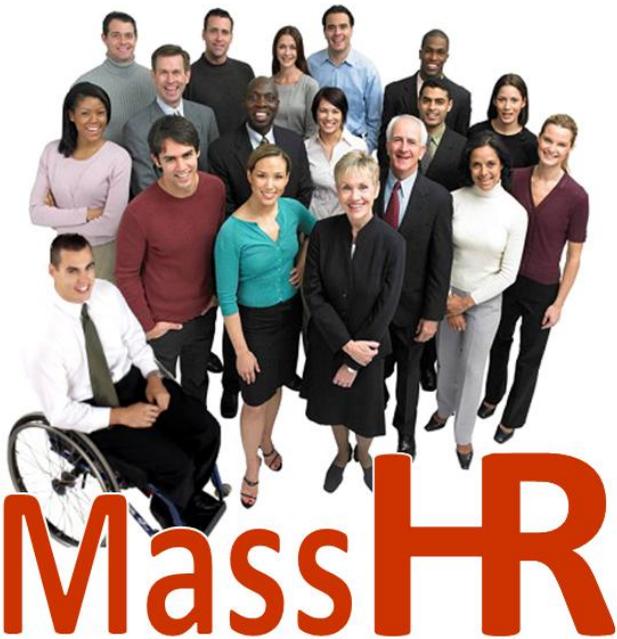




The Commonwealth of Massachusetts

April Agency Liaison Meeting

May 1, 2012



Delivering HR Services That Matter

Objectives & Discussion Agenda

1. Update on Rollout 1
 - Metrics
 - Feedback
2. Employee Service Center
 - Reminders for Agencies
 - Tips and tools
 - ESC Contact Info reminder
 - Ongoing support
3. NAGE Discussion
4. Questions/Concerns



Update on Rollout 1

- Metrics
- Feedback



Employee Service Center

Reminders for Agencies

- When contacting the ESC, please select one method only (email and phone) so that the ESC doesn't generate duplicate tickets for the same inquiry
- Flag special circumstances / special events (i.e. Firefighter Exam at HRD)
- Daily submitters still have a Thu 5pm deadline for the week
- Exception icon on timesheets



Employee Service Center

Tips and Tools

Notifications (i.e., for missed deadlines) going into Junk Mail

- Remedy is to add “MassHRESCNotifications” to the Safe Senders list
 - ✓ Right click on the email message to get a Junk e-Mail menu; select option for Safe Sender list.

Report Tips:

1. Download to Excel - user Firefox instead of Internet Explorer
2. No reported time - sort Week 1 / Week 2
3. Unapproved time report - includes future entry
 - Sort unreported time = NA (needs approval)
 - Sort - Week 1 / Week 2
 - Highlight Empl ID and remove duplicates



Employee Service Center: Support for the First Four Weeks

Check in on ongoing communications – What's working? What's needed?

Plan currently in place:

- ESC will check-in with each April Agency Liaison each business day between Wednesday, May 2 and Monday, May 7
- Agency Liaison meeting on Tuesday, May 8
- Ongoing calls if needed



Reminder: Contacting the Employee Service Center

Providing numerous communication channels increases accessibility of services to customers. The first location for the ESC is at the Hurley building in downtown Boston.

Telephone



Phone / Voicemail
Toll Free: 1-855-4HR-SPPT
(1-855-447-7778)
Local: 617-979-8500
TTY: 617-248-0546

- Primarily for requests (questions, issues, etc.)

Email



ESC Main Email:
MassHREmployeeServiceCenter@State.MA.US

- Primarily for requests
- Email allows for attachments of supporting documentation

Mail



Mailing Address:

Hurley Building
19 Staniford Street
6th Floor – MassHR ESC
Boston, MA 02114

- Primarily for paper documentation
- Ability to accept requests

Fax



ESC Fax #: 617-248-0686

- Primarily for supporting documentation
- Ability to accept requests



NAGE Discussion



Open Questions?



Contact us:

Chris Swistro: Christine.Swistro@massmail.state.ma.us

