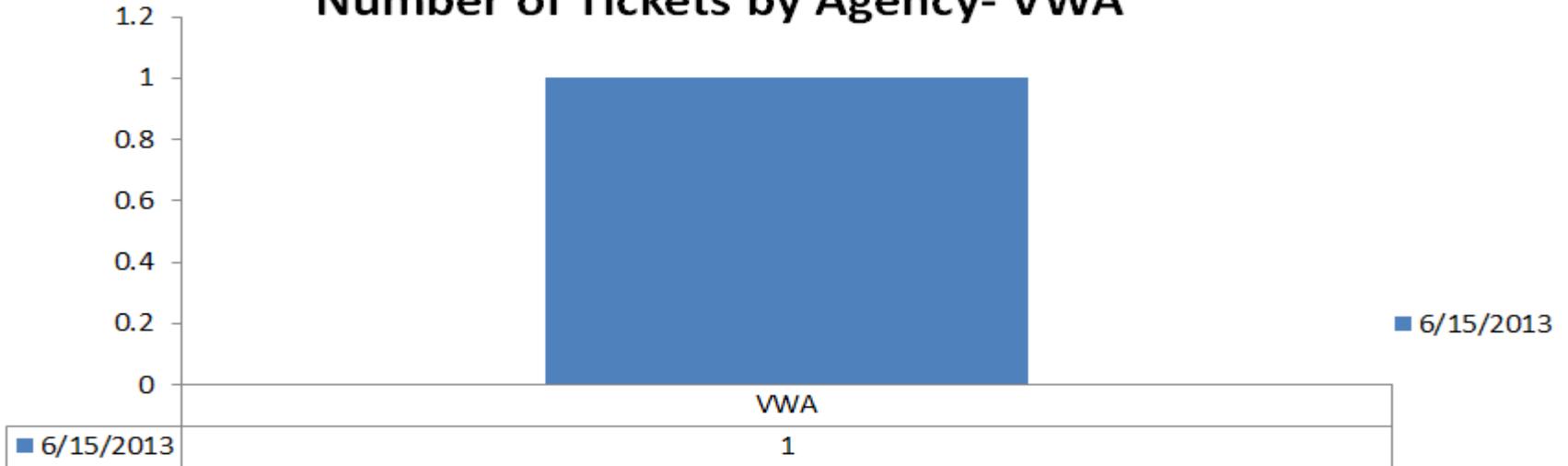
No tickets opened 06/08/2013 or 06/15/2013

Inquiry Classifications-APC



VWA Data Tickets and Classification

Number of Tickets by Agency- VWA



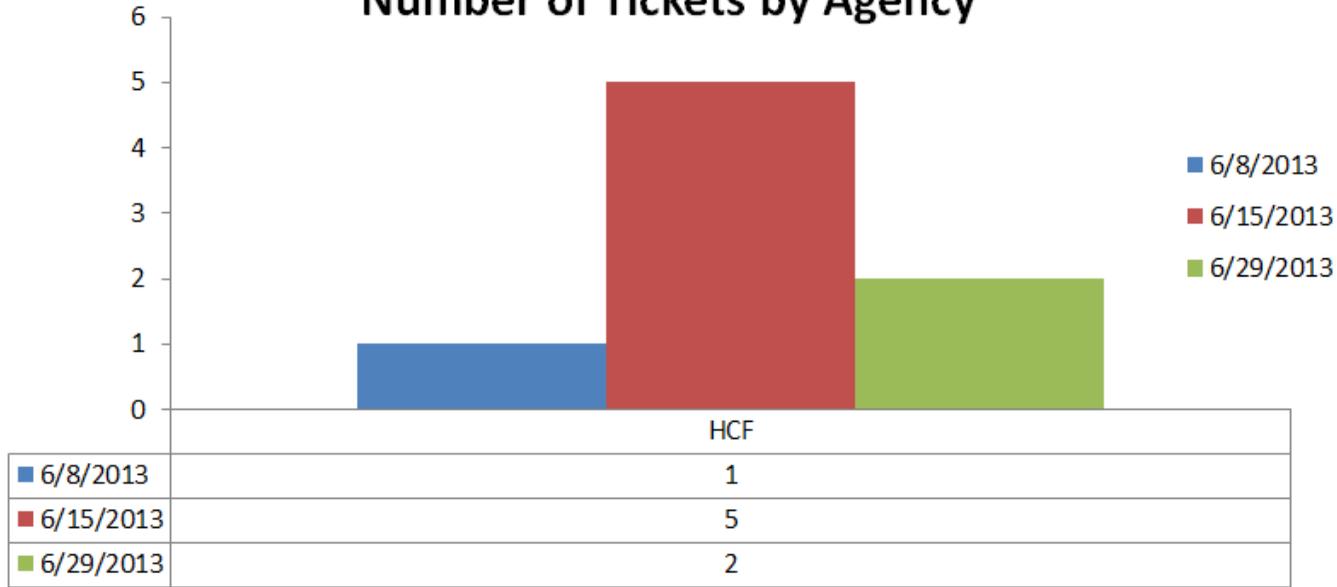
No tickets opened weeks ending 06/08/2013, 06/22/2013 or 06/29/2013

Inquiry Classifications



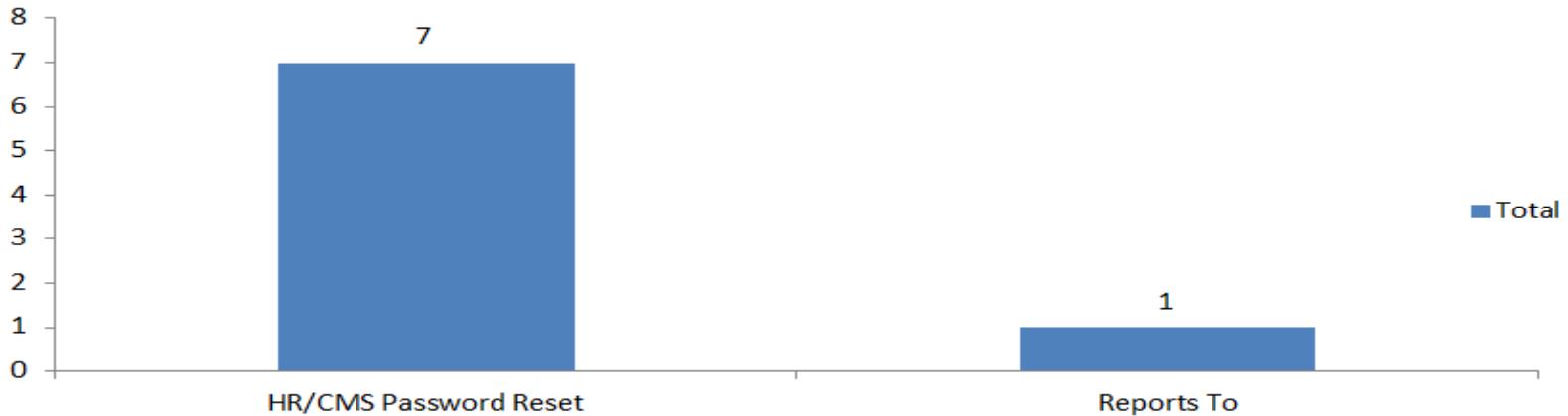
HCF Tickets and Classification

Number of Tickets by Agency

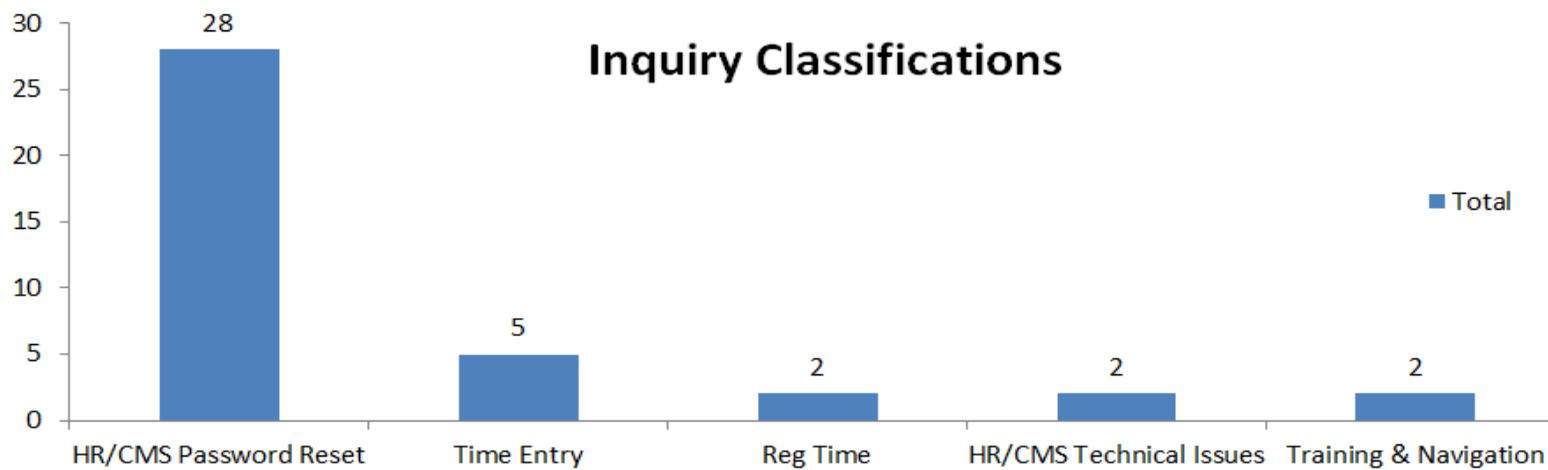
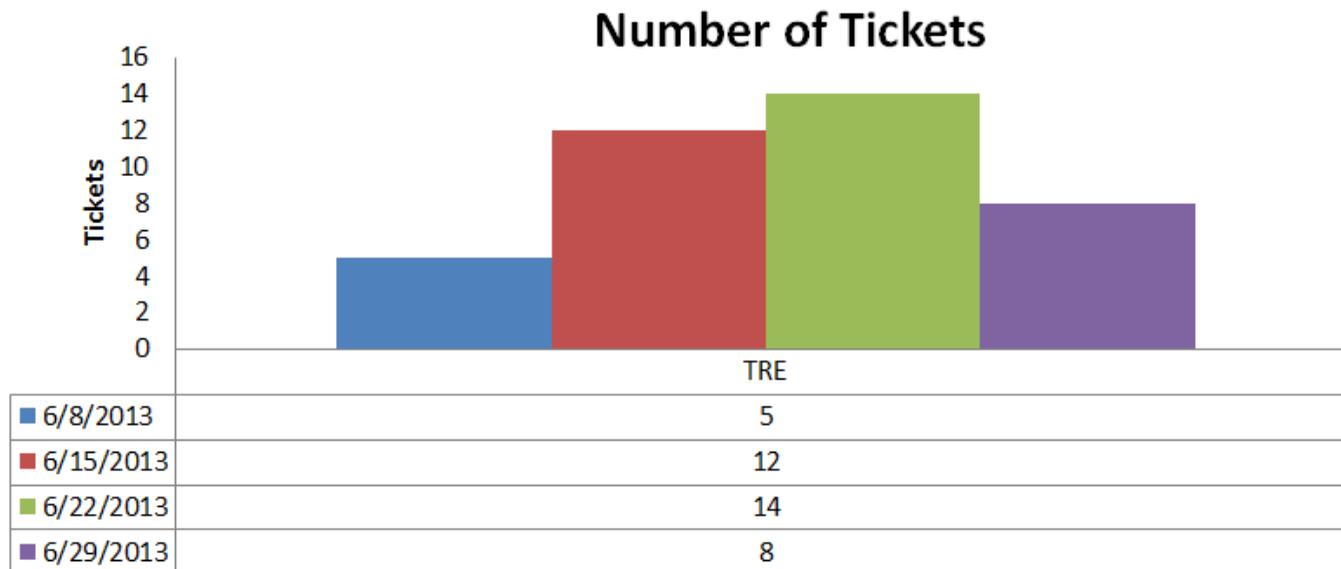


No tickets opened week ending 06/22/2013

Inquiry Classifications

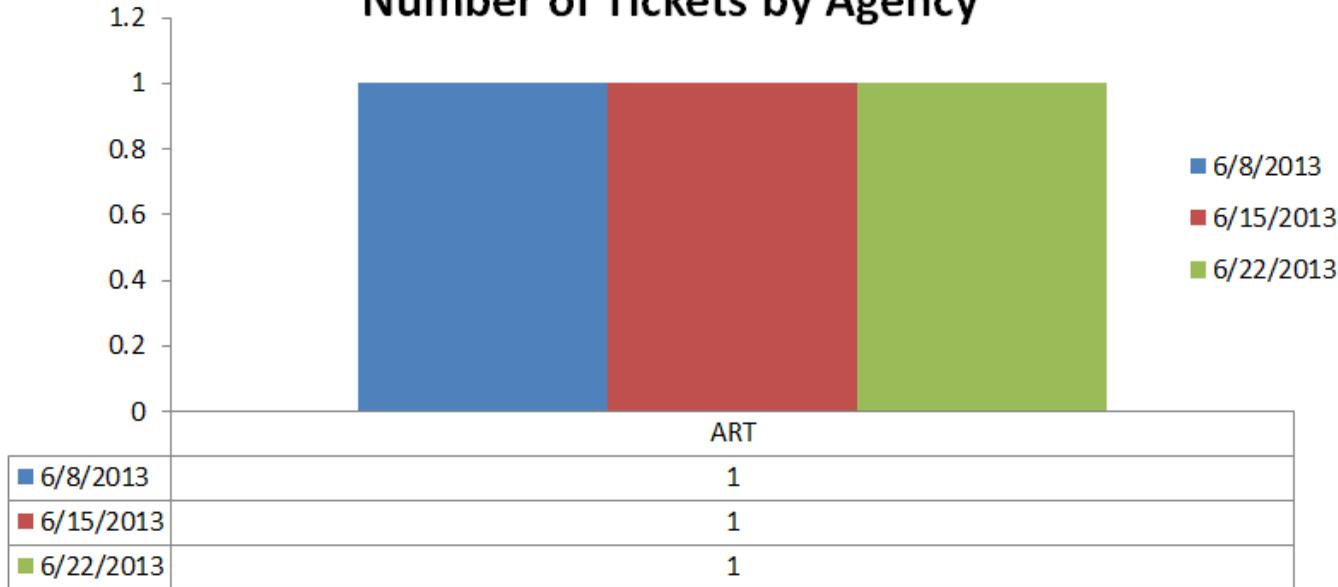


TRE Tickets and Classification



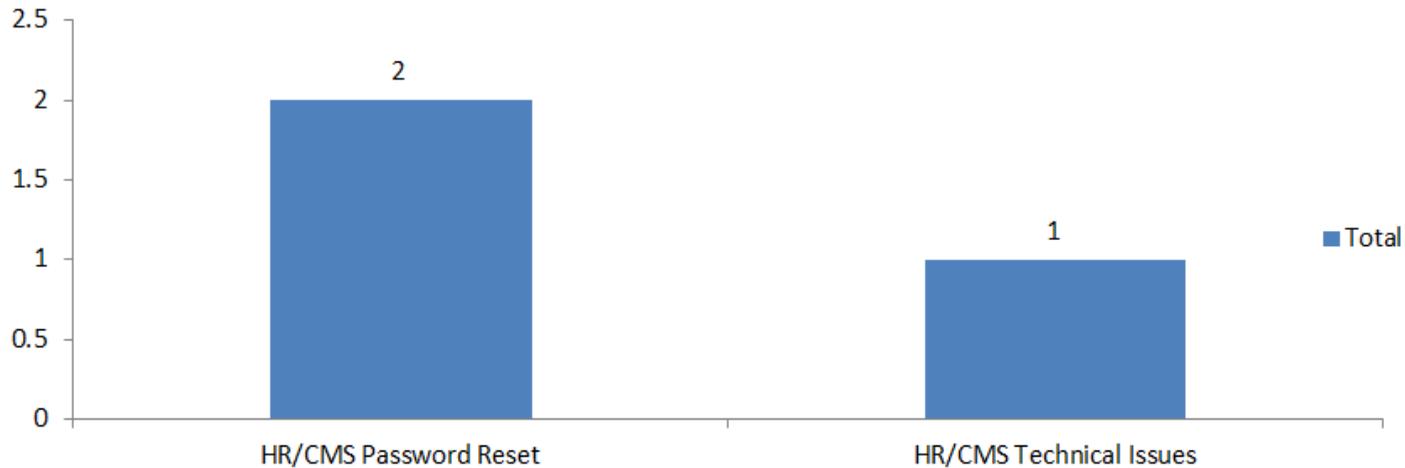
ART Tickets and Classification

Number of Tickets by Agency



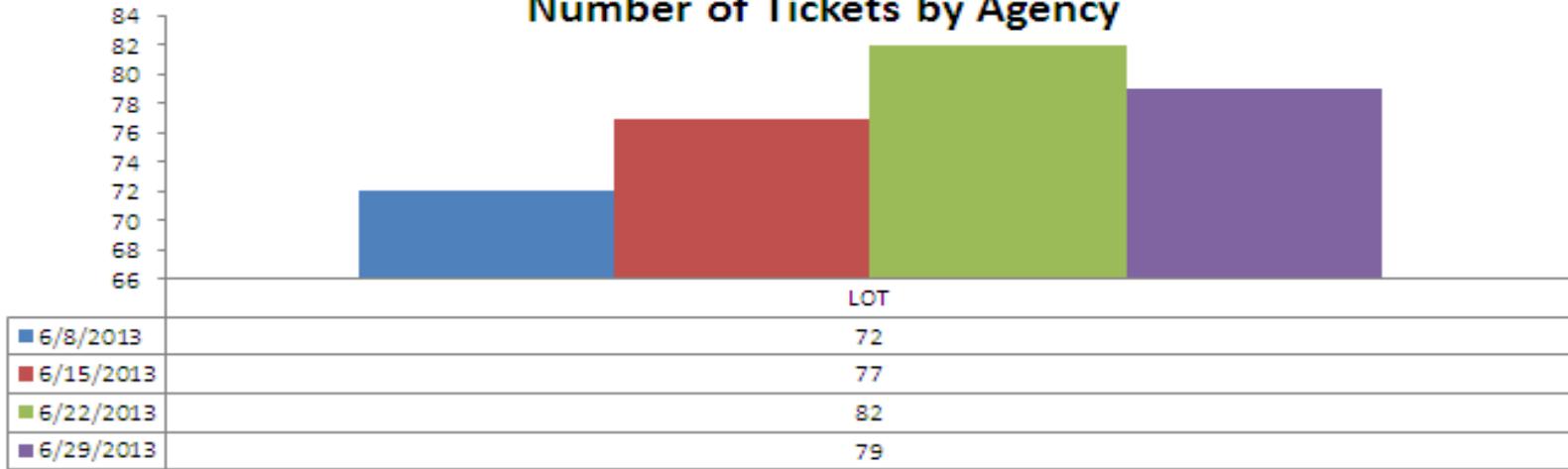
Inquiry Classifications

No tickets opened week ending 06/29/2013

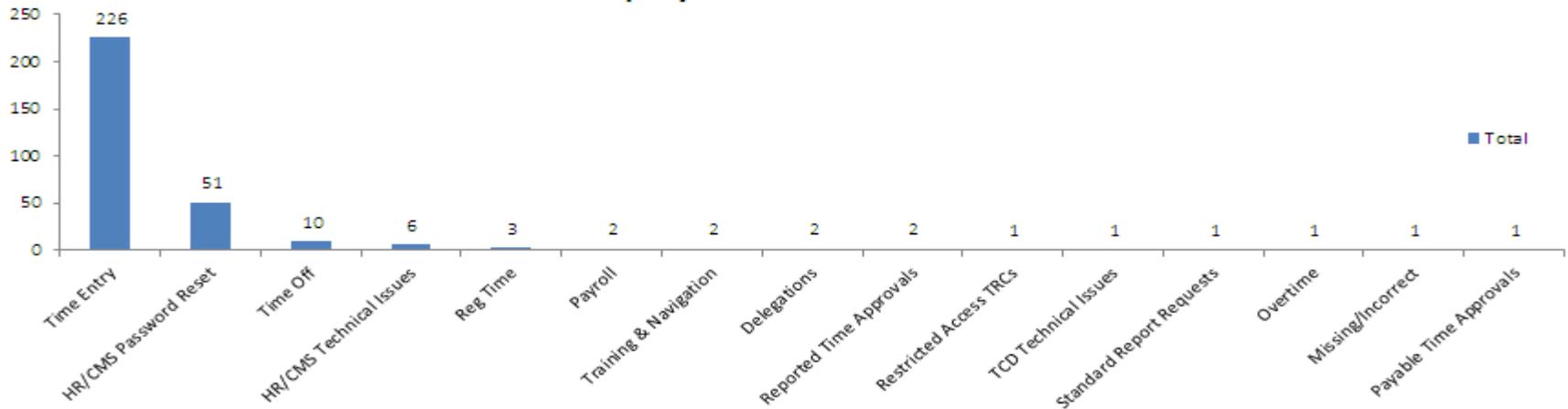


LOT Tickets and Classification

Number of Tickets by Agency

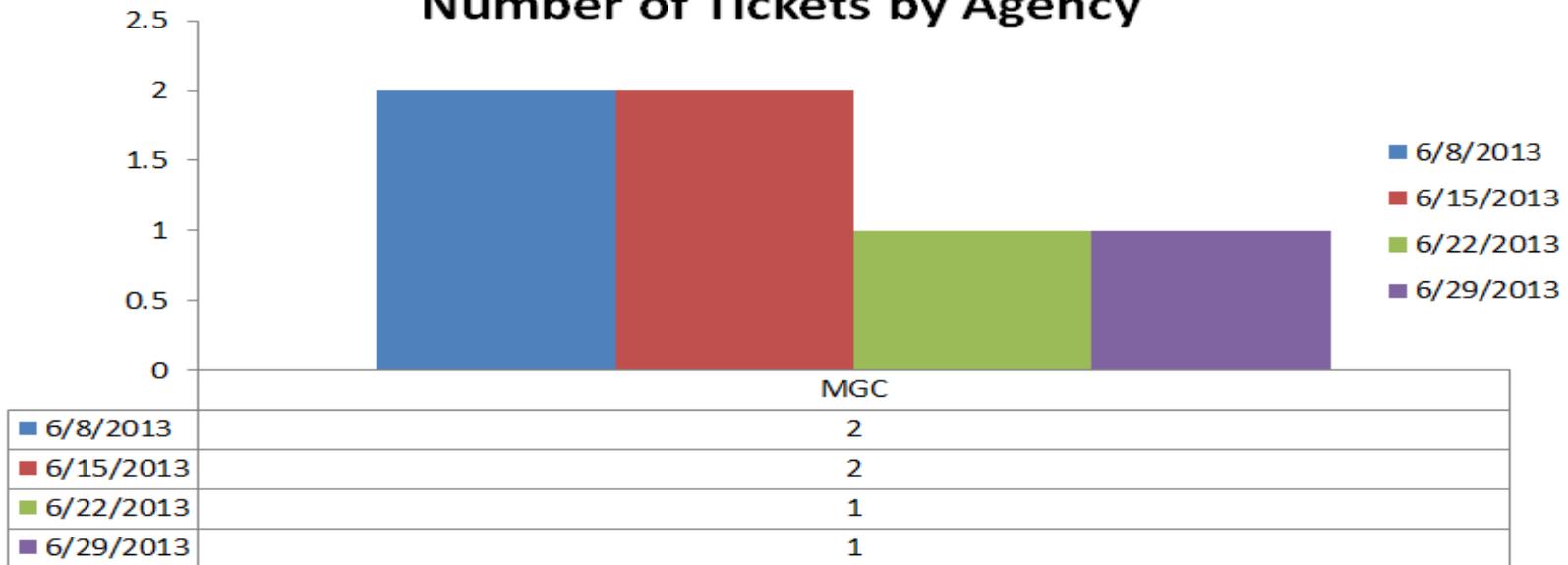


Inquiry Classifications



MGC Tickets and Classification

Number of Tickets by Agency



Inquiry Classifications

