



# ESC Service Charter Scorecard

December 03, 2017 – December 31, 2017



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# Service Delivery Overview

## December 03, 2017 – December 31, 2017

### Executive Summary

Total # Agencies Served: 79

Total # Employees Served: 54,054

Total calls received: 6,207

Average Call Wait Time: 01:39

Total email requests received: 334

Total FAX requests received: 108

Number of Transactions processed by ESC: 5,787

Total tickets opened: 5,679

Total tickets closed within 3 days: 5,520

Total tickets remain open beyond 3 days: 159

% tickets remain open beyond 3 days: 2.79%

% of Employees served by the ESC: 10.70%

### Staffing

Area	Staffing as of 12/31/2017	Staffing as of 12/2/2017
Customer Service/Intake	4	4
Customer Service/MassCareers	3	4
Processing & Outreach	11	11
Senior Staff	2	2
Total	20	21

### Activities/Information

- EILB Enrollment caused a spike in call and ticket volume.

**Source:** ESC Avaya CMS & Footprints Reports, data from 12/3/2017 – 12/31/2017.

**\*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



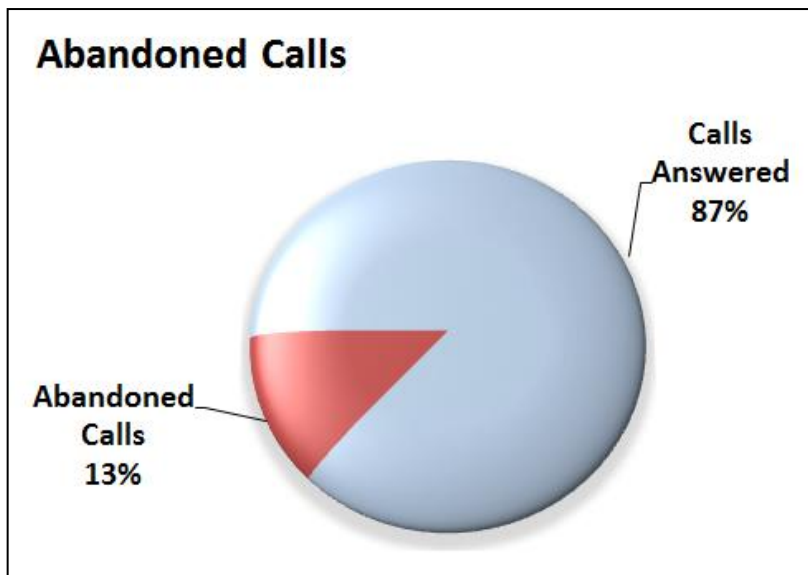
Delivering HR Services That Matter

Metric	Target	Current Period Performance 12/03/17 – 12/31/17	Previous Period Performance 10/29/17 – 12/2/17	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	1:39 seconds	0:48 seconds	
Average case resolution time – password resets and e-mail updates (Time owned by ESC)	98% within 1 day	87.24%	99.09%	
Average case resolution time – inquiries and requests (Time owned by ESC)	75% within 1 day 90% within 3 days	84.1% within 1 Day and 95.9% within 3 Days	94.2% within 1 Day and 96.7% 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	92.4% rated good to excellent (1.373% response rate)	93.6% rated good to excellent (2.327% response rate)	
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%	N/A	N/A	
SLA reports produced on time according to predefined schedule (see section 5.5)	Y/N	N	N	

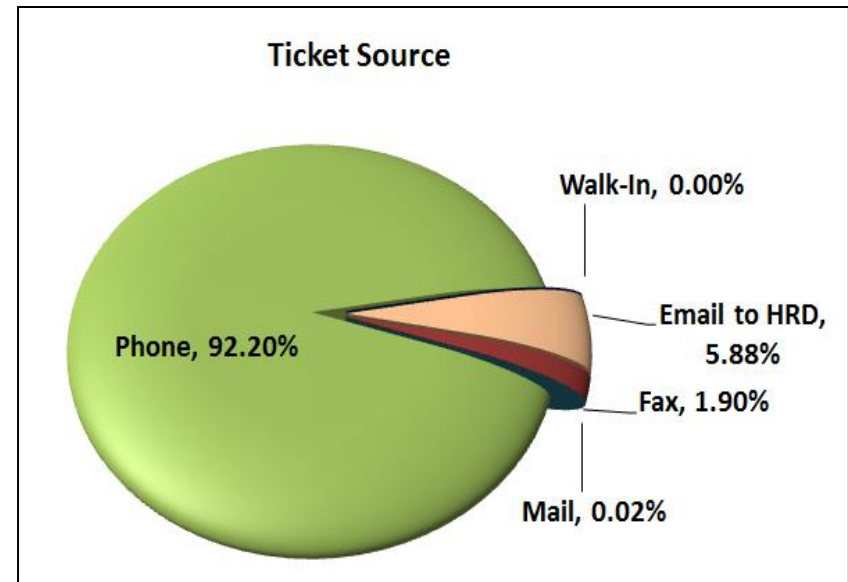


# Inbound Call Data

SLA Metric	Target Level	Current Period 12/03/17 to 12/31/17	Previous Period 10/29/17 to 12/2/17	December 2016
Average Wait Time – Answered Calls (Days operational)	Will not exceed 3 minutes 90% of the time	1:39 seconds	0:48 seconds	1:10 seconds



Total = 6,207 calls



Total = 5,679 Tickets

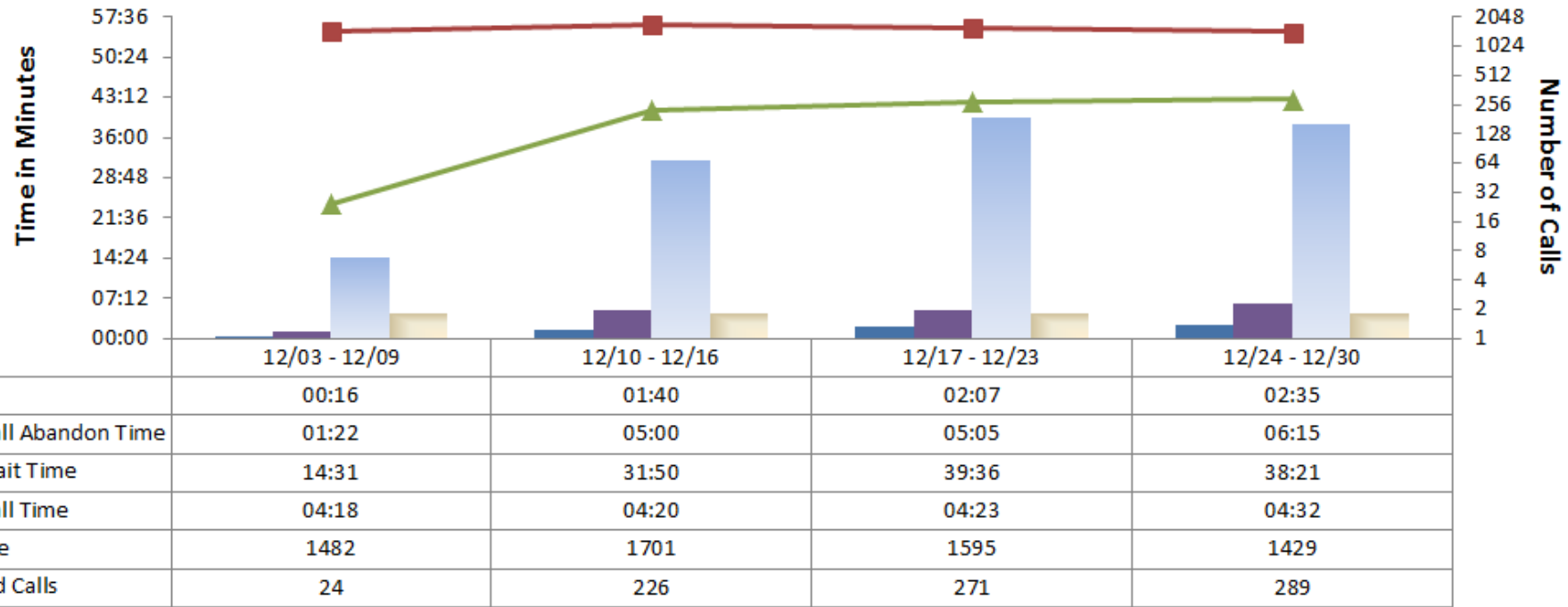
**Source:** ESC Footprints & Avaya data from 12/3/2017 – 12/31/2017.

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



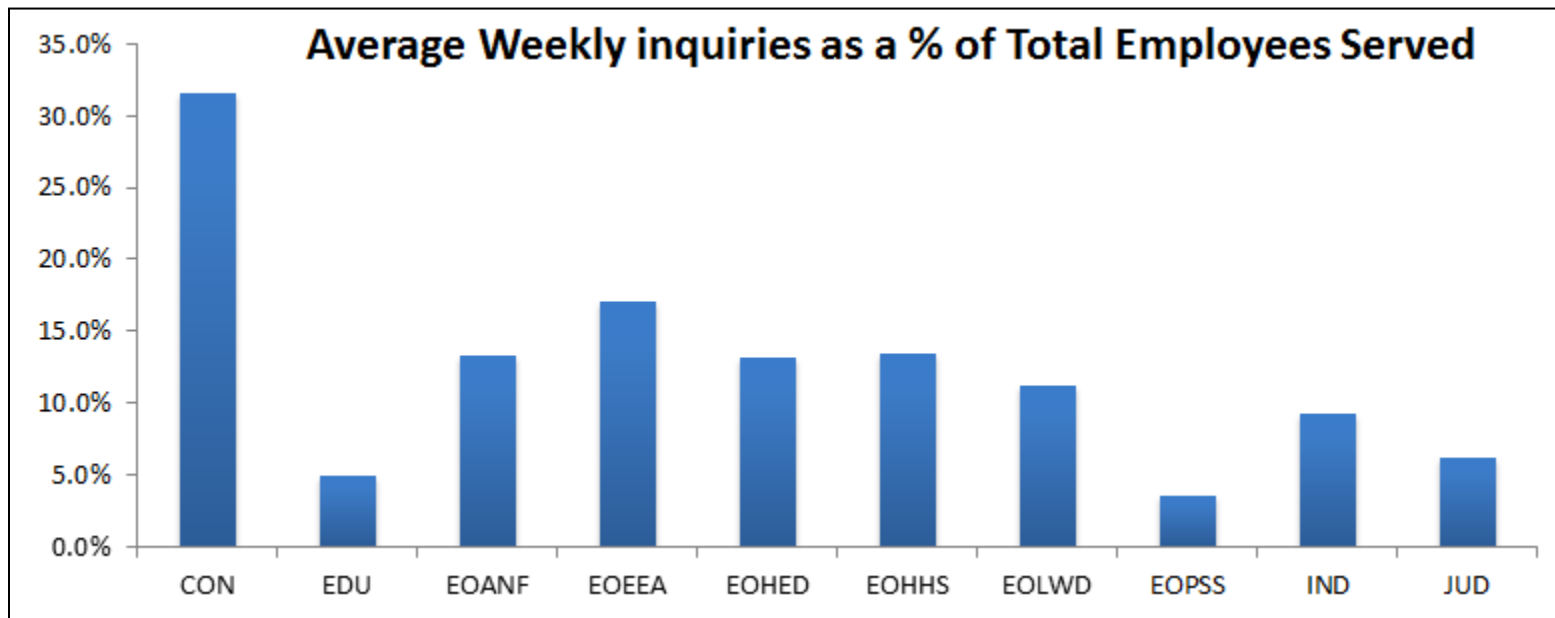
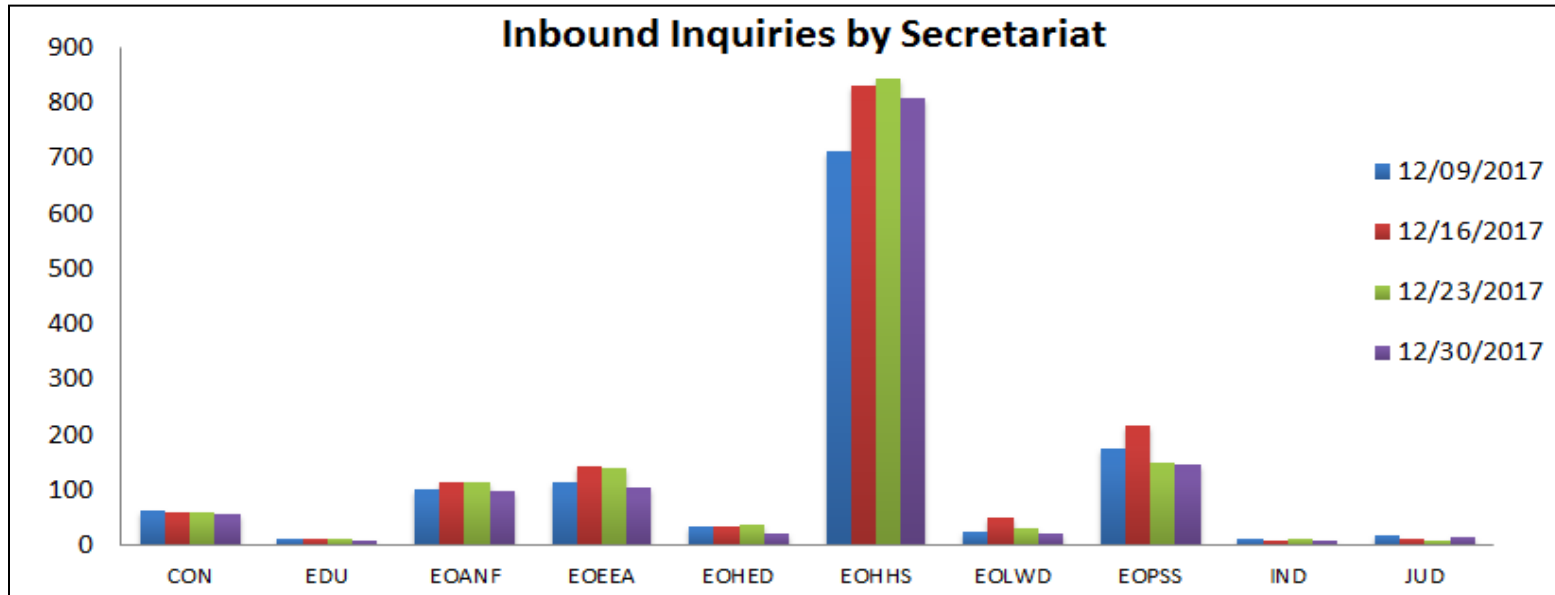
# Inbound Call Data

## Wait Time, Call Volumes, & Abandonment Rates



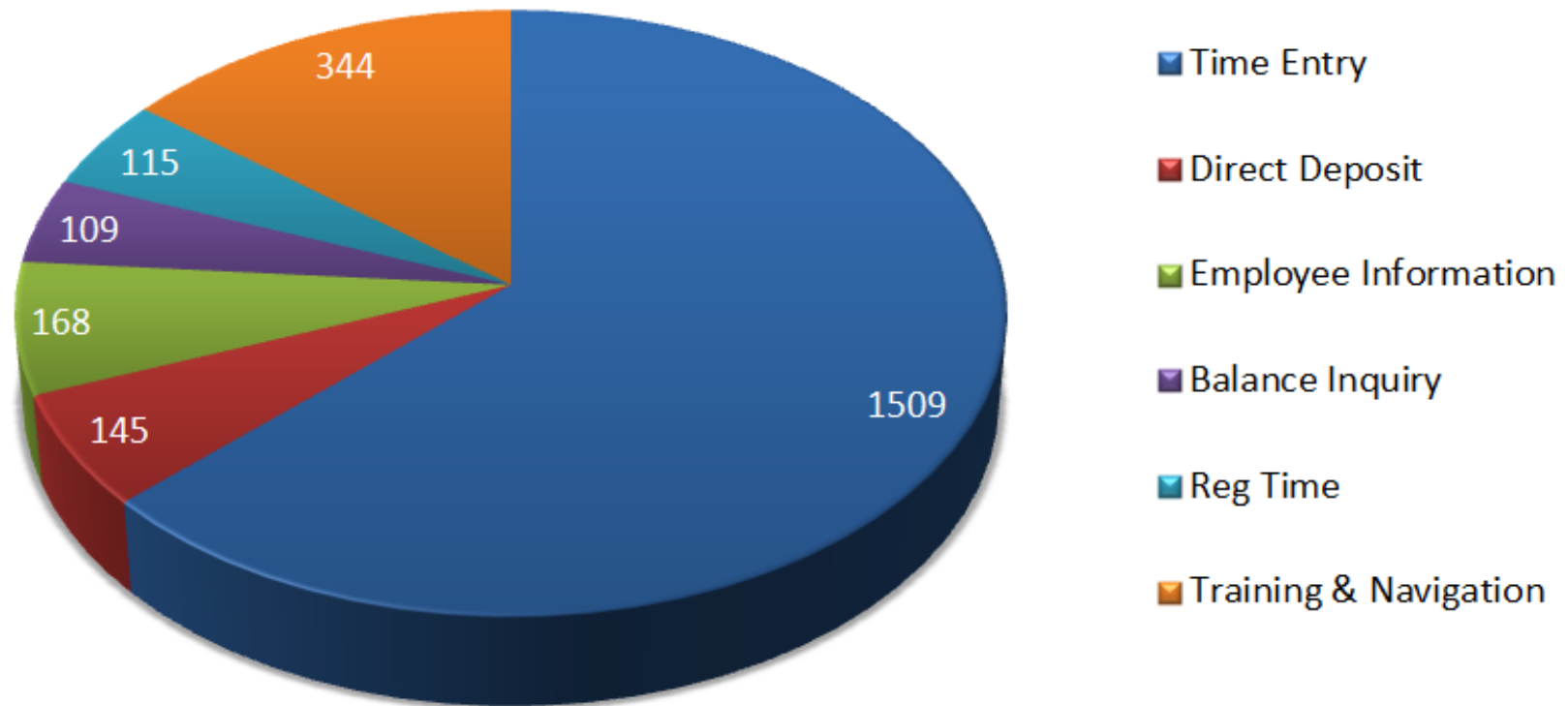
**Source:** ESC Avaya data from 12/3/2017 – 12/31/2017.

# Inbound Inquiries by Secretariat



# Types of Inquiries Received

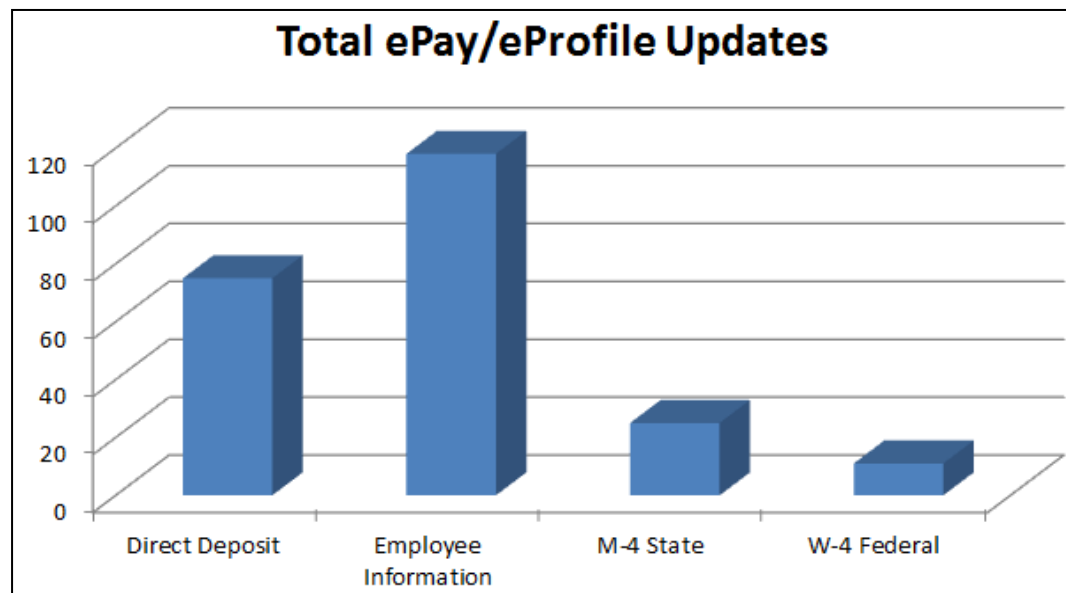
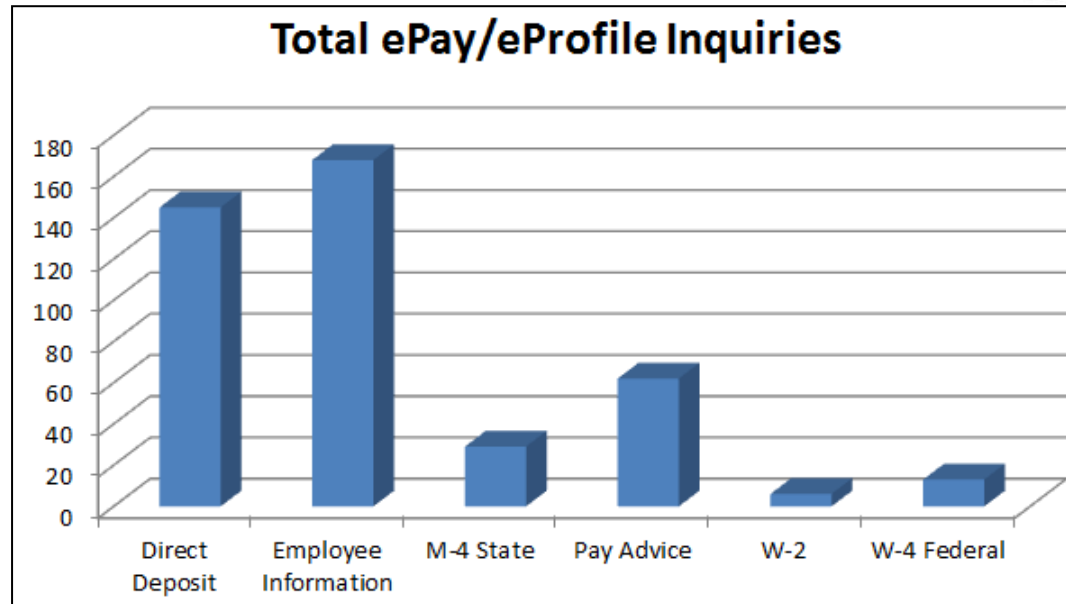
**Top Inquiry Classifications (Excluding Password Resets)**



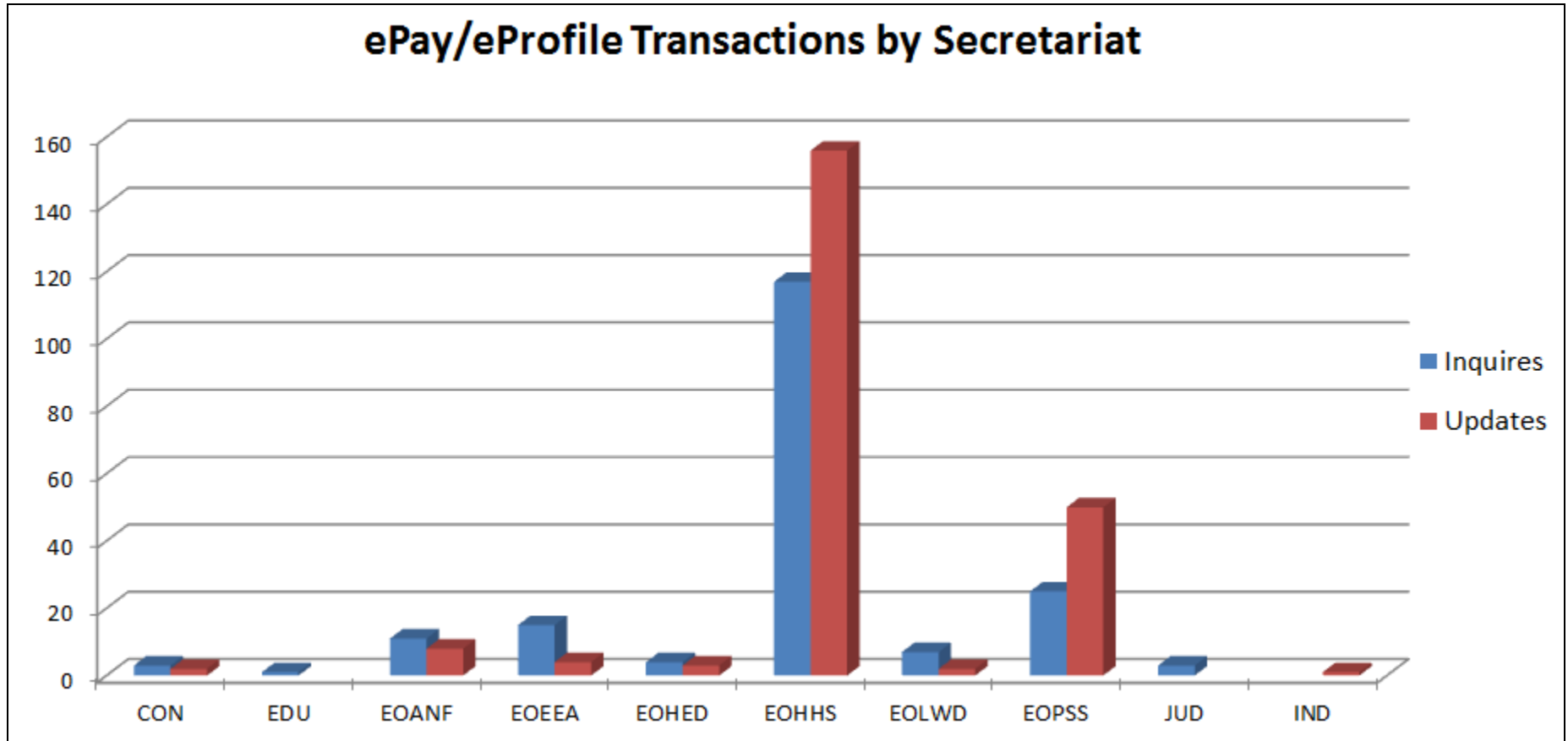
**Source:** ESC Footprints data from 12/3/2017 – 12/31/2017.



# ePay/eProfile Transactions



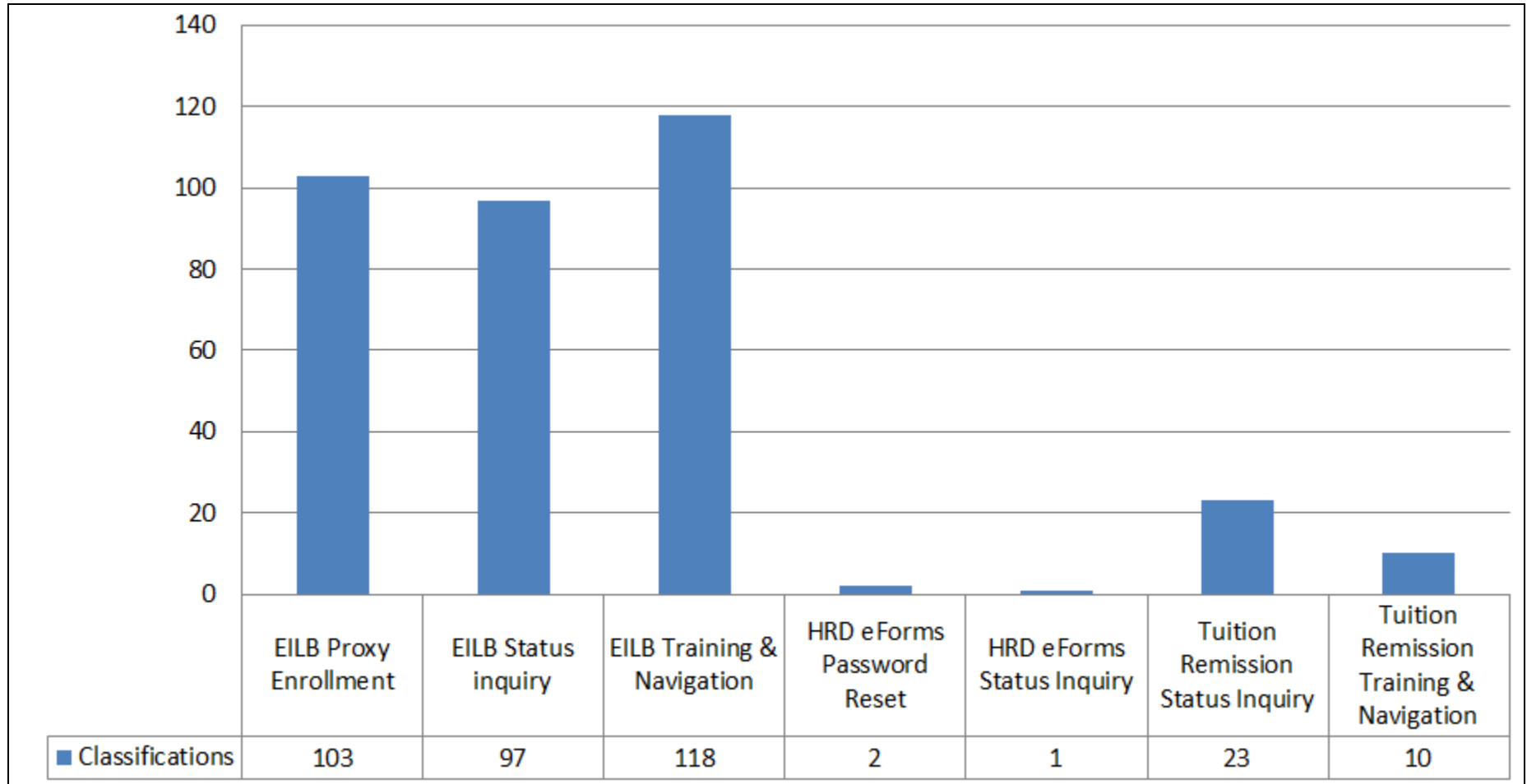
# ePay/eProfile Transactions by Secretariat



**Source:** ESC Footprints data from 12/3/2017 – 12/31/2017.



# eServices Inquiries



Source: ESC Footprints data from 12/3/2017 – 12/31/2017.



# Case Resolution Time

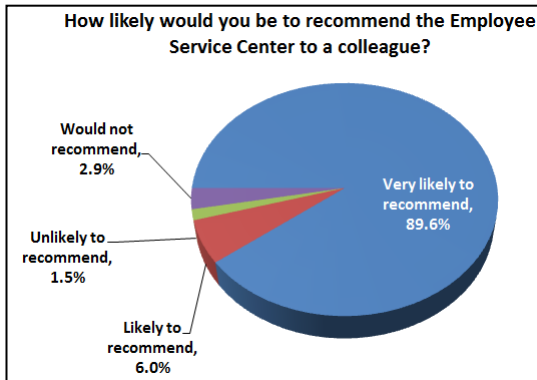
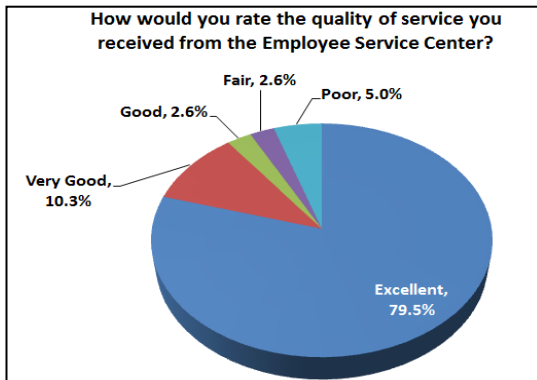
SLA Metric	Target	Current Period 12/03/2017 – 12/31/2017	Previous Period 12/29/2017 – 12/2/2017	Previous Year December 2016
Average case resolution time – password resets and e-mail updates (Time owned by ESC)	98% within 1 day	87.24%	99.09%	98.93%
Average case resolution time – inquiries and requests (Time owned by ESC)	75% within 1 day 90% within 3 days	84.1% within 1 Day and 95.9% within 3 Days	94.2% within 1 Day and 96.7% within 3 Days	91.3% within 1 Day 94.6% within 3 Days

**Source:** ESC Footprints data from 12/3/2017 – 12/31/2017.



# Customer Satisfaction Survey Results

SLA Metric	Target	Current Period 12/03/2017 – 12/31/2017	Previous Period 10/29/2017 – 12/2/2017	December 2016
<b>Customer satisfaction</b>  (Based on automated survey upon ticket closure.)	80% of customers rate overall satisfaction good to excellent	92.4% rated good to excellent  (1.373% response rate)	93.6% rated good to excellent  (2.327% response rate)	97% rated good to excellent  (1.766% response rate)



## Selected Monthly Comments:

- I would like to mention that it was a nice customer service touch when the representative stated 'happy holidays' at the end of the call. I think it would always be nice to include a positive concluding comment such as 'have a nice day'.
- The agent was professional, courteous and completely understood the situation. In addition, I've called on the Hotline on several occasions and have been very impressed by the level of customer service received - great job by the team!
- The Service Employee was very helpful and even assisted me to clear my browser history to prevent future issues with signing in. She was very pleasant and knowledgeable.
- Quick, friendly and accurate service and problem resolution. What more could you ask for?

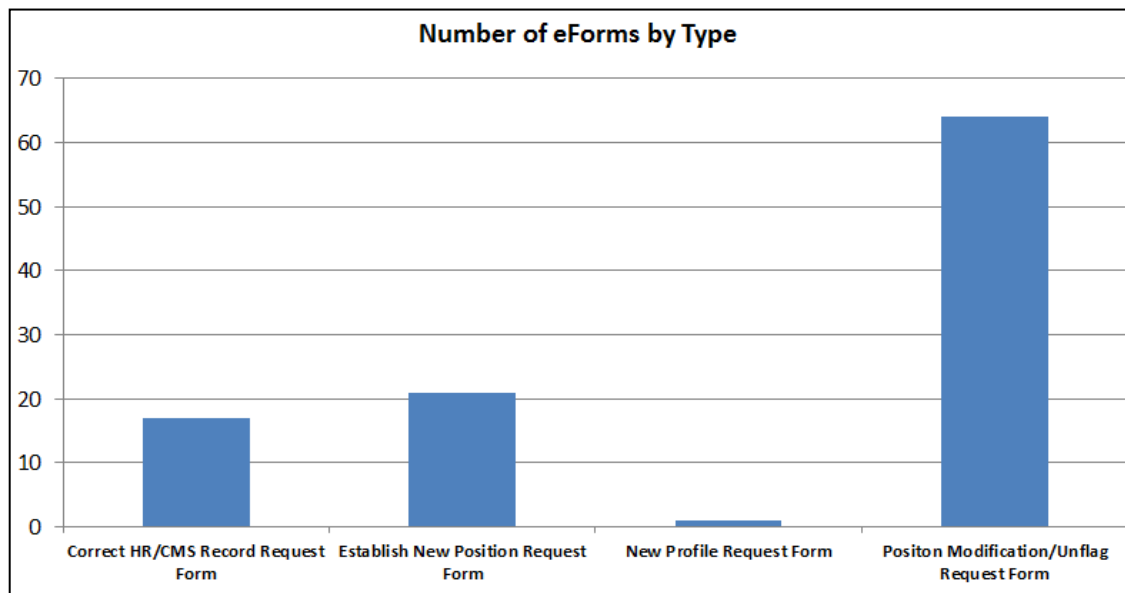
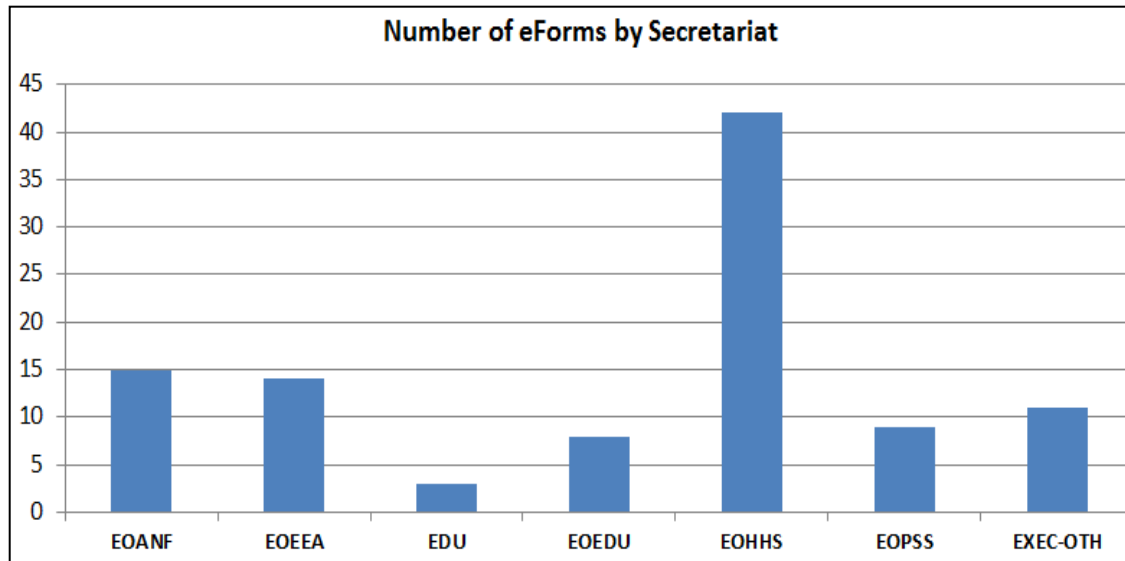
**Source:** ESC Customer Satisfaction Survey; survey link is provided on ticket closure notice and is voluntary. Survey results shown were collected between 12/3/2017 – 12/31/2017.

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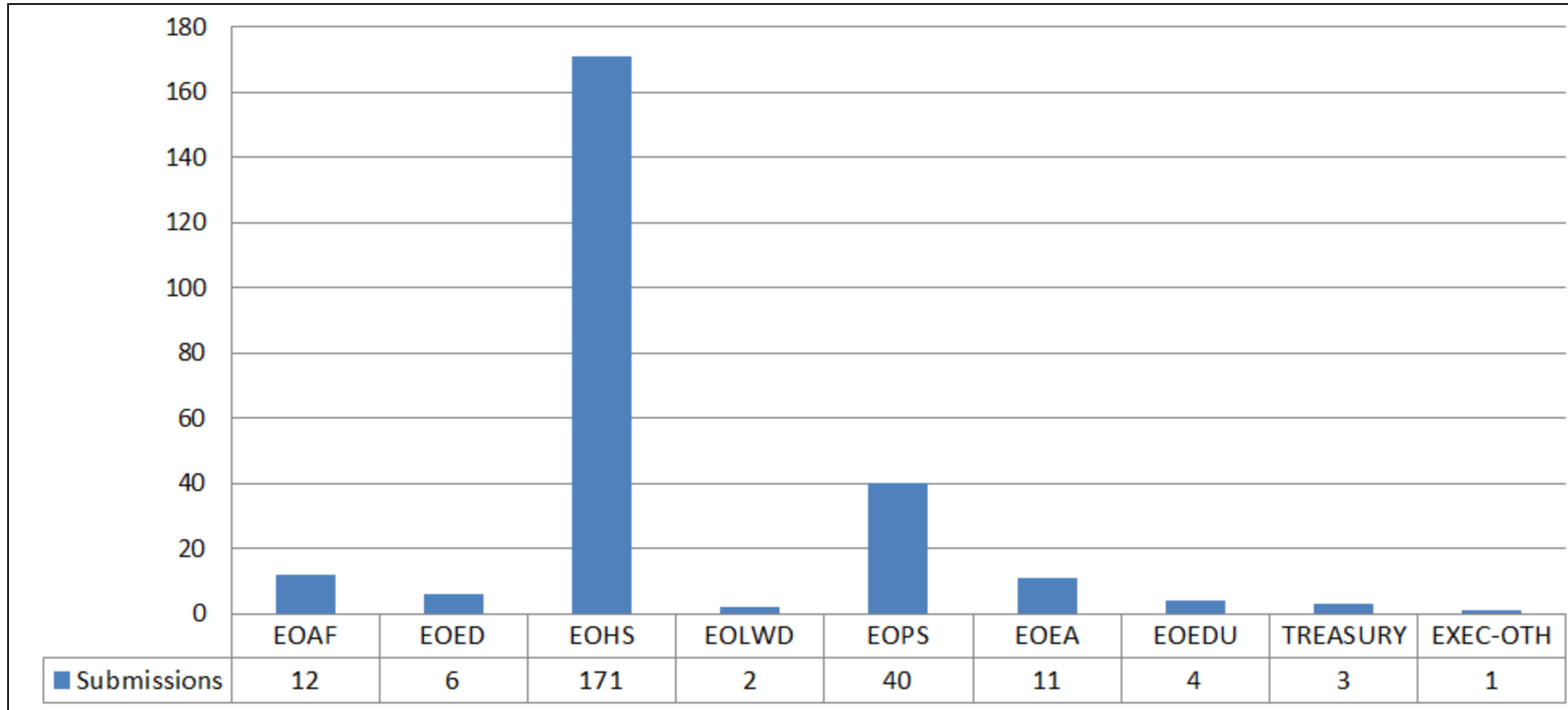


# Position Management

Total number of eForms processed by ESC: 103



# Tuition Remission Submissions per Secretariat

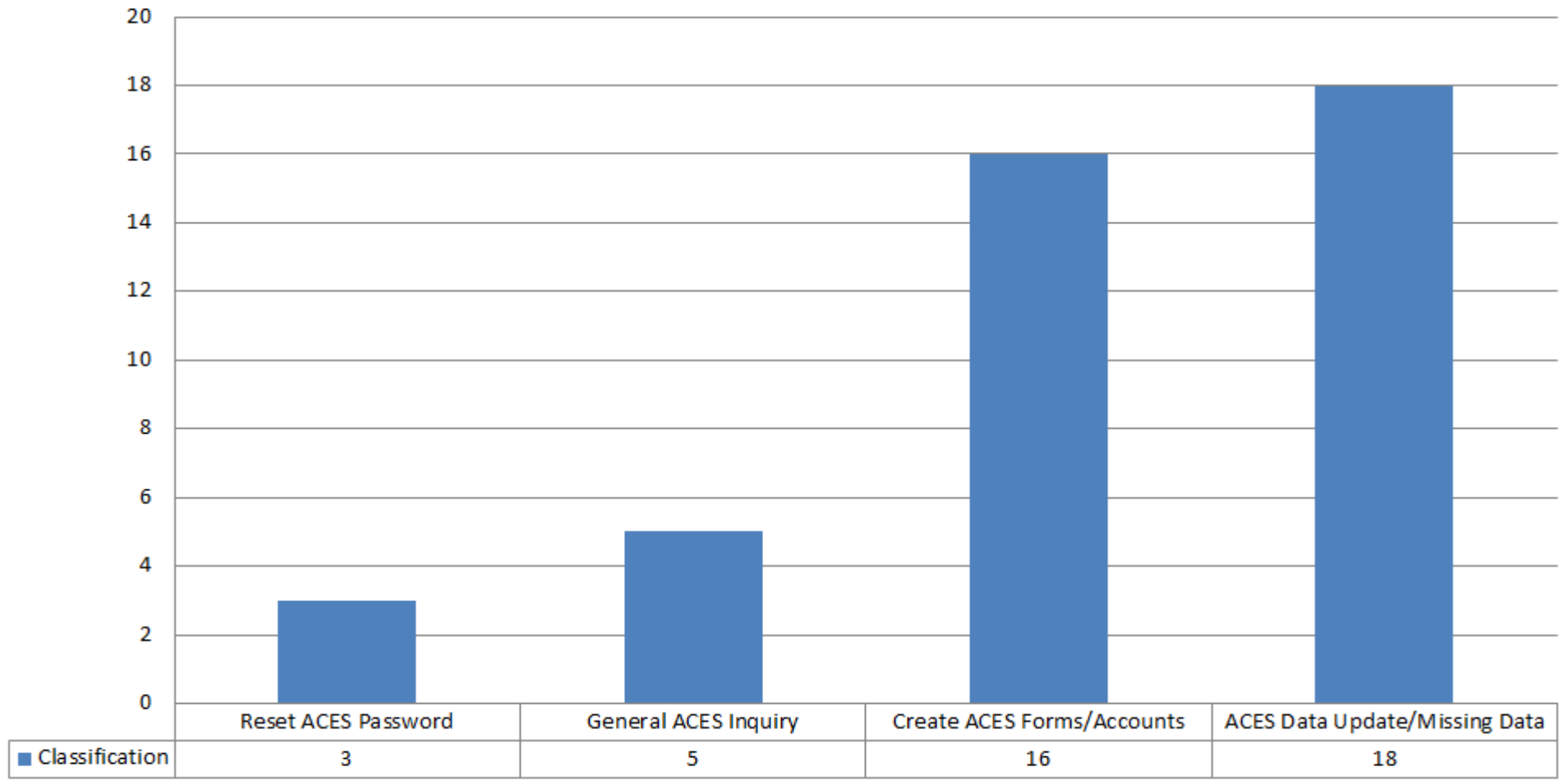


**Source:** OnBase - Hyland Unity Client Reporting data from 12/3/2017 – 12/31/2017.



# ACES Quarterly Report

## ACES Quarterly Activity (10/1/2016 - 12/31/2017)

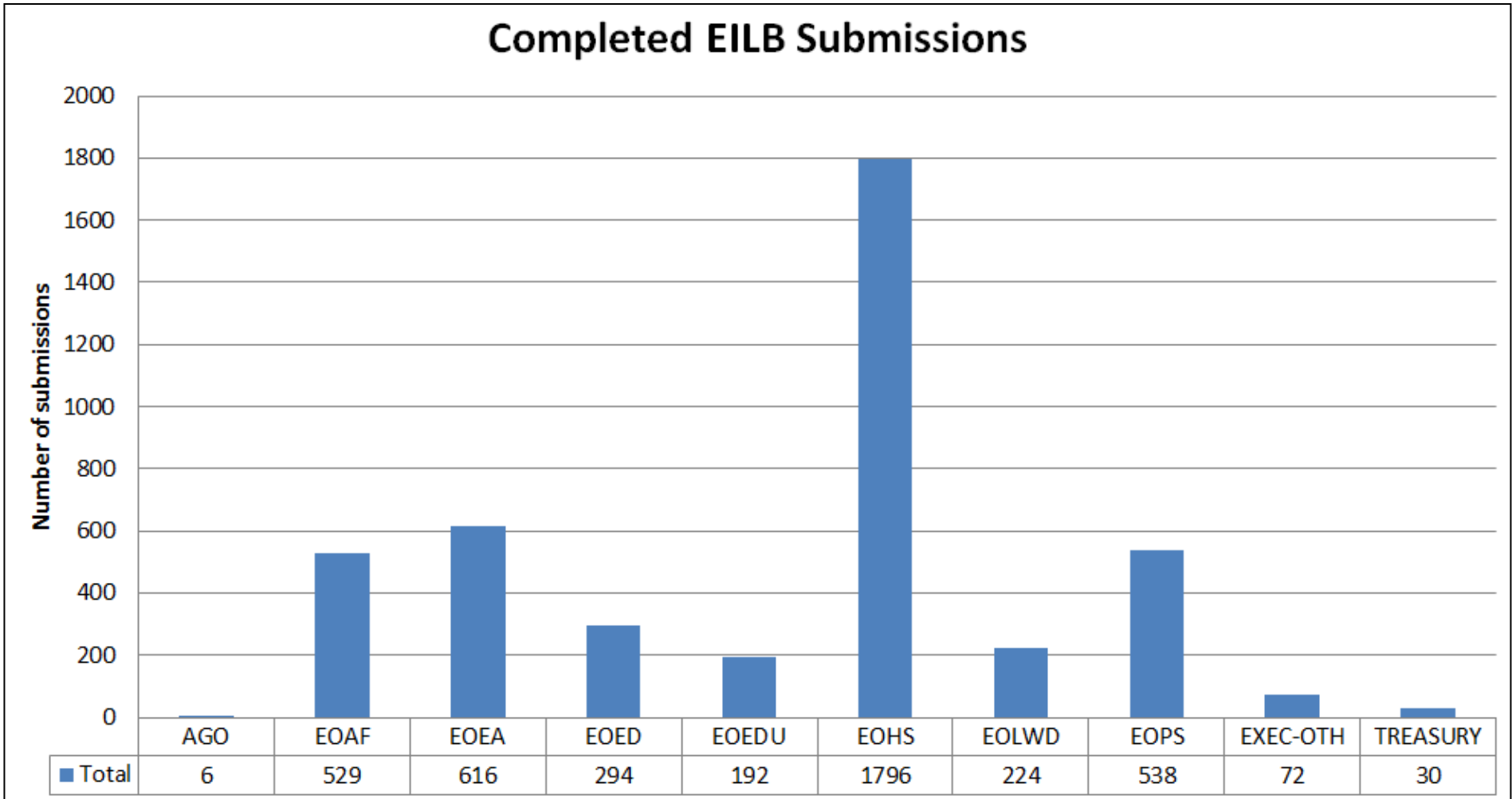


**Source:** OnBase - Hyland Unity Client Reporting data from 12/3/2017 – 12/31/2017.





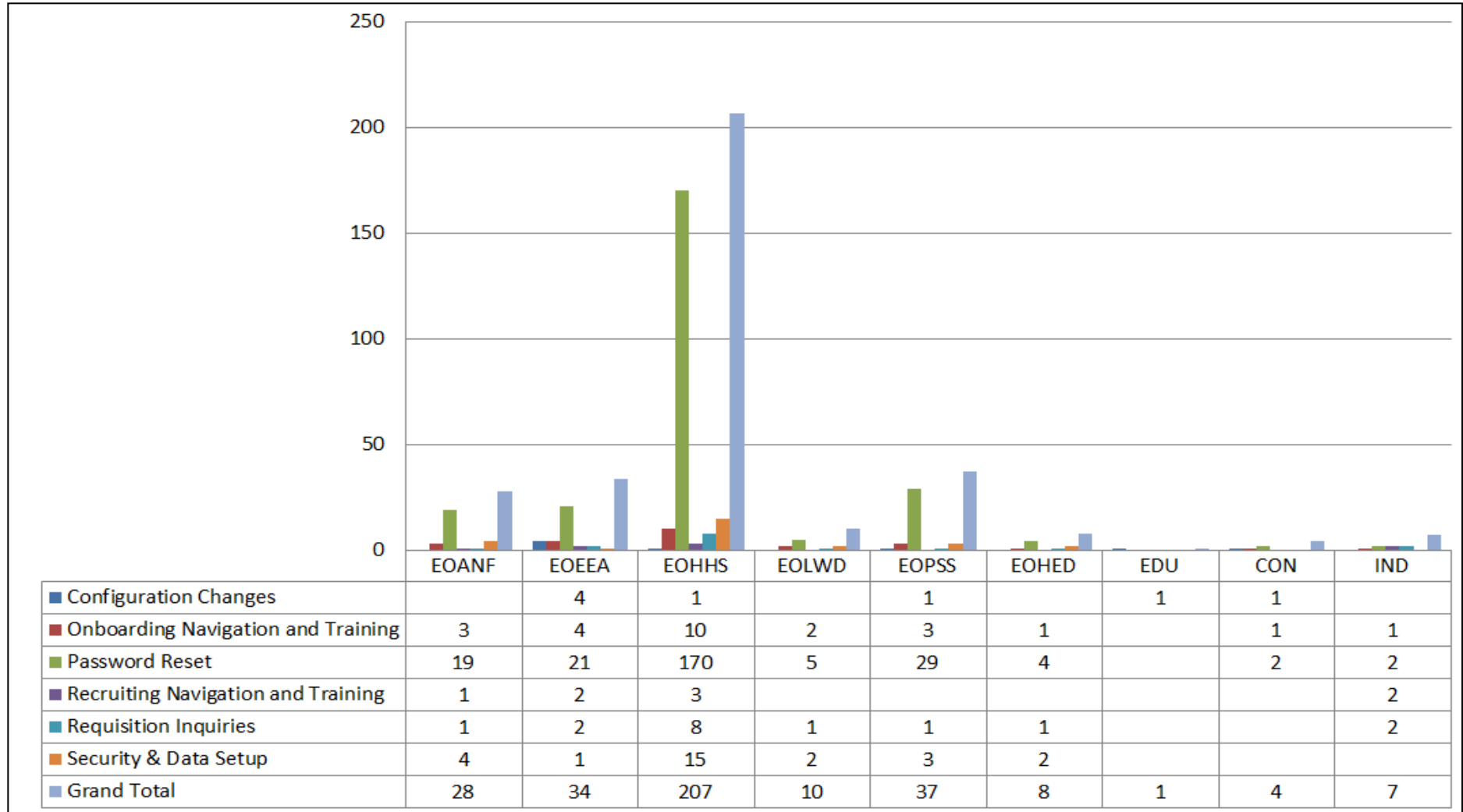
# EILB Enrollment Period Submissions



**Source:** OnBase - Hyland Unity Client Reporting data from 12/3/2017 – 12/31/2017.

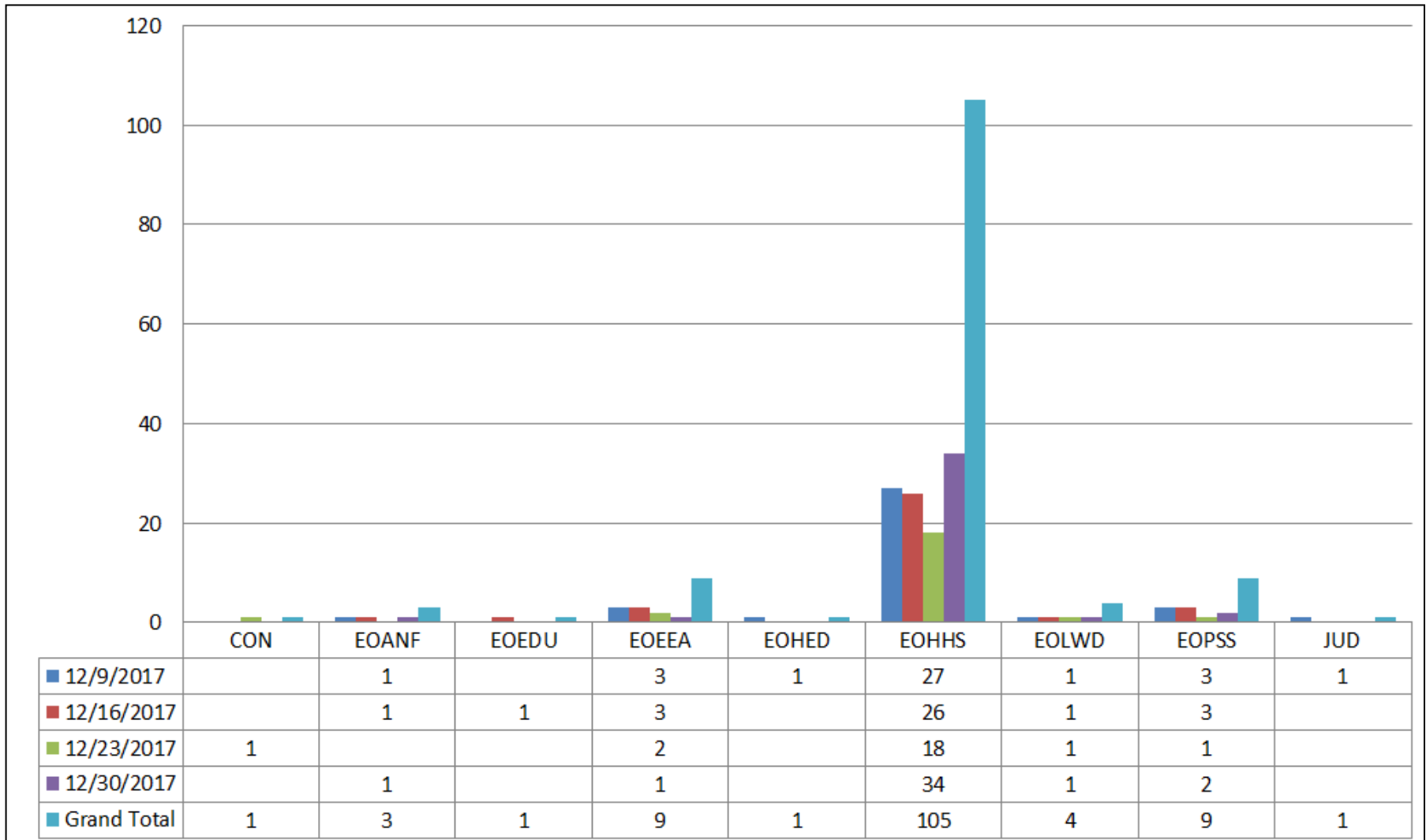


# MassCareers Top 5 Most Frequent Classifications by Secretariat



Source: ESC Footprints data from 12/3/2017 – 12/31/2017.

# Tickets Forwarded to Agency HR/Payroll



Source: ESC Footprints data from 12/3/2017 – 12/31/2017.



# Review Schedule Service Charter Scorecard

Service Month*		Report Available
Start Date	End Date	
10/1/2017	10/28/2017	11/15/2017
10/29/2017	12/2/2017	12/20/2017
12/3/2017	12/31/2017	1/15/2018
1/1/2018	1/31/2018	2/15/2018
2/1/2018	2/28/2018	3/12/2018
3/1/2018	3/31/2018	4/10/2018
4/1/2018	4/30/2018	5/7/2018
5/1/2018	5/31/2018	6/5/2018
6/1/2018	6/30/2018	7/16/2018
7/1/2018	7/31/2018	8/20/2018
8/1/2018	8/31/2018	9/18/2018
9/1/2018	9/30/2018	10/15/2018

**\*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.

**Update:** Starting in 2018 we will be reporting on true calendar months.



# Appendix: Agencies Served

Agencies Served	Employees	Agencies Served	Employees	Agencies Served	Employees
ADD-Developmental Disabilities Council	17	DOI-Division Of Insurance	136	MCB-Mass Commission For The Blind	135
AGR-Department Of Agricultural Resources	110	DOR-Department Of Revenue	1484	MCD-Commission For The Deaf And Hard Of Hearing	51
ALA-Administrative Law Appeals Division	31	DOS-Division Of Standards	17	MGC-Massachusetts Gaming Commission	71
ANF-Eo Administration & Finance	239	DPH-Department Of Public Health	2974	MIL-Massachusetts National Guard	10133
APC-Appeals Court	110	DPU-Department Of Public Utilities	163	MMP-Massachusetts Marketing Partnership	17
ART-Mass Cultural Council	32	DSS-Department Of Children And Families	4221	MRC-Mass Rehabilitation Commission	967
ATB-Appellate Tax Board	19	DYS-Department Of Youth Services	869	OCD-Dept Of Housing And Community	257
BLC-Board Of Library Comisioners	21	EDU-Executive Office Of Education	152	OHA-Massachusetts Office On Disability	13
BSB-Bureau Of State Buildings	14	EEC-Department Of Early Education	206	ORI-Office For Refugees And Immigrants	15
CAD-Commission Against Discrimination	79	EED-Executive Office Of Housing & Economic Development	55	OSC-Office Of The Comptroller	133
CDA-Massachusetts Emergency Management Agency	95	EHS-Executive Office Of Health And Human Services	1926	OSD-Division Of Operational Services	91
CHE-Soldiers' Home In Massachusetts	332	ELD-Department Of Elder Affairs	59	PAR-Parole Board	175
CHS-Department Of Criminal Justice Information Systems	39	ENE-Department Of Energy Resources	63	POL-State Police	2660
CJT-Criminal Justice Training Council	533	ENV-Executive Office Of Energy and Environmental Affairs	309	REG-Division Of Professional Licensure	255
CME-Chief Medical Examiner	90	EOL-Executive Office Of Workforce Development	1119	RGT-Department Of Higher Education	63
CPC-Committee for Public Counsel Services	732	EPS-Executive Office Of Public Safety and Security	195	SCA-Office Of Consumer Affairs And Business Regulations	30
CSC-Civil Service Commission	6	EQE-Department Of Environmental Protection	675	SDA-Sheriffs Department Association	3
CSW-Commission On Status Of Women	2	FWE-Department Of Fish And Game	330	SEA-Department Of Business And Technology	11
DAC-Disabled Persons Protection Commission	42	GIC-Group Insurance Commission	55	SOR-Sex Offender Registry	50
DCP-Capital Asset Management And Maintenance	407	HCF-Health Care Finance & Policy	150	SRB-State Reclamation Board	145
DCR-Department Conservation And Recreation	1137	HLV-Soldiers' Home In Holyoke	341	TAC-Department Of Telecommunications	24
DFS-Department Of Fire Services	668	HPC-Health Policy Commission	72	TRB-Teachers Retirement Board	98
DMH-Department Of Mental Health	3590	HRD-Human Resources Division	126	TRE-Office Of The State Treasurer	256
DMR-Health and Human Services	6470	ITD-Information Technology Division	529	VET-Department Of Veterans Service	69
DOB-Division Of Banks	166	LIB-George Fingold Library	11	VVA-Victim And Witness Assistance	22
DOC-Department Of Corrections	4554	LOT-Lottery And Gaming Commission	406	WEL-Department Of Transitional Assistance	1665
DOE-Department Of Elementary & Secondary Education	467	<b>Grand Total:</b>			<b>54054</b>

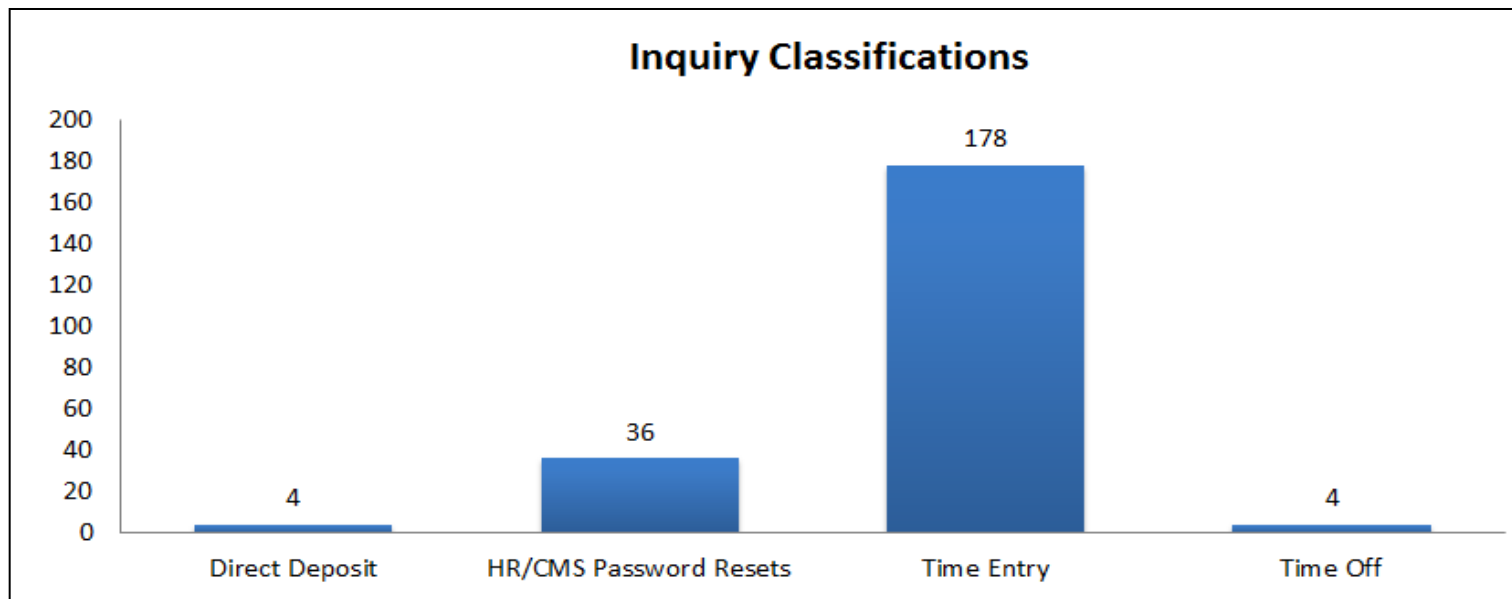
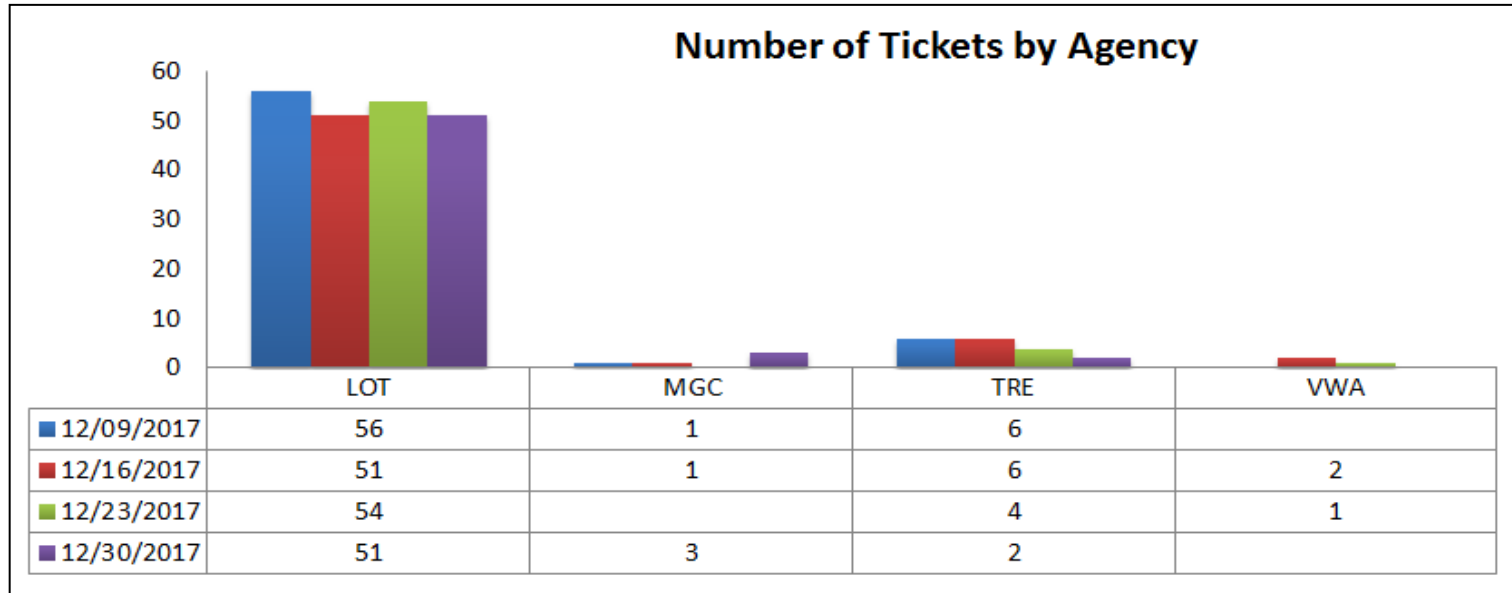


# Appendix: Inquiries by Agency

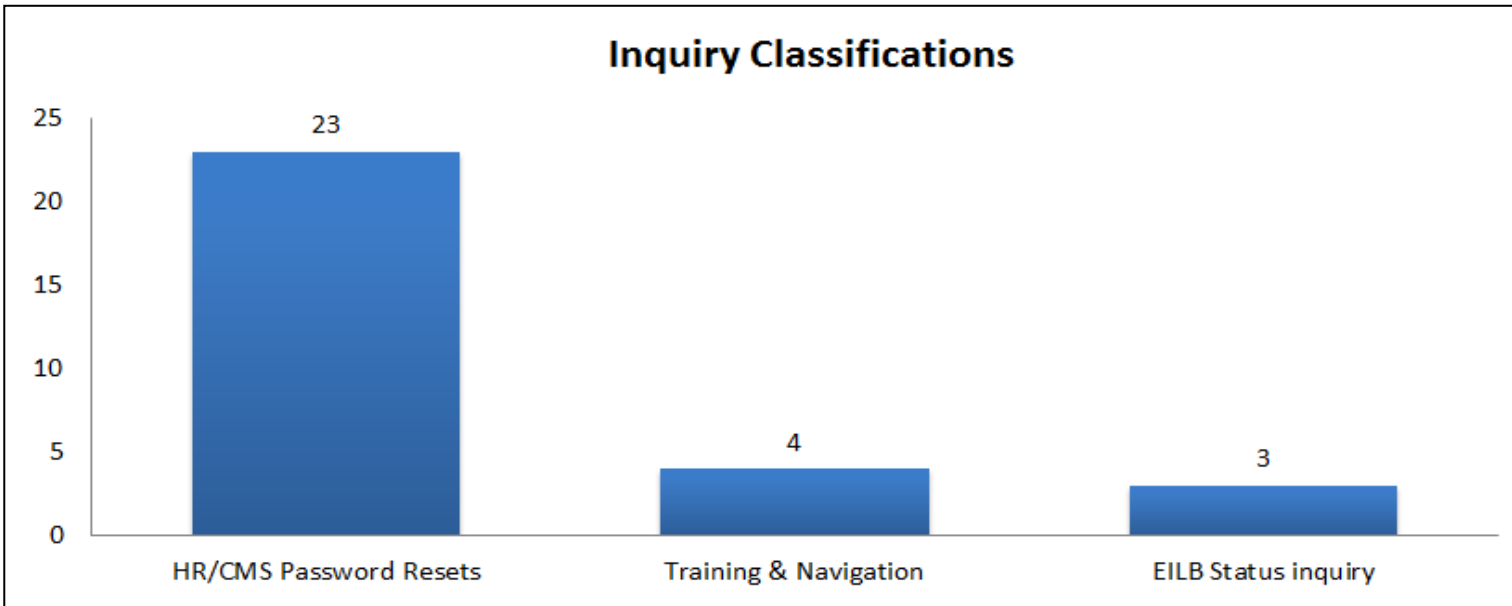
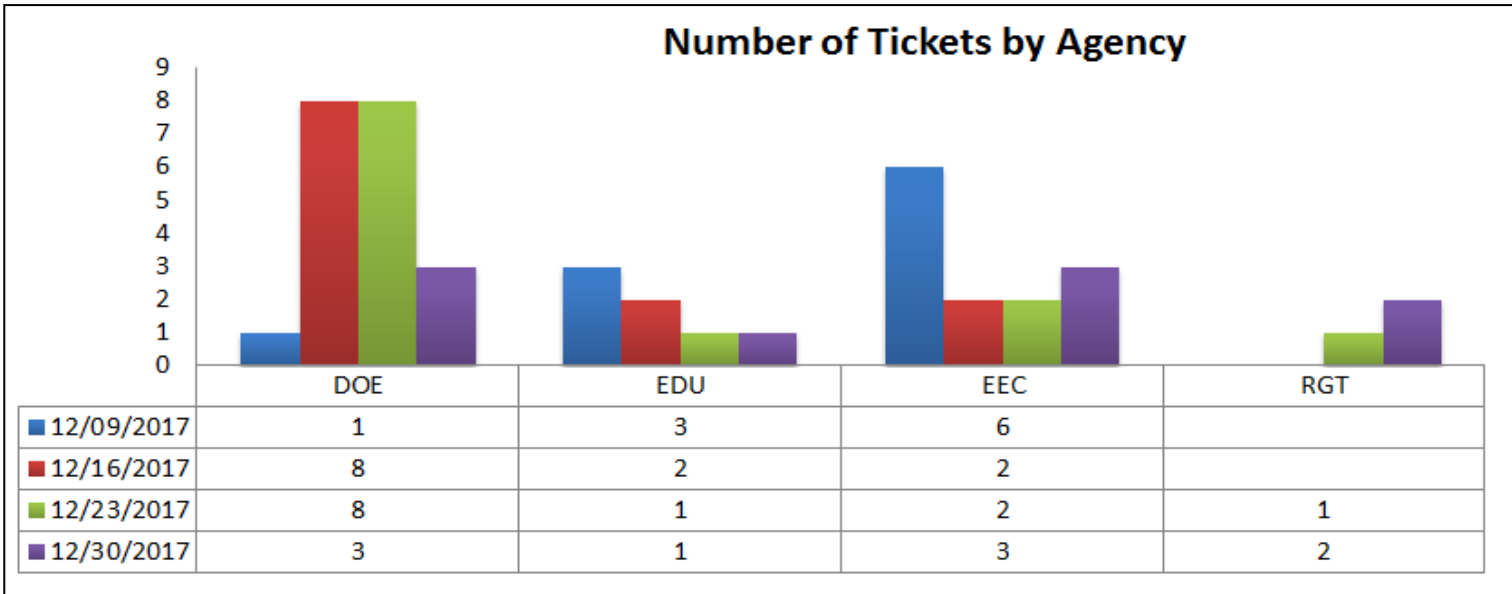
- Note: No inquiries were received for this service month from:

<b>CSW – Commission On Status Of Women</b>	<b>DAC - Disabled Persons Protection Commission</b>
<b>LIB - George Fingold Library</b>	<b>SEA - Department Of Business And Technology</b>

# CON Agencies

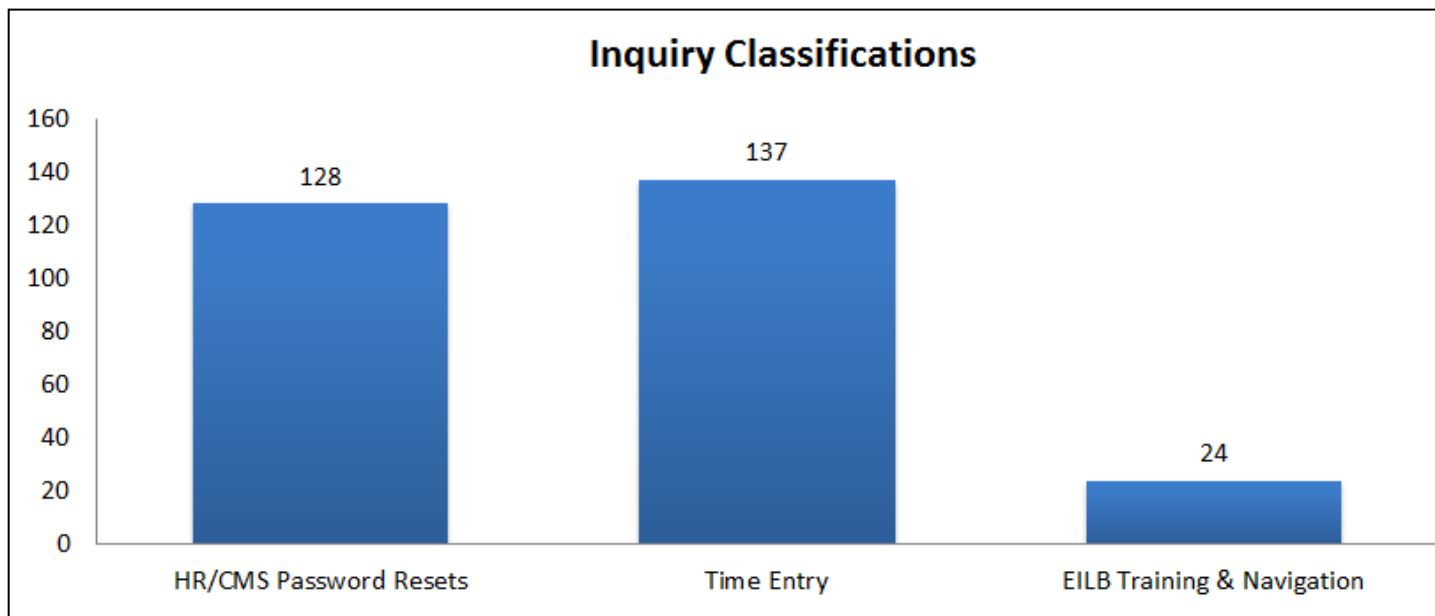
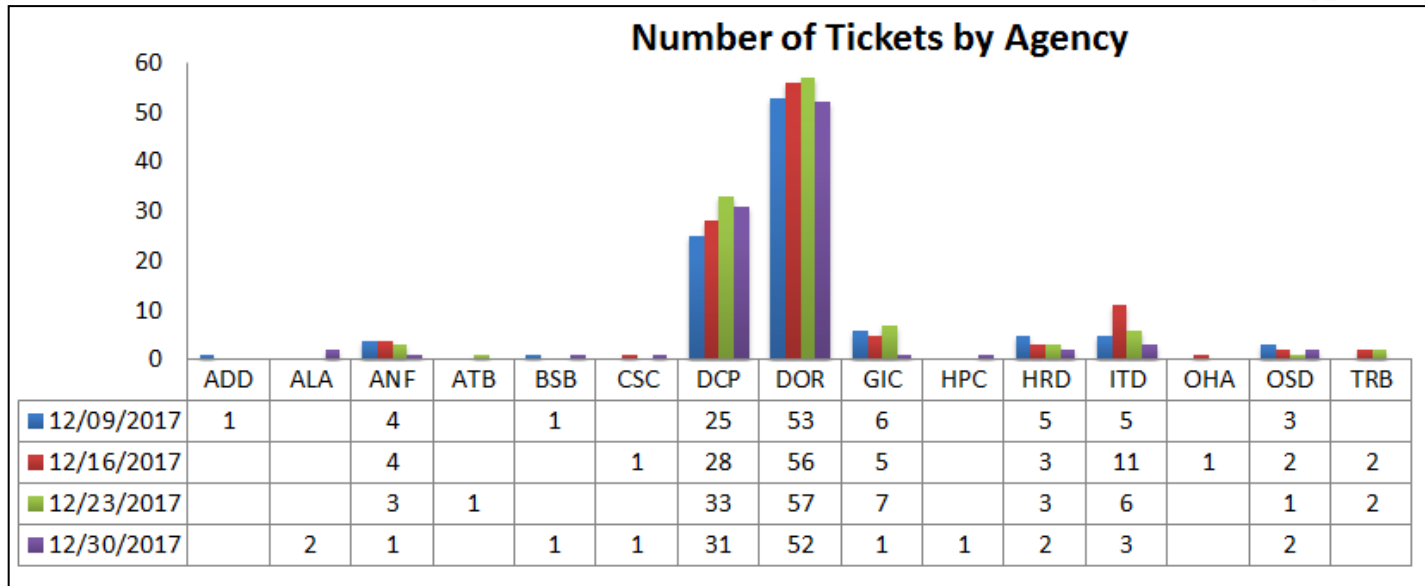


# EDU Secretariat Agencies

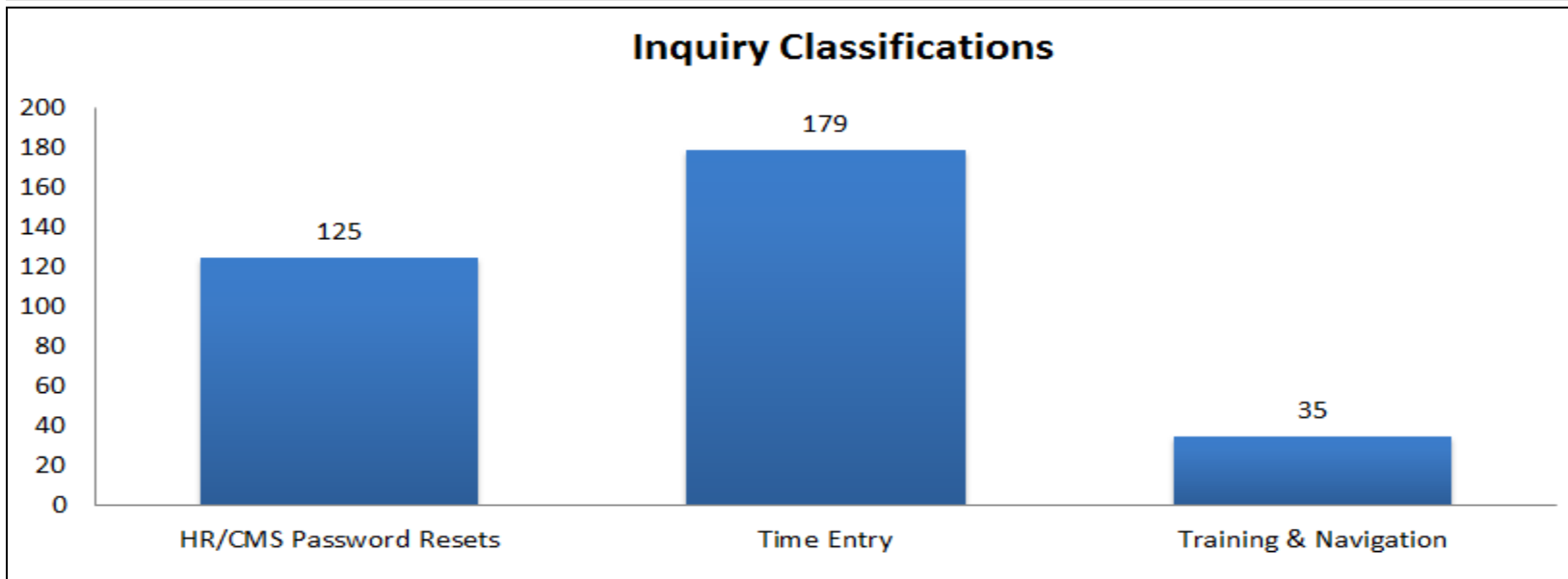
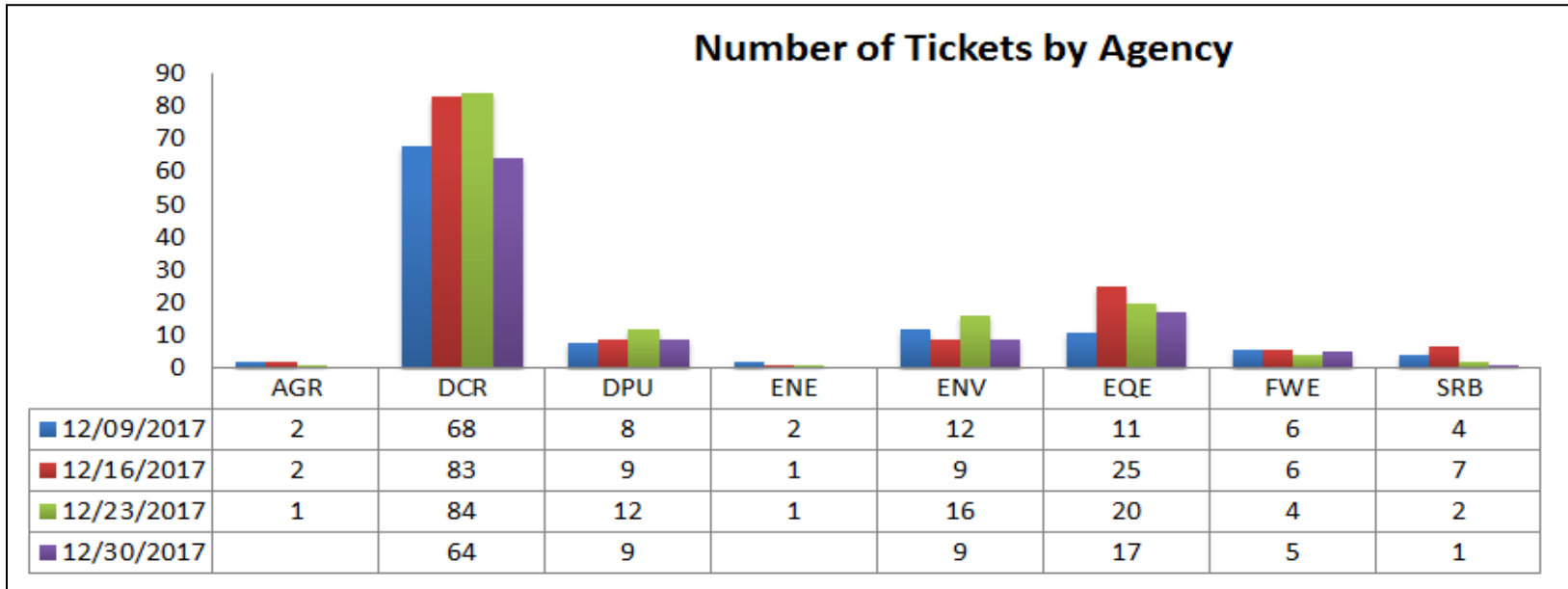




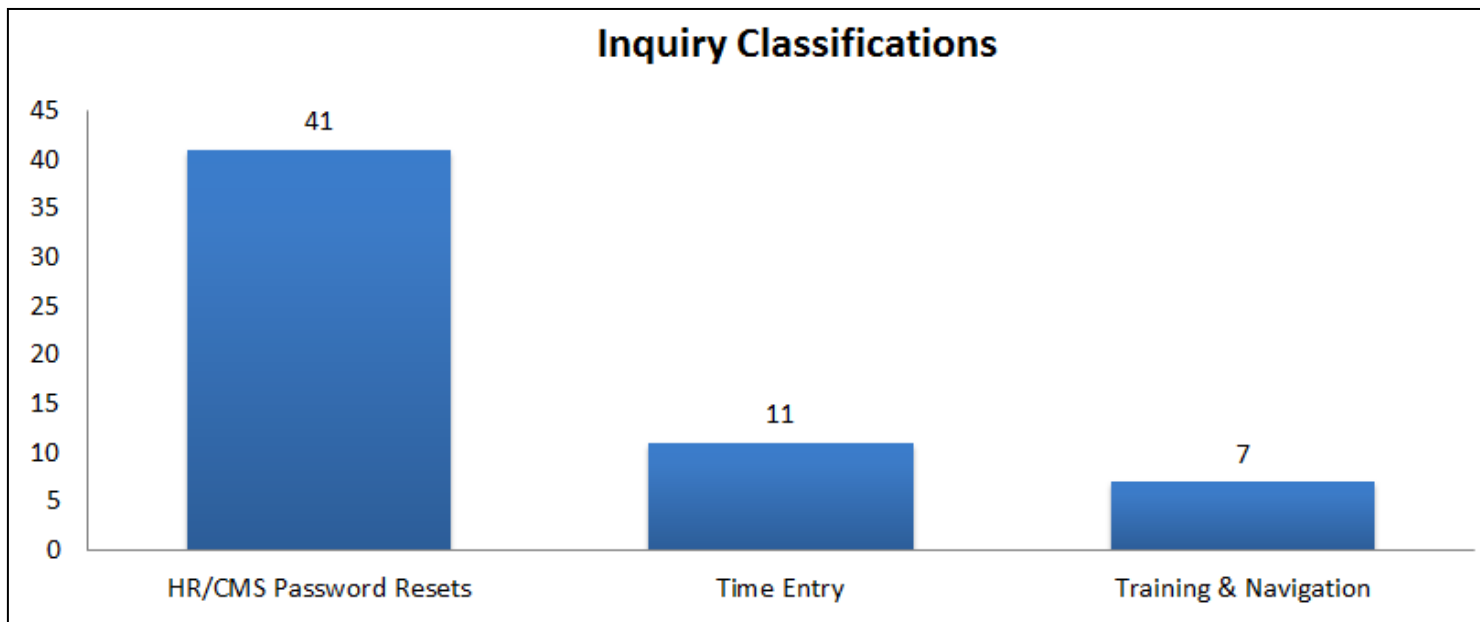
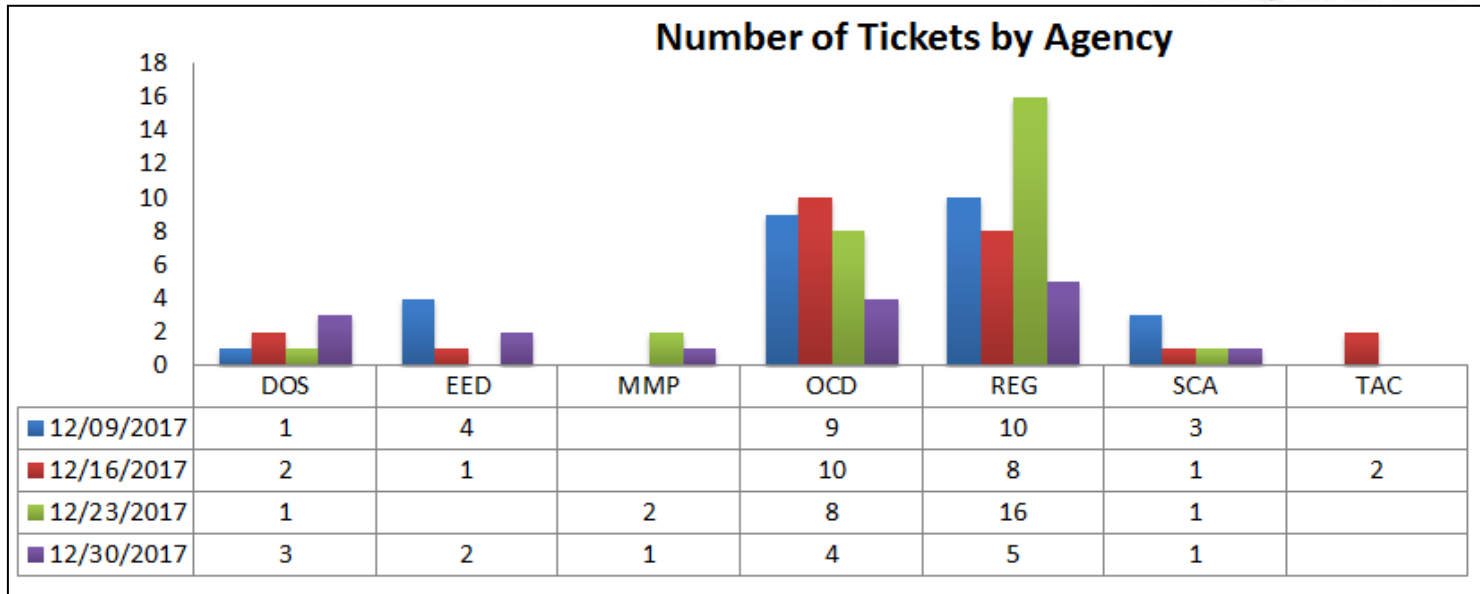
# EOANF Secretariat Agencies



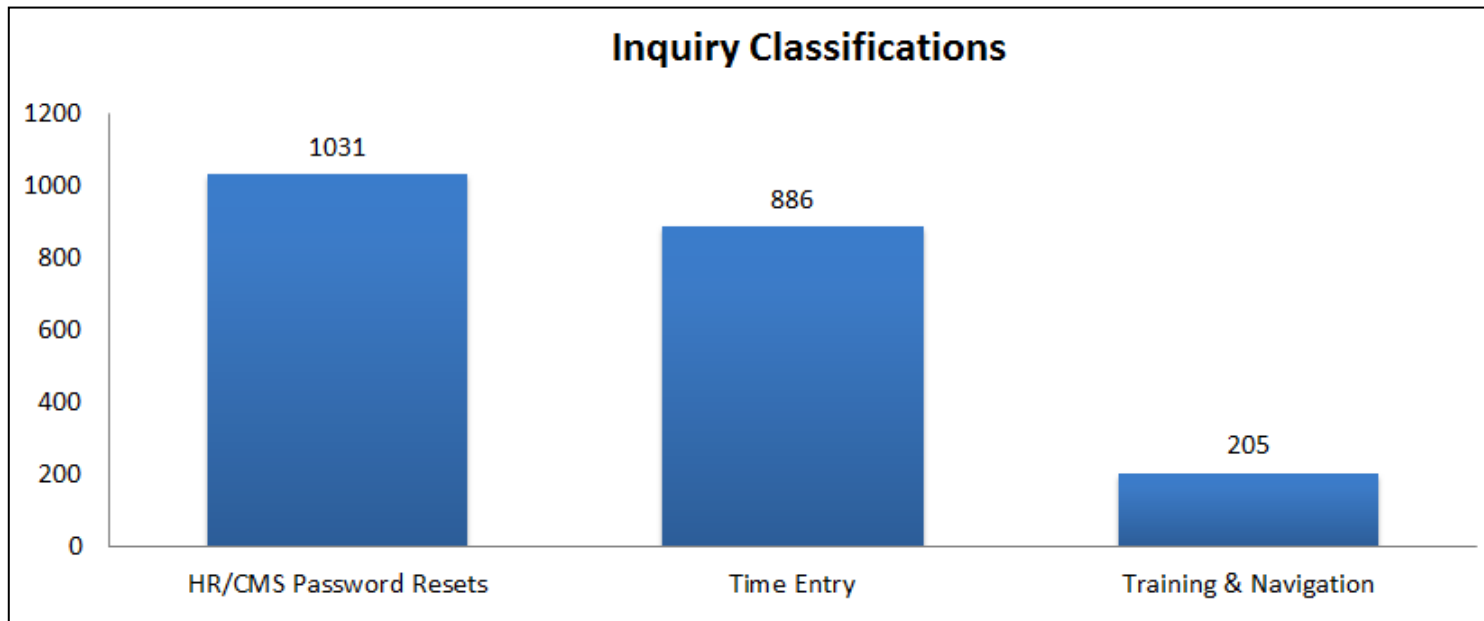
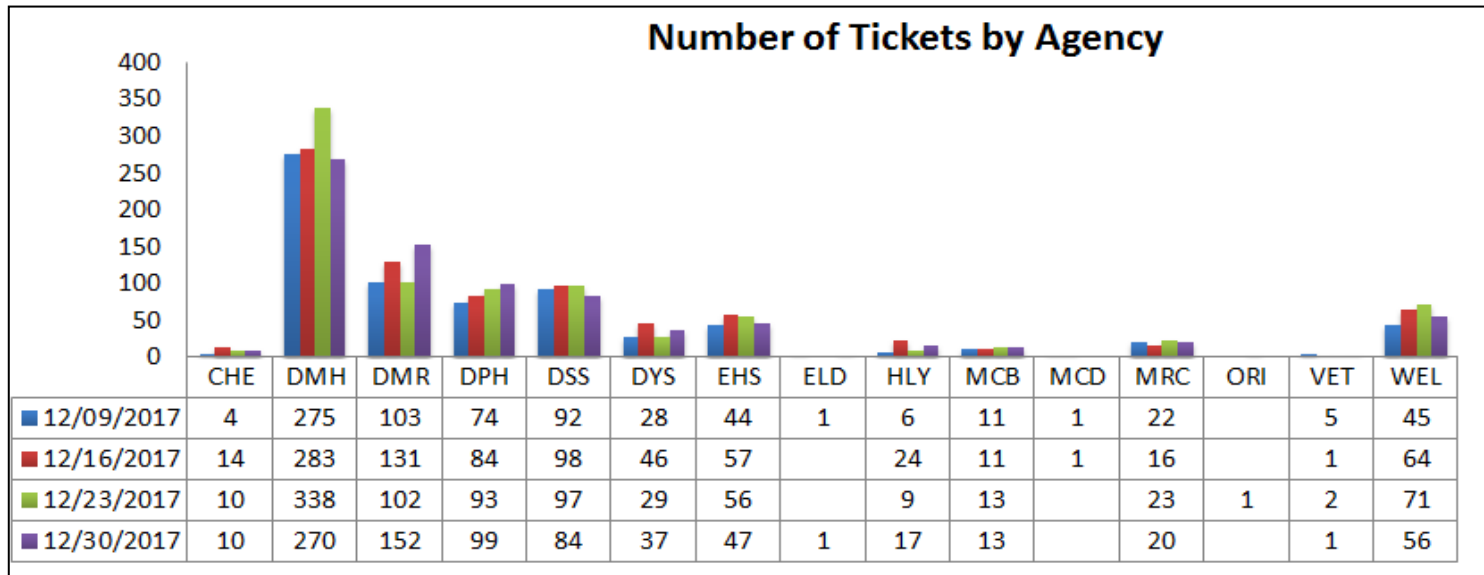
# EOEEA Secretariat Agencies

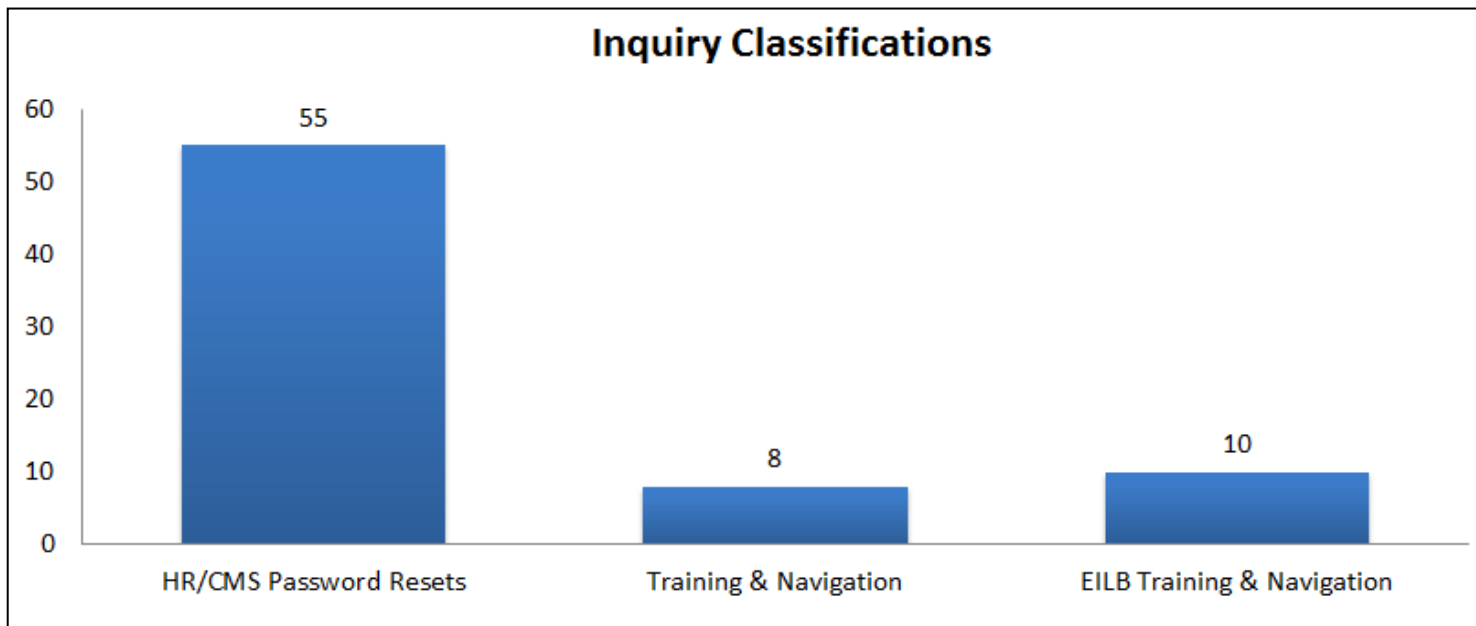
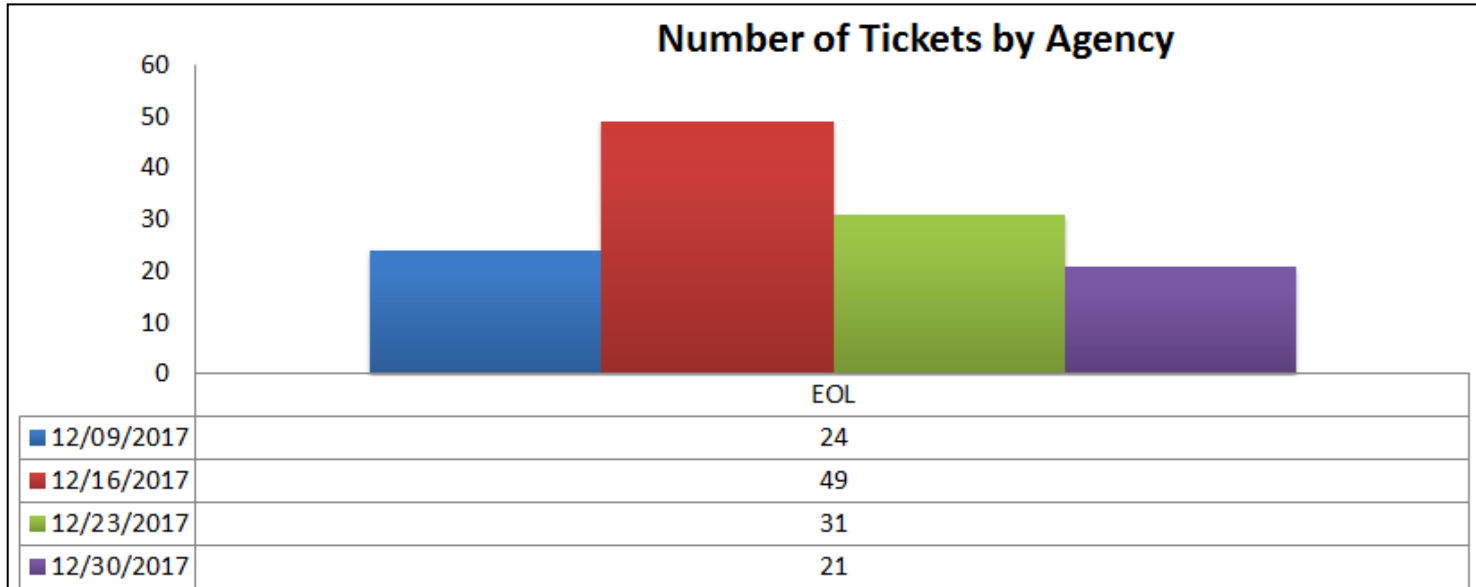


# EOHED Secretariat Agencies

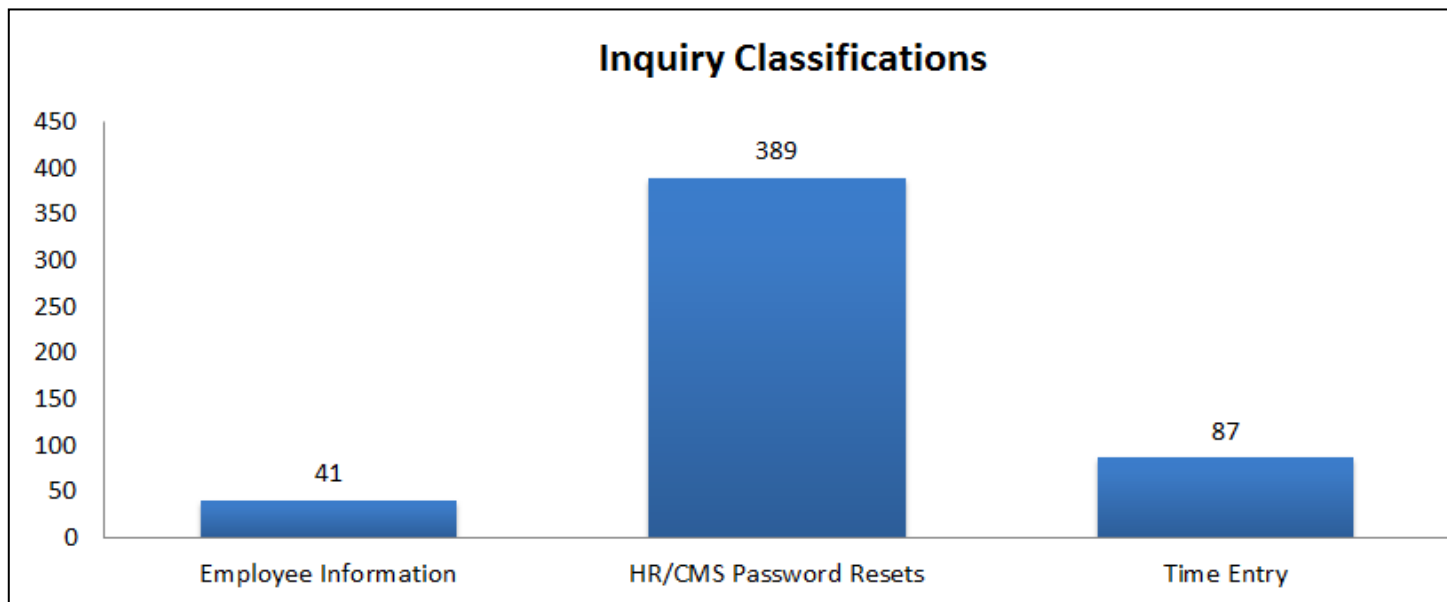
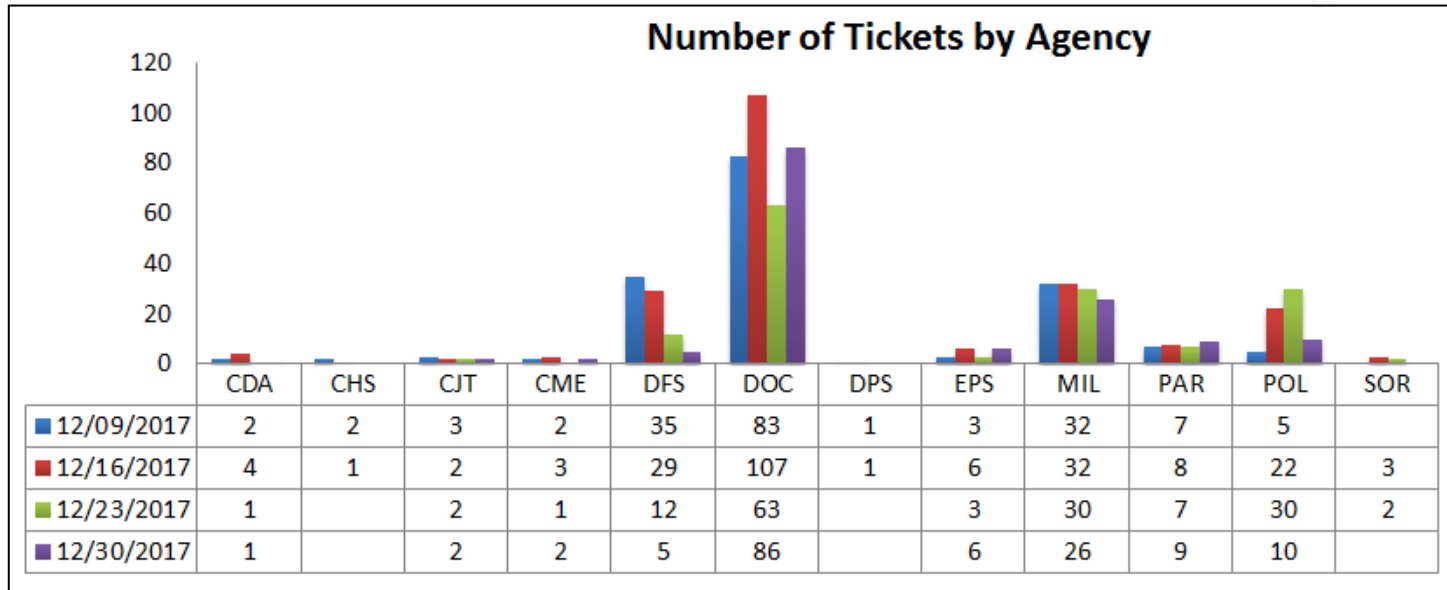


# EOHHS Secretariat Agencies

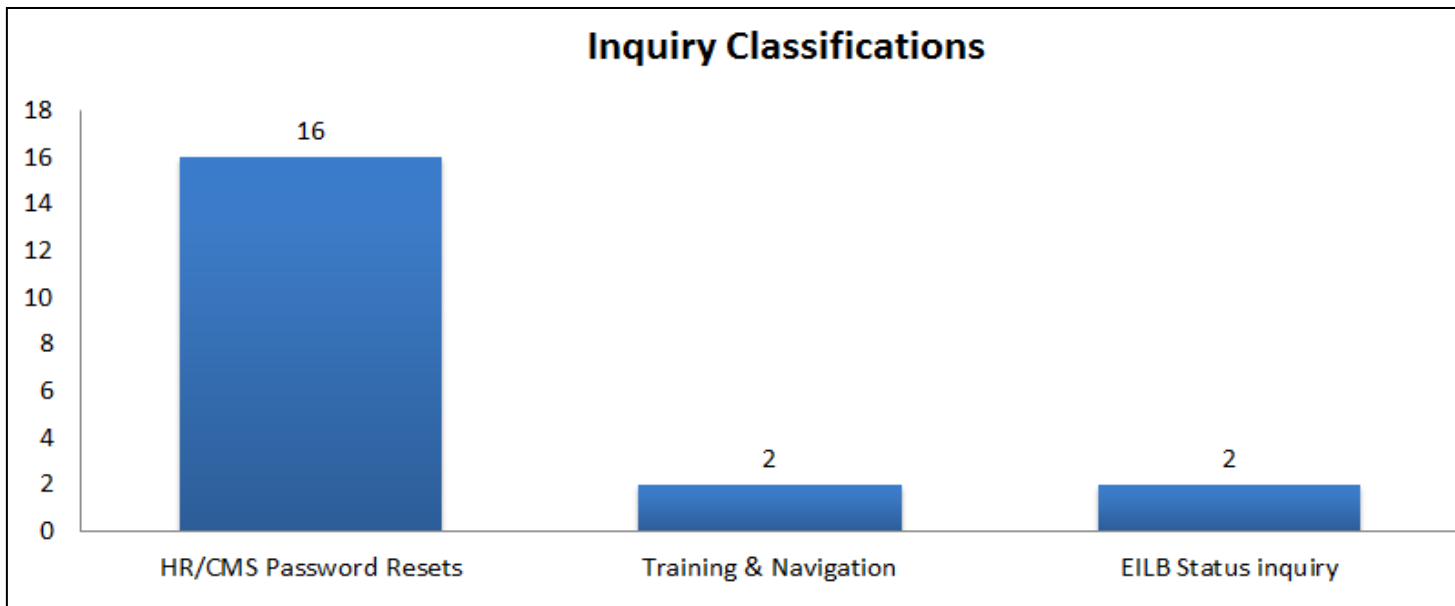
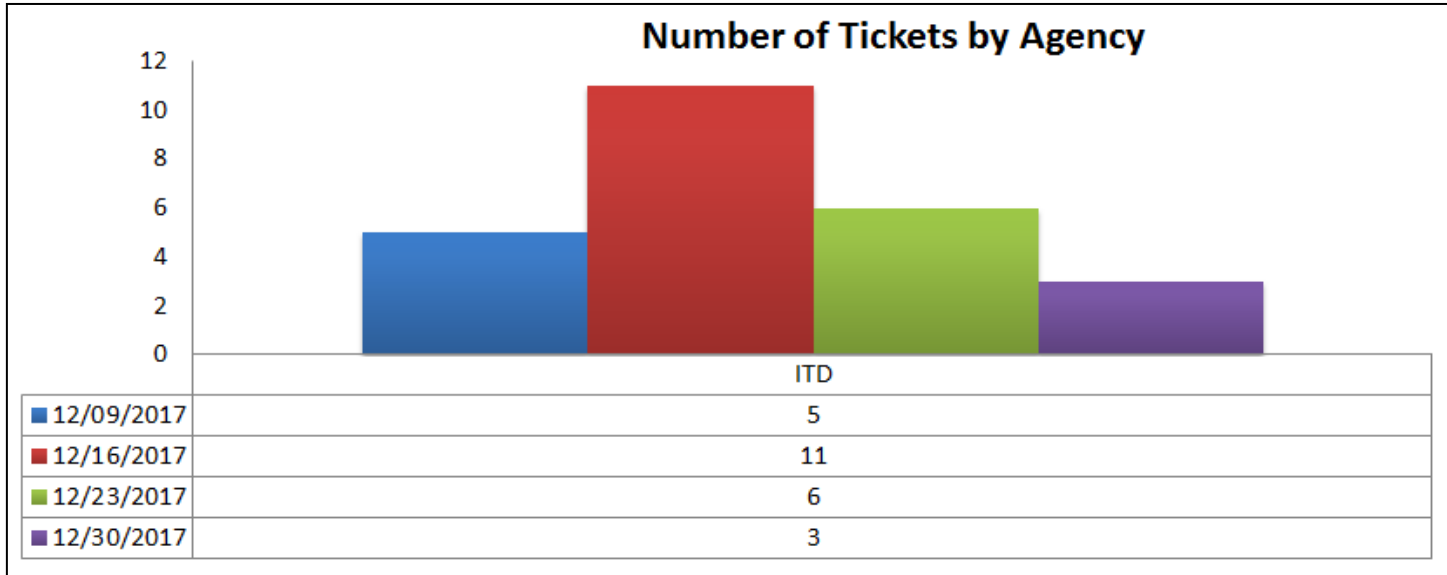




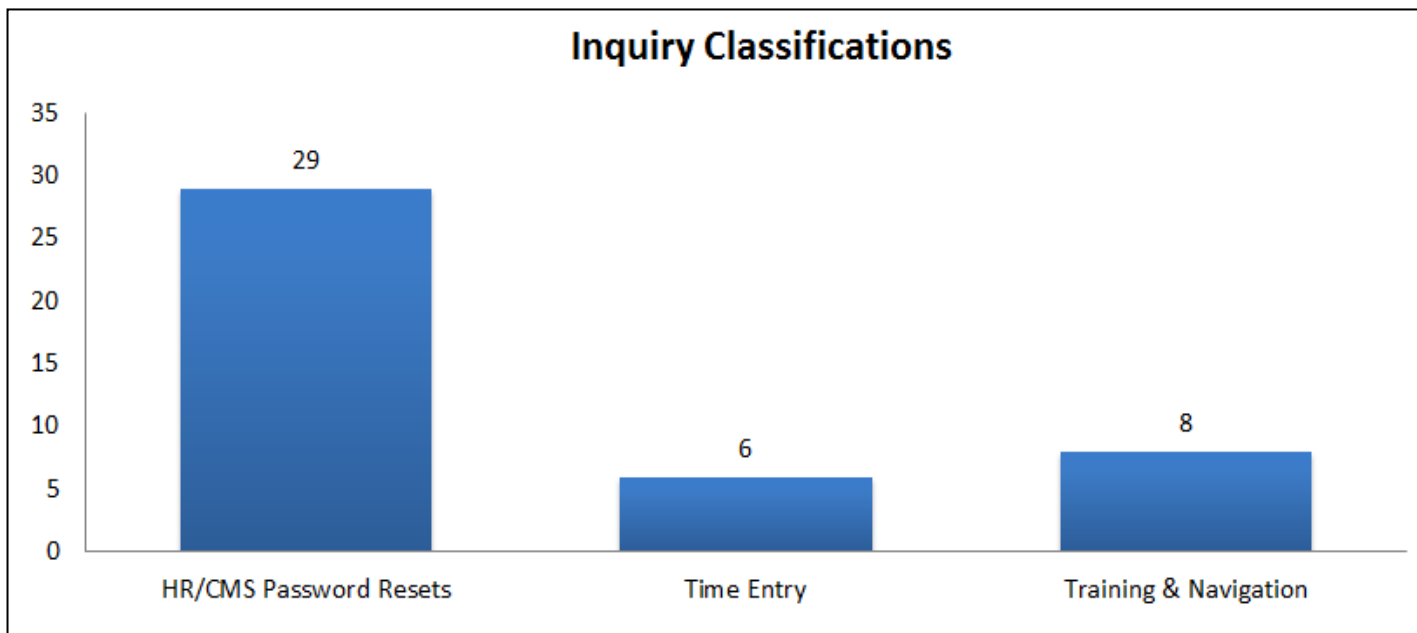
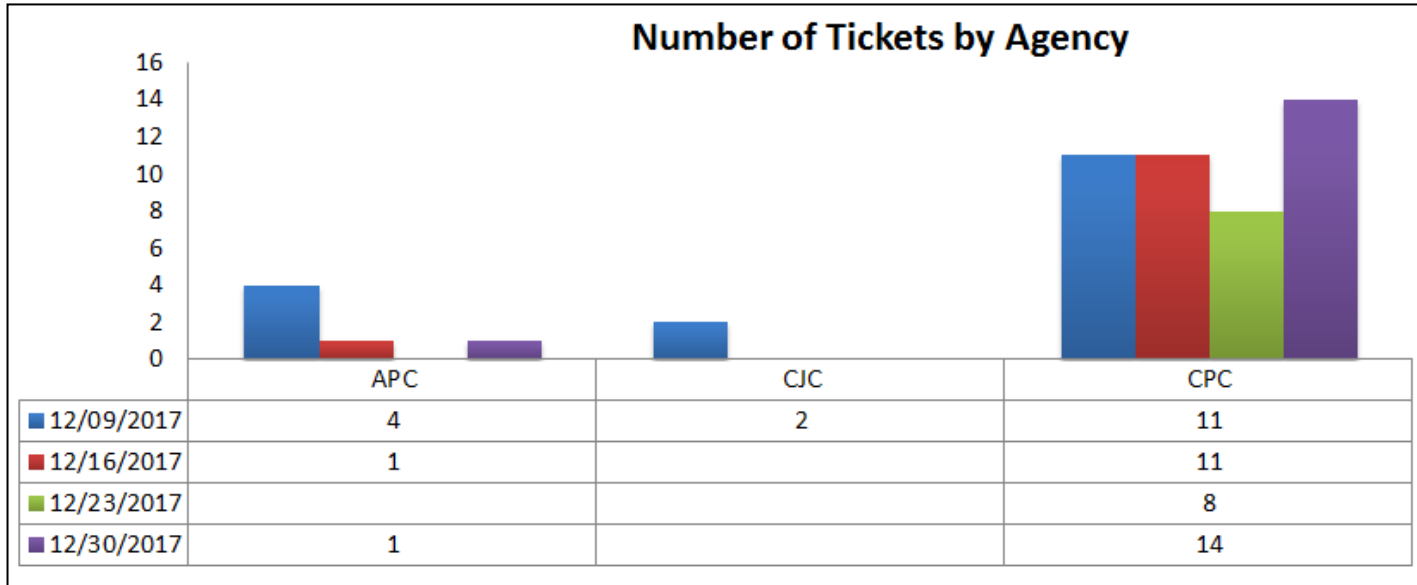
# EOPSS Secretariat Agencies



# EOTSS Secretariat Agencies

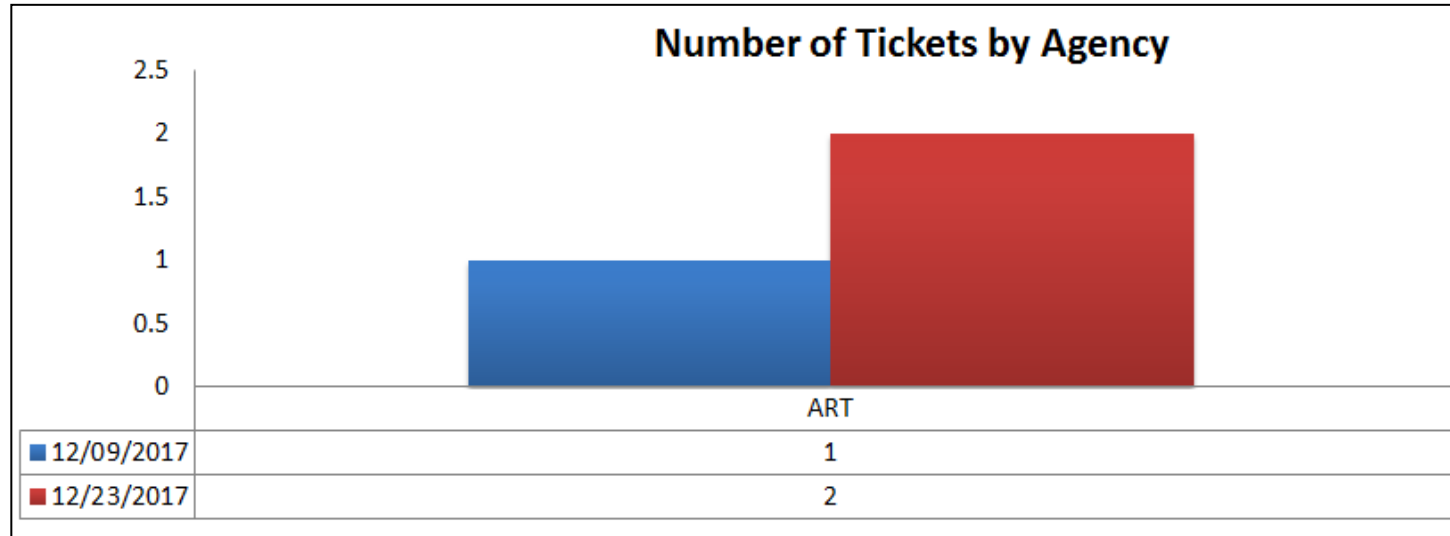


# JUD Agencies

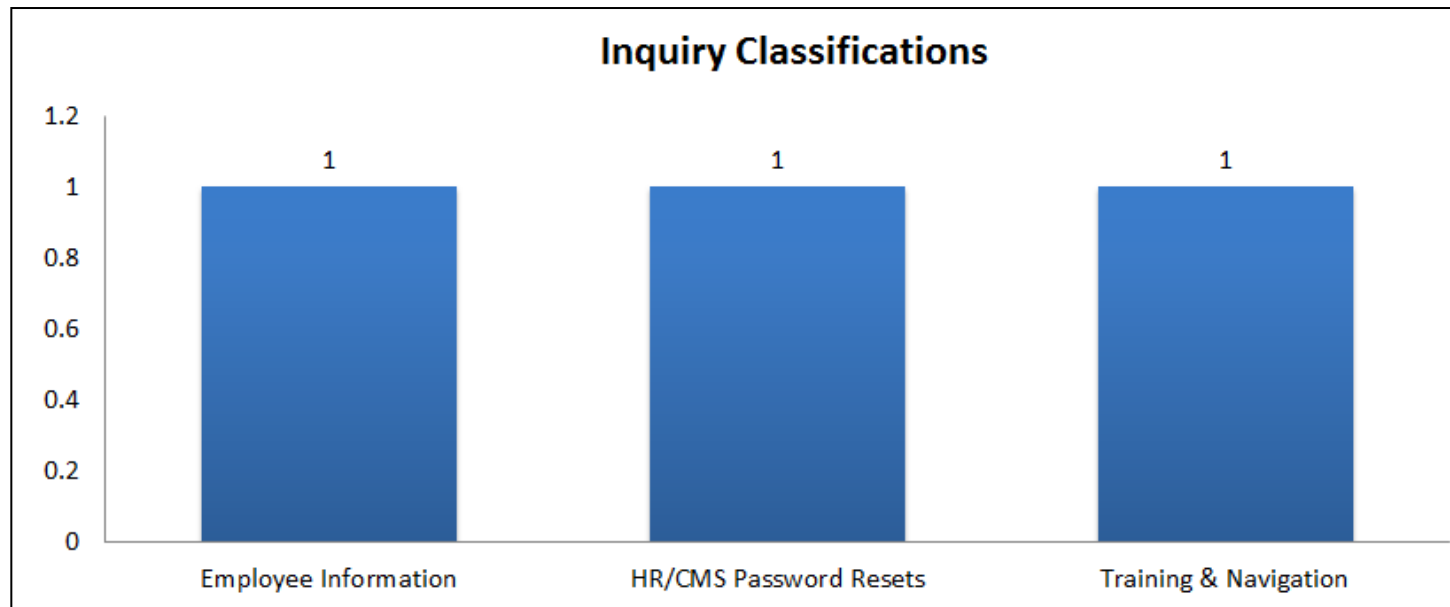




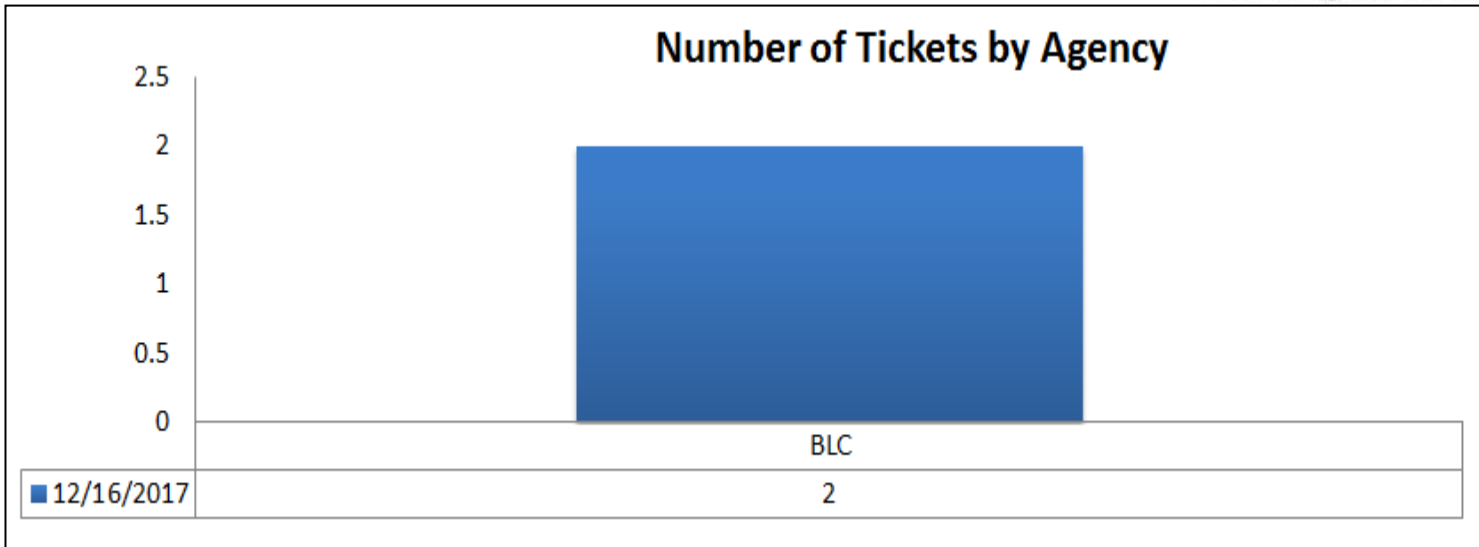
# ART Tickets and Classification



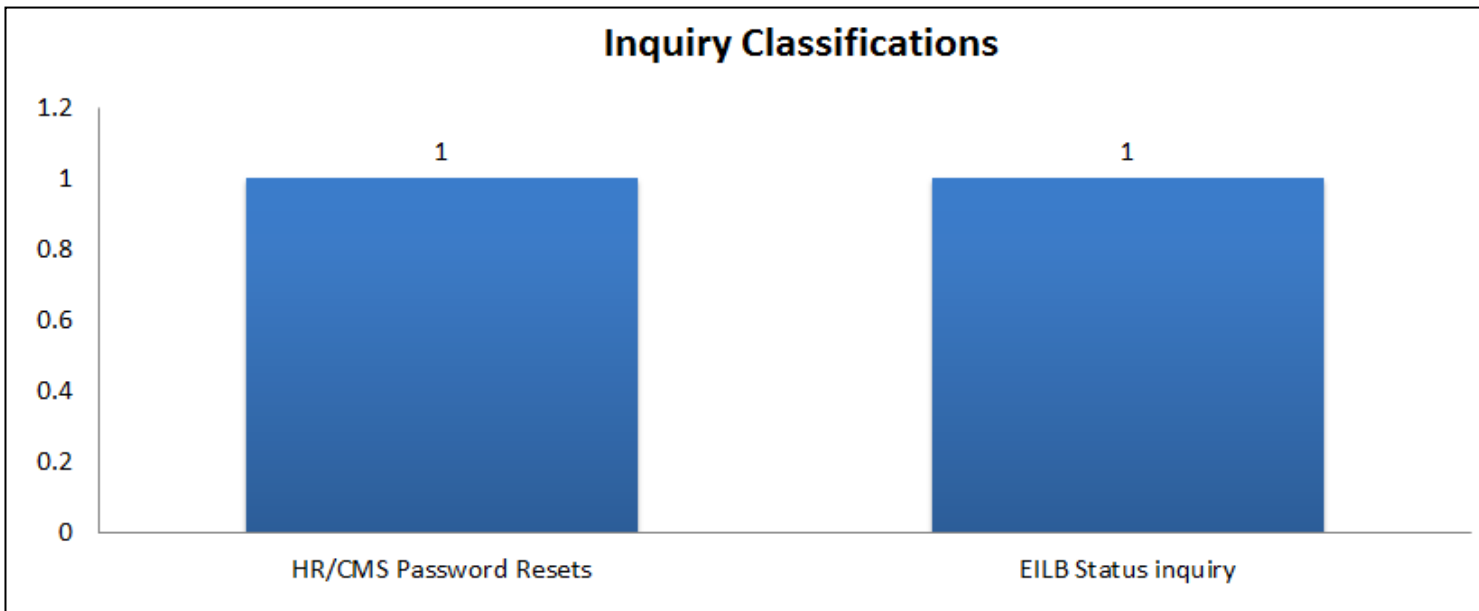
There were no requests the week of 12/16 and 12/30.



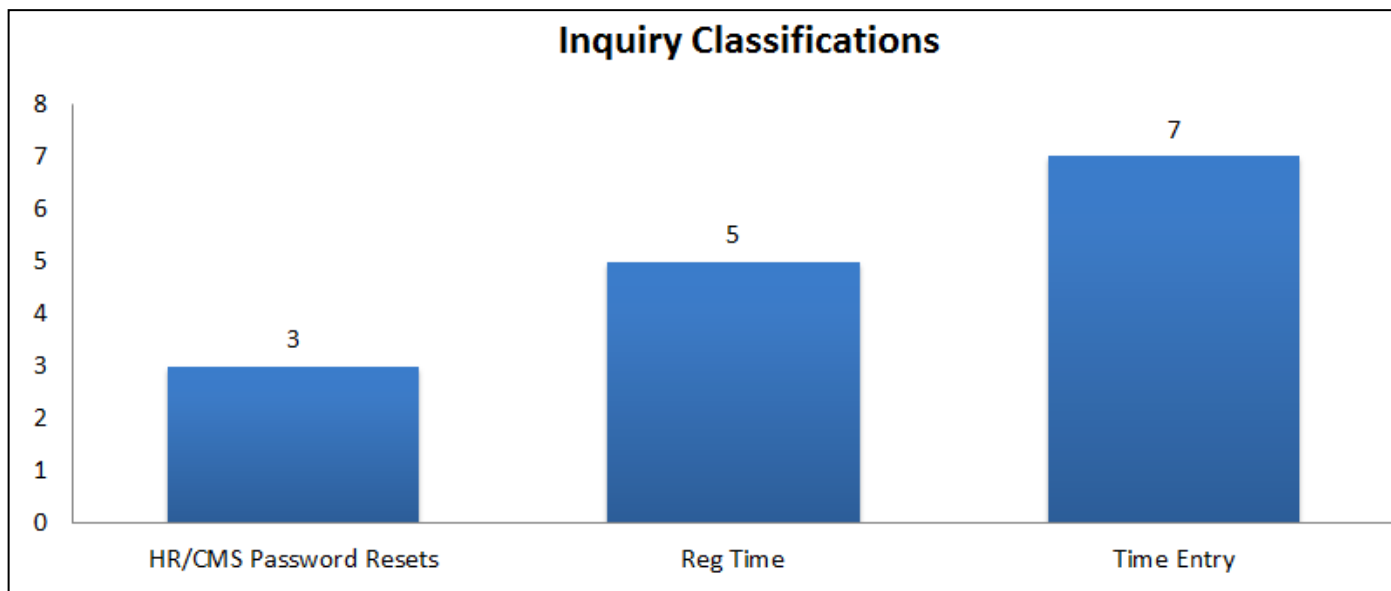
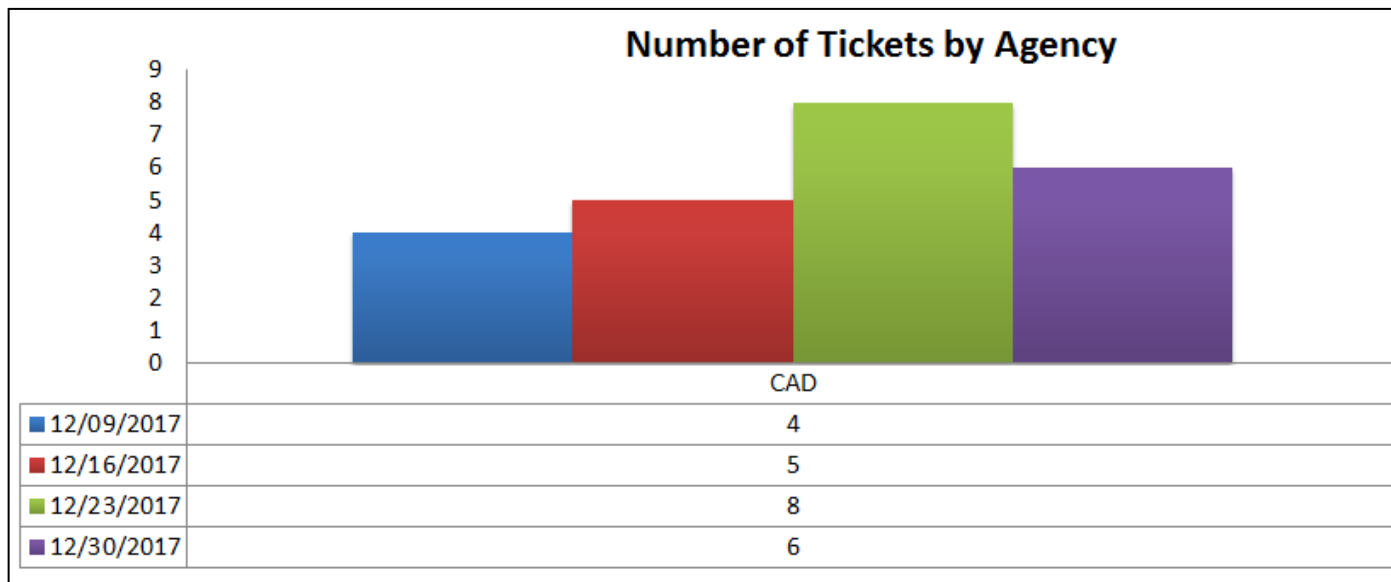
# BLC Tickets and Classification



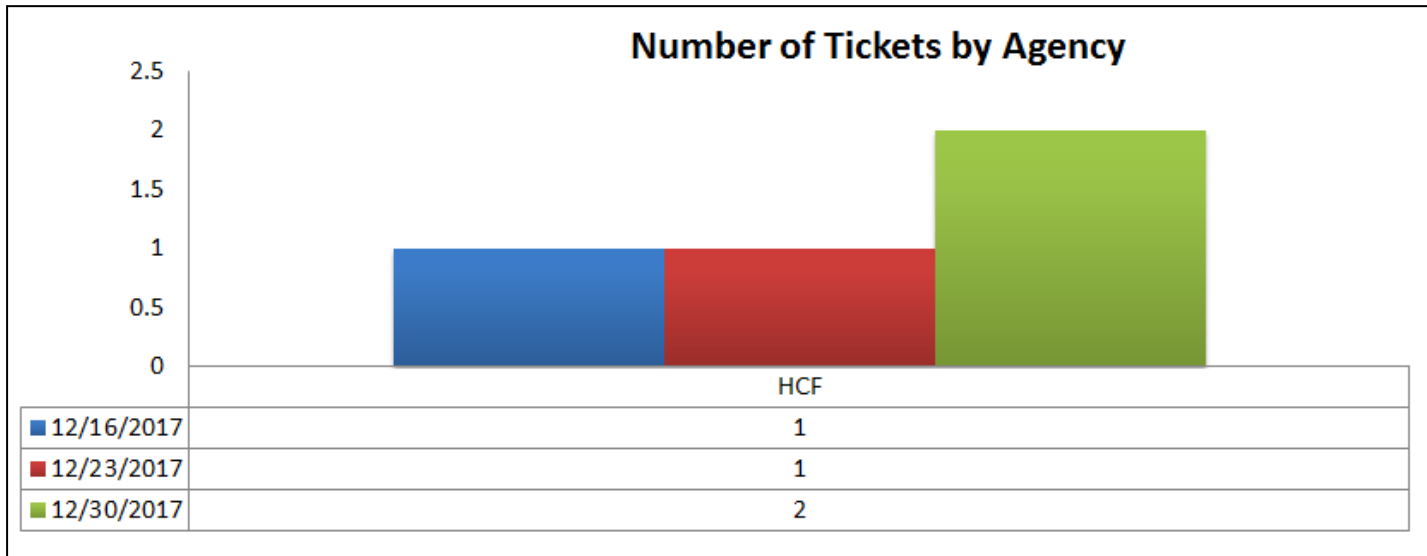
There were no requests the week of 12/9, 12/23, and 12/30.



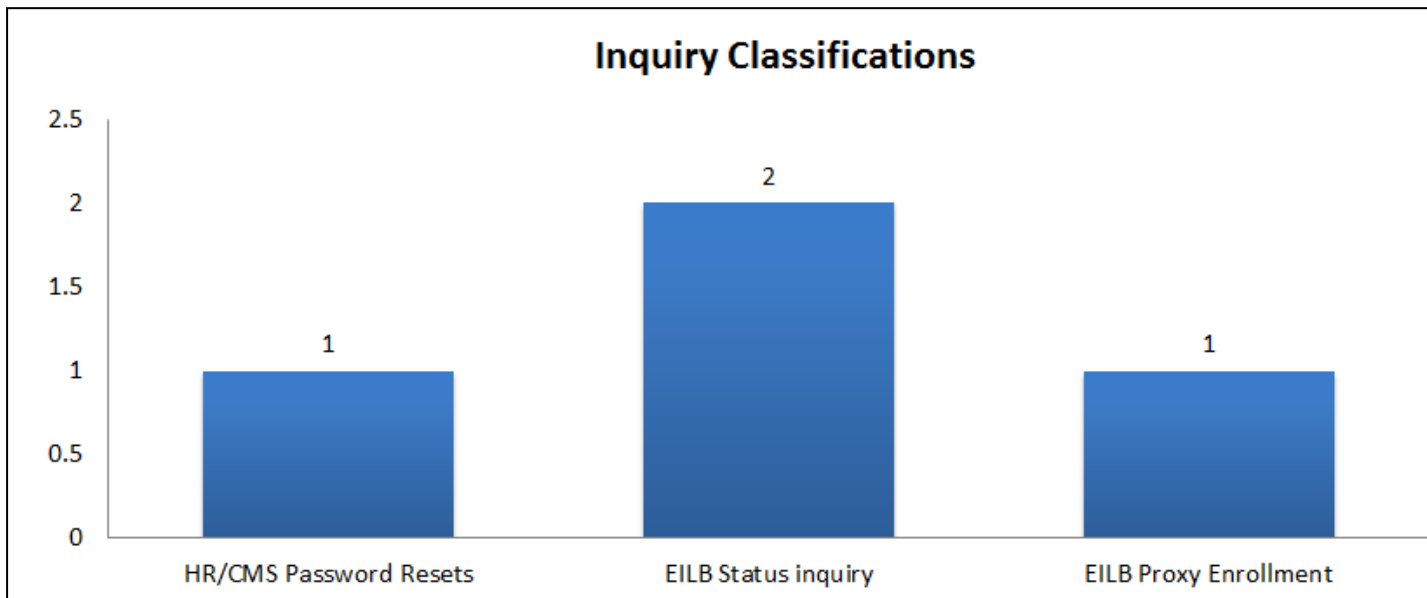
# CAD Tickets and Classification



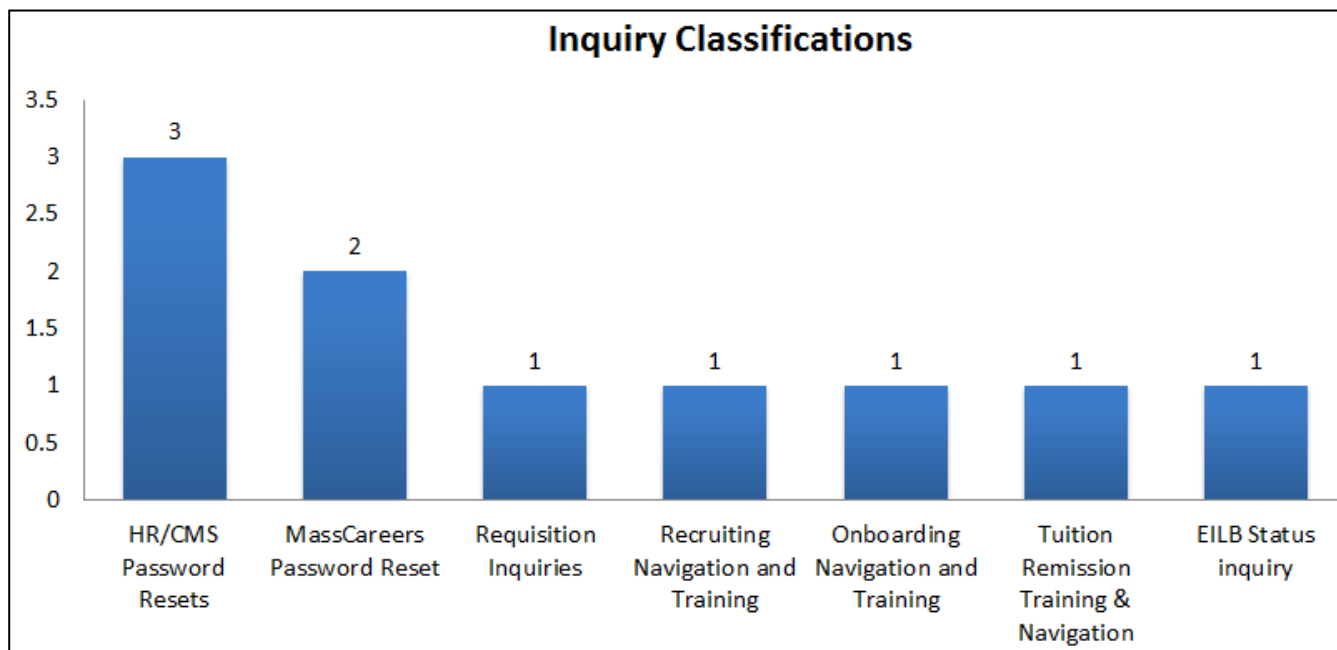
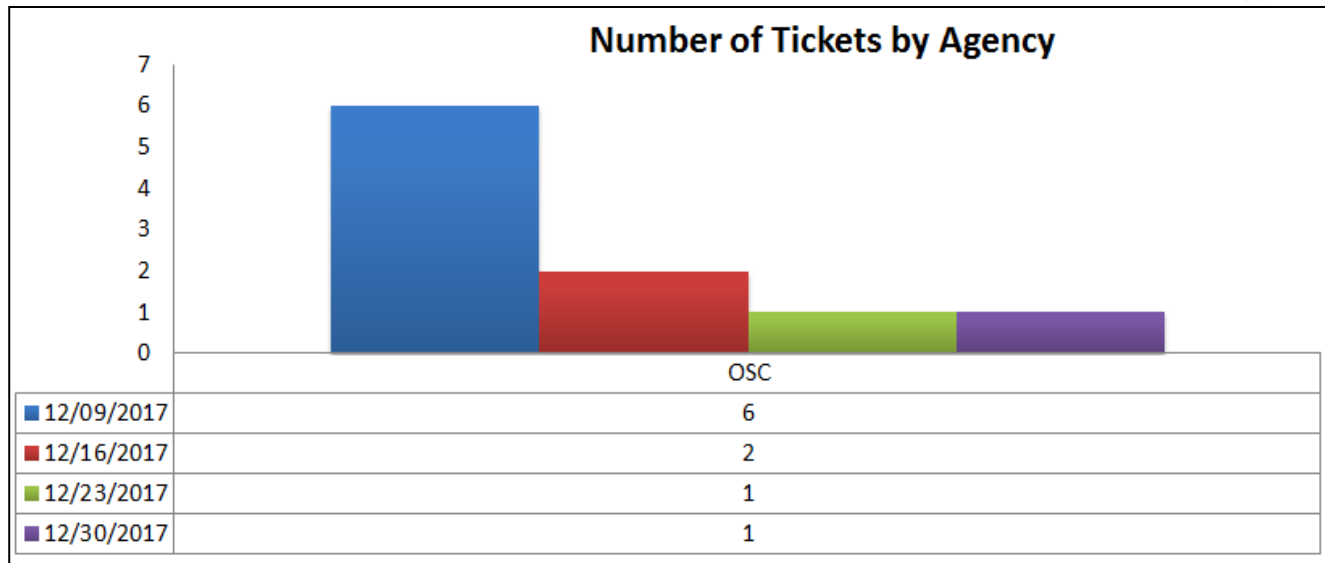
# HCF Tickets and Classification



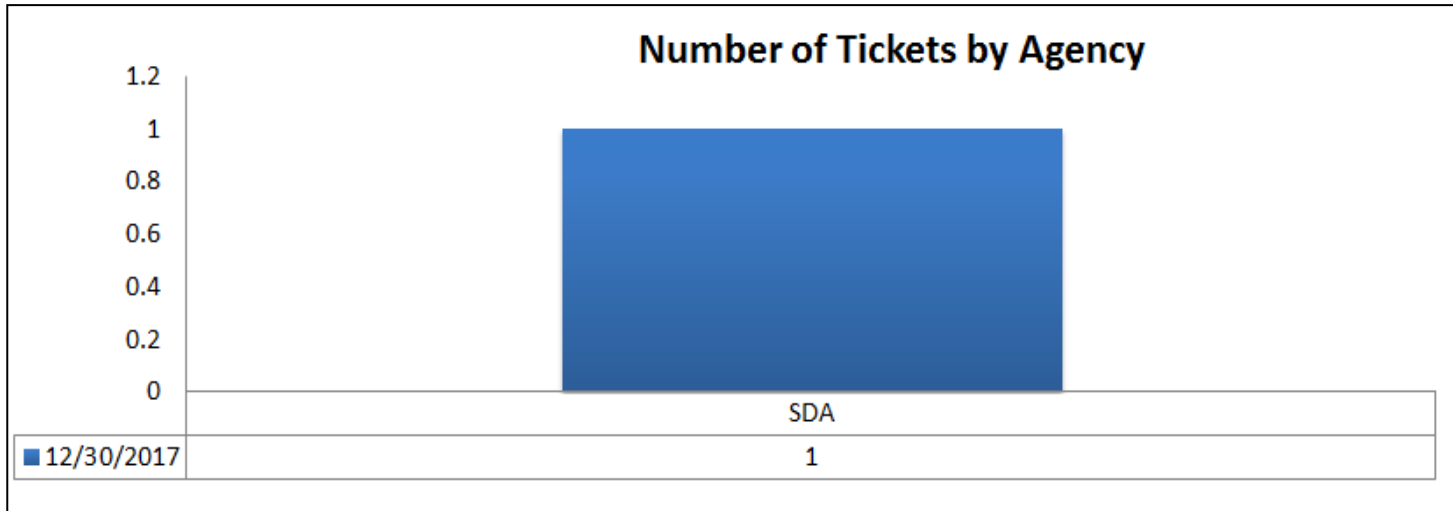
There were no requests the week of 12/9.



# OSC Tickets and Classification



# SDA Tickets and Classification



There were no requests the week of 12/9, 12/16, and 12/23.

