



ESC Service Charter Scorecard

August 06, 2017 – September 02, 2017



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Service Delivery Overview

August 06, 2017 – September 02, 2017

Executive Summary

Total # Agencies Served: 79

Total # Employees Served: 55,540

Total calls received: 7,468

Average Call Wait Time: 02:45

Total email requests received: 347

Total FAX requests received: 109

Number of Transactions processed by ESC: 8,051

Total outbound contacts: 1,364

Total tickets opened: 6,498

Total tickets closed within 3 days: 6,349

Total tickets remain open beyond 3 days: 149

% tickets remain open beyond 3 days: 2.29%

% of Employees served by the ESC: 14.49%

Staffing

Area	Staffing as of 9/02/2017	Staffing as of 8/05/2017
Customer Service/Intake	4	4
Customer Service/MassCareers	4	4
Processing & Outreach	11	11
Senior Staff	2	2
Total	21	21

Activities

Source: ESC Avaya CMS & Footprints Reports, data from 8/06/2017 – 9/02/2017.

***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



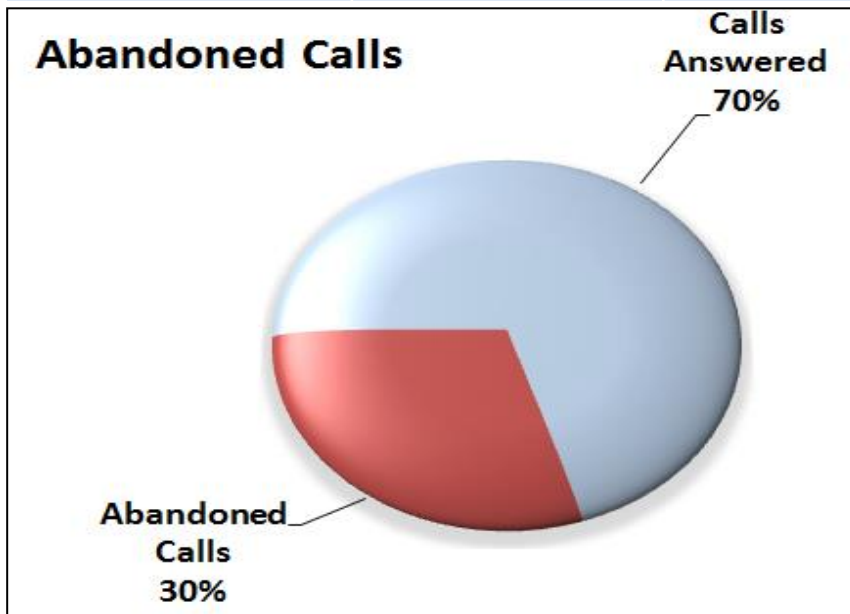
Delivering HR Services That Matter

Metric	Target	Current Period Performance 8/06/17 – 9/02/17	Previous Period Performance 6/25/17 – 8/05/17	Trend
Average wait time – Answered Calls (Days operational)	Will not exceed 3 minutes 90% of the time; Will not exceed 2 minutes 50% of the time	2:45 seconds	2:45 seconds	
Average case resolution time – password resets and e-mail updates (Time owned by ESC)	98% within 1 day	99.53%	99.44%	
Average case resolution time – inquiries and requests (Time owned by ESC)	75% within 1 day 90% within 3 days	91.1% within 1 Day and 94.5% within 3 Days	90.7% within 1 Day and 94.0% 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	92.6% rated good to excellent (1.247% response rate)	95.4% rated good to excellent (1.574% response rate)	
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%	N/A	N/A	
SLA reports produced on time according to predefined schedule (see section 5.5)	Y/N	N	N	

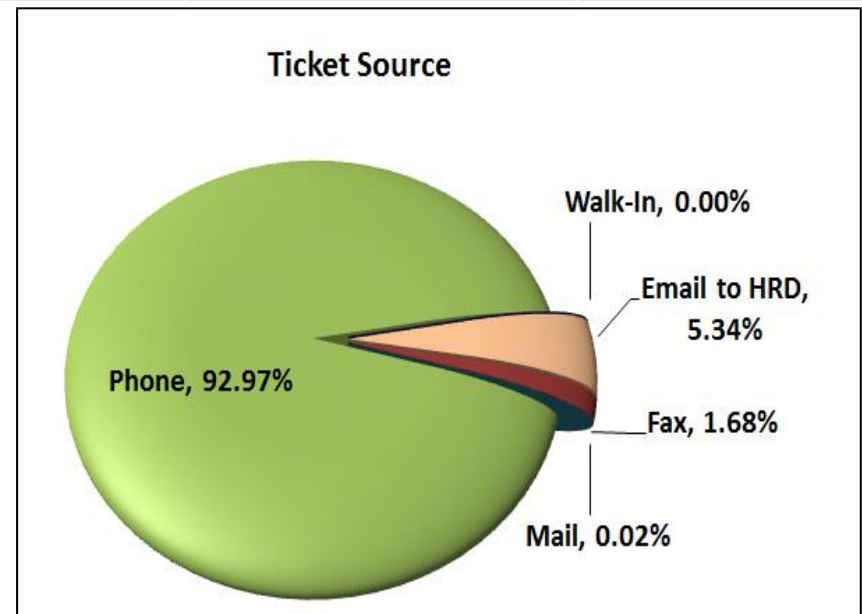


Inbound Call Data

SLA Metric	Target Level	Current Period 8/06/17 to 9/02/17	Previous Period 6/25/17 to 8/05/17	August 2016
Average Wait Time – Answered Calls (Days operational)	Will not exceed 3 minutes 90% of the time	2:45 seconds	2:45 seconds	1:12 seconds



Total = 7,468 calls



Total = 6,498 Tickets

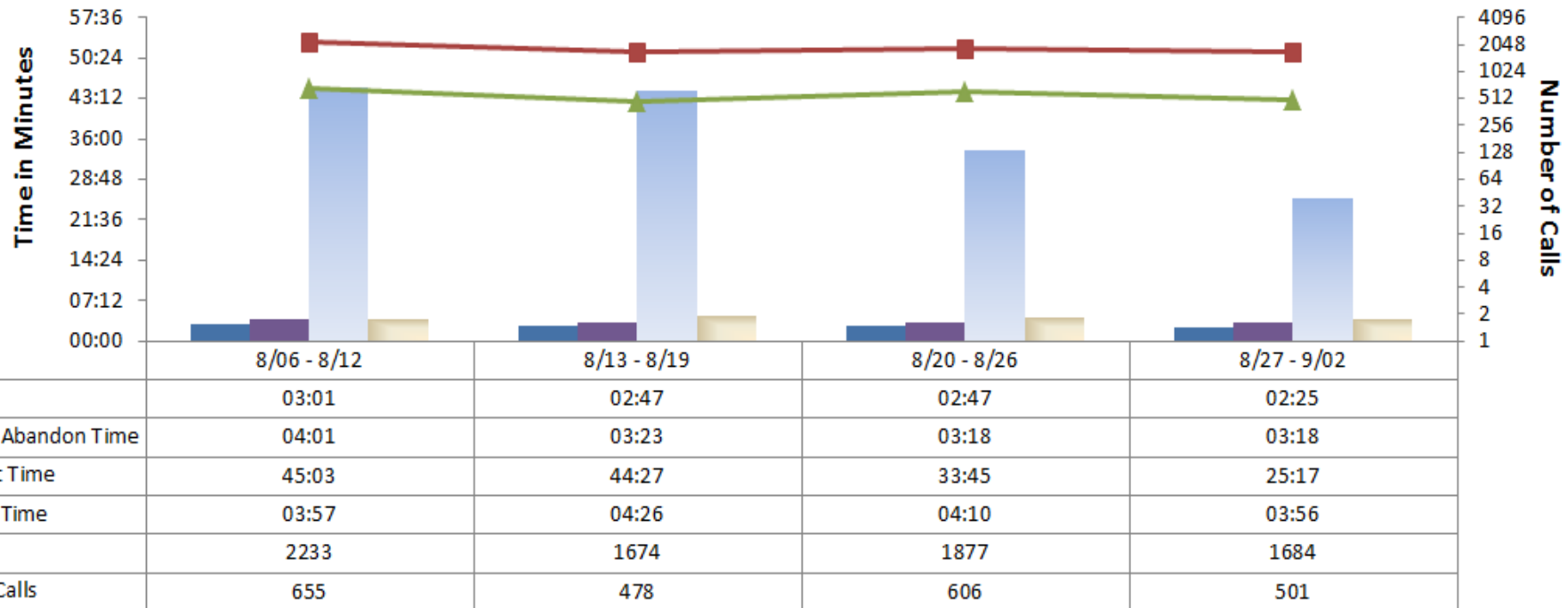
Source: ESC Footprints & Avaya data from 8/06/2017 – 9/02/2017.

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



Inbound Call Data

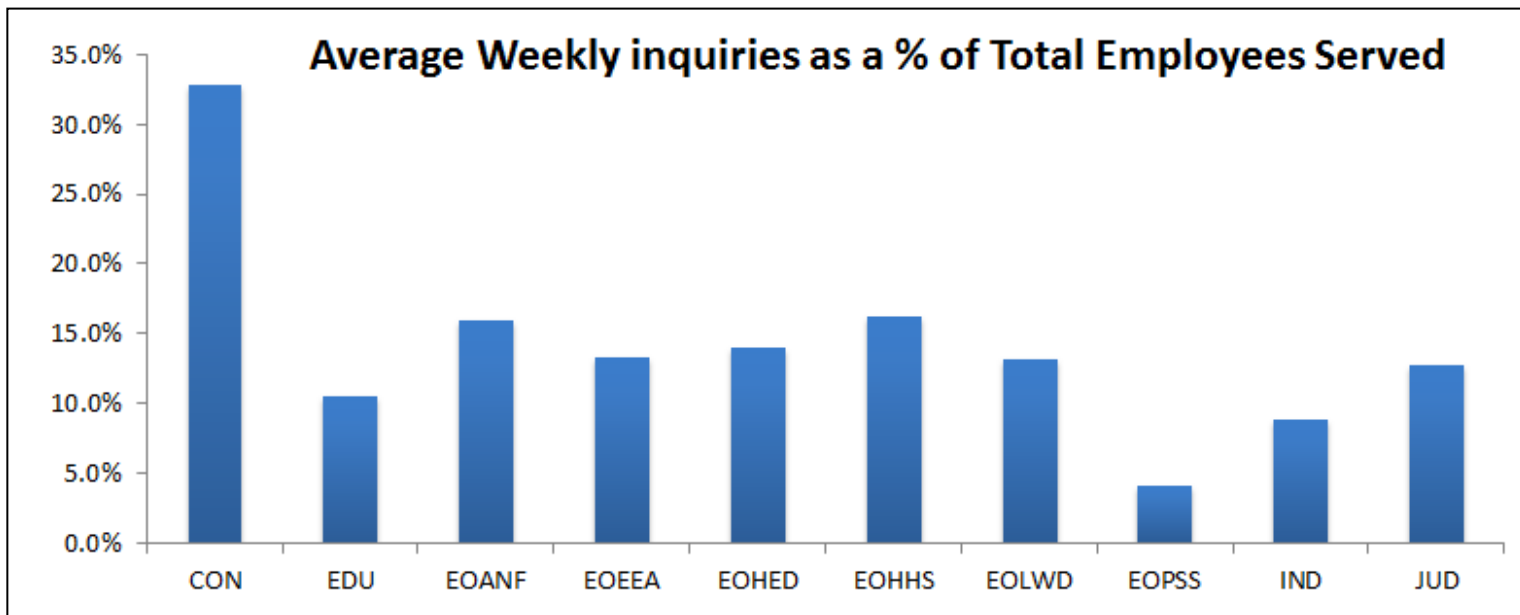
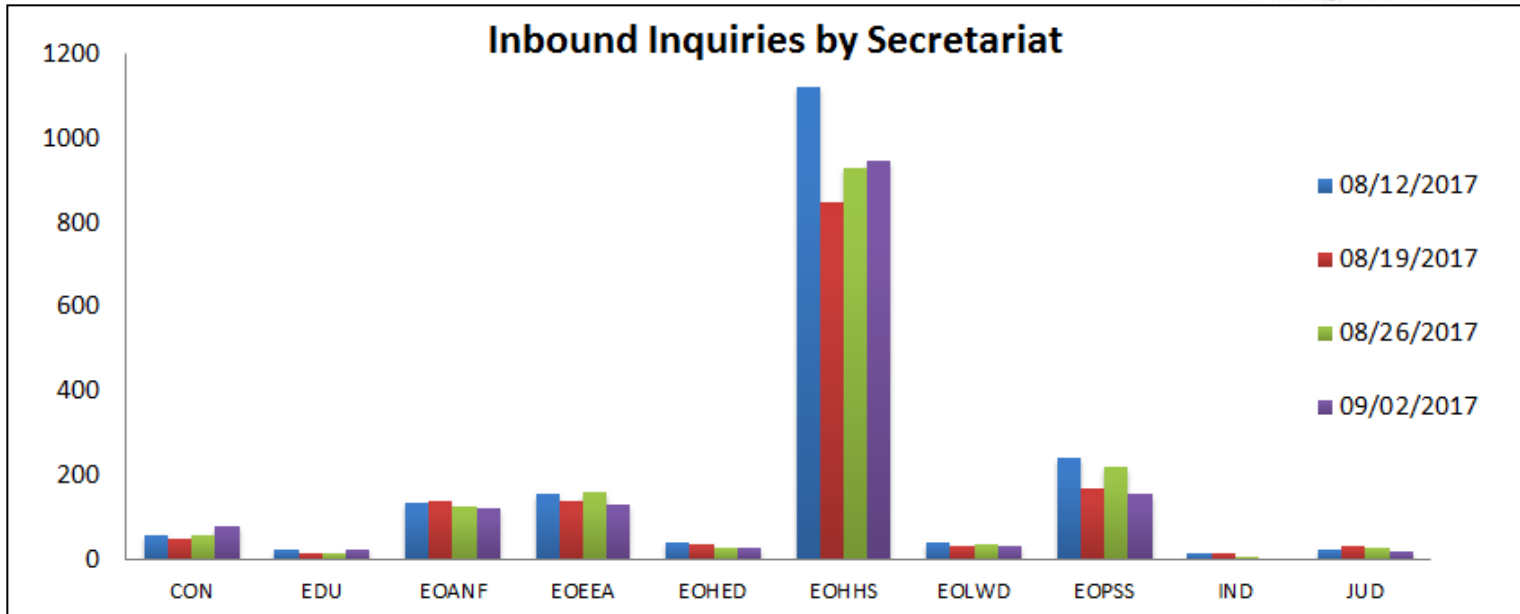
Wait Time, Call Volumes, & Abandonment Rates



Source: ESC Avaya data from 8/06/2017 – 9/02/2017.

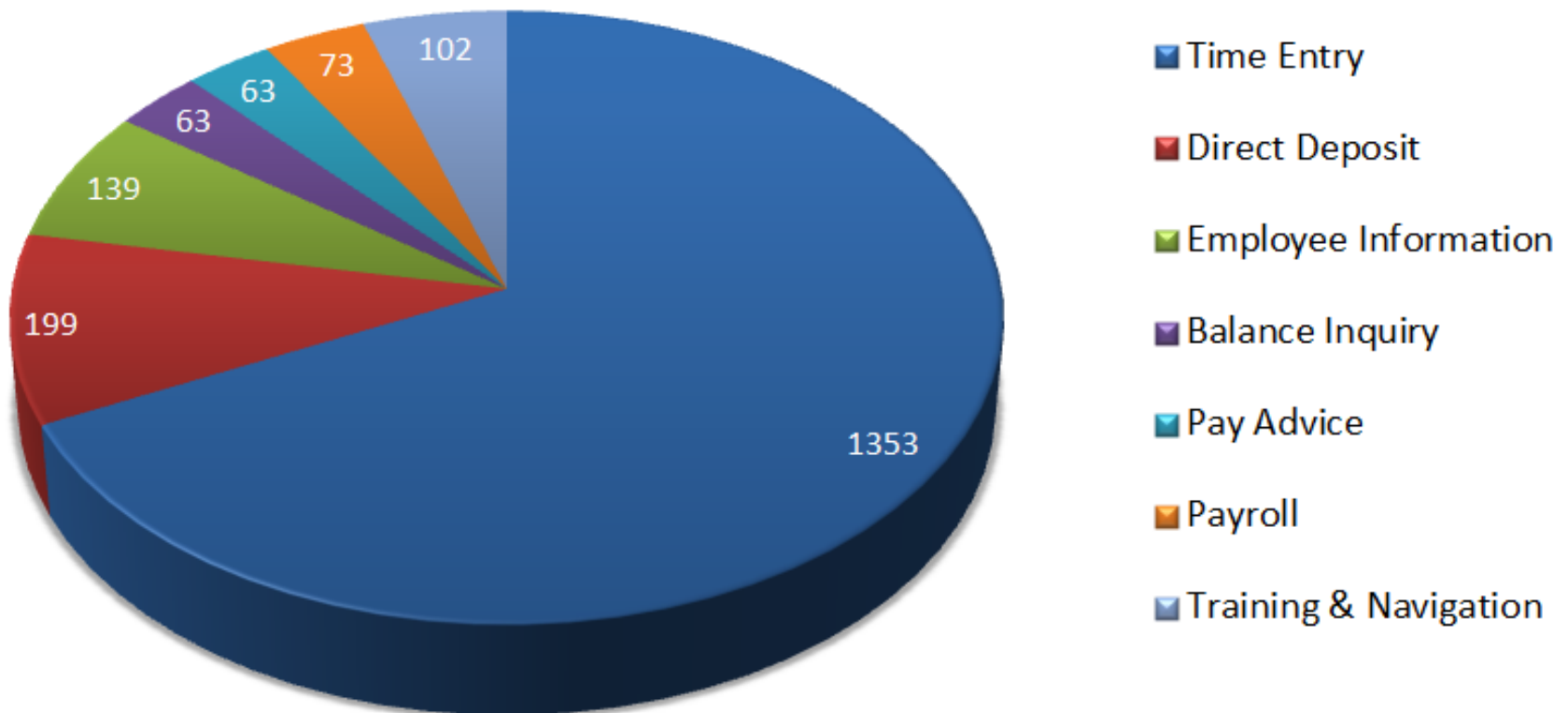


Inbound Inquiries by Secretariat



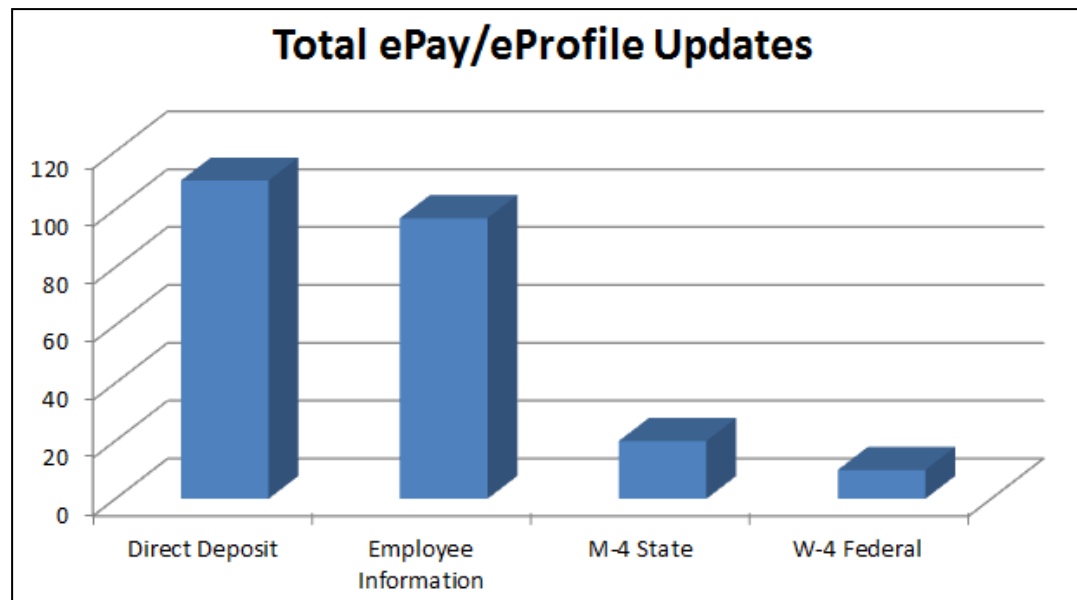
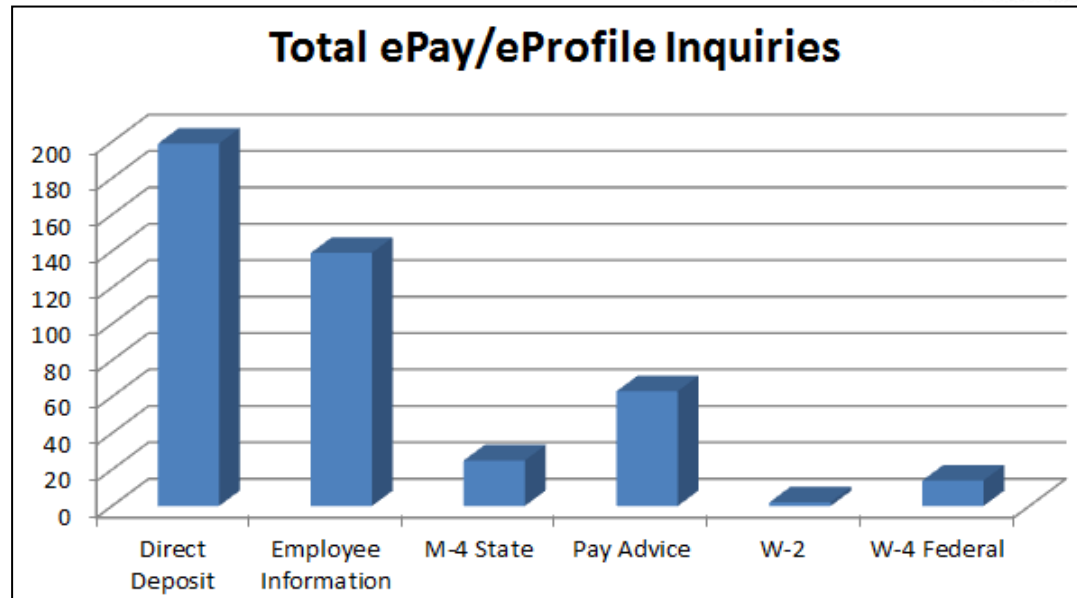
Types of Inquiries Received

Top Inquiry Classifications (Excluding Password Resets)

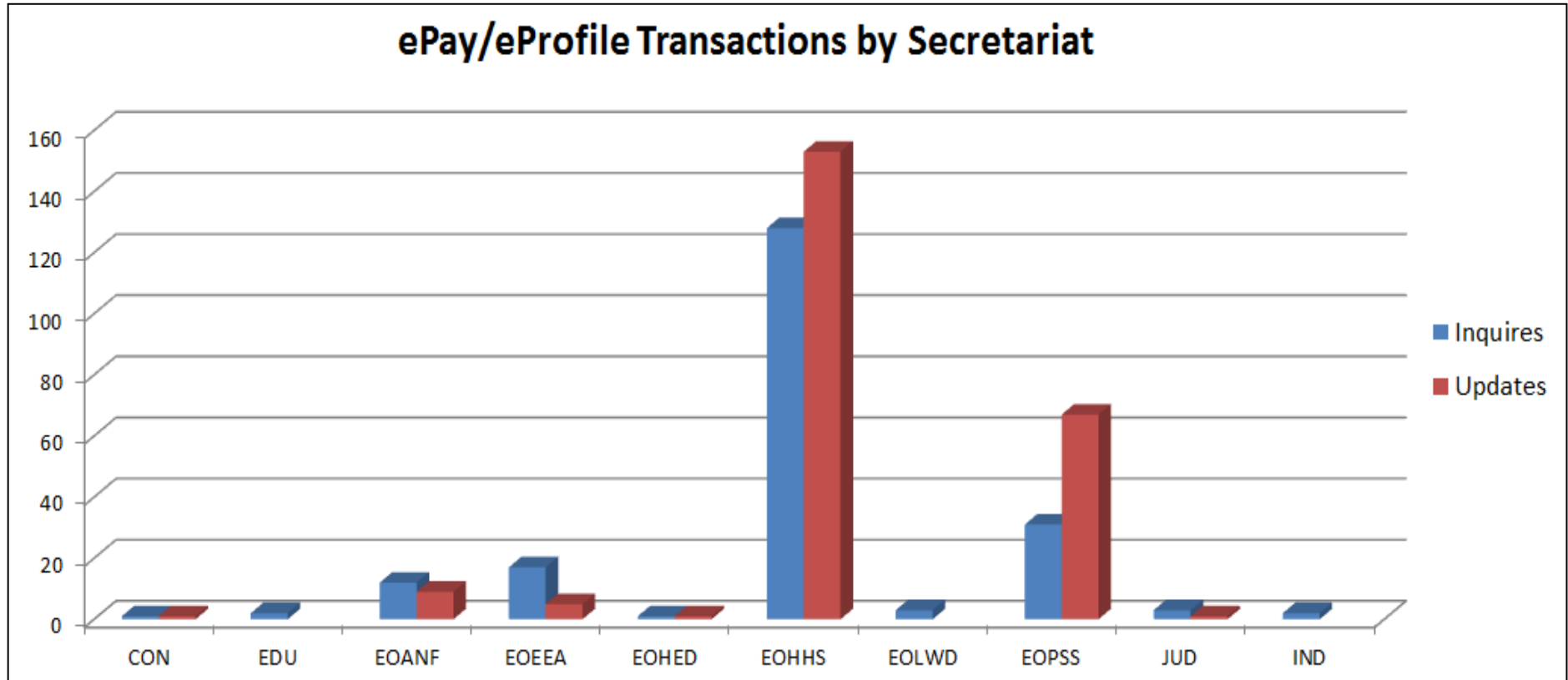


Source: ESC Footprints data from 8/06/2017 – 9/02/2017.

ePay/eProfile Transactions



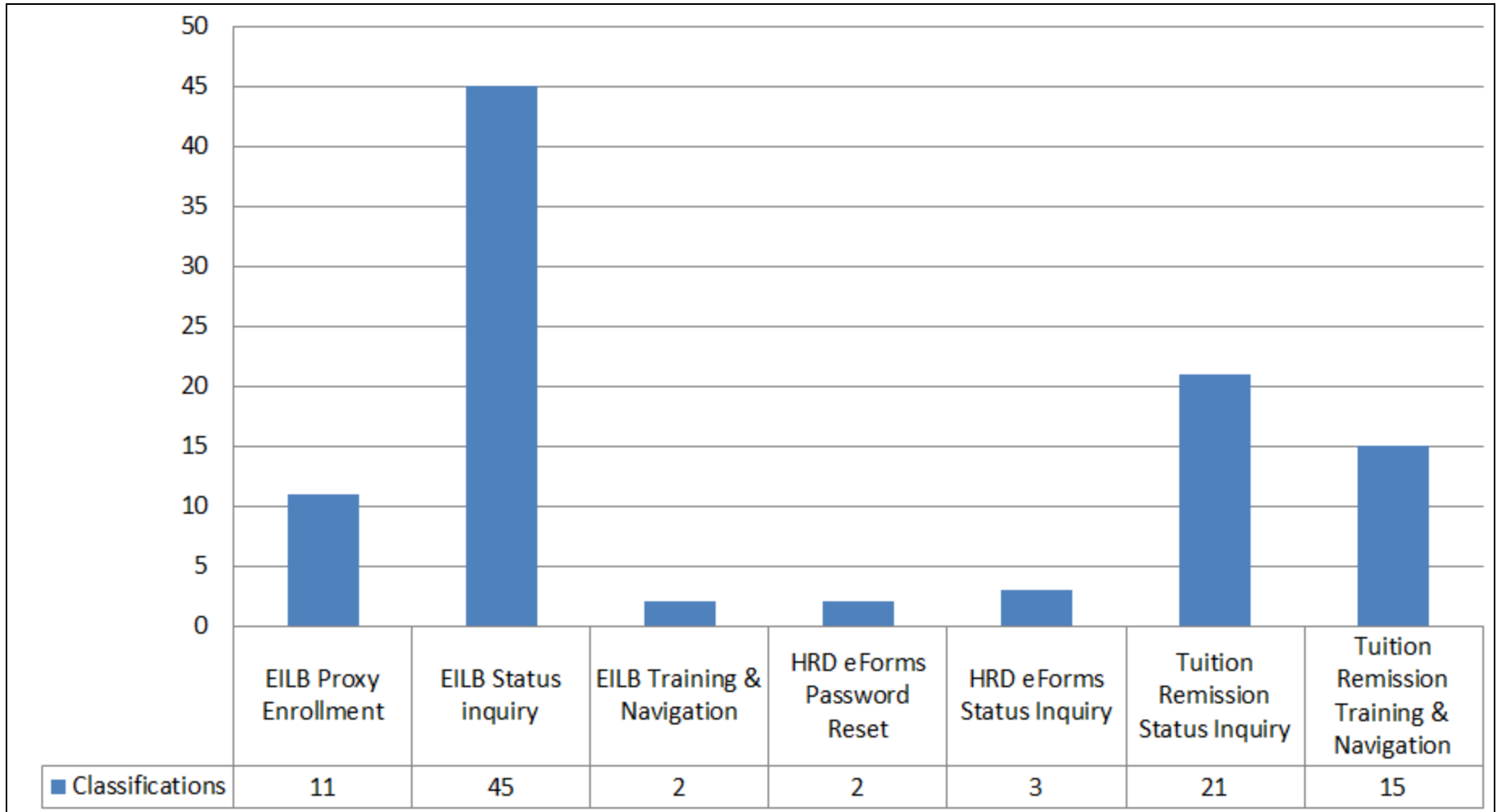
ePay/eProfile Transactions by Secretariat



Source: ESC Footprints data from 8/06/2017 – 9/02/2017.

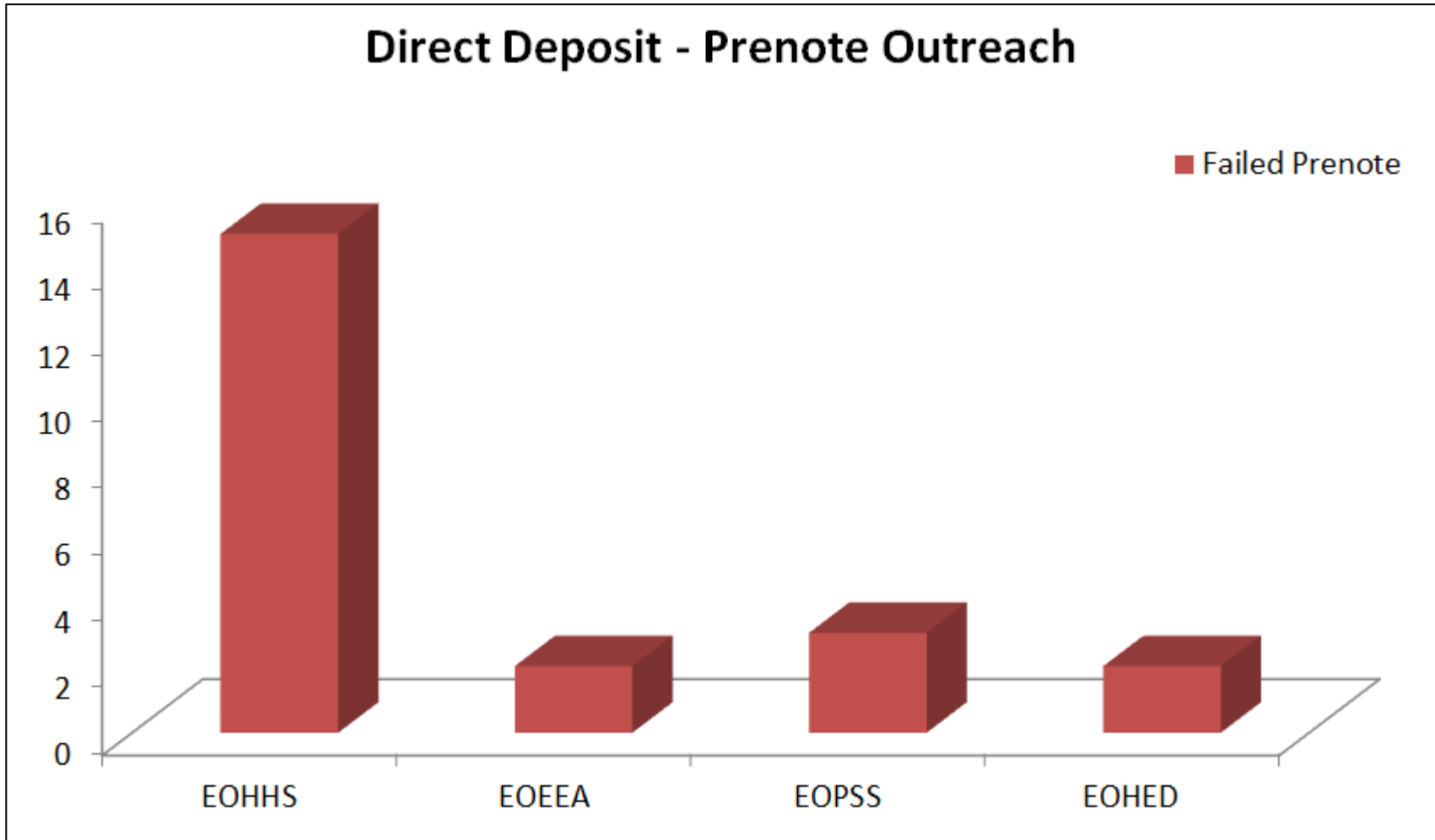


eServices Inquiries



Source: ESC Footprints data from 8/06/2017 – 9/02/2017.

Direct Deposit-Prenote Outreach



Source: ESC data 8/06/2017 – 9/02/2017.

Case Resolution Time

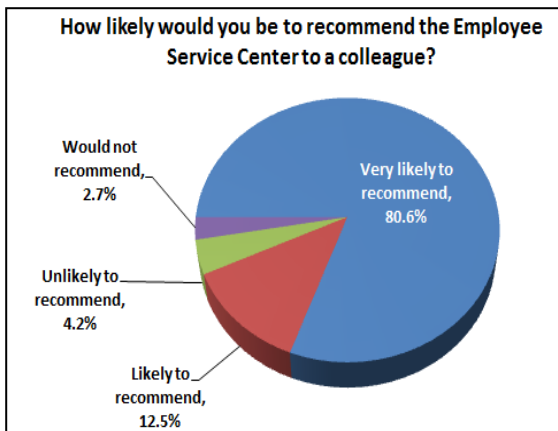
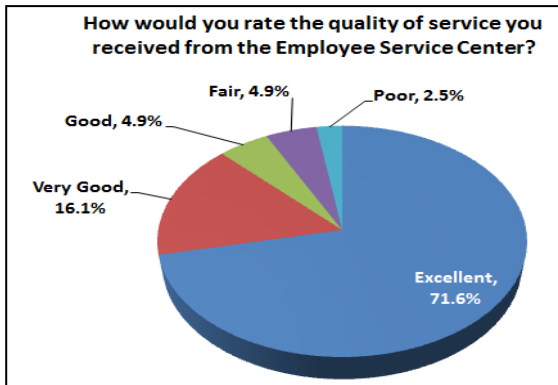
SLA Metric	Target	Current Period 8/06/2017 – 9/02/2017	Previous Period 6/25/2017 – 8/05/2017	Previous Year August 2016
Average case resolution time – password resets and e-mail updates (Time owned by ESC)	98% within 1 day	99.53%	99.44%	99.72%
Average case resolution time – inquiries and requests (Time owned by ESC)	75% within 1 day 90% within 3 days	91.1% within 1 Day and 94.5% within 3 Days	90.7% within 1 Day and 94.0% within 3 Days	96.4% within 1 Day 97.7% within 3 Days

Source: ESC Footprints data from 8/06/2017 – 9/02/2017.



Customer Satisfaction Survey Results

SLA Metric	Target	Current Period 8/06/2017 – 9/02/2017	Previous Period 6/25/2017 – 8/05/2017	August 2016
Customer satisfaction (Based on automated survey upon ticket closure.)	80% of customers rate overall satisfaction good to excellent	92.6% rated good to excellent (1.247% response rate)	95.4% rated good to excellent (1.574% response rate)	94% rated good to excellent (1.593% response rate)



Selected Monthly Comments:

- Remy Nadia has been very good at providing service to the point of making it more personal. I appreciate the effort to make it more effective by using technology and it lacks the human touch that people like Nadia can provide.
- PK was excellent and proficient in resolving my password issue
- The specialist was professional and competent, and that's the best attributes you can ascribe to anyone working with the public. Problem was solved in less than two minutes.
- Anna, the ESC operator who took my initial call, was courteous and efficient pushing through my ticket in a timely manner to meet a deadline. She connected me with Rachel, the ESC specialist, who was an IT goddess. She stayed online with me, troubleshooting several problems that cropped up during the process, including my email password issues and merging of profiles. With their help, I turned in my application before close of business on Friday. I am very grateful for the high caliber of Anna and Rachel's assistance and hope that ESC has retained their valuable services as full-time staff.

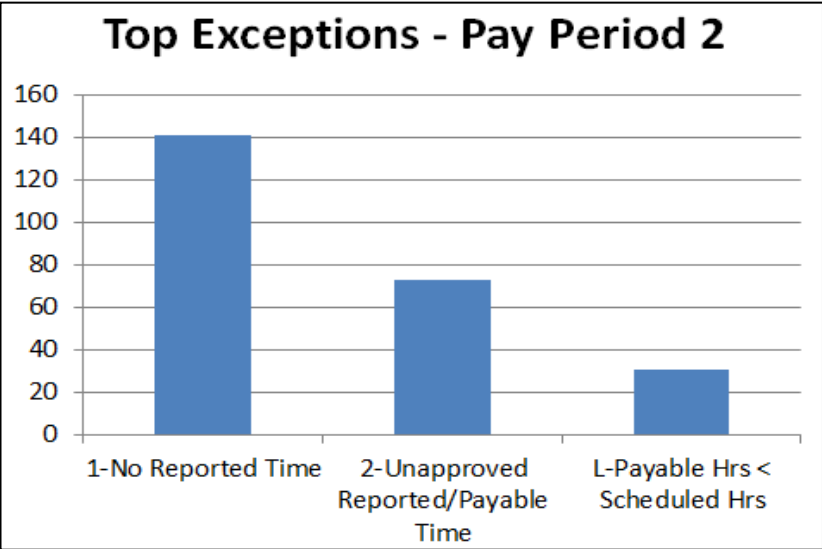
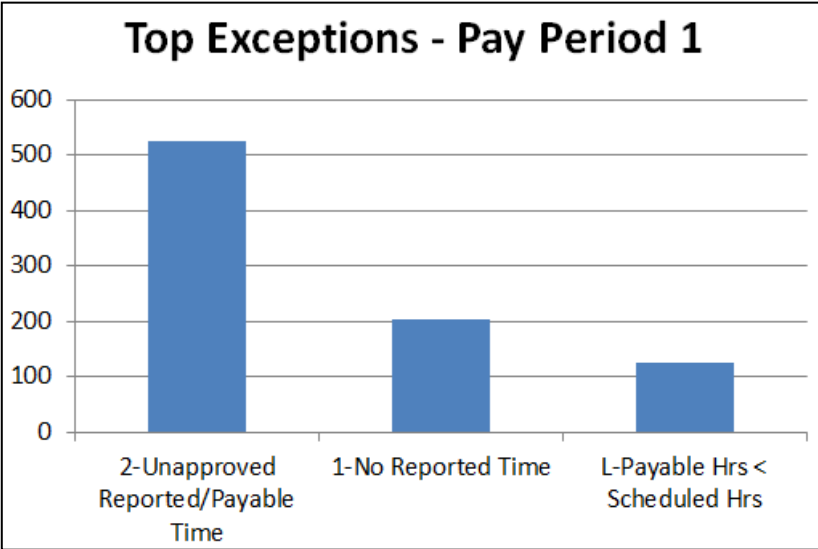
Source: ESC Customer Satisfaction Survey; survey link is provided on ticket closure notice and is voluntary. Survey results shown were collected between 8/06/2017 – 9/02/2017.

The Commonwealth of Massachusetts



Outbound Contact Percentages

SLA Metric	Target	Current Period 8/06/2017 – 9/02/2017	Previous Period 6/25/2017 – 8/05/2017
Percentage of approvers contacted with unresolved high exceptions requiring ESC intervention for resolution:	98% 85% holiday/emergency leave weeks	84.58%	71.37%

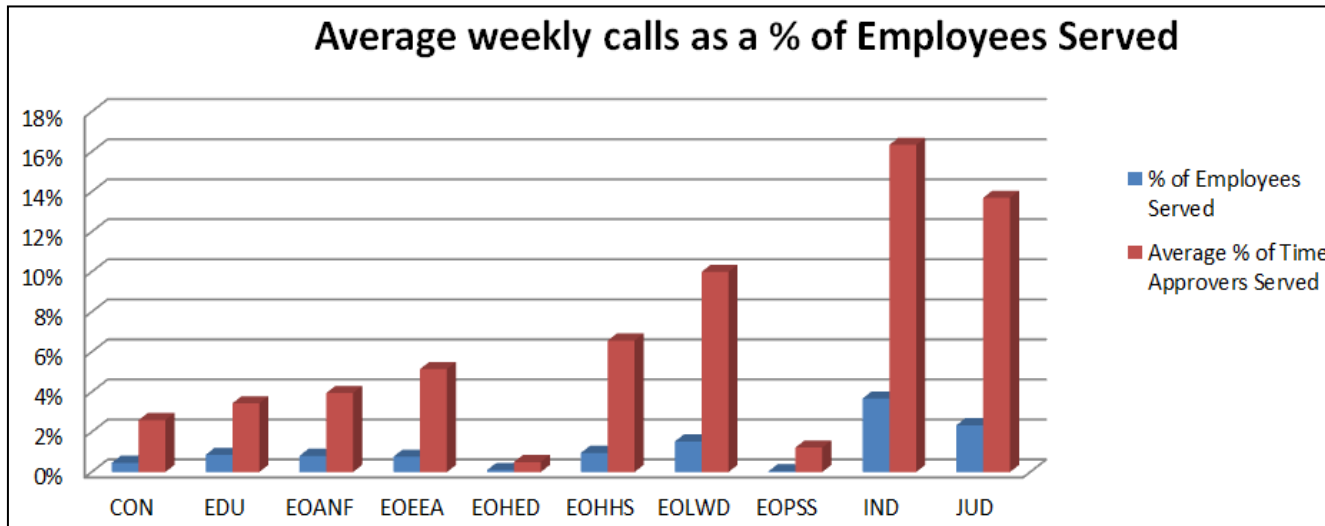
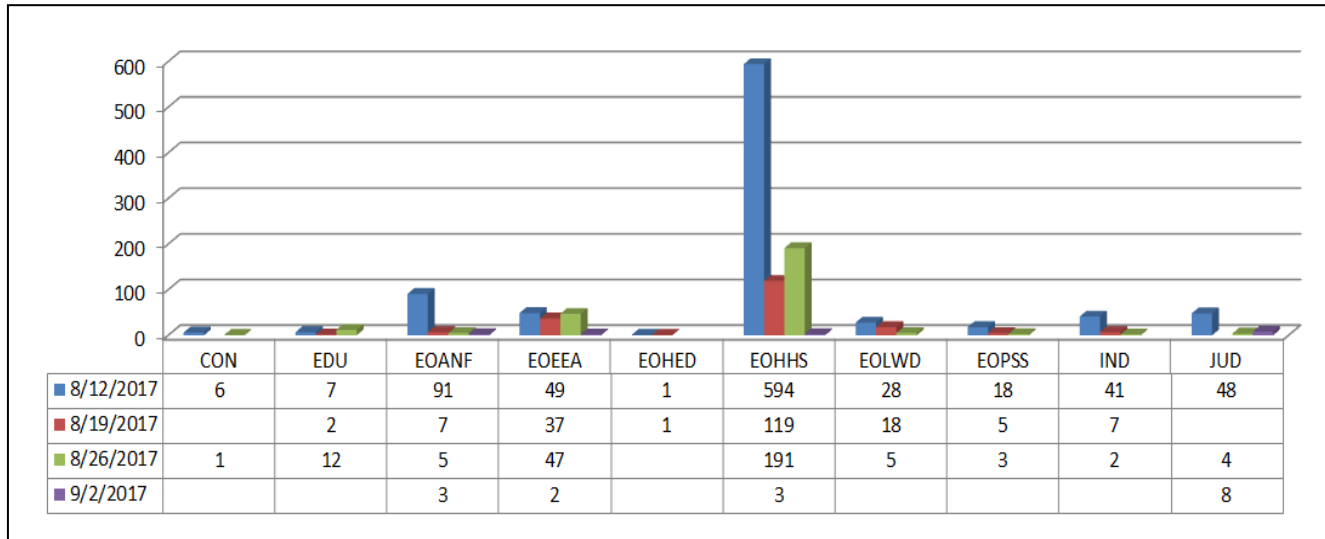


Source: ESC data from 8/06/2017 – 9/02/2017.

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.



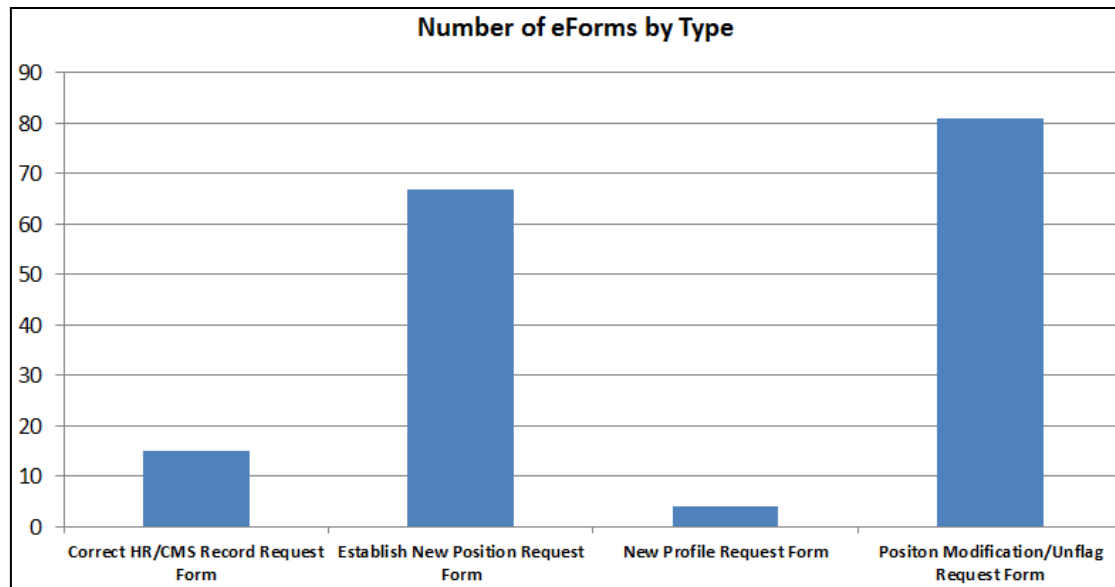
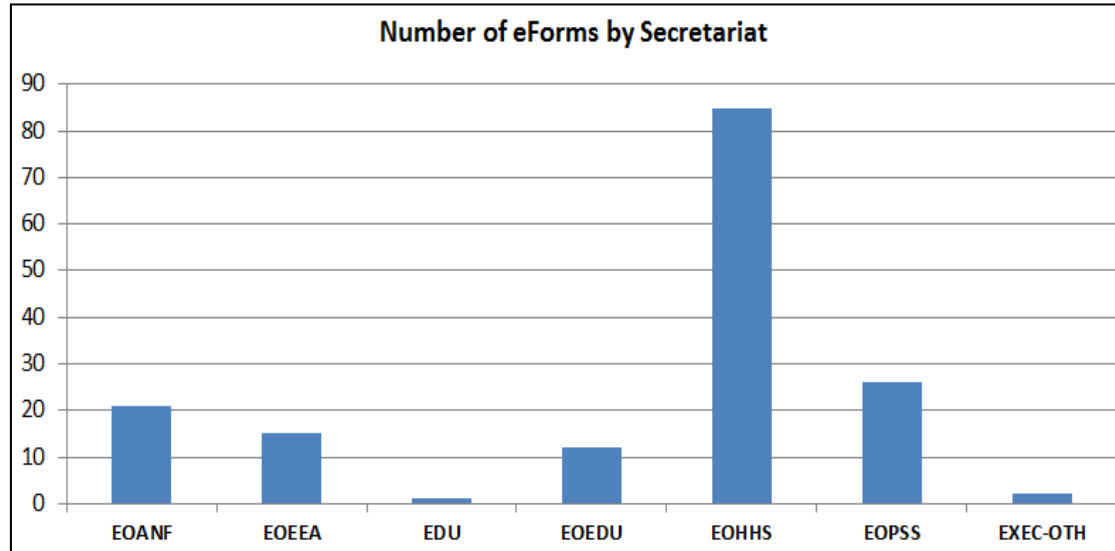
Source: ESC Exception Management System data 8/06/2017 – 9/02/2017.

Average inquiries per employee is shown for comparison purposes and does not account for repeat contacts (i.e., calling an employee multiple times).

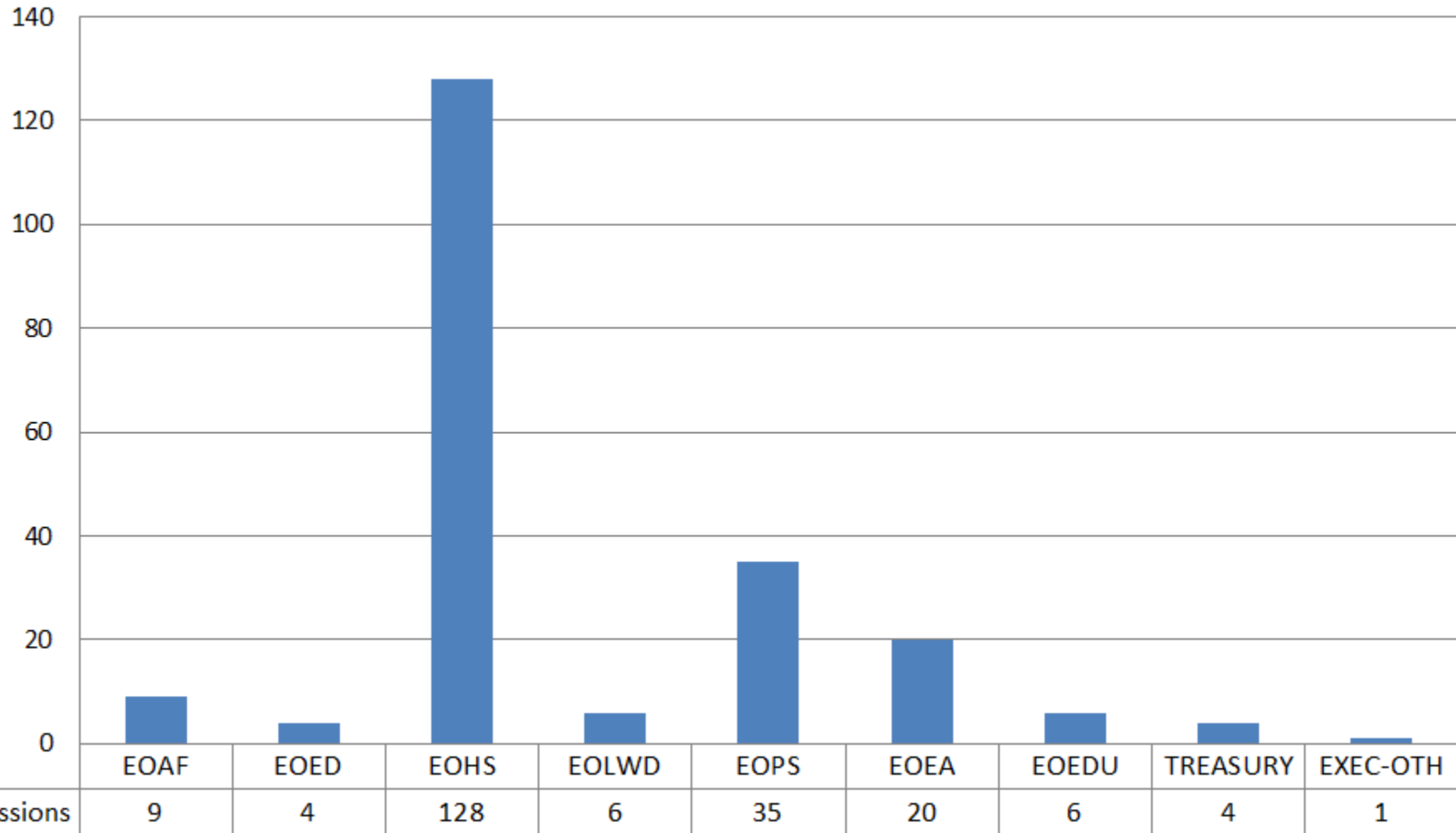


Position Management

Total number of eForms processed by ESC: 192



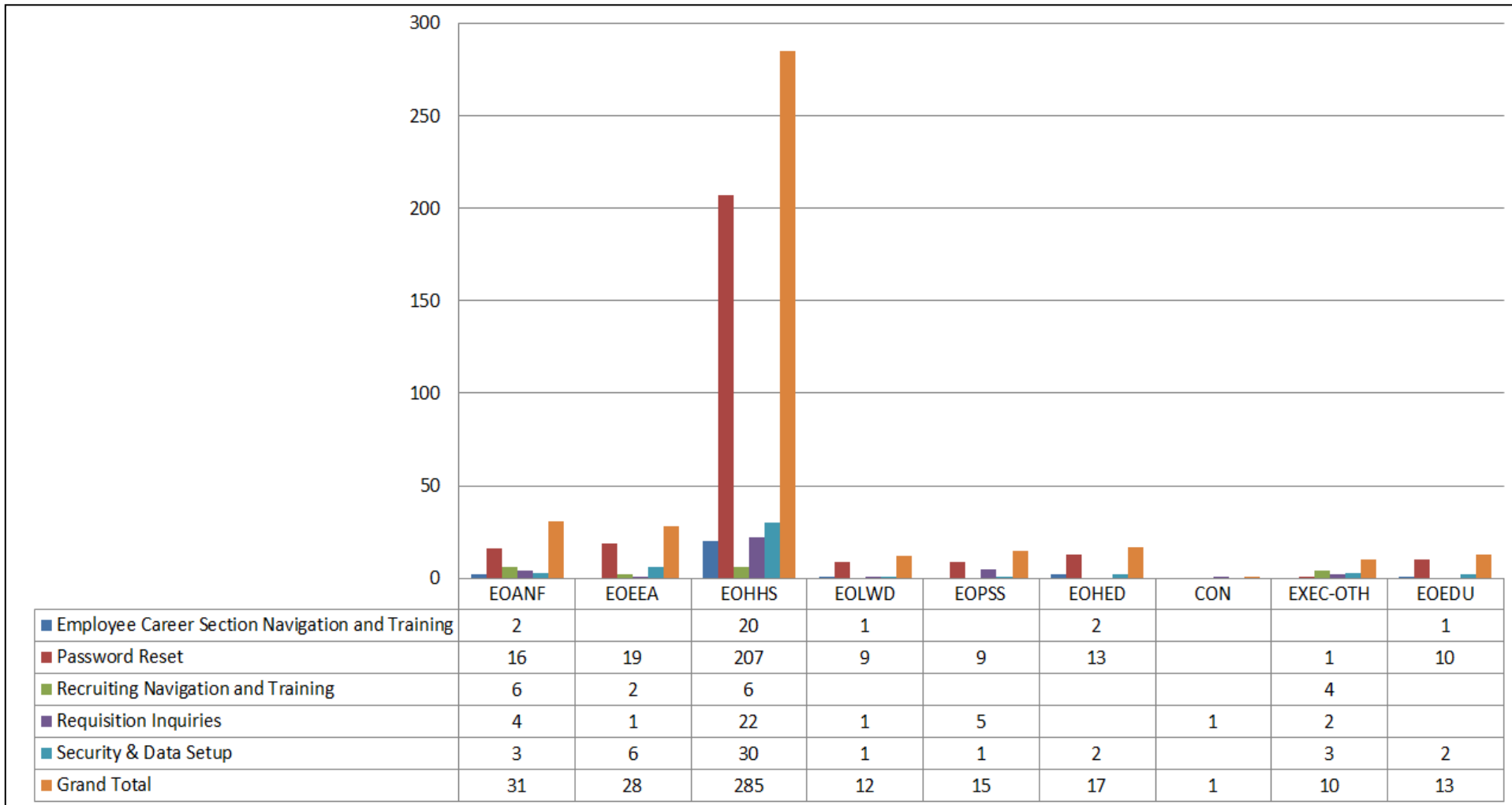
Tuition Remission Submissions per Secretariat



Source: OnBase - Hyland Unity Client Reporting data from 8/06/2017 – 9/02/2017.



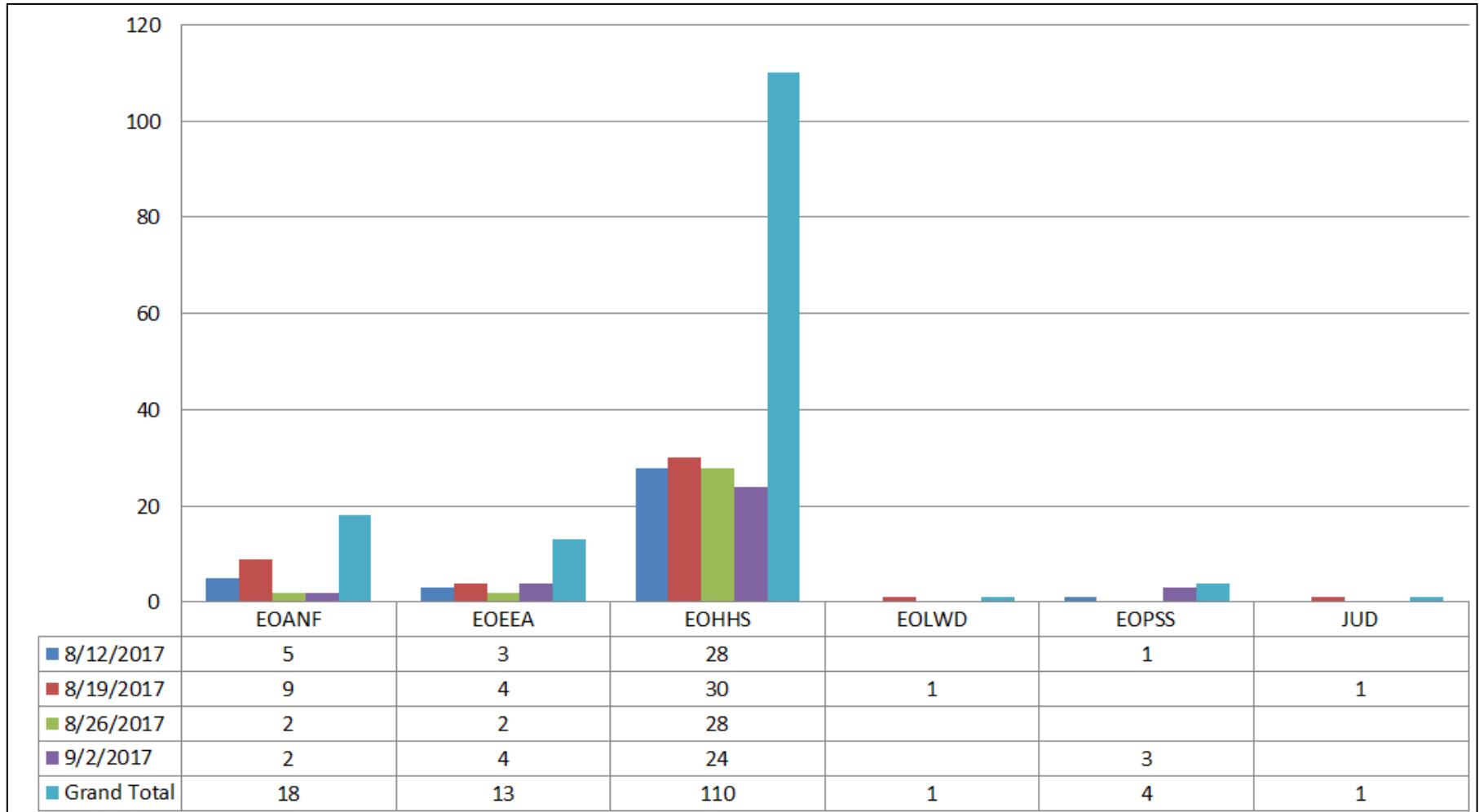
MassCareers Top 5 Most Frequent Classifications by Secretariat



Source: ESC Footprints data from 8/06/2017 – 9/02/2017.



Tickets Forwarded to Agency HR/Payroll



Source: ESC Footprints data from 8/06/2017 – 9/02/2017.



Review Schedule Service Charter Scorecard

Service Month*		
Start Date	End Date	Report Available
10/30/2016	11/26/2016	12/14/2016
11/27/2016	12/24/2016	1/11/2017
12/25/2016	2/4/2017	2/15/2017
2/5/2017	3/4/2017	3/15/2017
3/5/2017	4/1/2017	4/12/2017
4/2/2017	4/29/2017	5/10/2017
4/30/2017	5/27/2017	6/7/2017
5/28/2017	6/24/2017	7/5/2017
6/25/2017	8/5/2017	8/16/2017
8/6/2017	9/2/2017	9/20/2017
9/3/2017	9/30/2017	10/18/2017
10/1/2017	10/28/2017	11/15/2017

***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	16	DOI-Division Of Insurance	142	MCB-Mass Commission For The Blind	139
AGR-Department Of Agricultural Resources	109	DOR-Department Of Revenue	1536	MCD-Commission For The Deaf And Hard Of Hearing	52
ALA-Administrative Law Appeals Division	30	DOS-Division Of Standards	17	MGC-Massachusetts Gaming Commission	88
ANF-Eo Administration & Finance	278	DPH-Department Of Public Health	3030	MIL-Massachusetts National Guard	10115
APC-Appeals Court	110	DPU-Department Of Public Utilities	159	MMP-Massachusetts Marketing Partnership	17
ART-Mass Cultural Council	31	DSS-Department Of Children And Families	4202	MRC-Mass Rehabilitation Commission	980
ATB-Appellate Tax Board	19	DYS-Department Of Youth Services	851	OCD-Dept Of Housing And Community	261
BLC-Board of Library Comissioners	22	EDU-Executive Office Of Education	86	OHA-Massachusetts Office On Disability	10
BSB-Bureau Of State Buildings	15	EEC-Department Of Early Education	192	ORI-Office For Refugees And Immigrants	19
CAD-Commission Against Discrimination	81	EED-Executive Office Of Housing & Economic Development	56	OSC-Office Of The Comptroller	130
CDA-Massachusetts Emergency Management Agency	93	EHS-Executive Office Of Health and Human Services	1863	OSD-Division Of Operational Services	98
CHE-Soldiers' Home In Massachusetts	332	ELD-Department Of Elder Affairs	56	PAR-Parole Board	173
CHS-Department of Criminal Justice Information Systems	40	ENE-Department Of Energy Resources	61	POL-State Police	2698
CJT-Criminal Justice Training Council	505	ENV-Executive Office Of Energy and Environmental Affairs	312	REG-Division Of Professional Licensure	259
CME-Chief Medical Examiner	97	EOL-Executive Office Of Workforce Development	1113	RGT-Department Of Higher Education	64
CPC-Committee for Public Counsel Services	745	EPS-Executive Office Of Public Safety and Security	196	SCA-Office Of Consumer Affairs And Business Regulations	26
CSC-Civil Service Commission	6	EQE-Department Of Environmental Protection	681	SDA-Sheriffs Department Association	3
CSW-Commission On Status Of Women	2	FWE-Department Of Fish And Game	341	SEA-Department Of Business And Technology	11
DAC-Disabled Persons Protection Commission	37	GIC-Group Insurance Commission	54	SOR-Sex Offender Registry	49
DCP-Capital Asset Management And Maintenance	415	HCF-Health Care Finance & Policy	148	SRB-State Reclamation Board	168
DCR-Department Conservation And Recreation	2580	HLY-Soldiers' Home In Holyoke	332	TAC-Department Of Telecommunications	24
DFS-Department Of Fire Services	638	HPC-Health Policy Commission	72	TRB-Teachers Retirement Board	97
DMH-Department of Mental Health	3539	HRD-Human Resources Division	126	TRE-Office Of The State Treasurer	254
DMR-Health and Human Services	6515	ITD-Information Technology Division	495	VET-Department Of Veterans Service	68
DOB-Division Of Banks	166	LIB-George Fingold Library	10	VWA-Victim And Witness Assistance	18
DOC-Department of Corrections	4628	LOT-Lottery And Gaming Commission	402	WEL-Department Of Transitional Assistance	1664
DOE-Department Of Elementary & Secondary Education	473	Grand Total:			55540

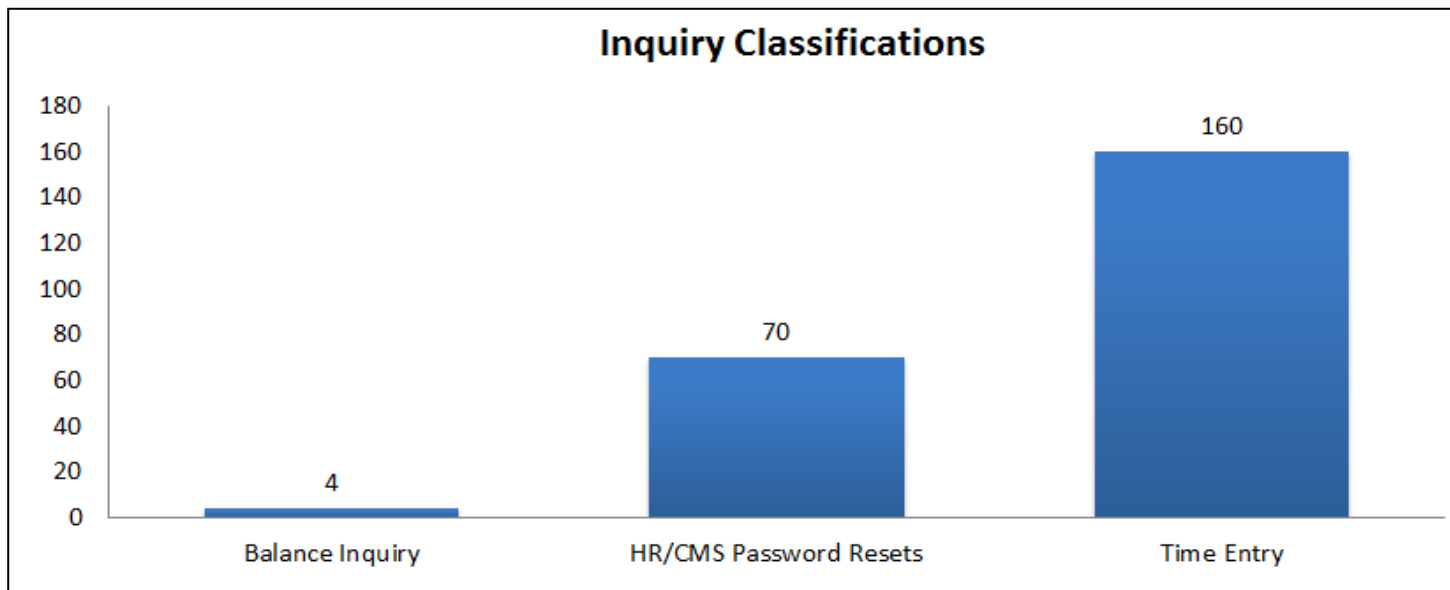
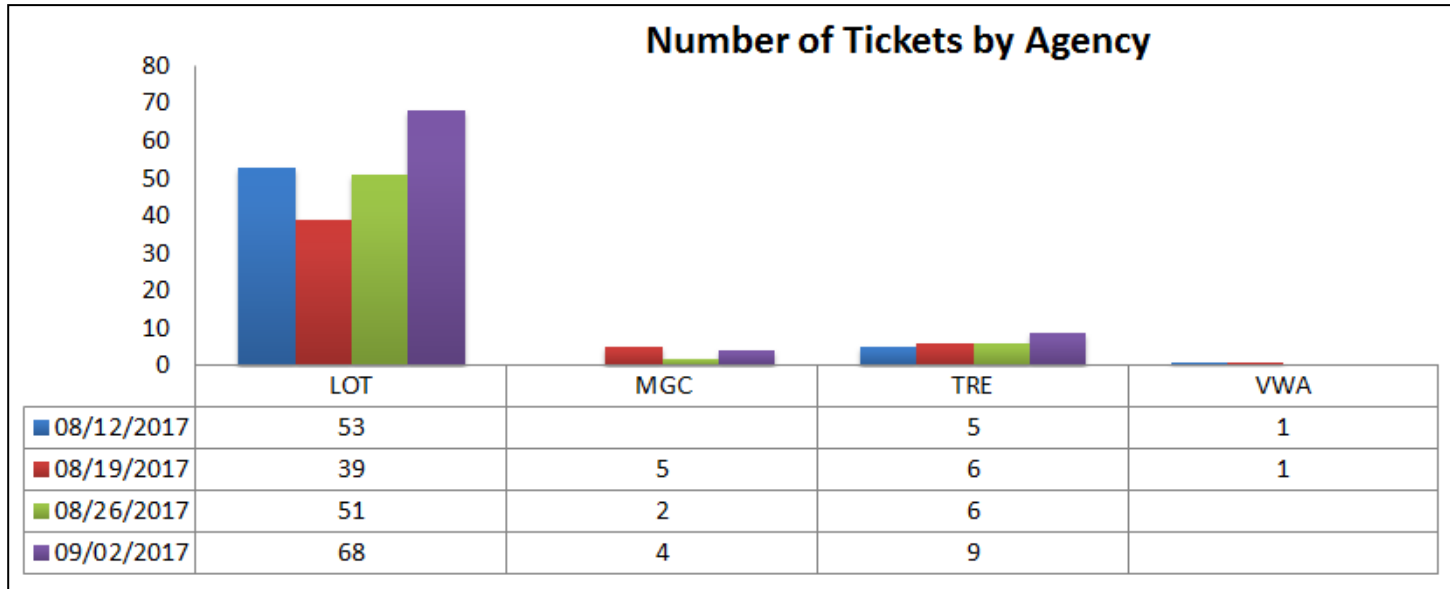


Appendix: Inquiries by Agency

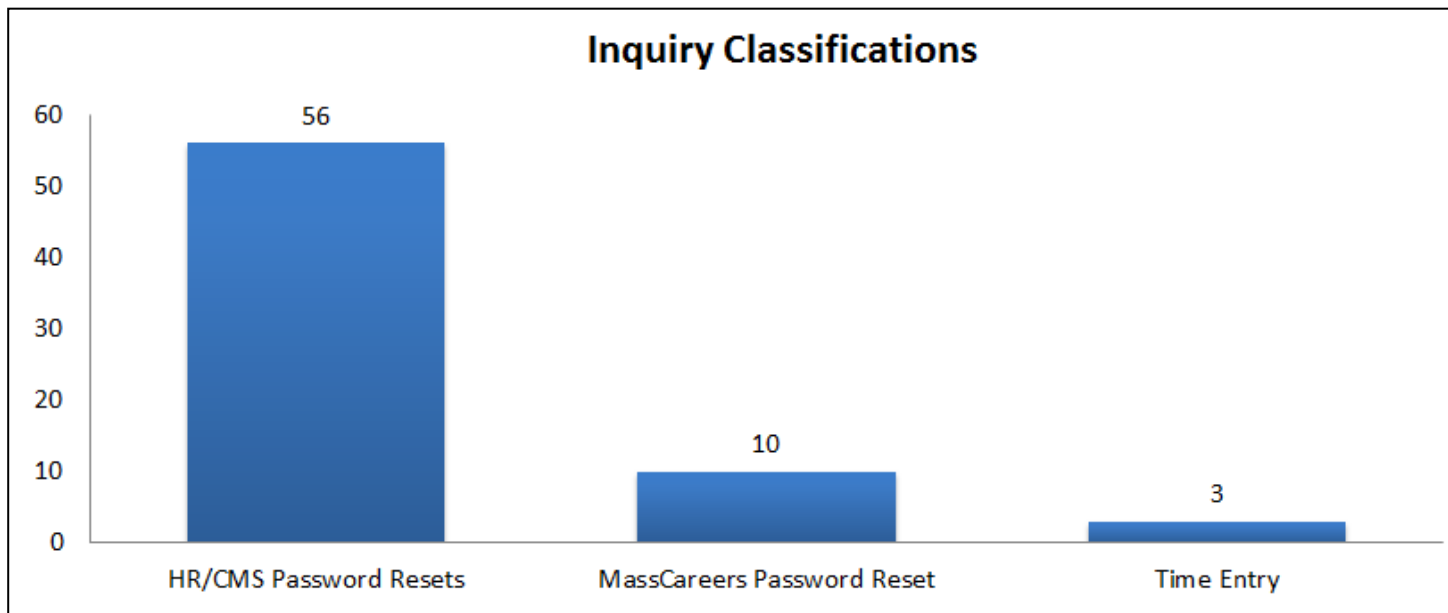
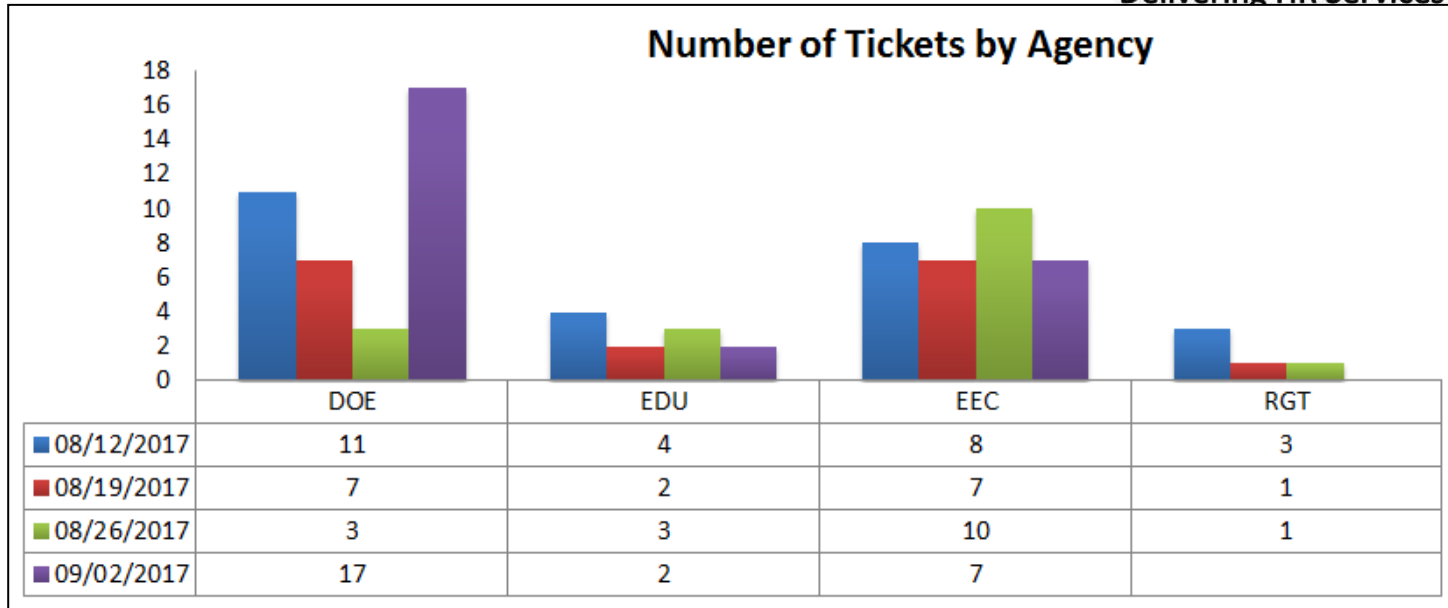
- Note: No inquiries were received for this service month from:

ADD - Developmental Disabilities Council	ART – Mass Cultural Council
CSC - Civil Service Commission	LIB – George Fingold Library
SDA - Sheriffs Department Association	SEA - Department Of Business And Technology

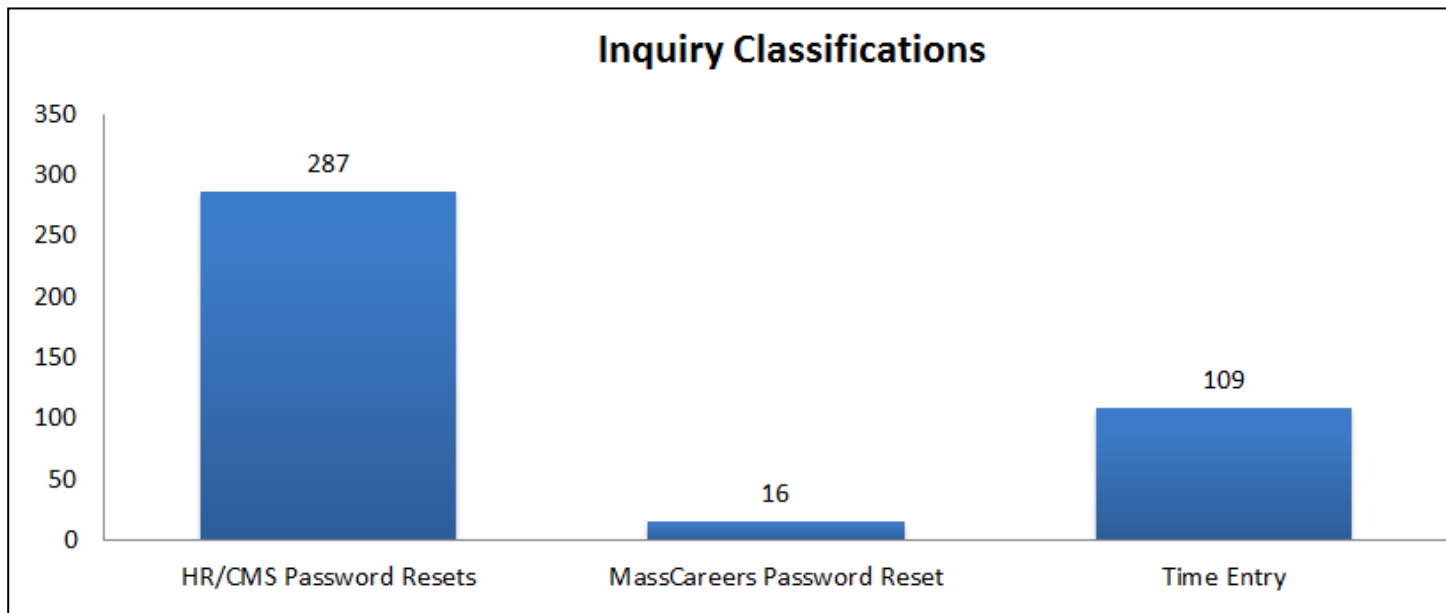
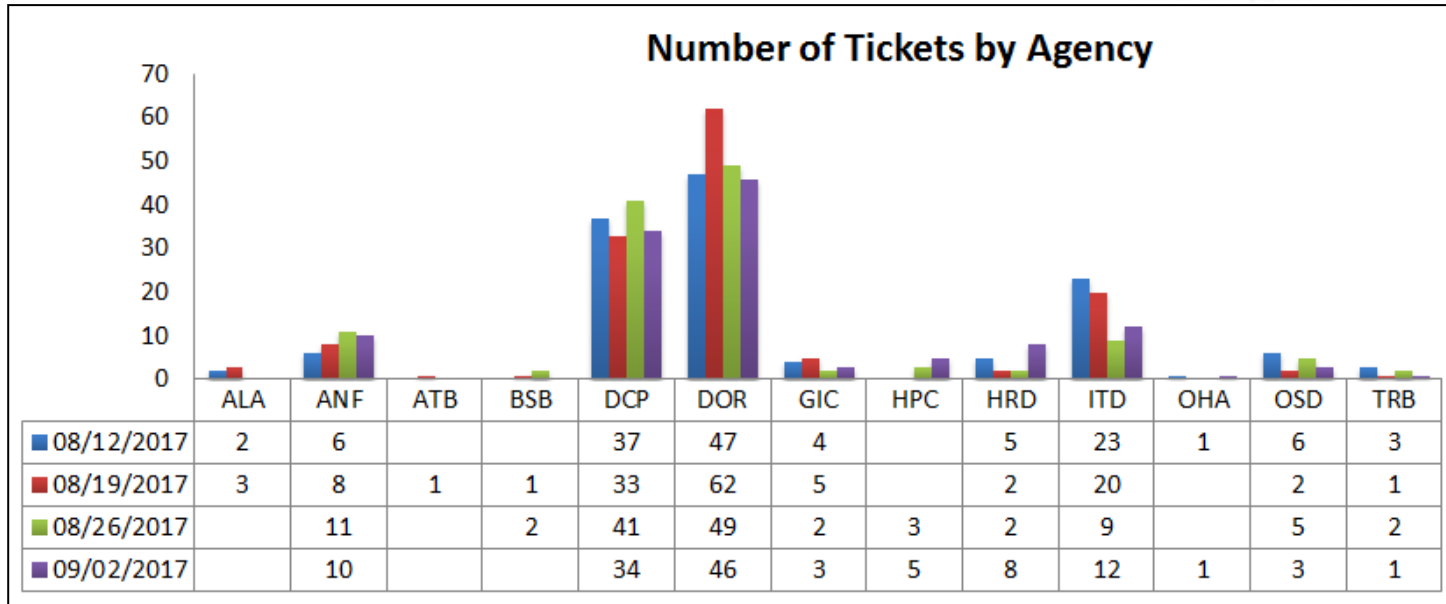
CON Agencies



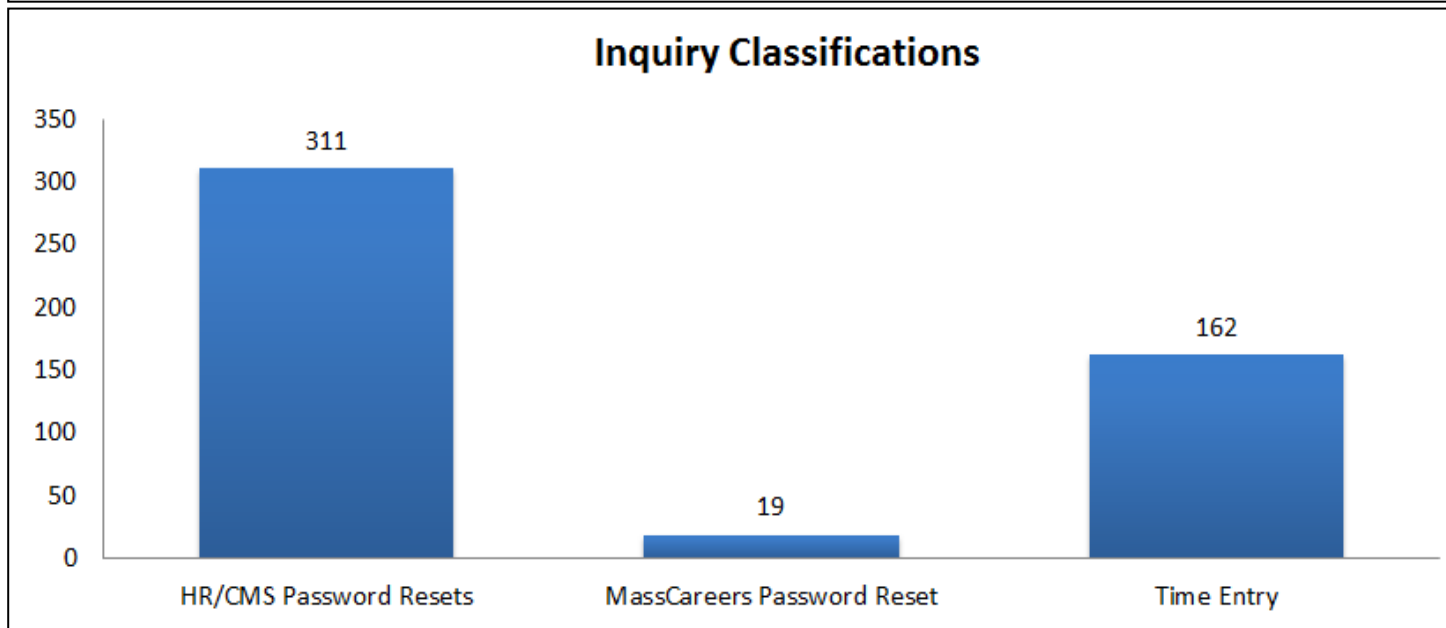
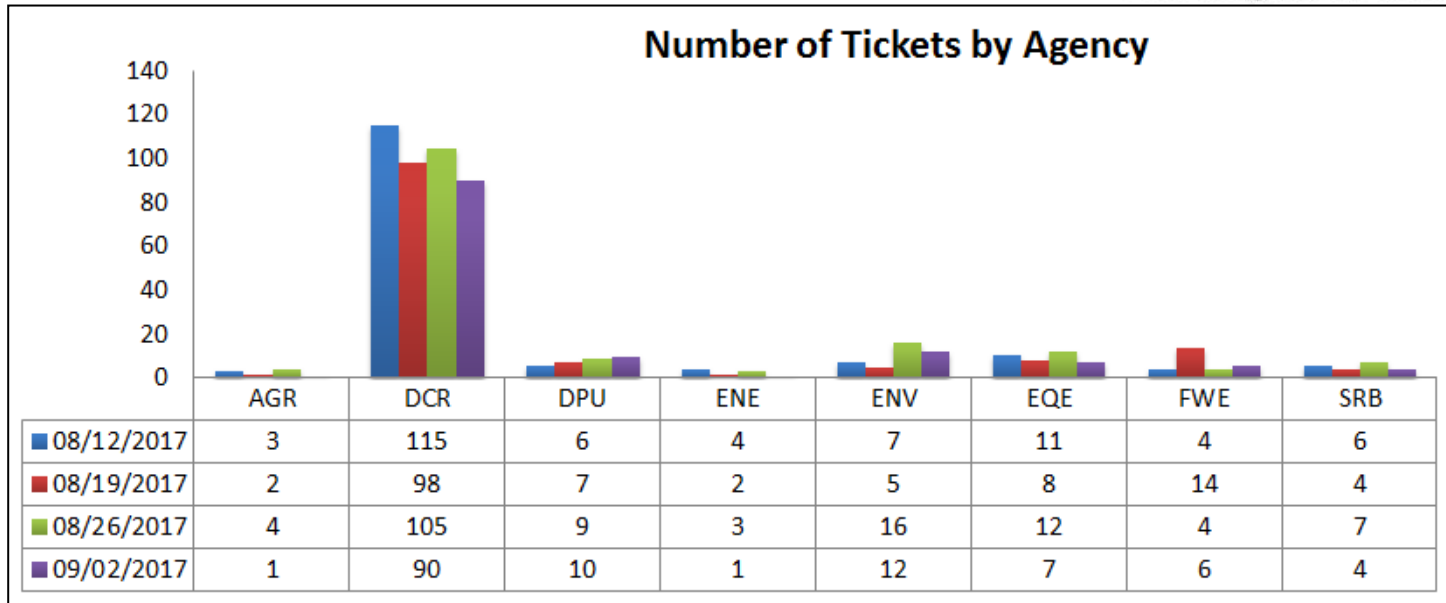
EDU Secretariat Agencies



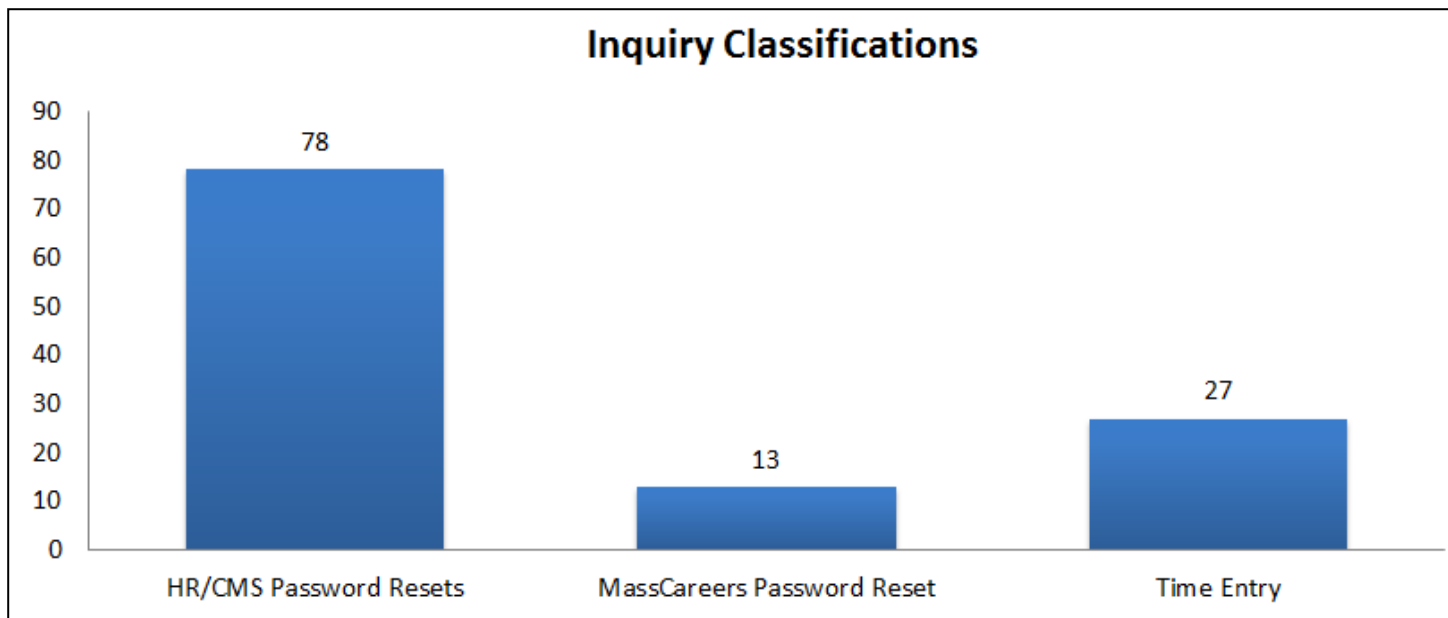
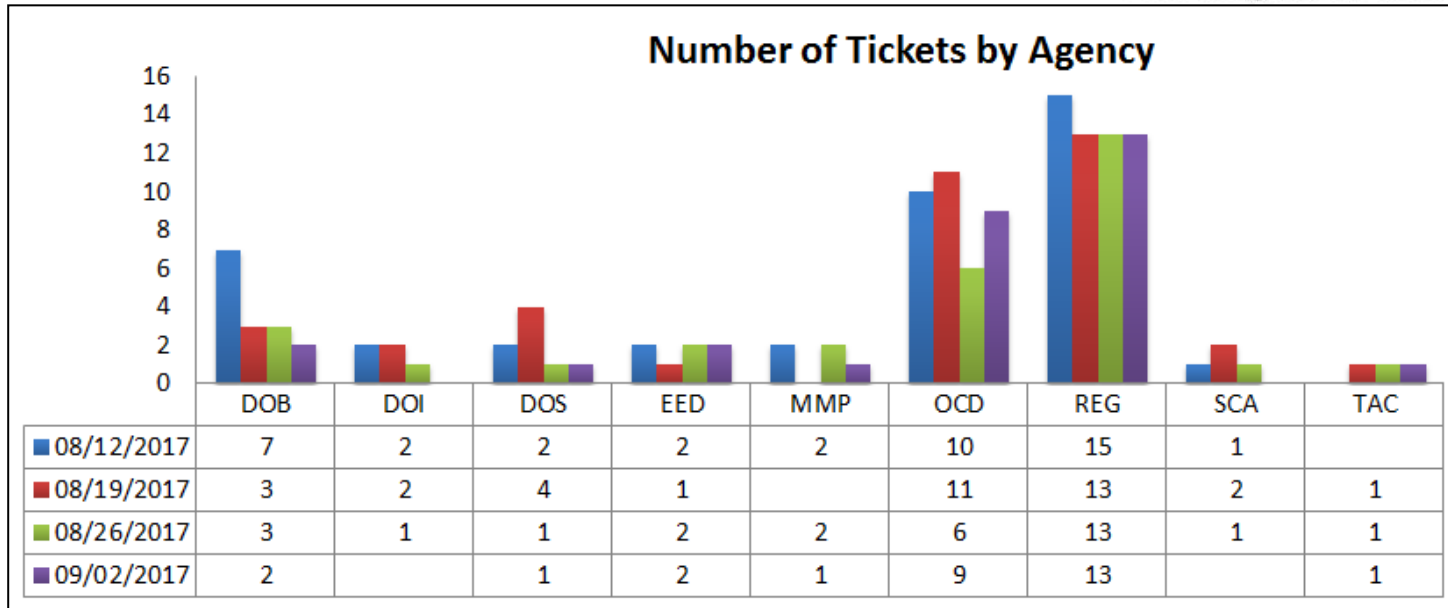
EOANF Secretariat Agencies



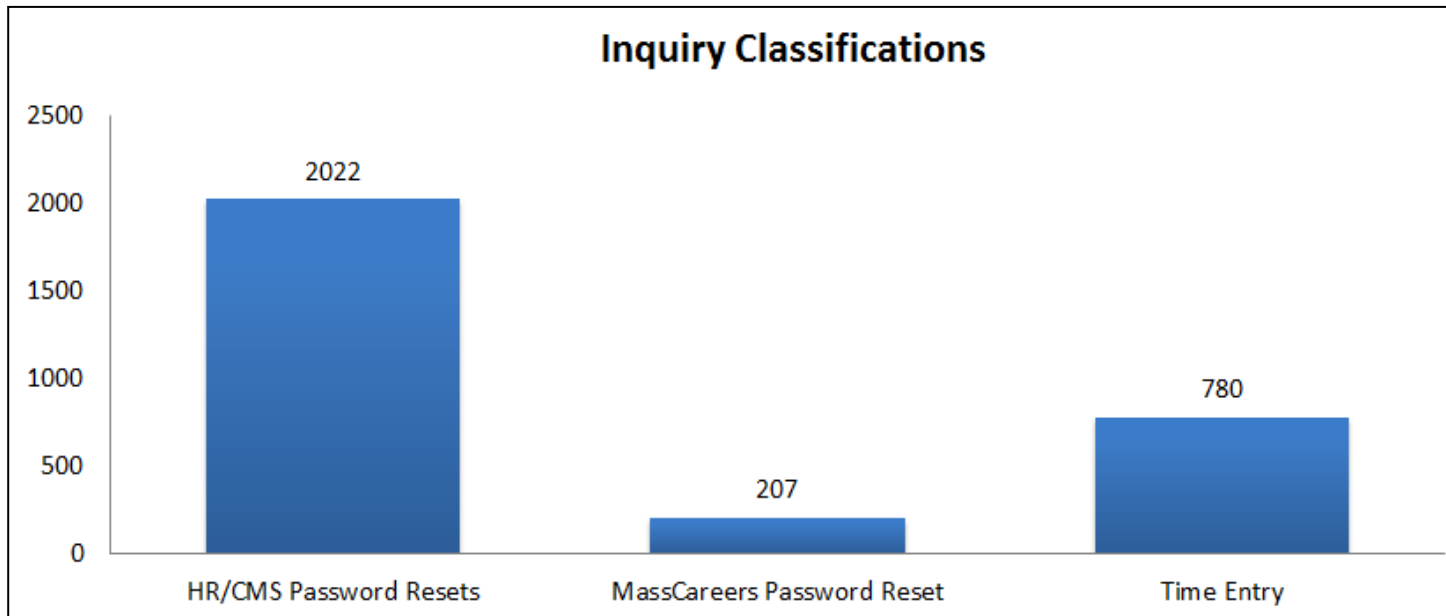
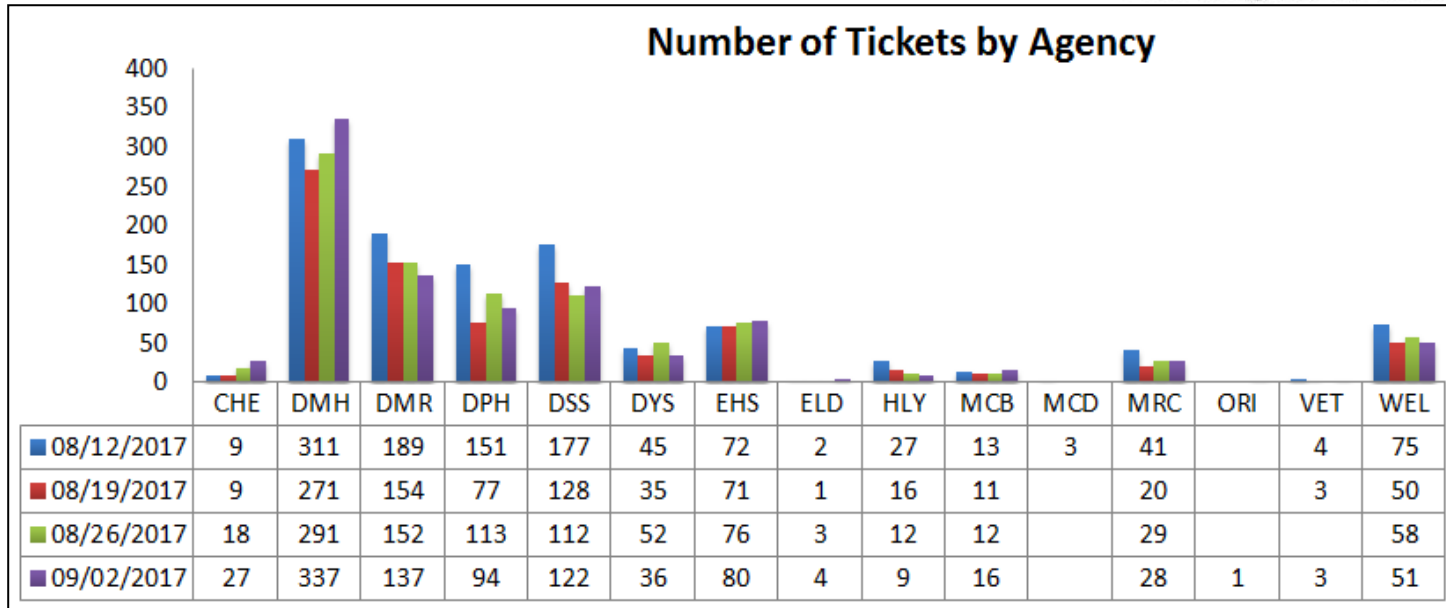
EOEEA Secretariat Agencies

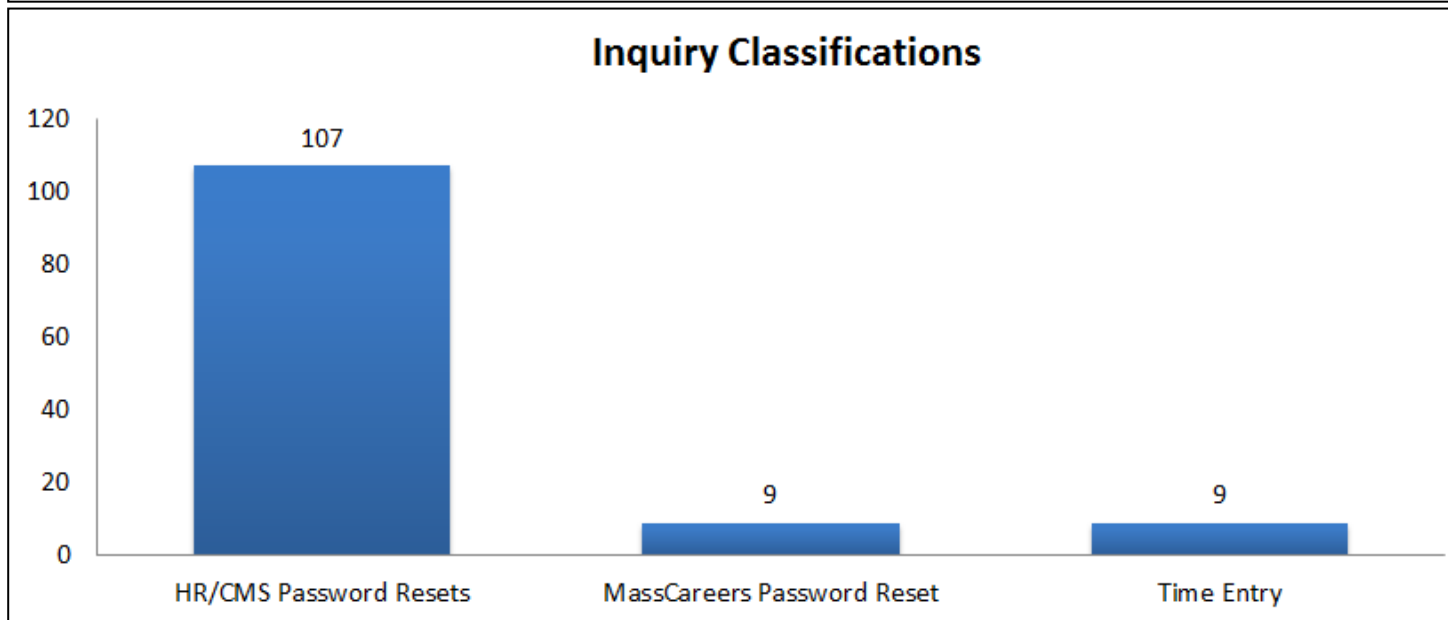
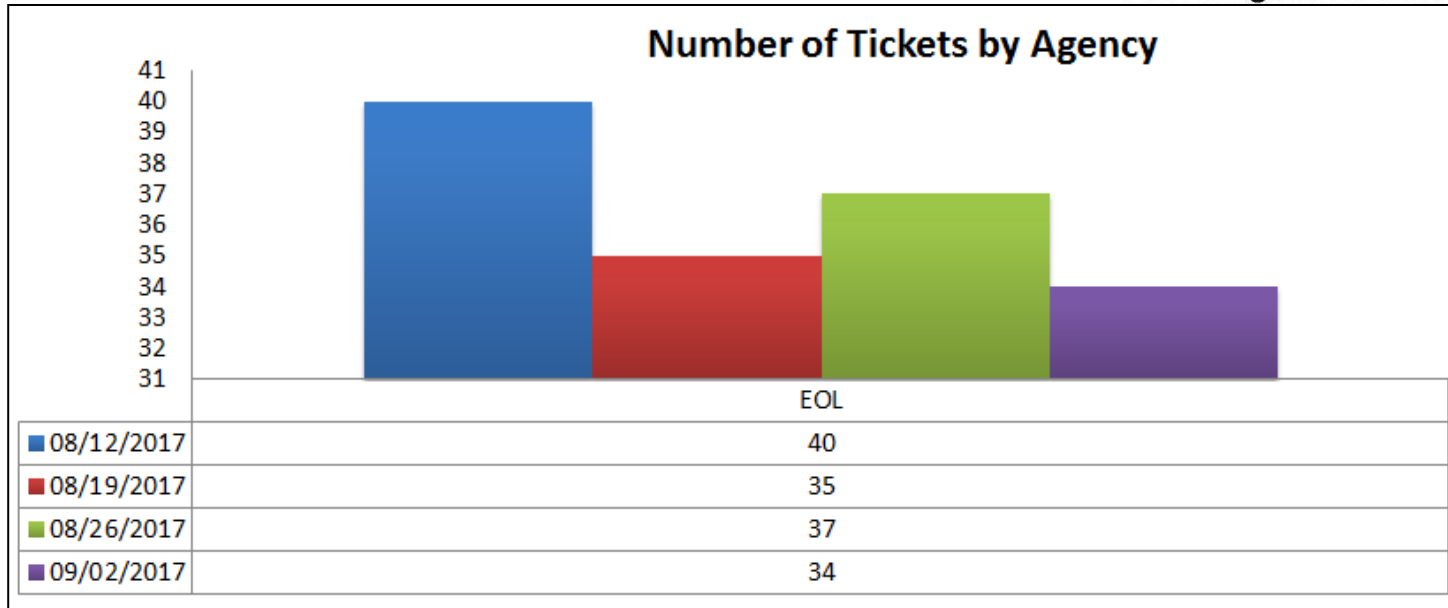


EOHED Secretariat Agencies

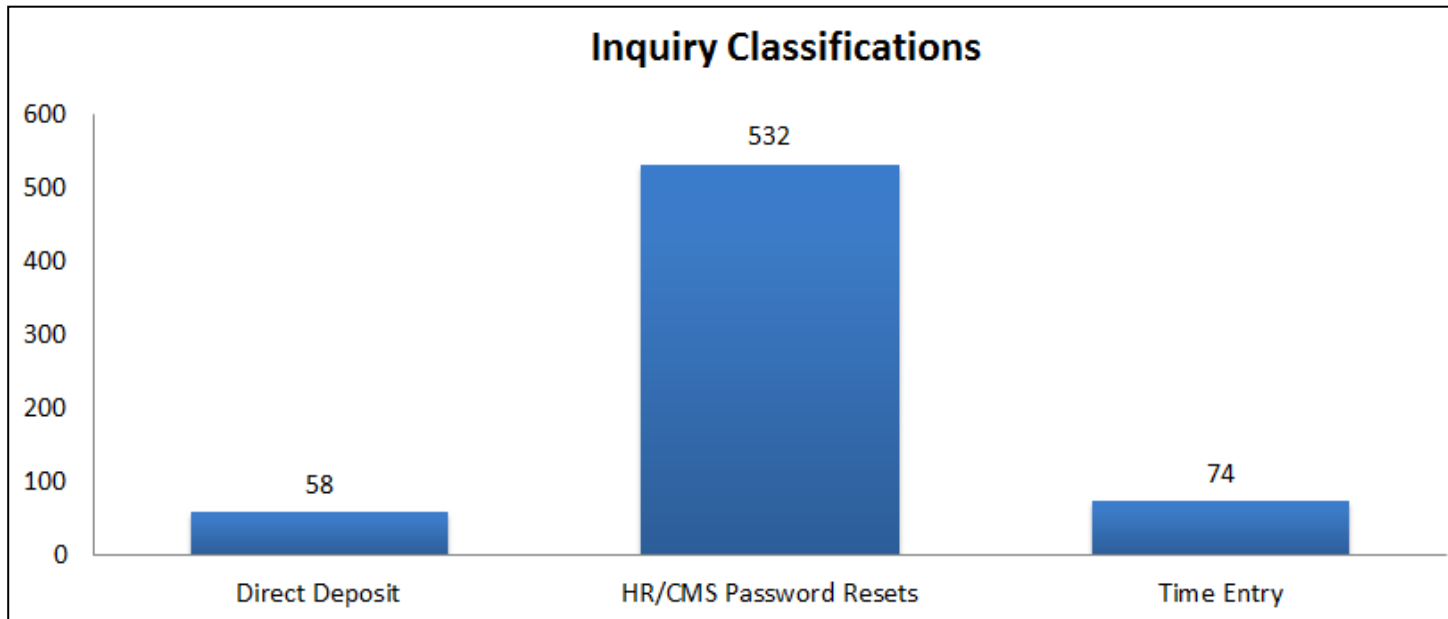
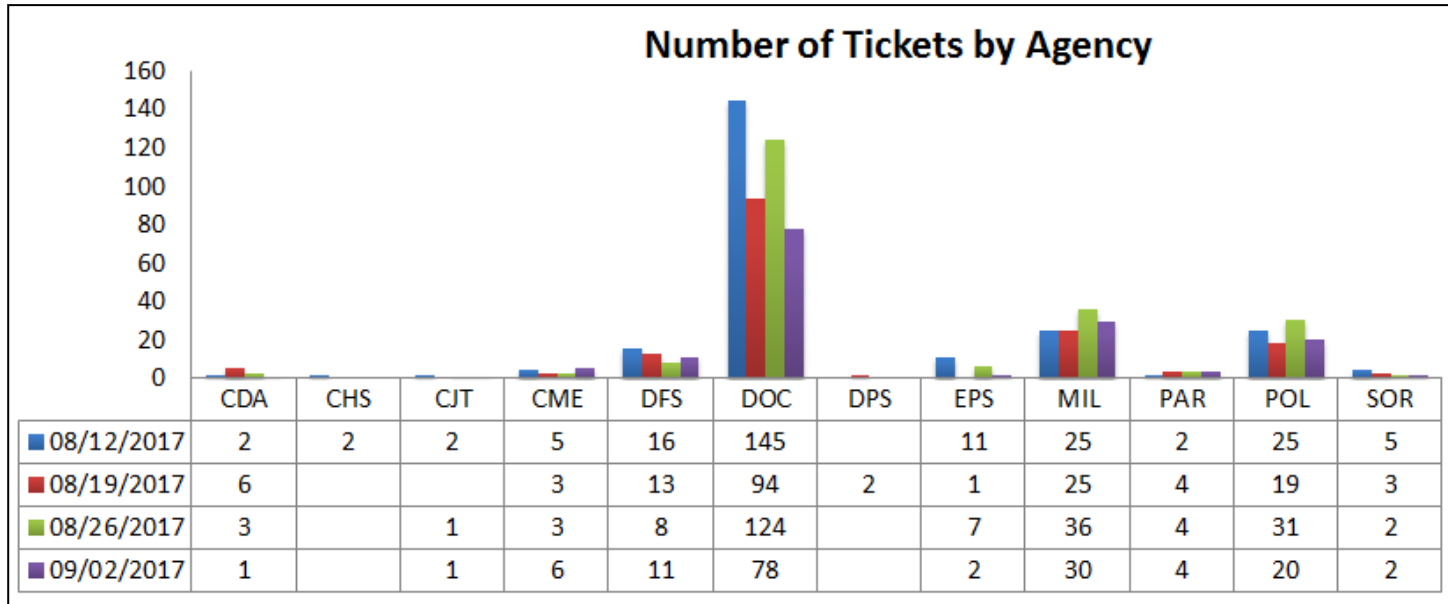


EOHHS Secretariat Agencies

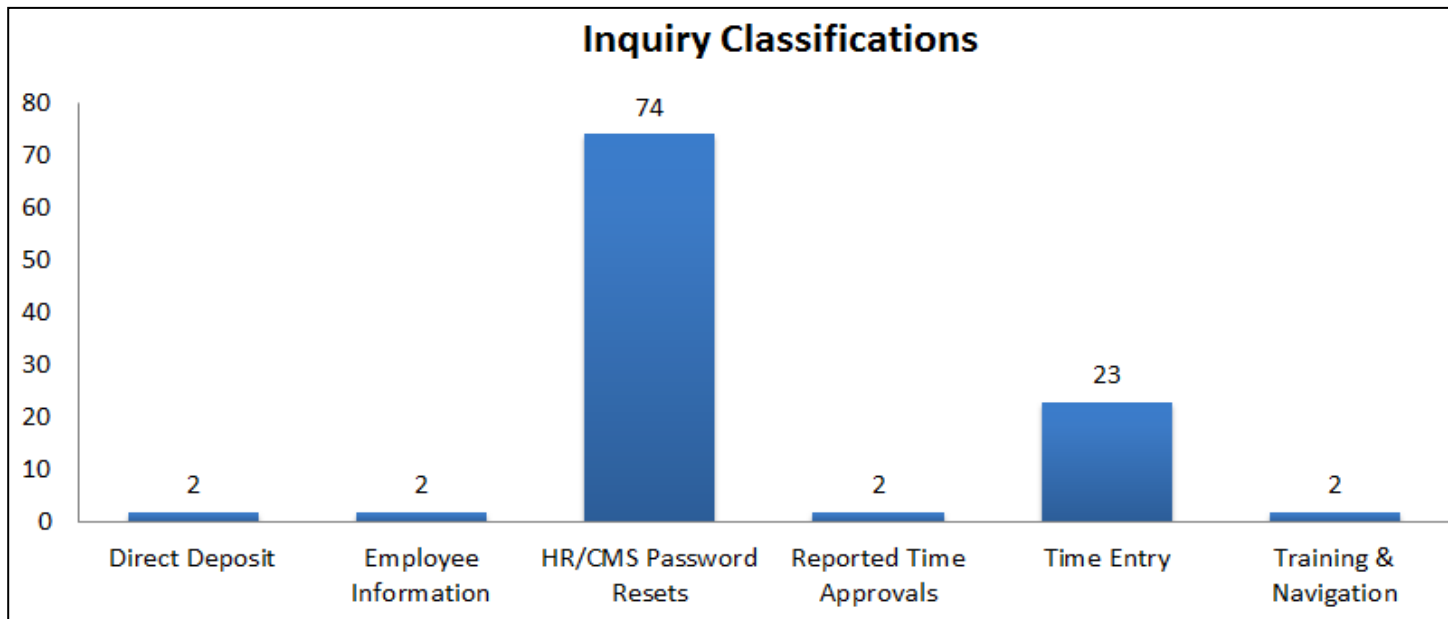
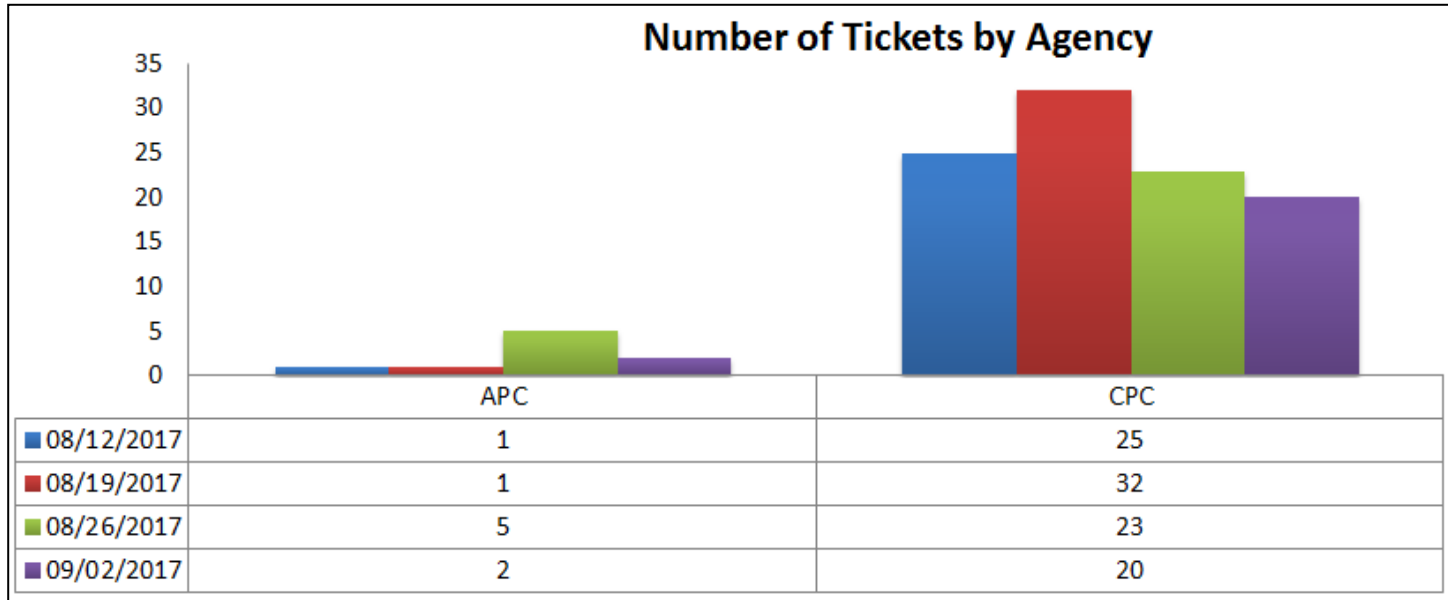




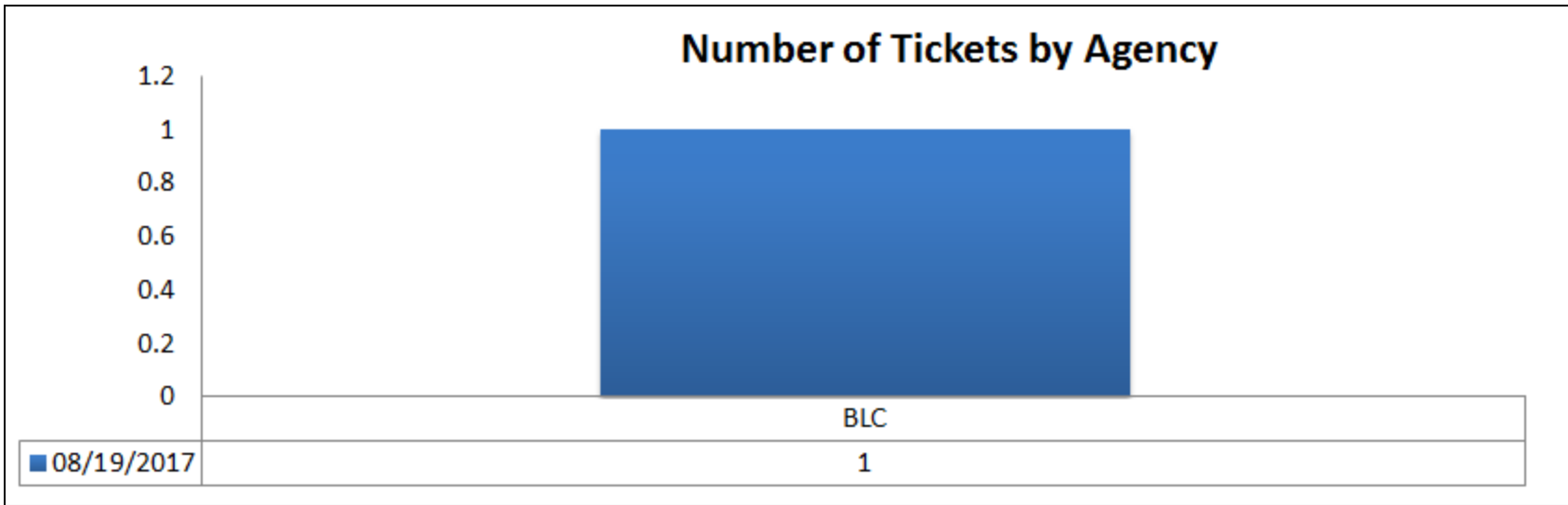
EOPSS Secretariat Agencies



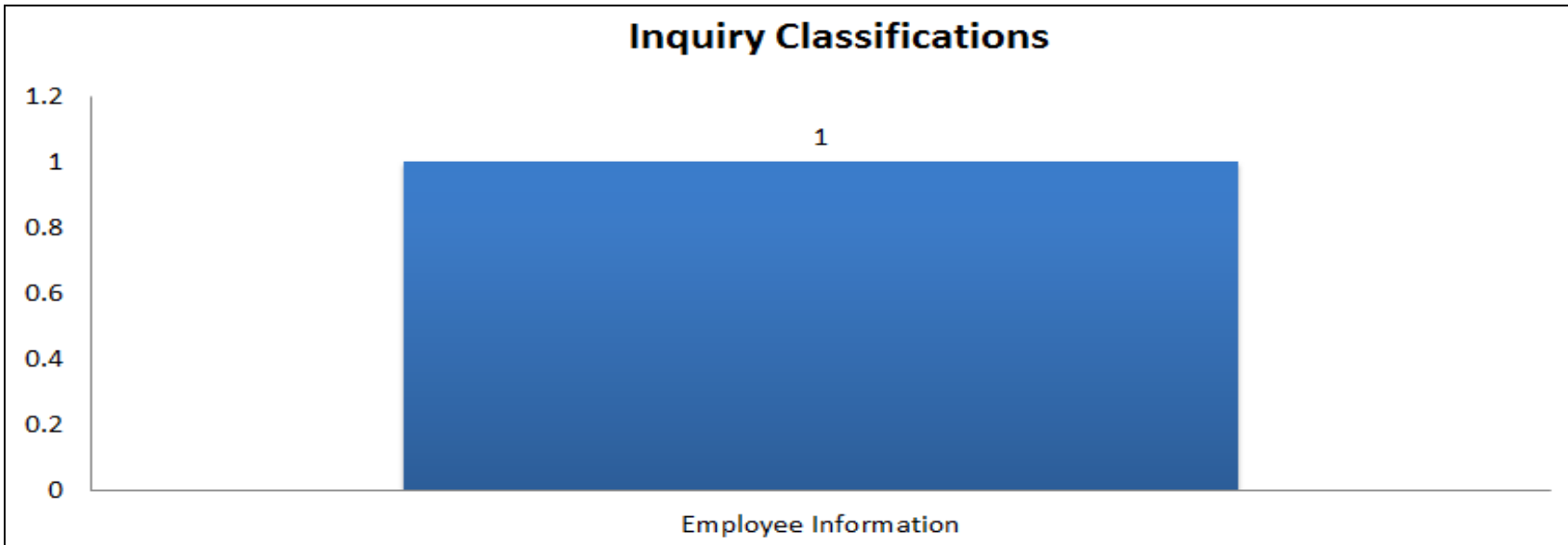
JUD Agencies



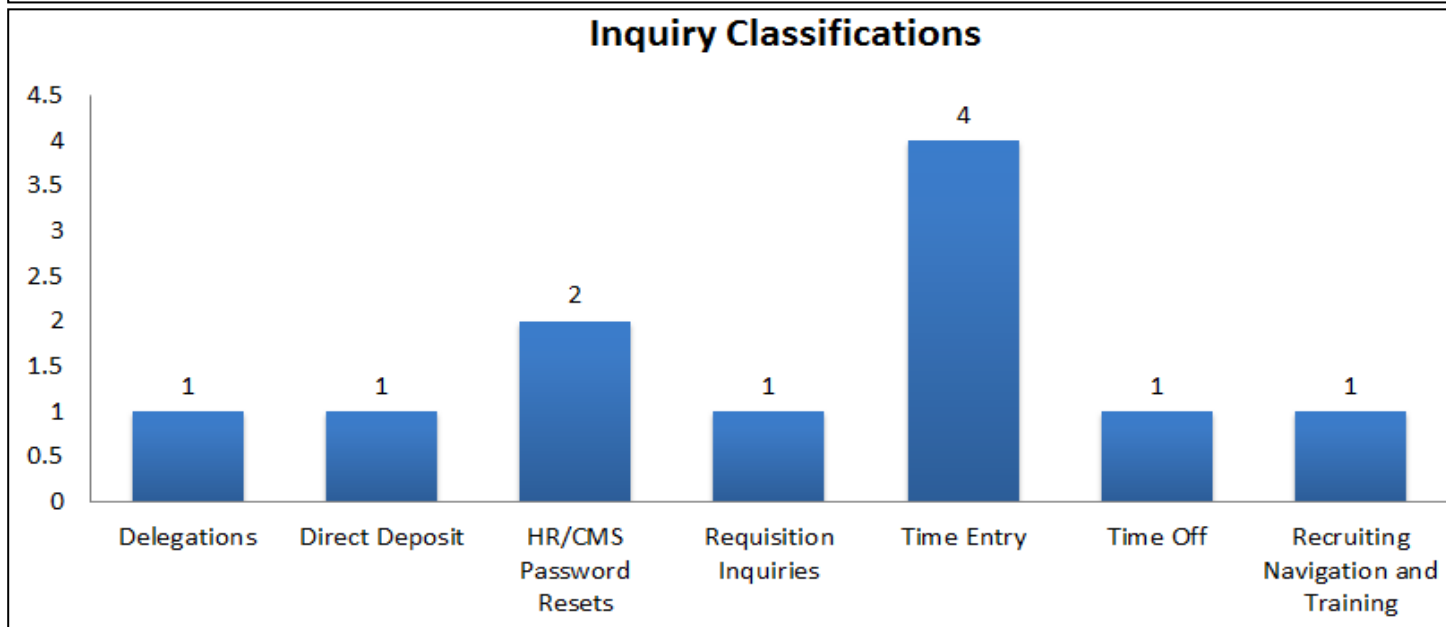
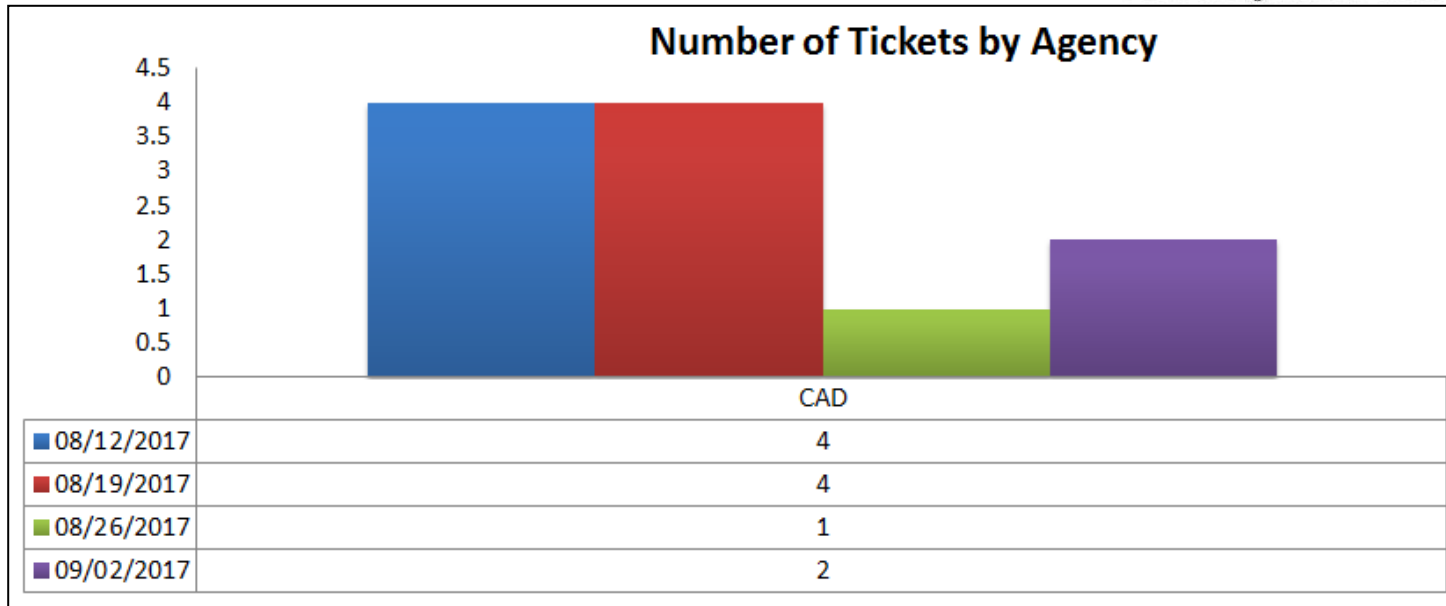
BLC Tickets and Classification



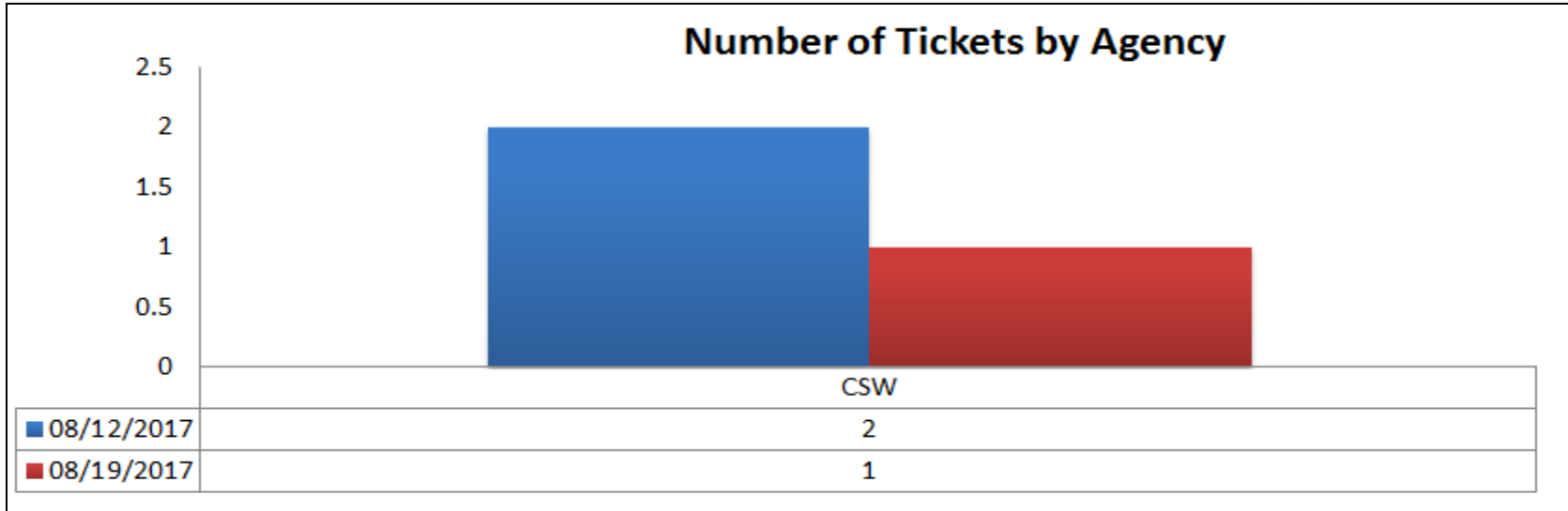
There were no requests the week of 8/12, 8/26, & 9/2.



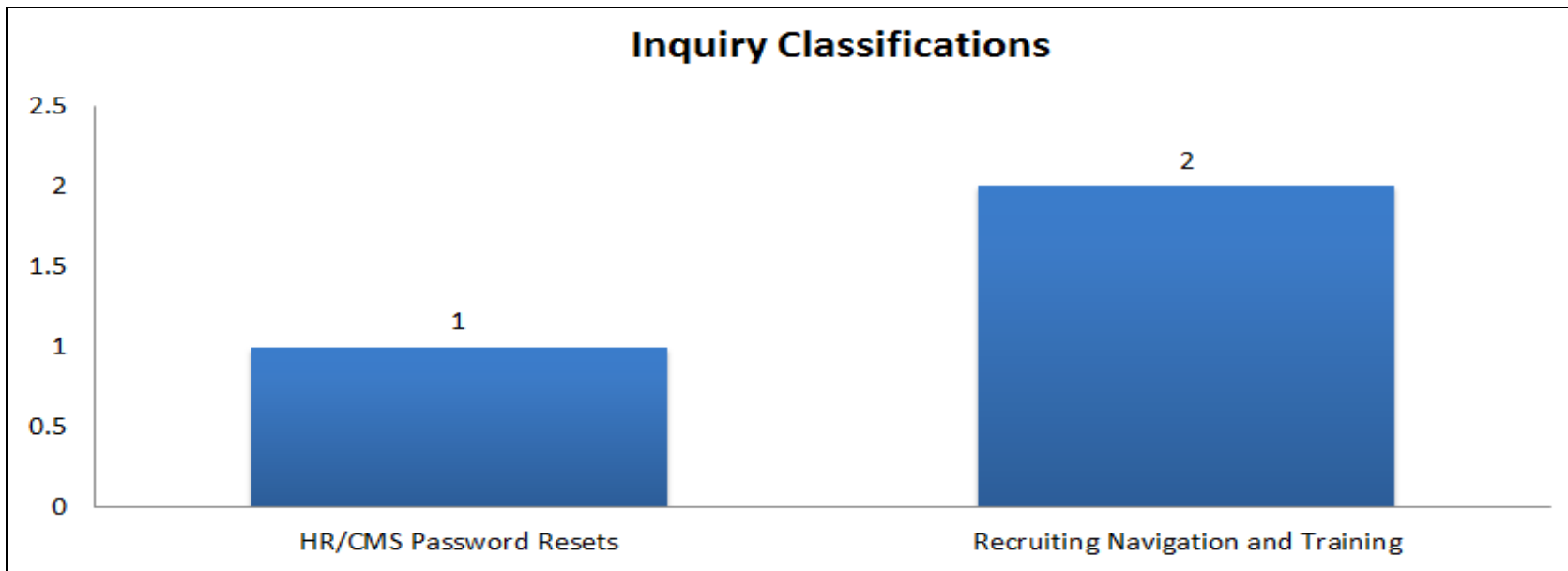
CAD Tickets and Classification



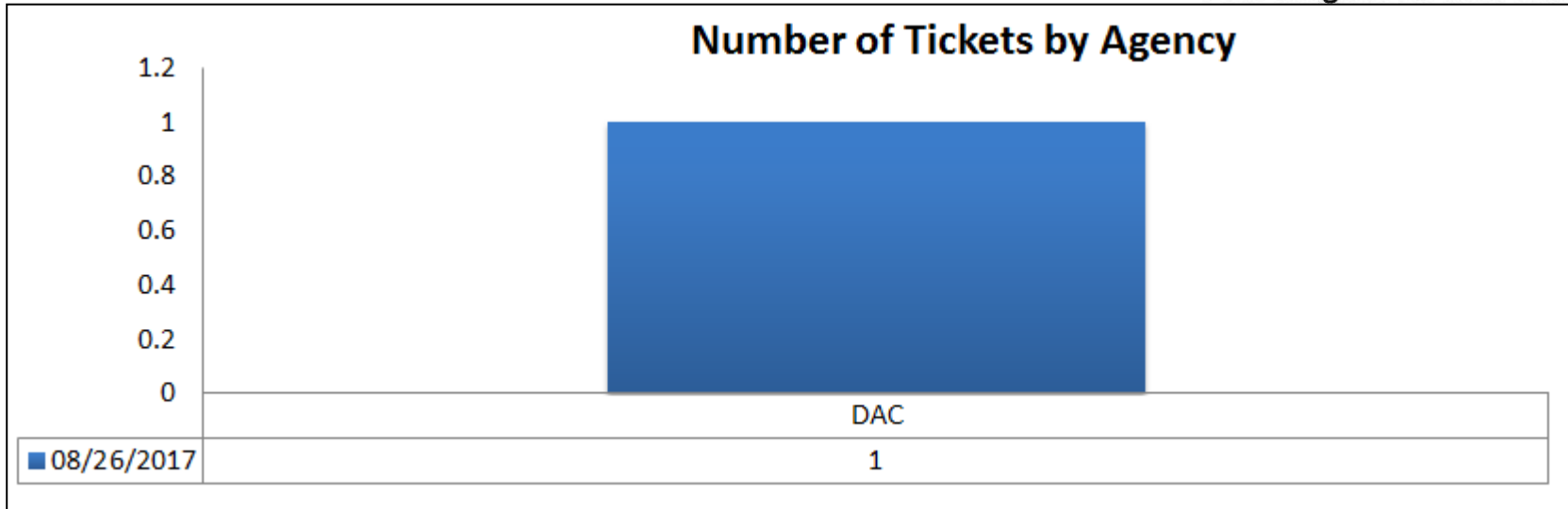
CSW Tickets and Classification



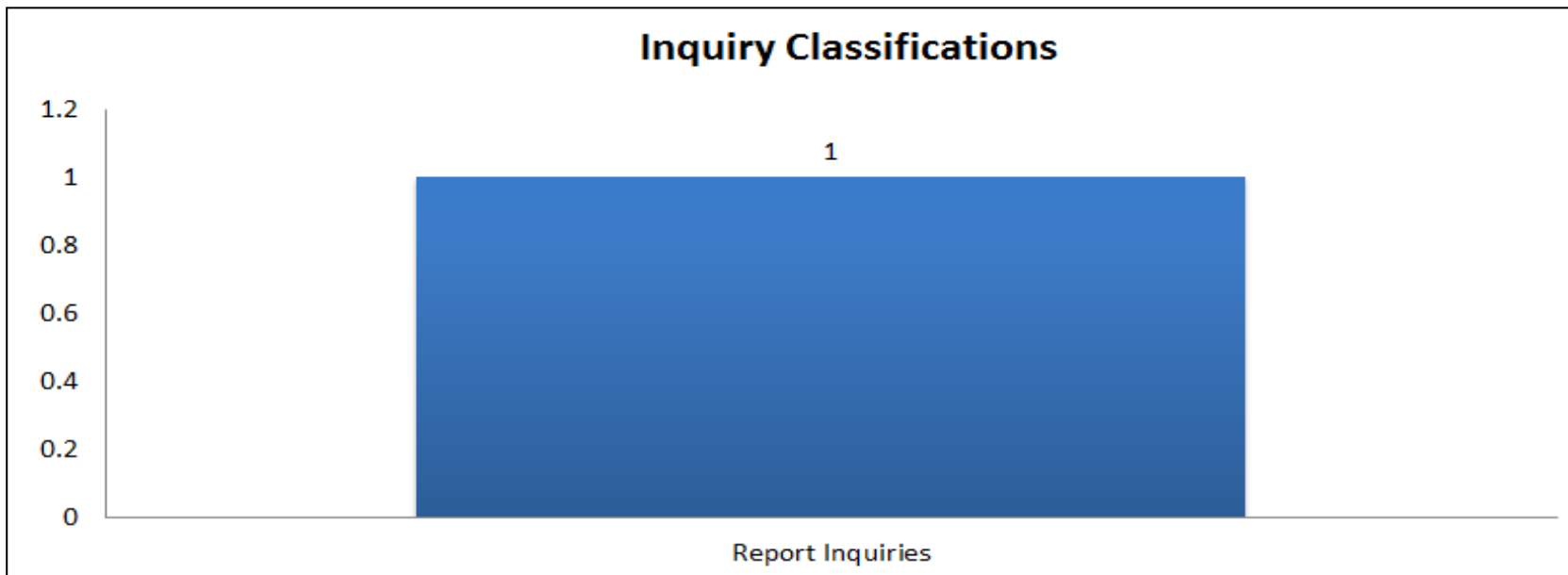
There were no requests the week of 8/26 & 9/2



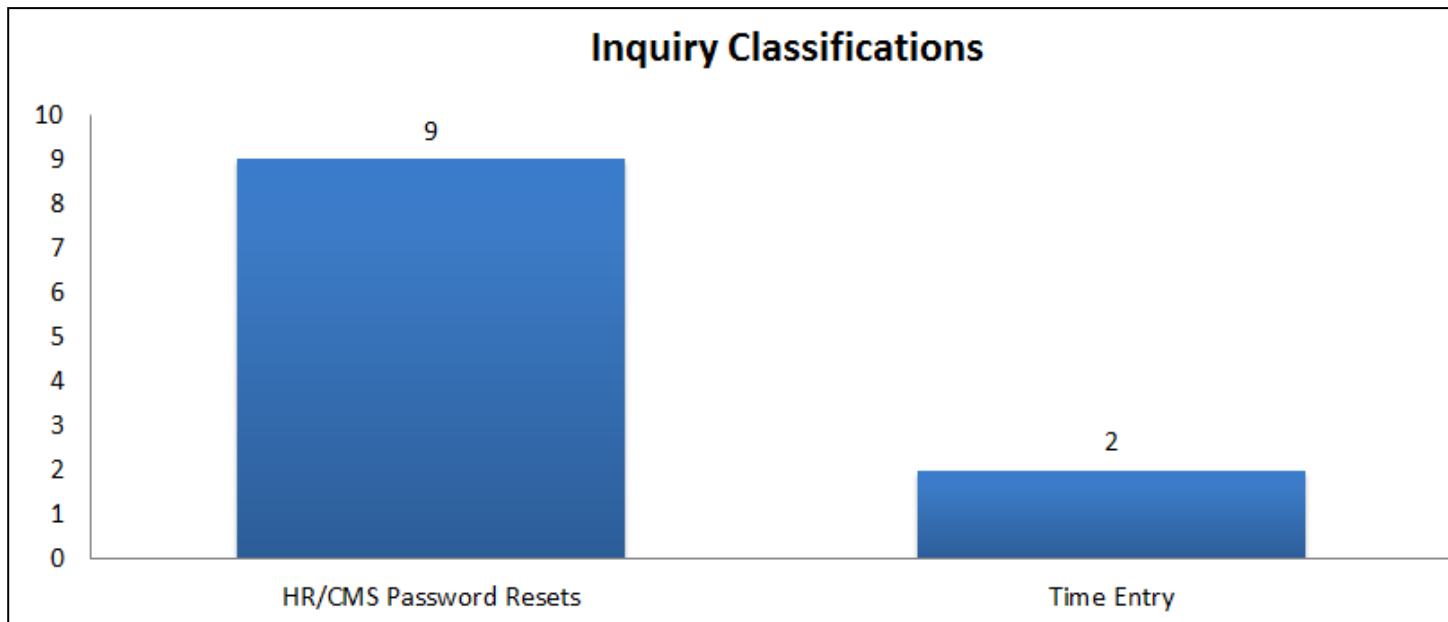
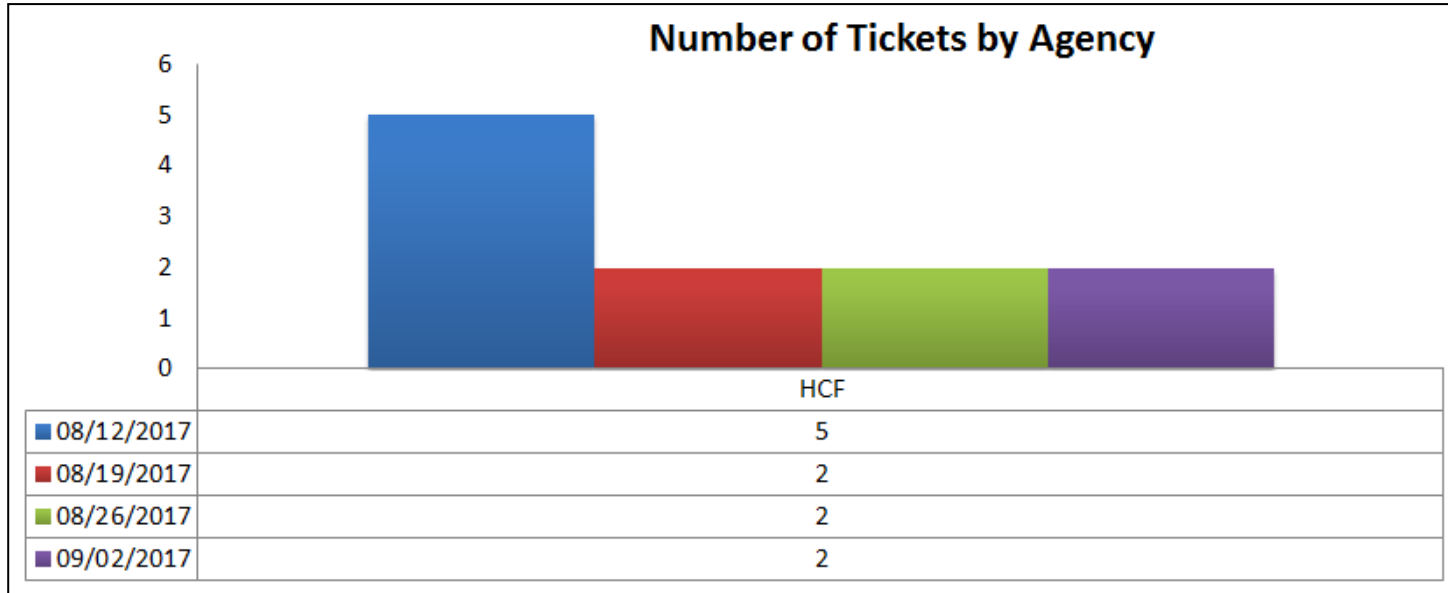
DAC Tickets and Classification



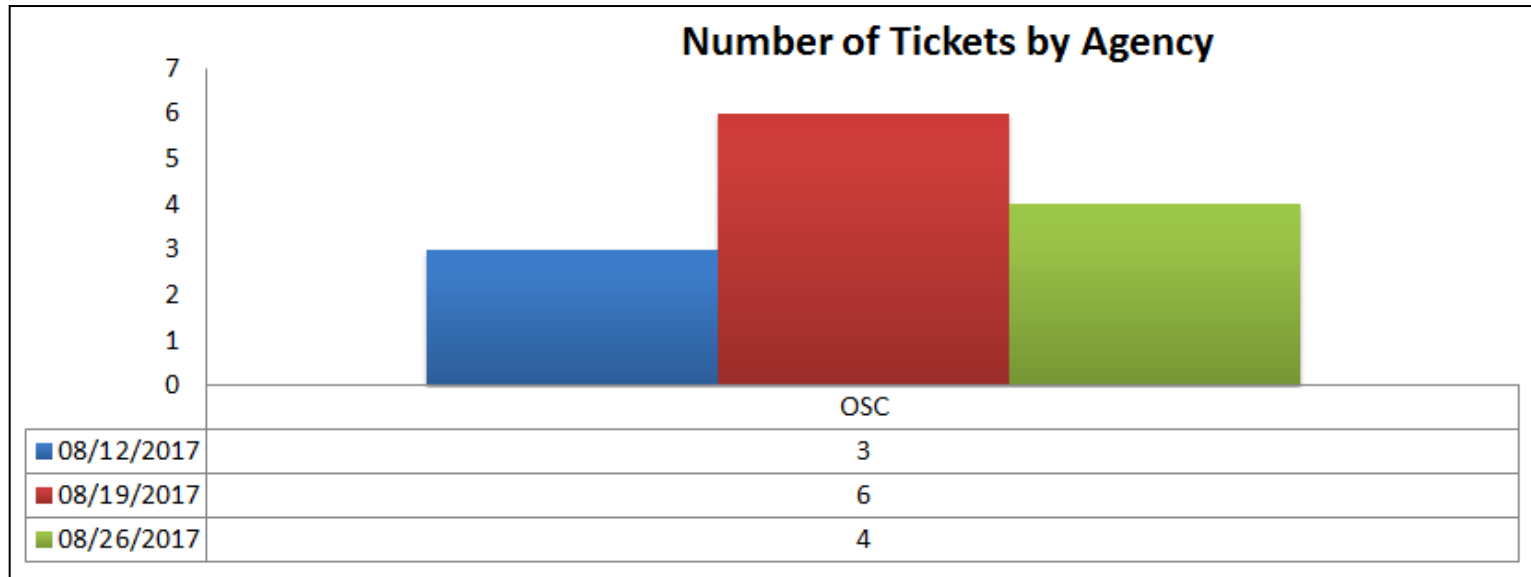
There were no requests the week of 8/26 & 9/2



HCF Tickets and Classification



OSC Tickets and Classification



There were no requests the week of 9/2.

