



ESC Service Charter Scorecard

February 05, 2017 – March 04, 2017



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Service Delivery Overview

February 05, 2017 – March 04, 2017

Executive Summary

Total # Agencies Served: 80

Total # Employees Served: 53,207

Total calls received: 7,499

Average Call Wait Time: 03:57

Total email requests received: 289

Total FAX requests received: 130

Number of Transactions processed by ESC: 7,692

Total outbound contacts: 1,230

Total tickets opened: 6,295

Total tickets closed within 3 days: 6,123

Total tickets remain open beyond 3 days: 172

% tickets remain open beyond 3 days: 2.48%

% of Employees served by the ESC: 14.46%

Staffing

Area	Staffing as of 3/04/2017	Staffing as of 2/04/2017
Customer Service/Intake	4	3
Customer Service/MassCareers	4	3
Processing & Outreach	11	9
Senior Staff	2	2
Total	21	21

Activities

- Spike in ACW time due to larger call volume related to posting WEA time (2/3 and 2/9) for state of emergency.

Source: ESC Avaya CMS & Footprints Reports, data from 2/05/2017 – 3/04/2017.

***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



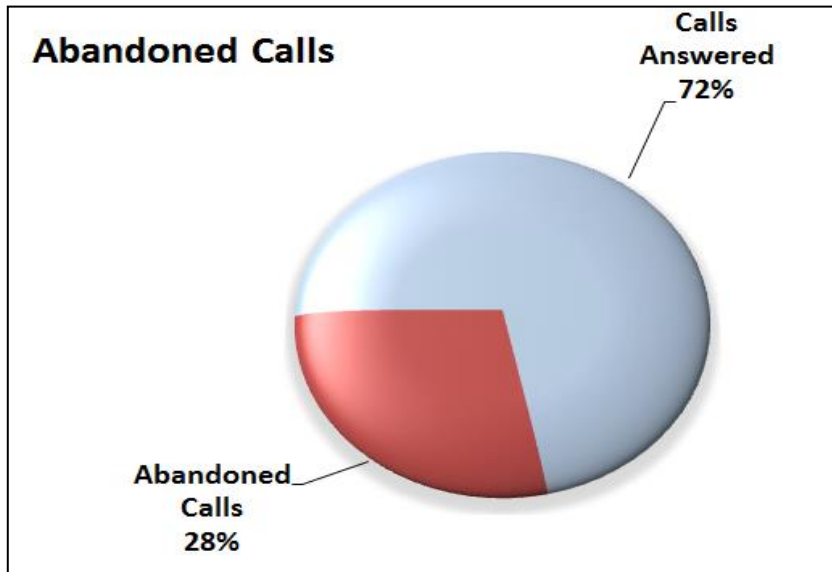
Delivering HR Services That Matter

Metric	Target	Current Period Performance 2/05/17 – 3/04/17	Previous Period Performance 12/25/16 – 2/04/17	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	3:57 seconds	2:13 seconds	
Average case resolution time – password resets and e-mail updates (Time owned by ESC)	98% within 1 day	99.02%	99.35%	
Average case resolution time – inquiries and requests (Time owned by ESC)	75% within 1 day 90% within 3 days	91.8% within 1 Day and 95.0% within 3 Days	92.6% within 1 Day and 95.2% 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	85.3% rated good to excellent (1.191% response rate)	95.8% rated good to excellent (1.731% 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	

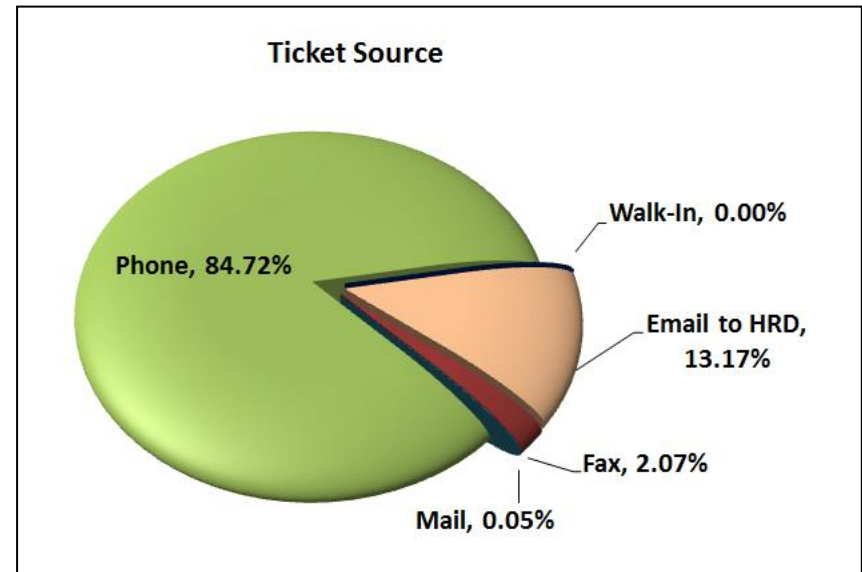


Inbound Call Data

SLA Metric	Target Level	Current Period 2/05/17 to 3/04/17	Previous Period 12/25/16 to 2/04/17	February 2016
Average wait time – all inquiries (Days operational)	Will not exceed 3 minutes 90% of the time	3:57 seconds	2:13 seconds	2:25 seconds



Total = 7,499 calls



Total = 6,295 Tickets

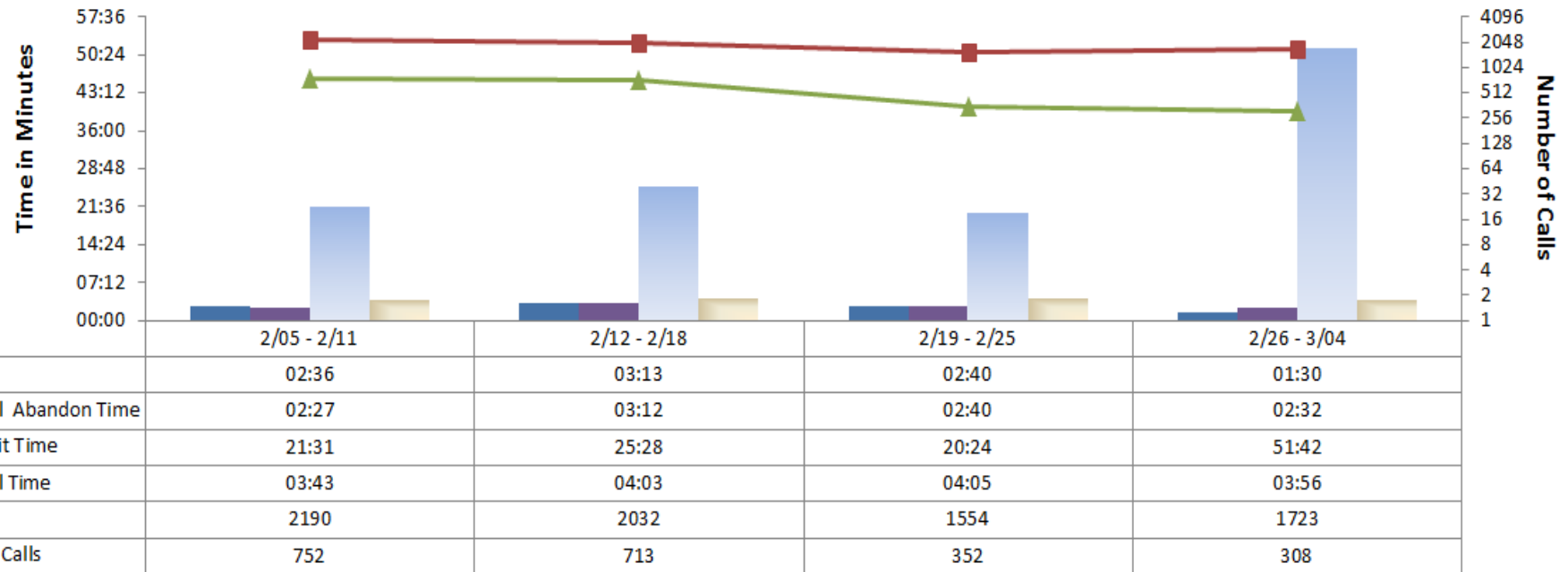
Source: ESC Footprints & Avaya data from 2/05/2017 – 3/04/2017.

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



Inbound Call Data

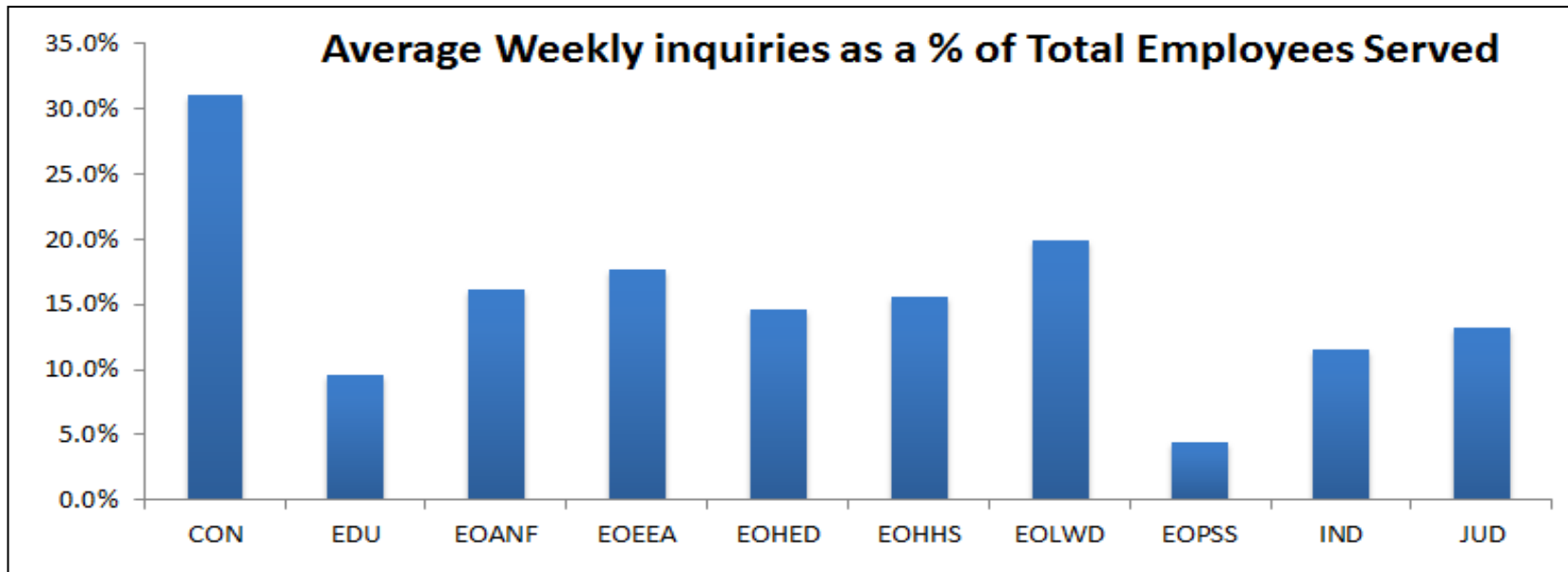
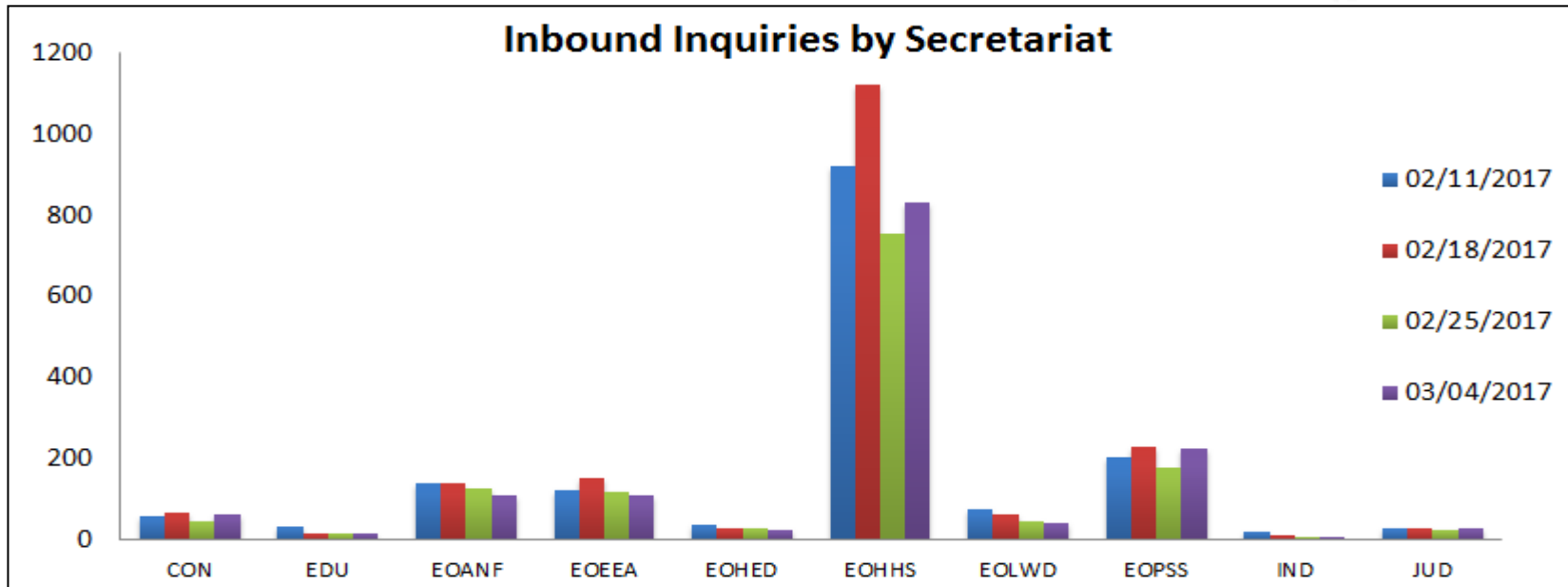
Wait Time, Call Volumes, & Abandonment Rates



Source: ESC Avaya data from 2/05/2017 – 3/04/2017.

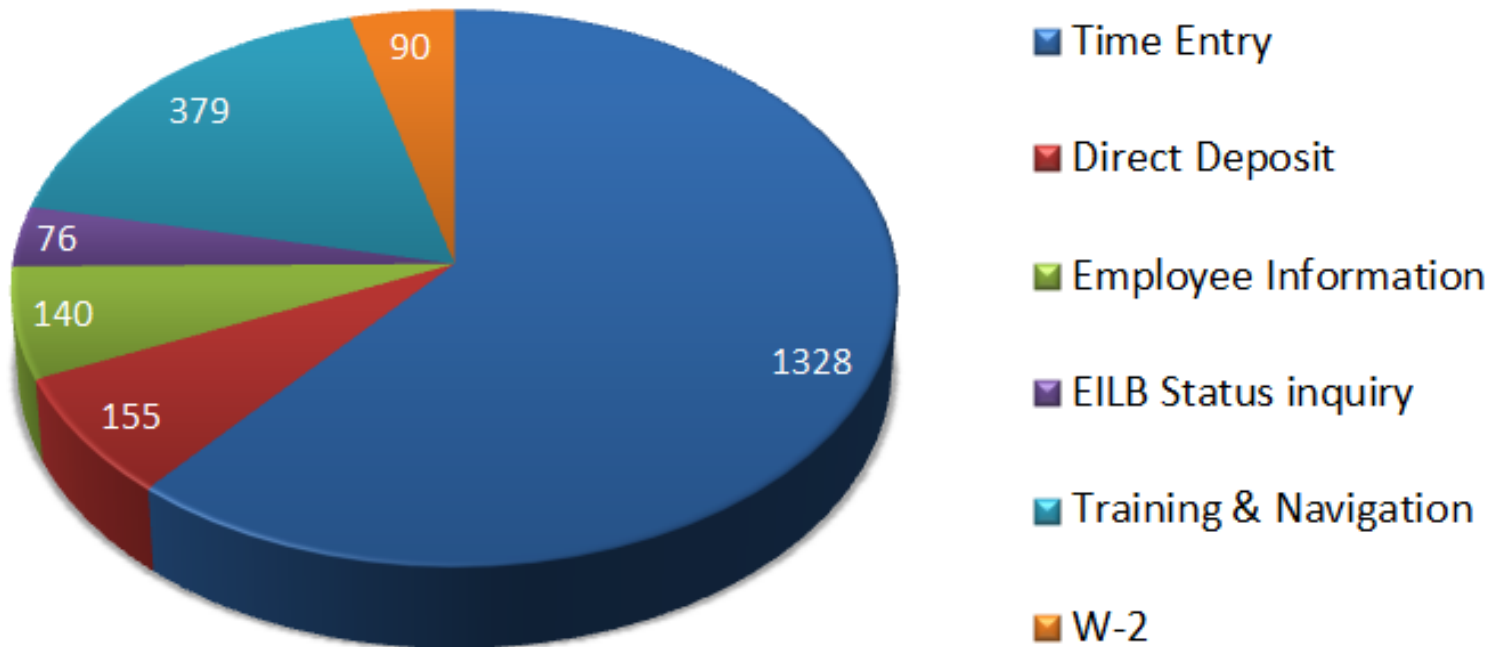


Inbound Inquiries by Secretariat



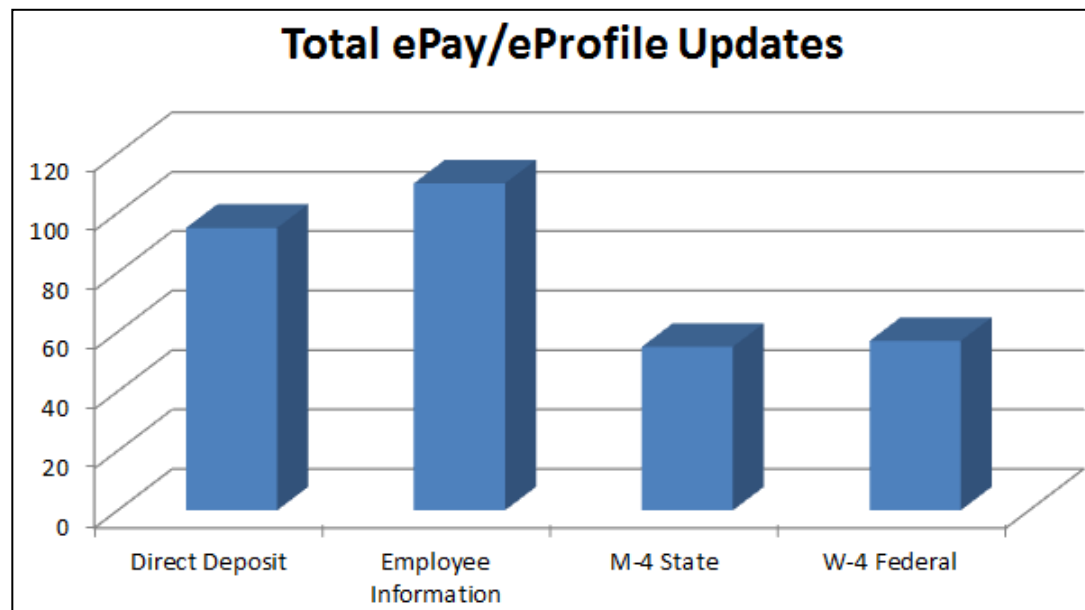
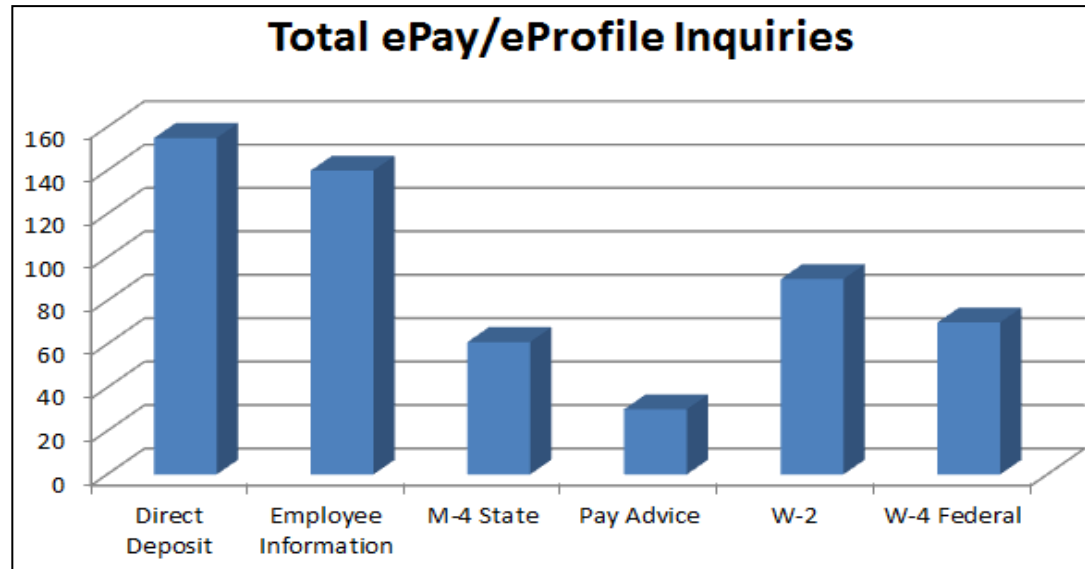
Types of Inquiries Received

Top Inquiry Classifications (Excluding Password Resets)



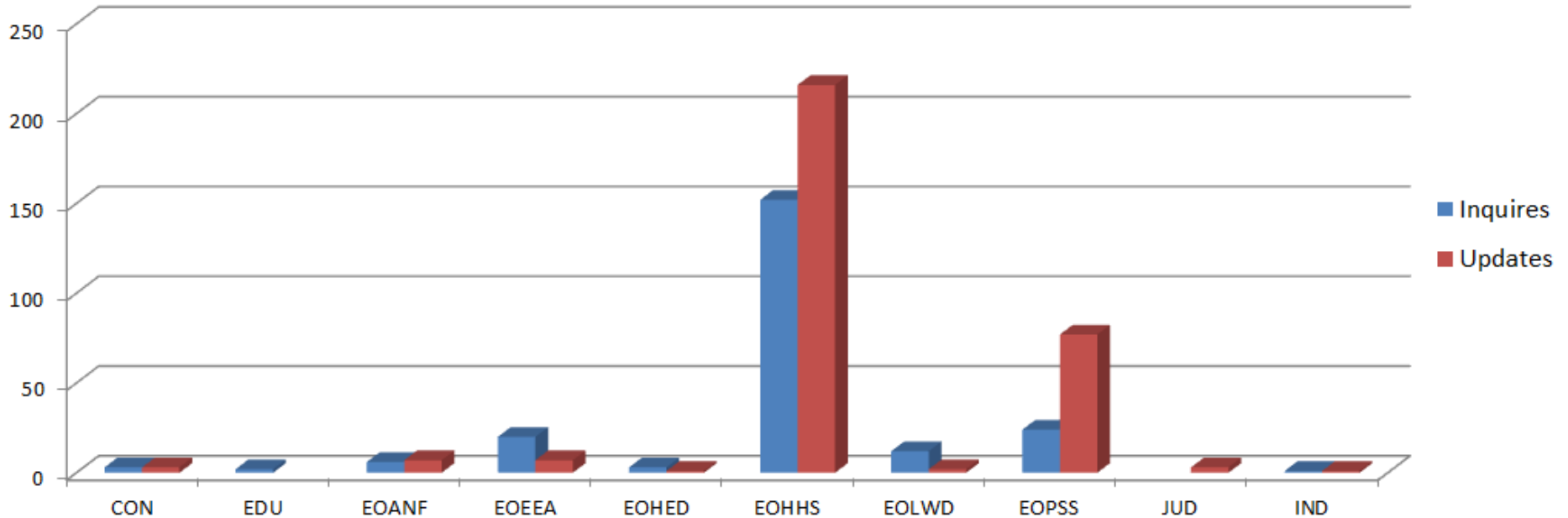
Source: ESC Footprints data from 2/05/2017 – 3/04/2017.

ePay/eProfile Transactions



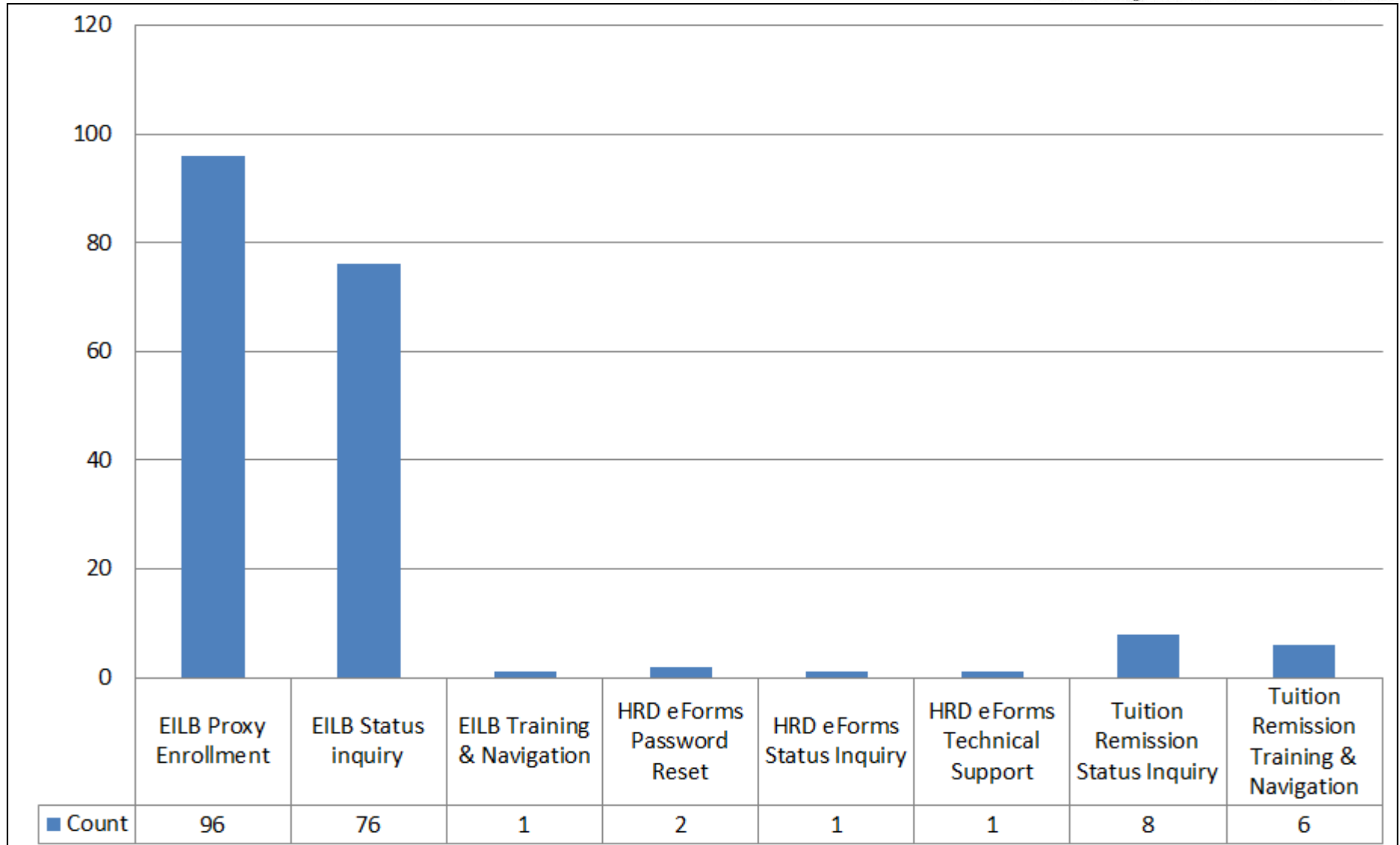
ePay/eProfile Transactions by Secretariat

ePay/eProfile Transactions by Secretariat



Source: ESC Footprints data from 2/05/2017 – 3/04/2017.

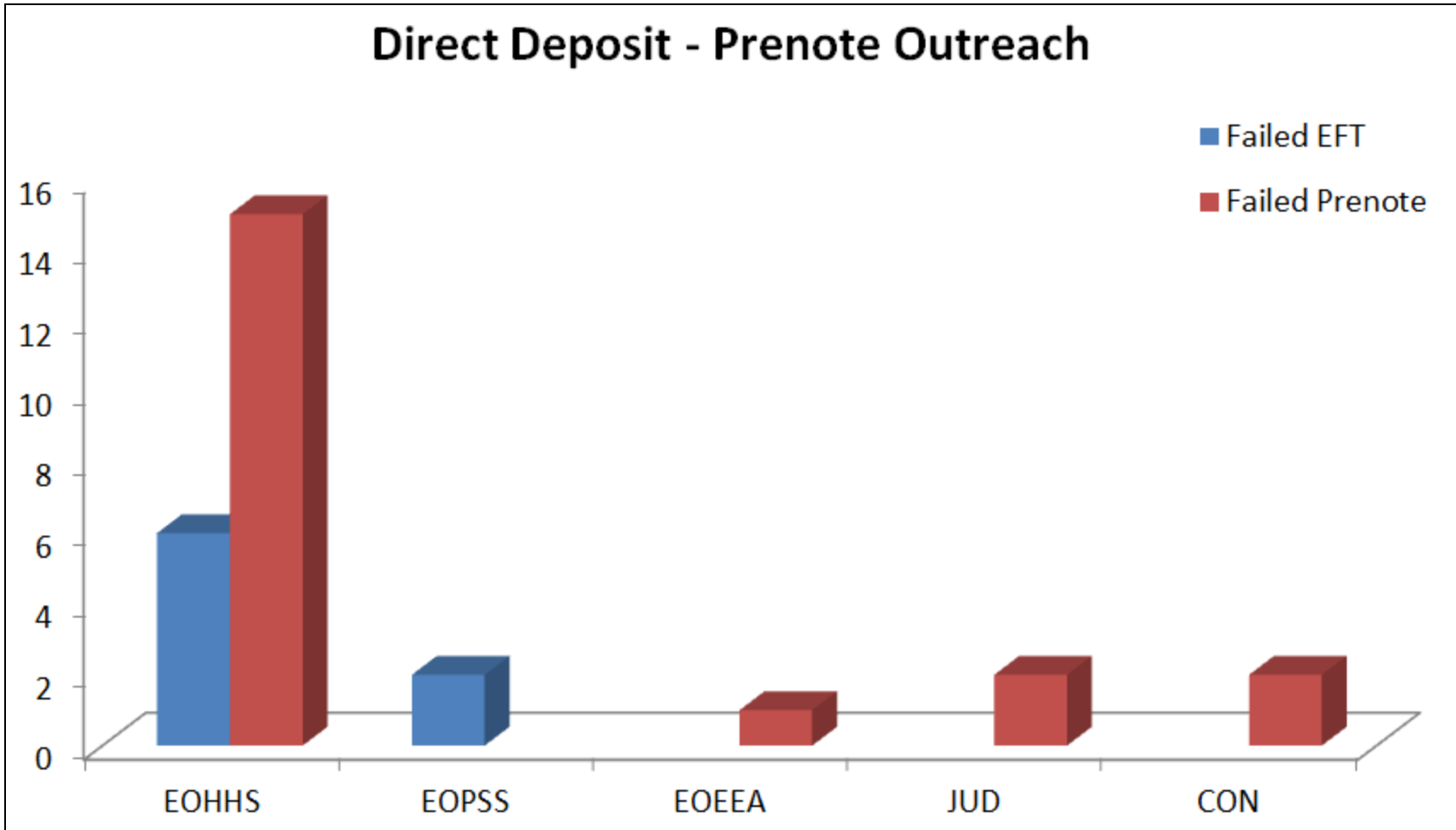
eServices Inquiries



Source: ESC Footprints data from 2/05/2017 – 3/04/2017.



Direct Deposit-Prenote Outreach



Source: ESC data 2/05/2017 – 3/04/2017.

Case Resolution Time

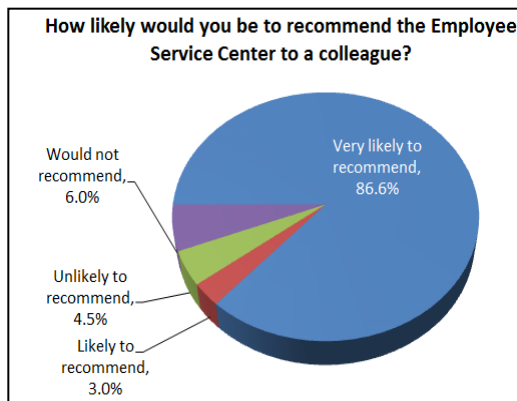
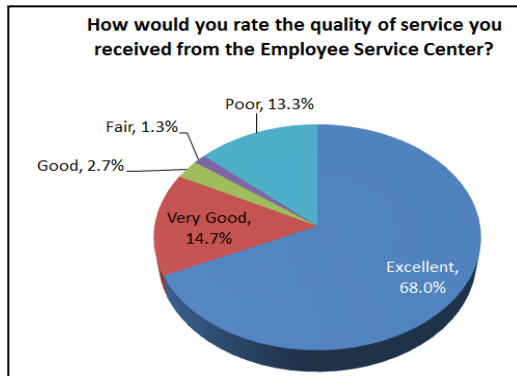
SLA Metric	Target	Current Period 2/05/2017 – 3/4/2017	Previous Period 12/25/2016 – 2/4/2017	Previous Year February 2016
Average case resolution time – password resets and e-mail updates (Time owned by ESC)	98% within 1 day	99.02%	99.35%	99.17%
Average case resolution time – inquiries and requests (Time owned by ESC)	75% within 1 day 90% within 3 days	91.8% within 1 Day and 95.0% within 3 Days	92.6% within 1 Day and 95.2% within 3 Days	88.4% within 1 Day 91.9% within 3 Days

Source: ESC Footprints data from 2/05/2017 – 3/04/2017.



Customer Satisfaction Survey Results

SLA Metric	Target	Current Period 2/05/2017 – 3/4/2017	Previous Period 12/25/2016 – 2/4/2017	February 2016
Customer satisfaction (Based on automated survey upon ticket closure.)	80% of customers rate overall satisfaction good to excellent	85.3% rated good to excellent (1.191% response rate)	95.8% rated good to excellent (1.731% response rate)	97% rated good to excellent (0.150% response rate)



Selected Monthly Comments:

- The person who helped me was very nice and extremely helpful.
- The Employee Service Center was very helpful. I appreciate the early hours. I suggested that the mass email that was sent out could indicate the code for snow days.
- I had no issues and my problem was resolved. And the staff was courteous.
- keep up the great work!!
- I'm very please with the review process turn around

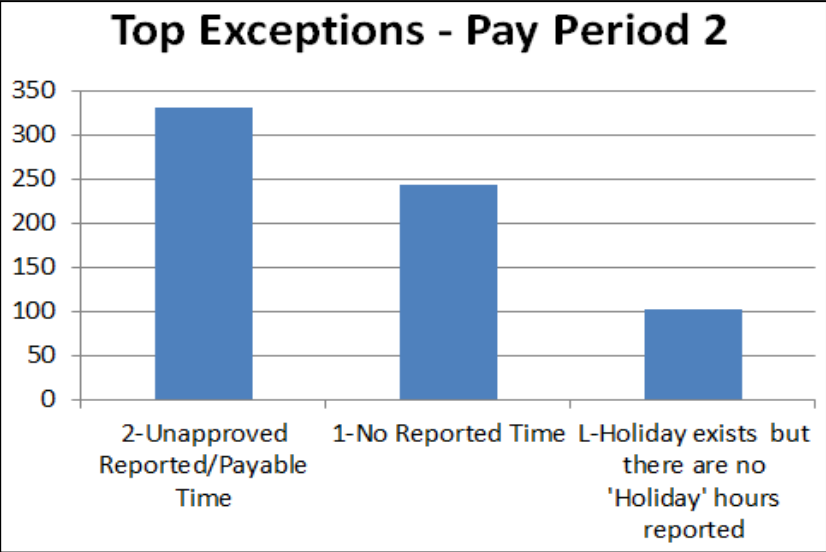
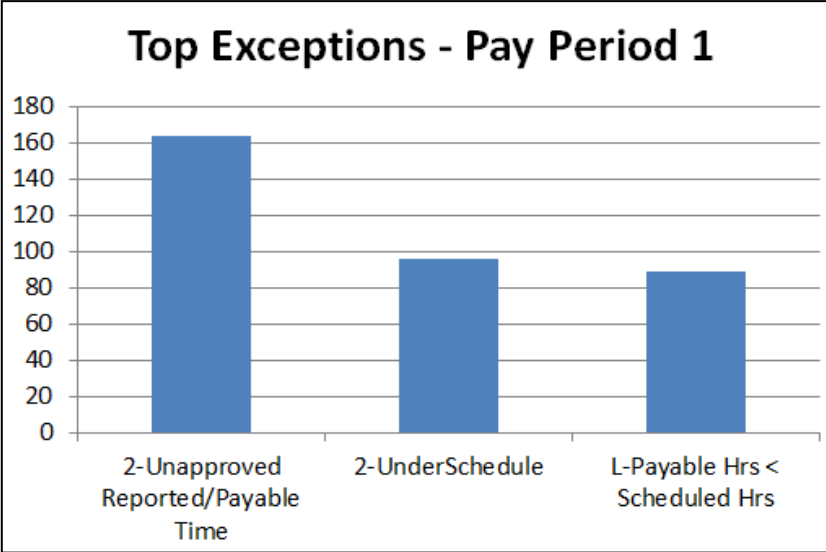
Source: ESC Customer Satisfaction Survey; survey link is provided on ticket closure notice and is voluntary. Survey results shown were collected between 2/05/2017 – 3/04/2017.

The Commonwealth of Massachusetts



Outbound Contact Percentages

SLA Metric	Target	Current Period 2/05/2017 – 3/04/2017	Previous Period 12/25/2016 – 2/04/2017
Percentage of approvers contacted with unresolved high exceptions requiring ESC intervention for resolution:	98% 85% holiday/emergency leave weeks	61.97%	54.56%

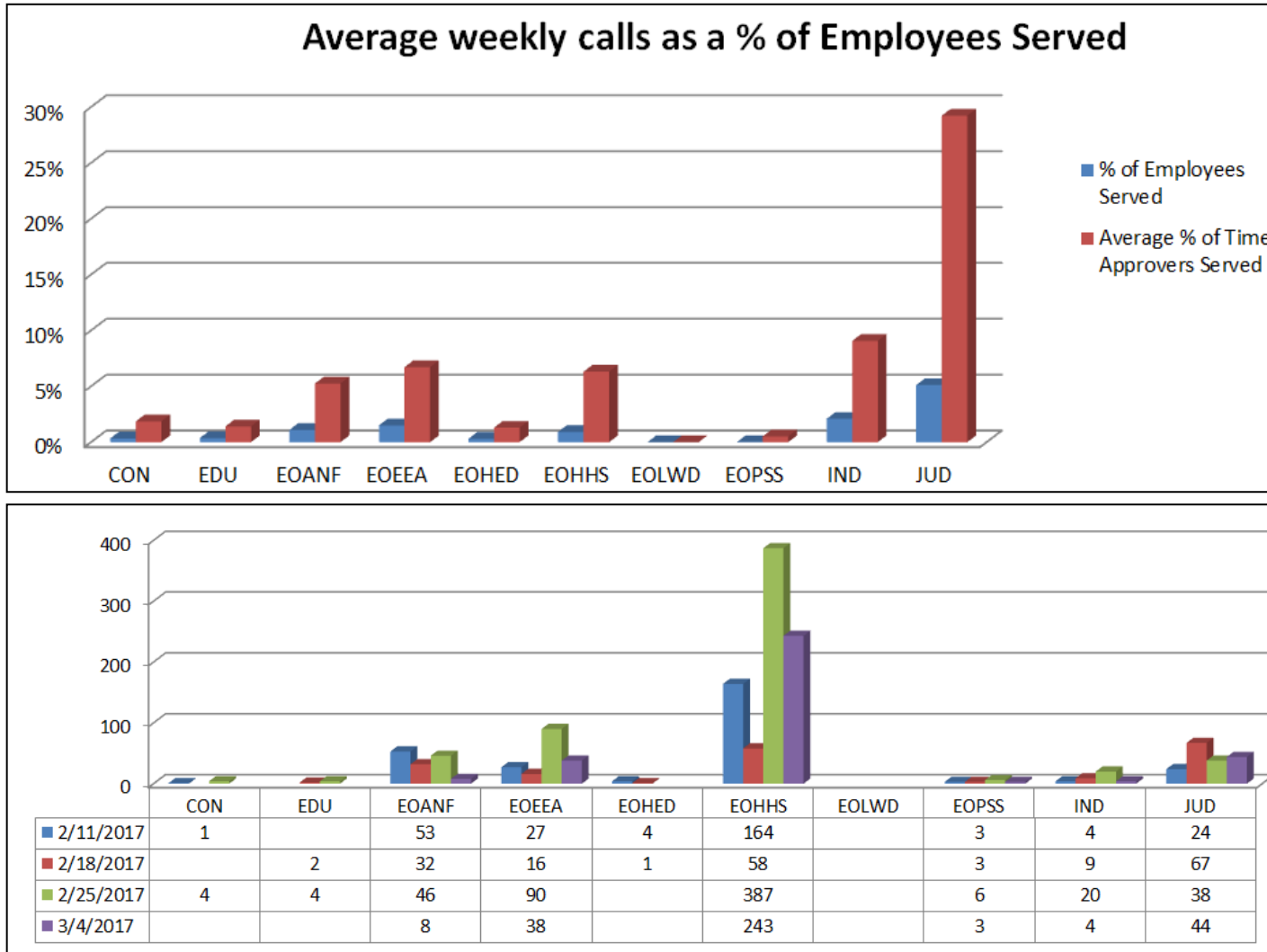


Source: ESC data from 2/05/2017 – 3/04/2017.

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.



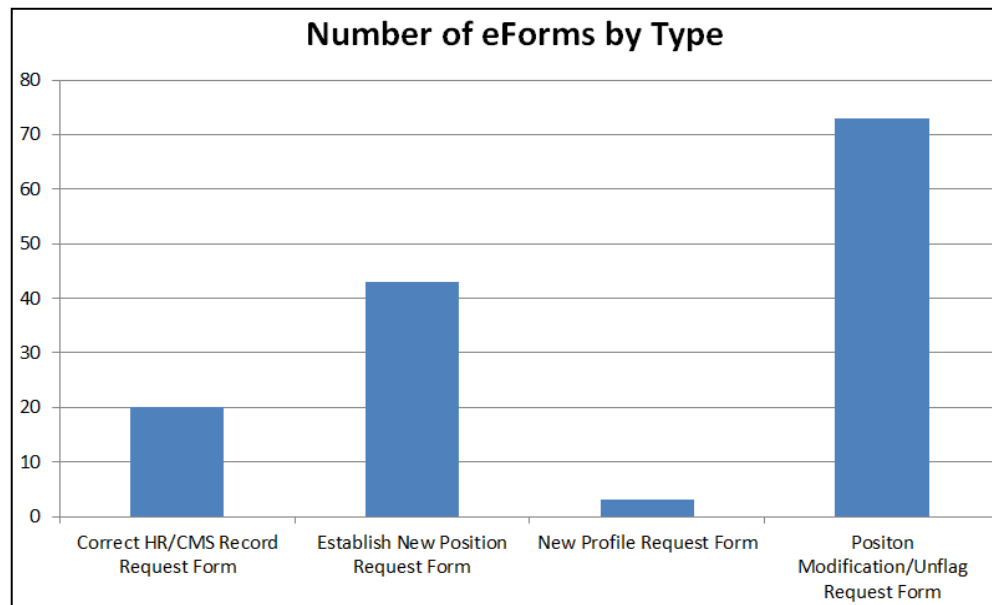
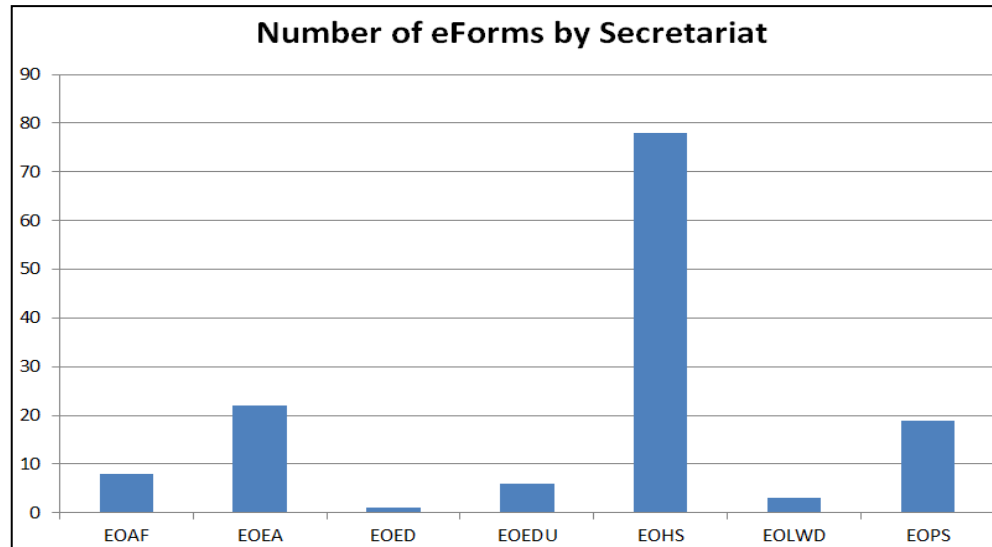
Source: ESC Exception Management System data 2/05/2017 – 3/04/2017.

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

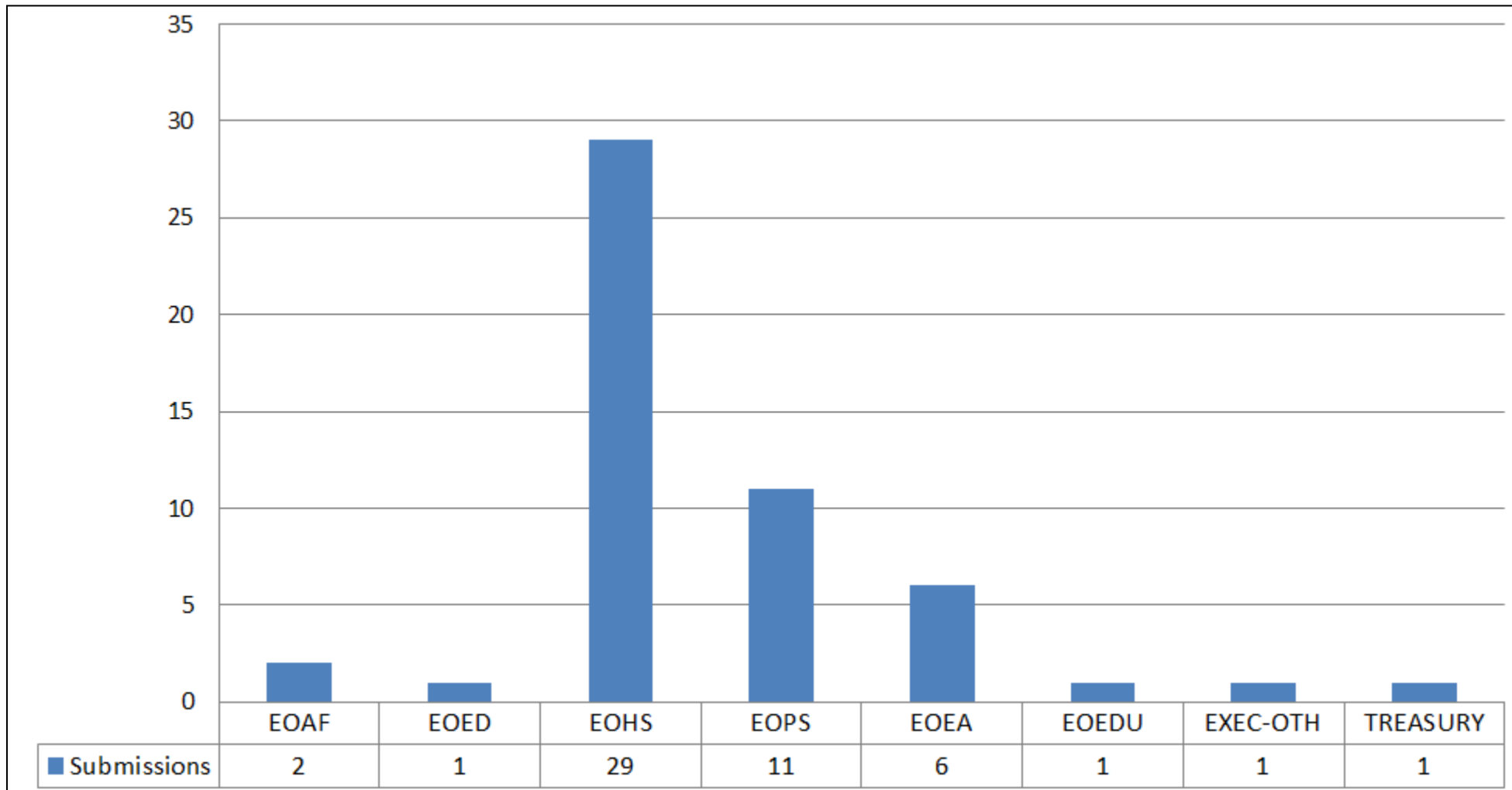


Position Management

Total number of eForms processed by ESC: 109



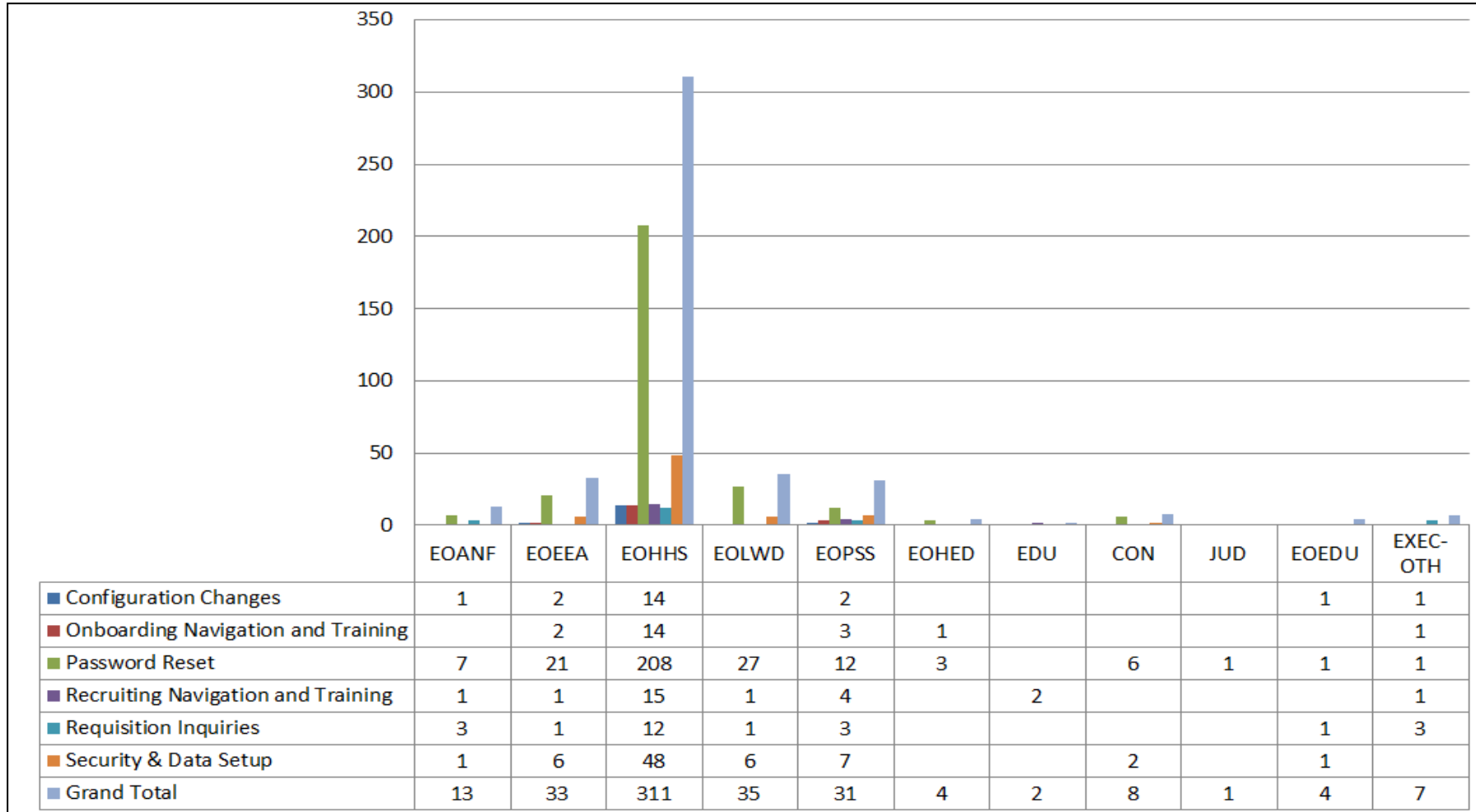
Tuition Remission Submissions per Secretariat



Source: OnBase - Hyland Unity Client Reporting data from 2/05/2017 – 3/04/2017.

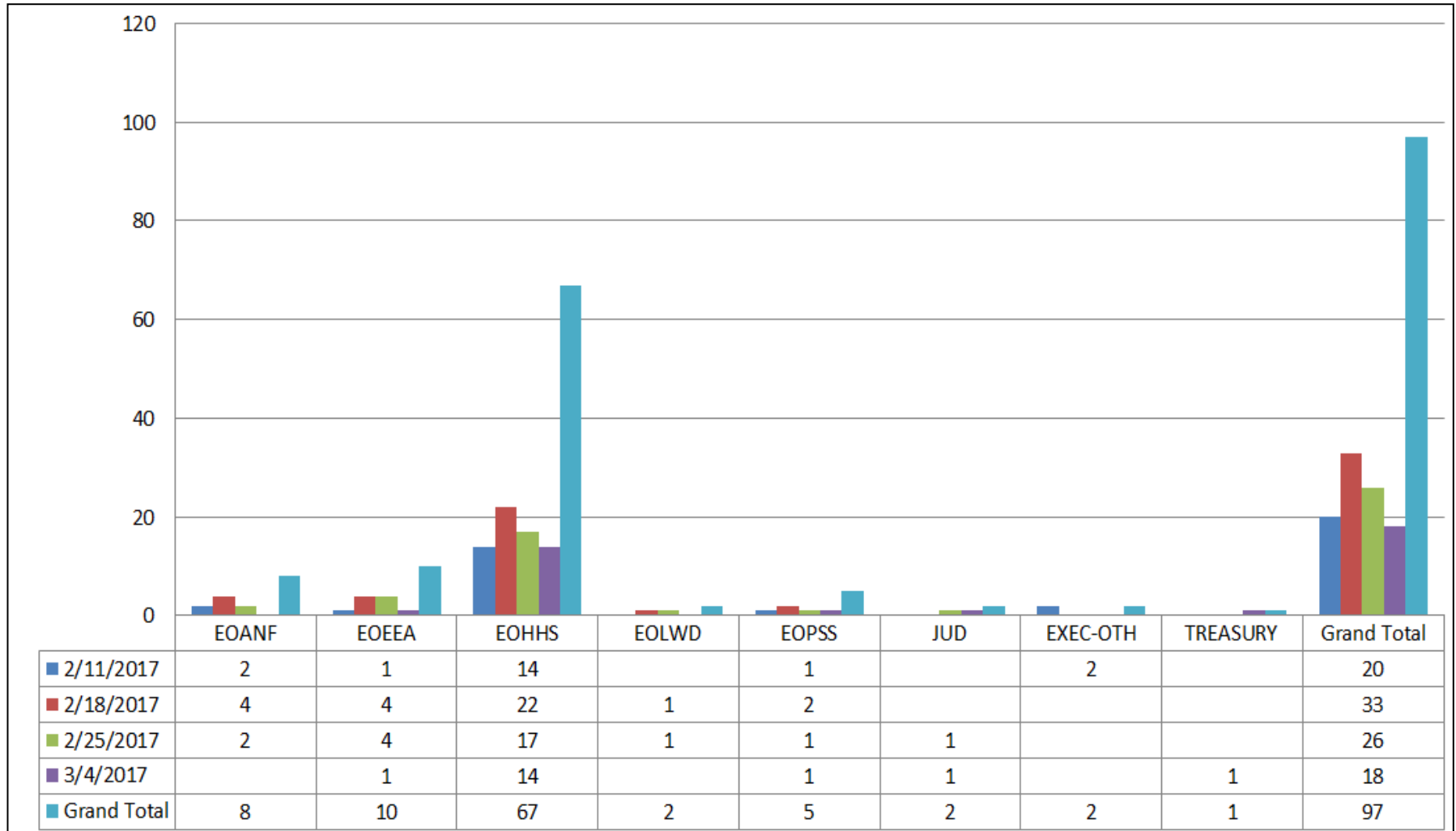


MassCareers Top 5 Most Frequent Classifications by Secretariat



Source: ESC Footprints data from 2/05/2017 – 3/04/2017.

Tickets Forwarded to Agency HR/Payroll



Source: ESC Footprints data from 2/05/2017 – 3/04/2017.

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	7/16/2017
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	17	DOI-Division Of Insurance	138	MCB-Mass Commission For The Blind	144
AGR-Department Of Agricultural Resources	100	DOR-Department Of Revenue	1562	MCD-Commission For The Deaf And Hard Of Hearing	53
ALA-Administrative Law Appeals Division	31	DOS-Division Of Standards	17	MGC-Massachusetts Gaming Commission	72
ANF-Eo Administration & Finance	280	DPH-Department Of Public Health	3011	MIL-Massachusetts National Guard	9928
APC-Appeals Court	114	DPS-Department Of Public Safety	171	MMP-Massachusetts Marketing Partnership	18
ART-Mass Cultural Council	31	DPU-Department Of Public Utilities	158	MRC-Mass Rehabilitation Commission	971
ATB-Appellate Tax Board	20	DSS-Department Of Children And Families	4097	OCD-Dept Of Housing And Community	268
BLC-Board Of Library Comissioners	21	DYS-Department Of Youth Services	849	OHA-Massachusetts Office On Disability	11
BSB-Bureau Of State Buildings	15	EDU-Executive Office Of Education	82	ORI-Office For Refugees And Immigrants	20
CAD-Commission Against Discrimination	83	EEC-Department Of Early Education	192	OSC-Office Of The Comptroller	127
CDA-Massachusetts Emergency Management Agency	95	EED-Executive Office Of Housing & Economic Development	58	OSD-Division Of Operational Services	104
CHE-Soldiers' Home In Massachusetts	338	EHS-Executive Office Of Health and Human Services	1555	PAR-Parole Board	166
CHS-Department Of Criminal Justice Information Systems	38	ELD-Department Of Elder Affairs	60	POL-State Police	2534
CJT-Criminal Justice Training Council	533	ENE-Department Of Energy Resources	63	REG-Division Of Professional Licensure	105
CME-Chief Medical Examiner	93	ENV-Executive Office Of Energy and Environmental Affairs	322	RGT-Department Of Higher Education	66
CPC-Committee for Public Counsel Services	733	EOL-Executive Office Of Workforce Development	1118	SCA-Office Of Consumer Affairs And Business Regulations	27
CSC-Civil Service Commission	6	EPS-Executive Office Of Public Safety and Security	197	SDA-Sheriffs Department Association	3
CSW-Commission On Status Of Women	2	EQE-Department Of Environmental Protection	683	SEA-Department Of Business And Technology	11
DAC-Disabled Persons Protection Commission	35	FWE-Department Of Fish And Game	324	SOR-Sex Offender Registry	48
DCP-Capital Asset Management And Maintenance	412	GIC-Group Insurance Commission	55	SRB-State Reclamation Board	143
DCR-Department Conservation And Recreation	1057	HCF-Health Care Finance & Policy	142	TAC-Department Of Telecommunications	23
DFS-Department Of Fire Services	634	HLV-Soldiers' Home In Holyoke	343	TRB-Teachers Retirement Board	95
DMH-Department of Mental Health	3633	HPC-Health Policy Commission	73	TRE-Office Of The State Treasurer	253
DMR-Health and Human Services	6474	HRD-Human Resources Division	126	VET-Department Of Veterans Service	62
DOB-Division Of Banks	166	ITD-Information Technology Division	347	VWA-Victim And Witness Assistance	19
DOC-Department of Corrections	4717	LIB-George Fingold Library	11	WEL-Department Of Transitional Assistance	1635
DOE-Department Of Elementary & Secondary Education	474	LOT-Lottery And Gaming Commission	395	Grand Total:	53207

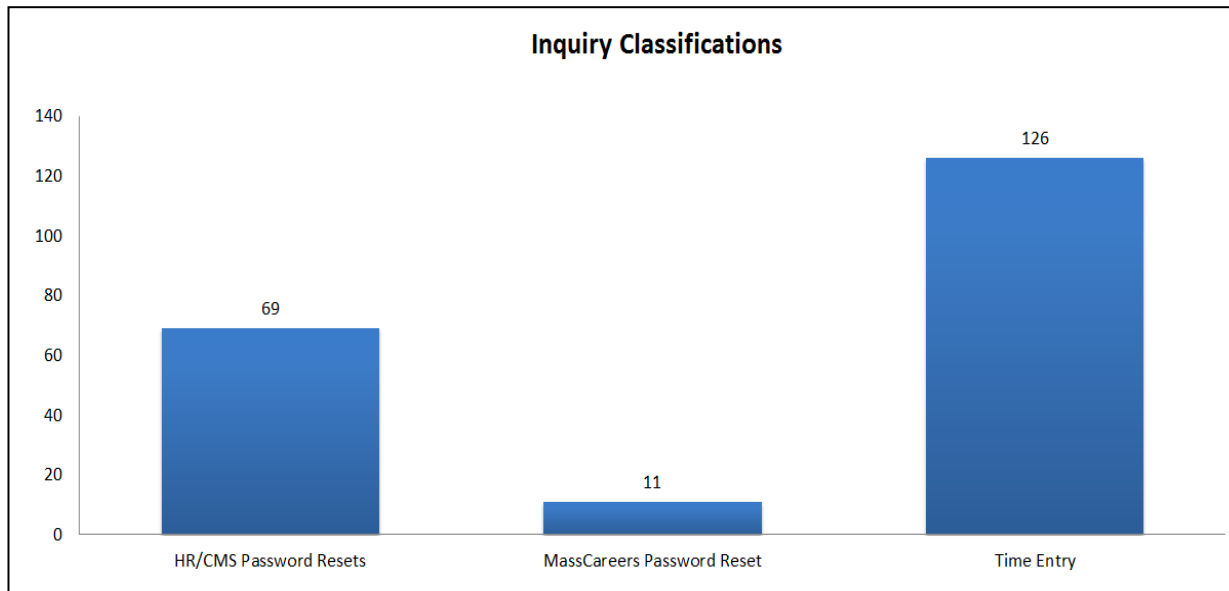
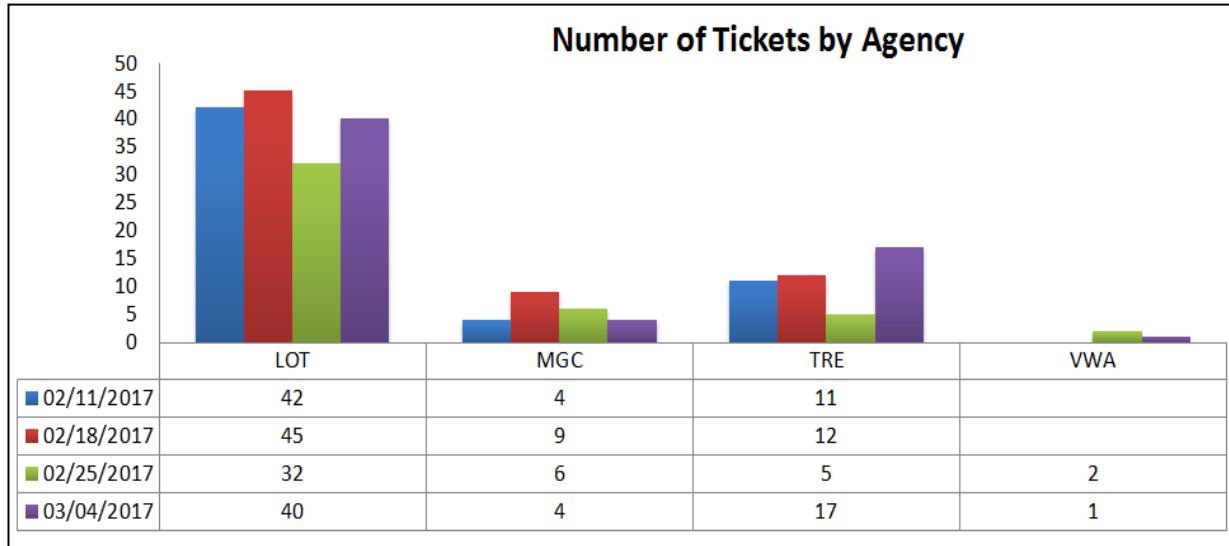


Appendix: Inquiries by Agency

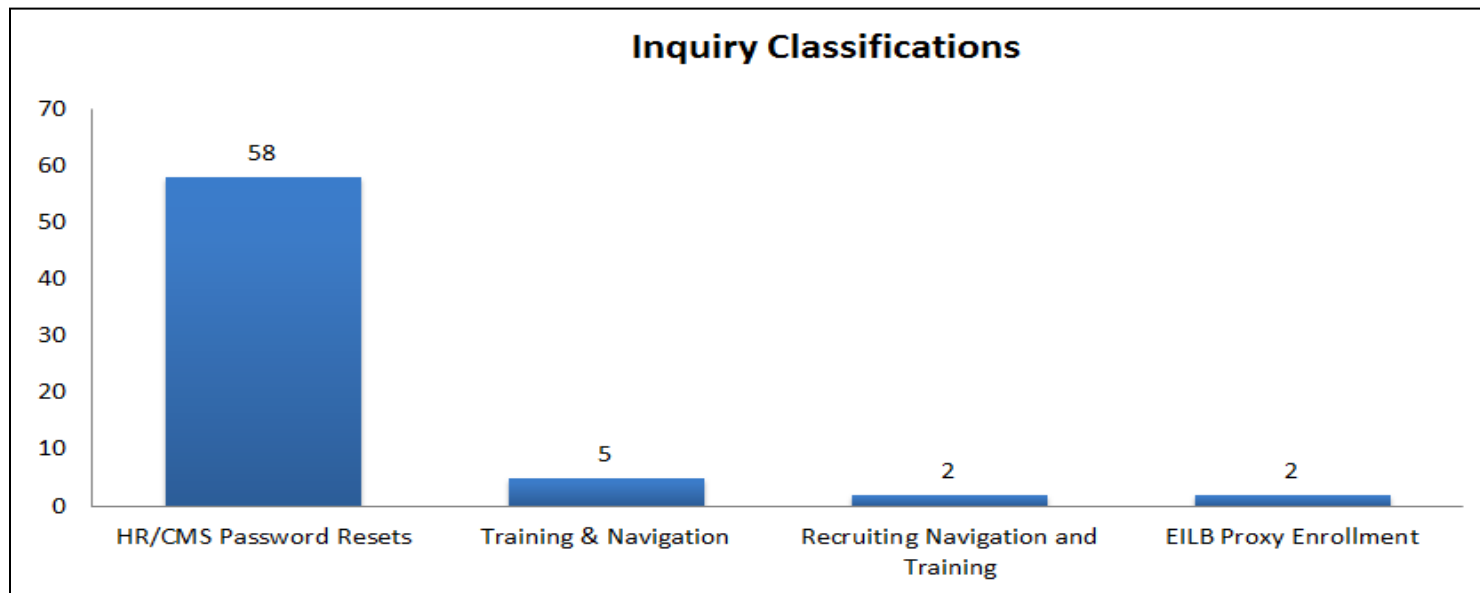
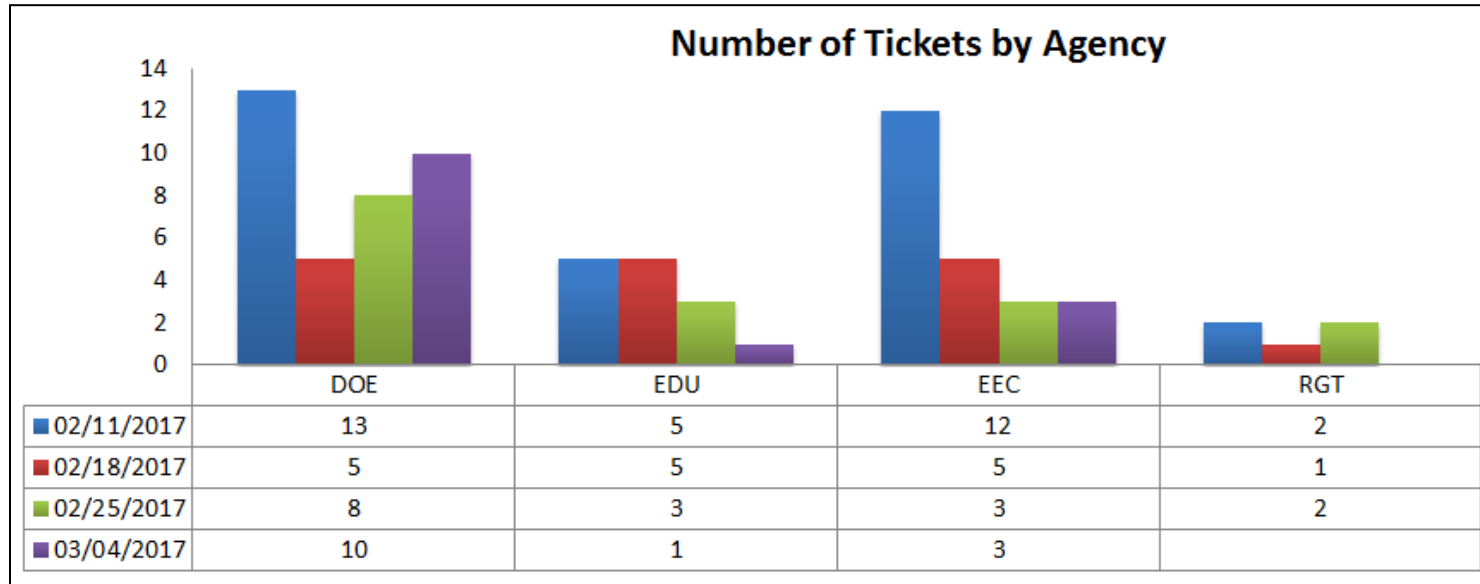
- Note: No inquiries were received for this service month from:

CSC – Civil Service Commission	CSW – Commission on Status of Women
DAC - Disabled Persons Protection Commission	OHA - Massachusetts Office On Disability
SDA - Sheriffs Department Association	

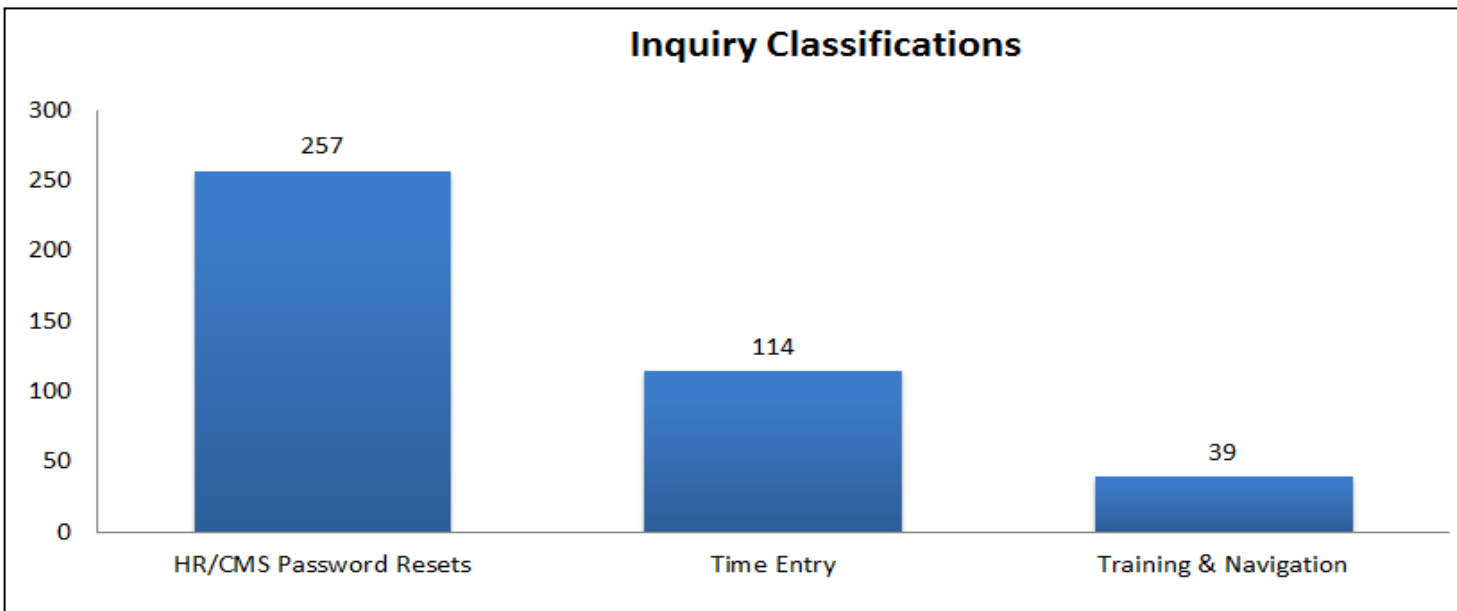
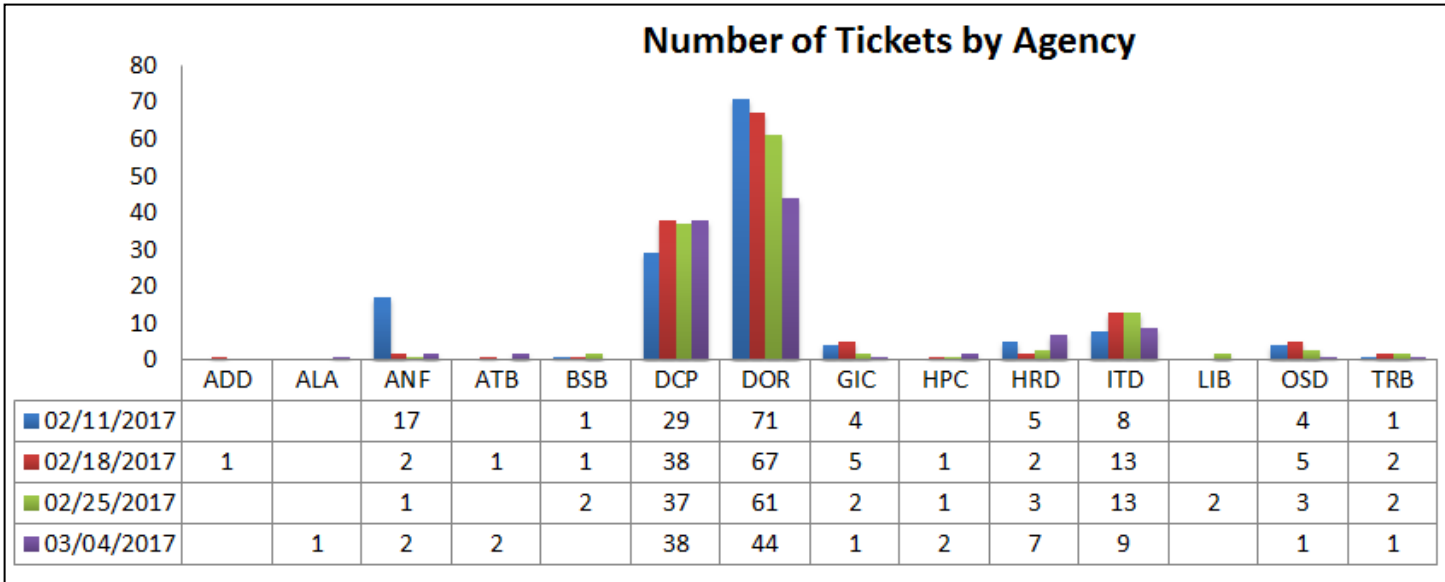
CON Agencies



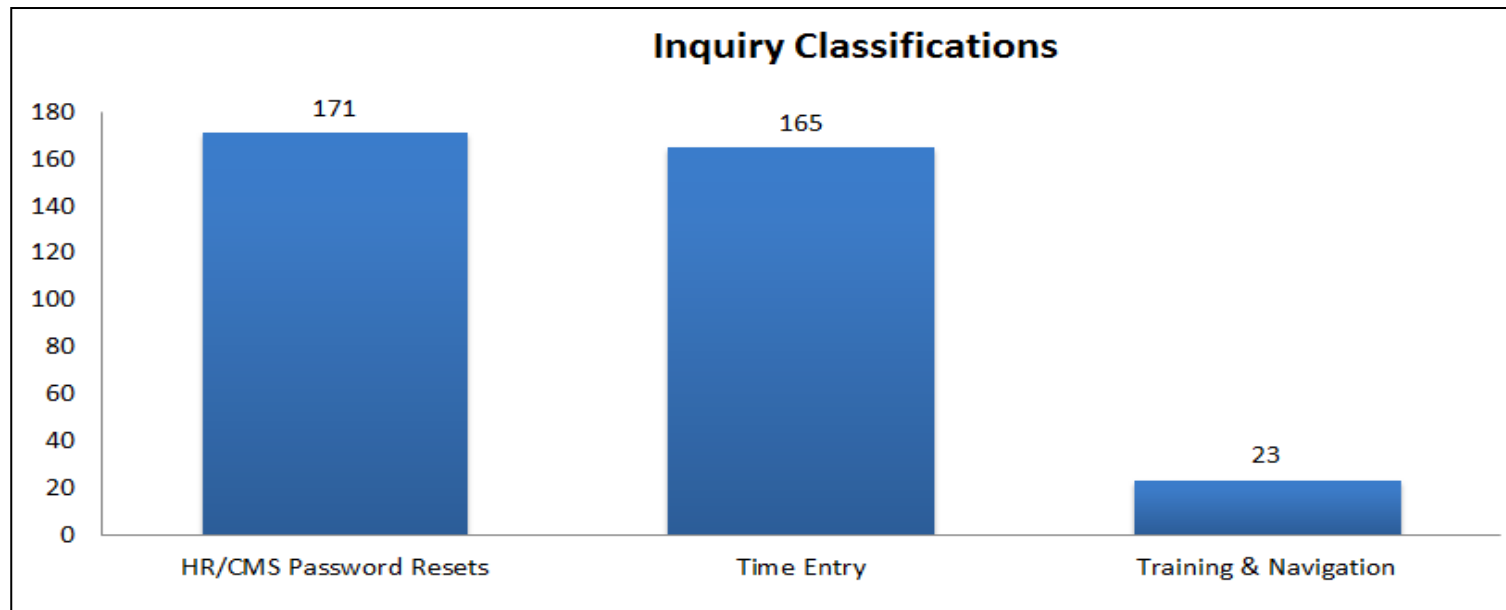
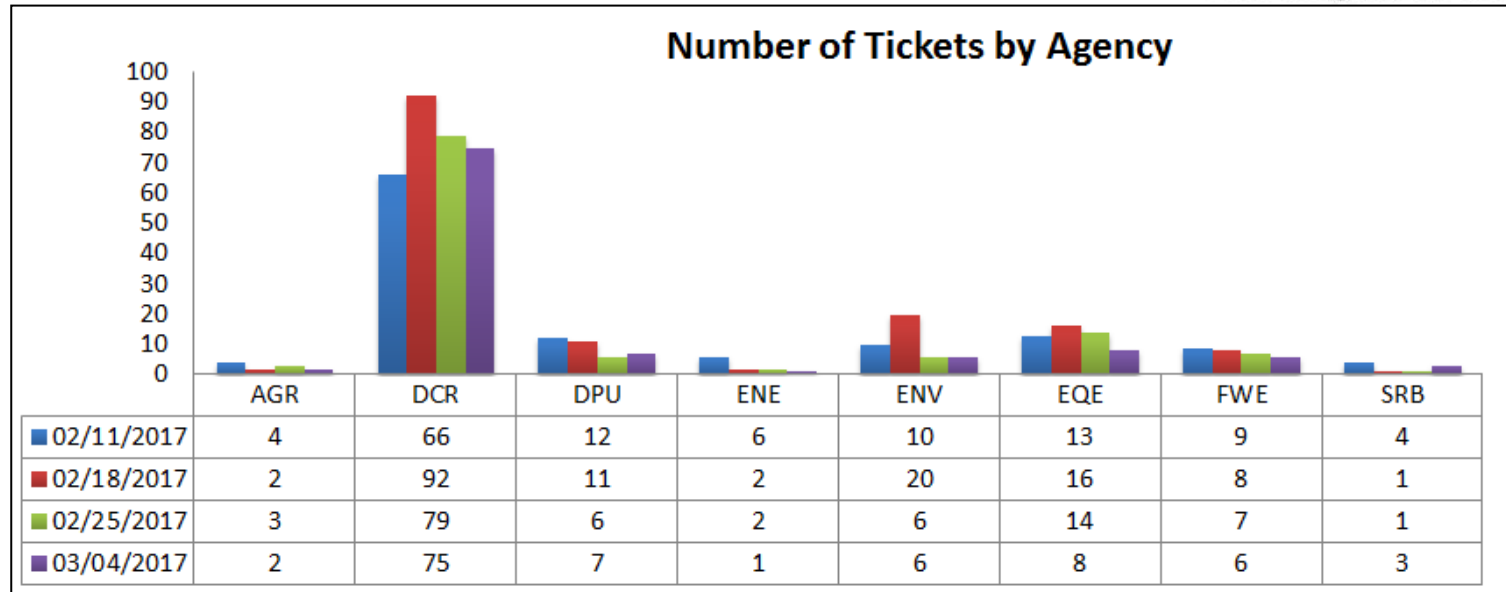
EDU Secretariat Agencies



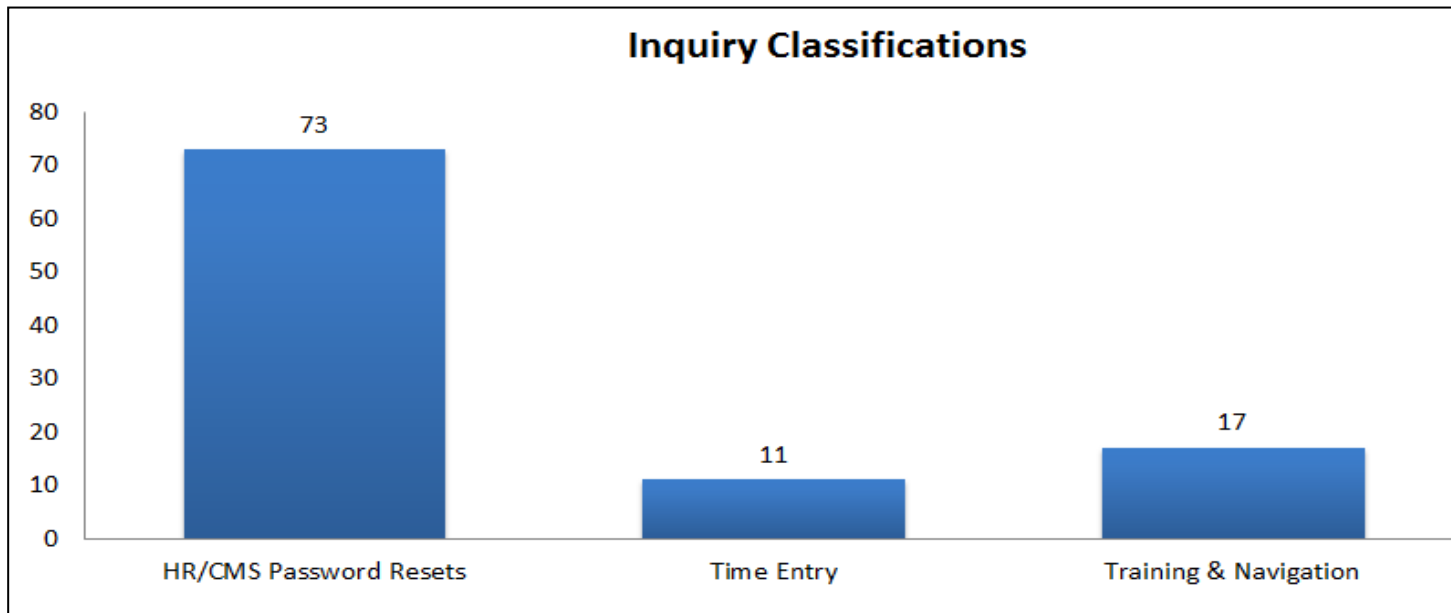
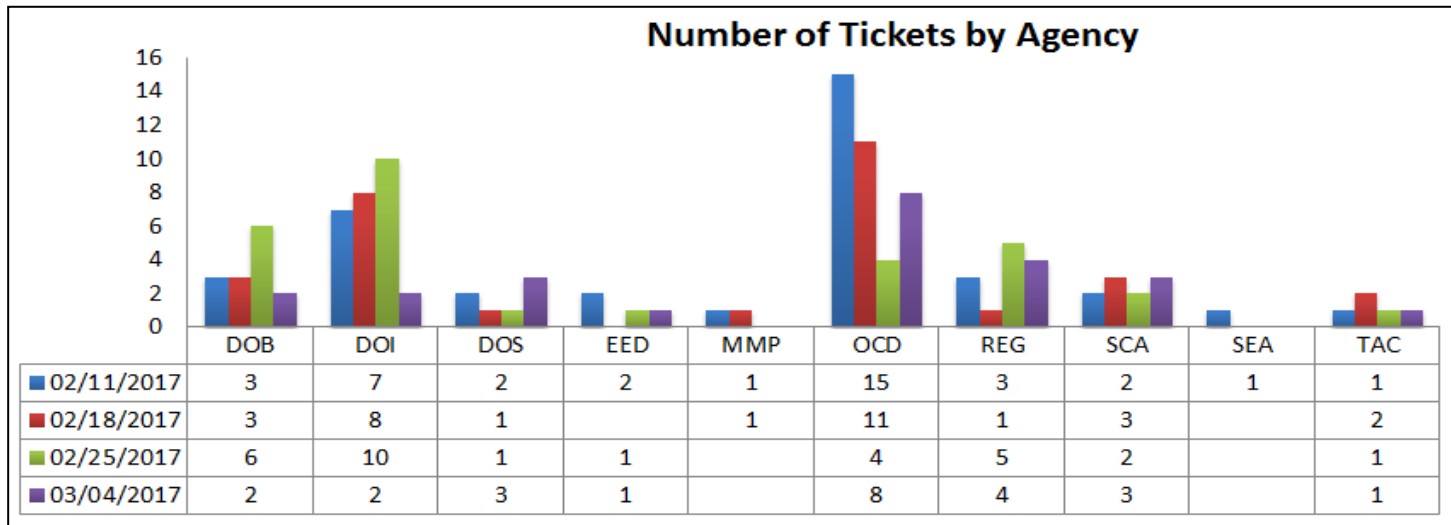
EOANF Secretariat Agencies



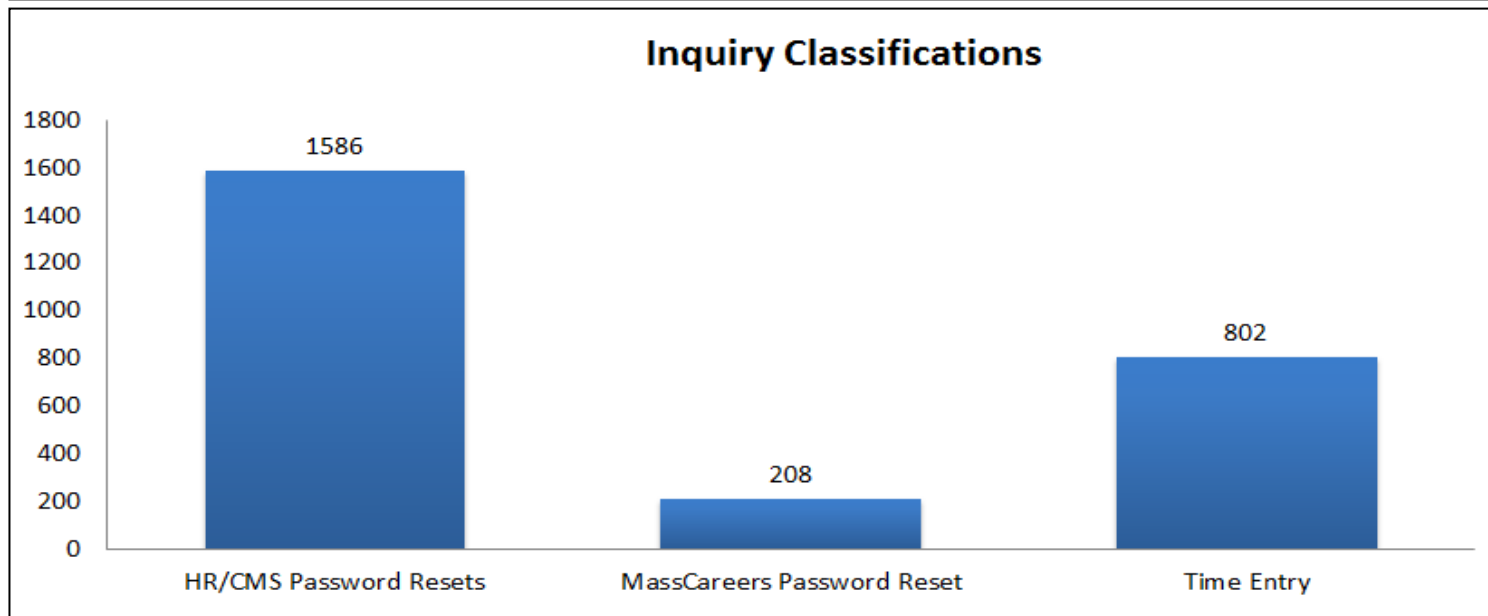
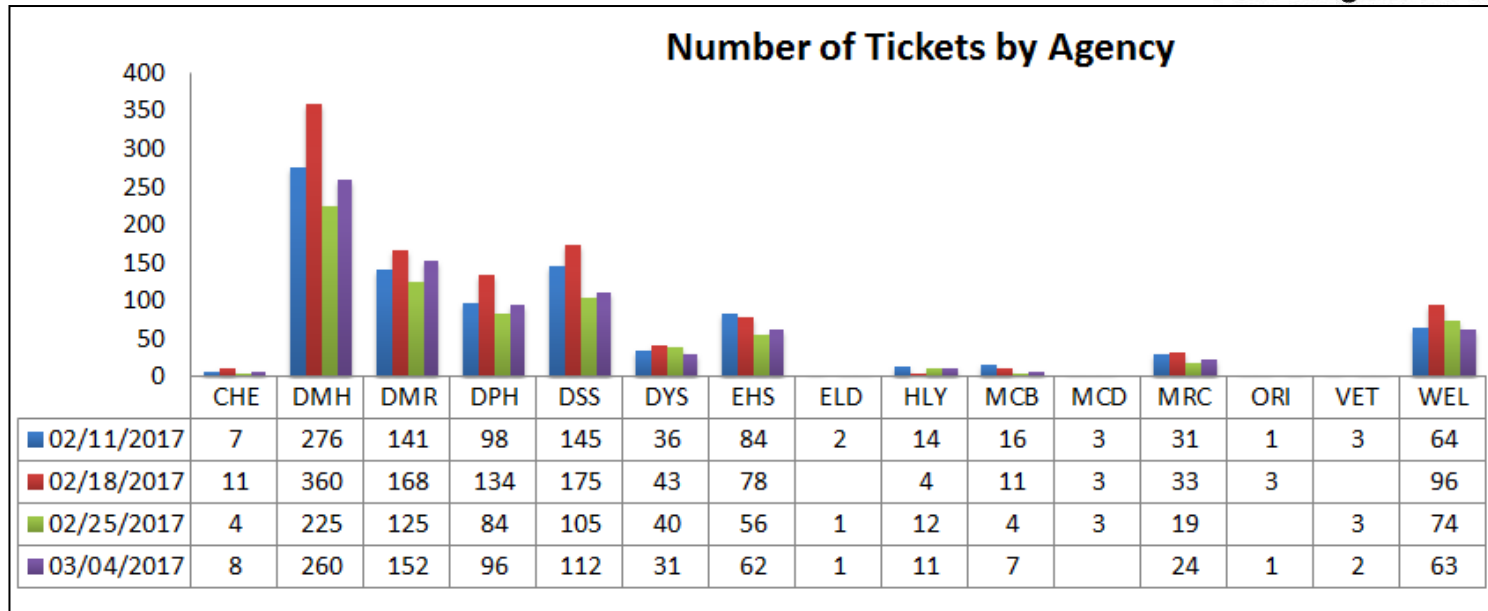
EOEEA Secretariat Agencies

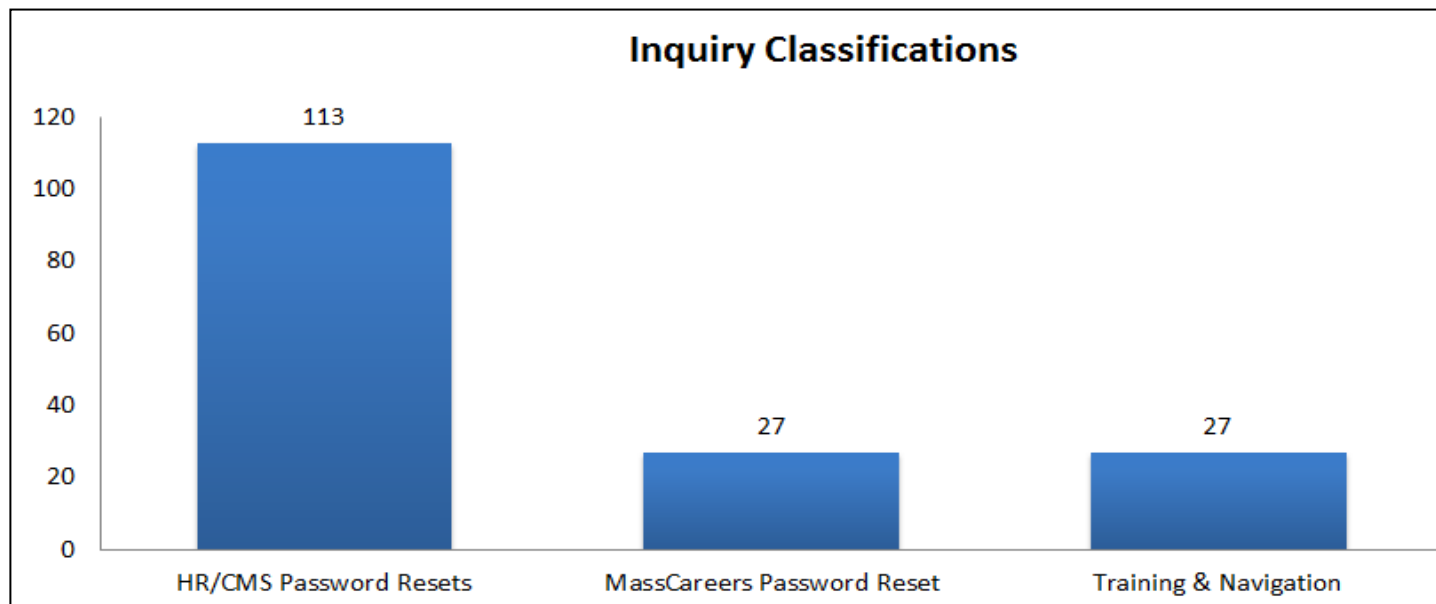
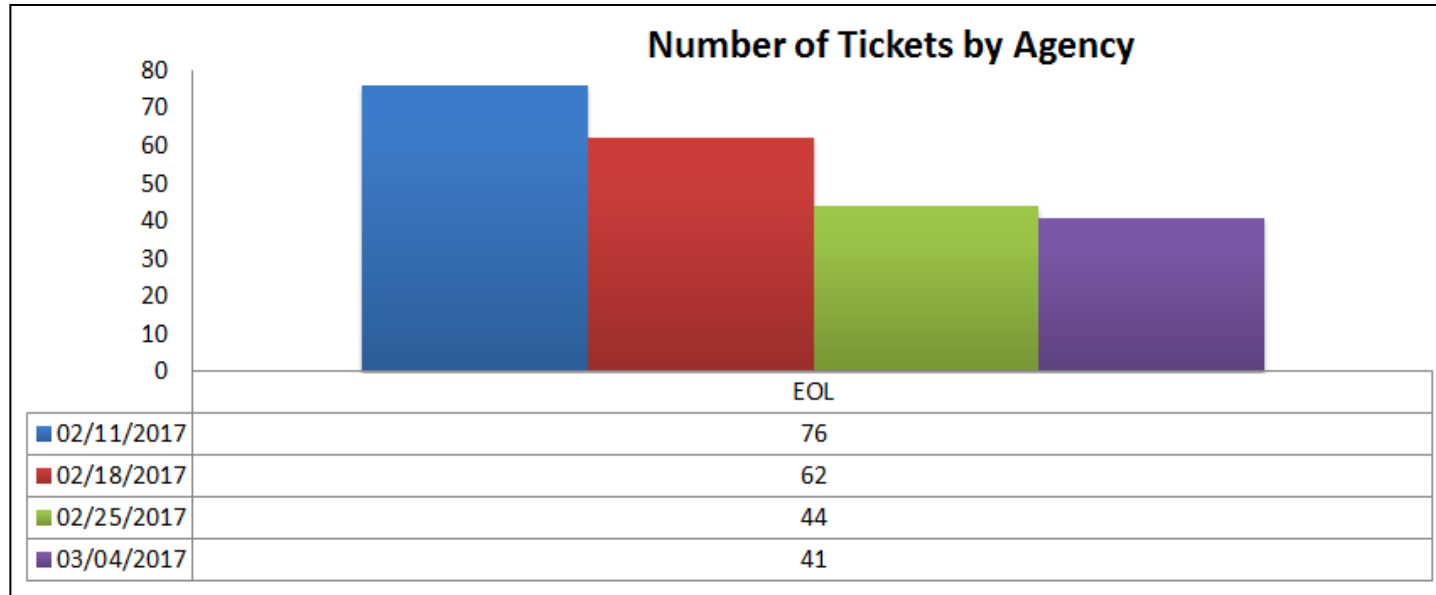


EOHED Secretariat Agencies

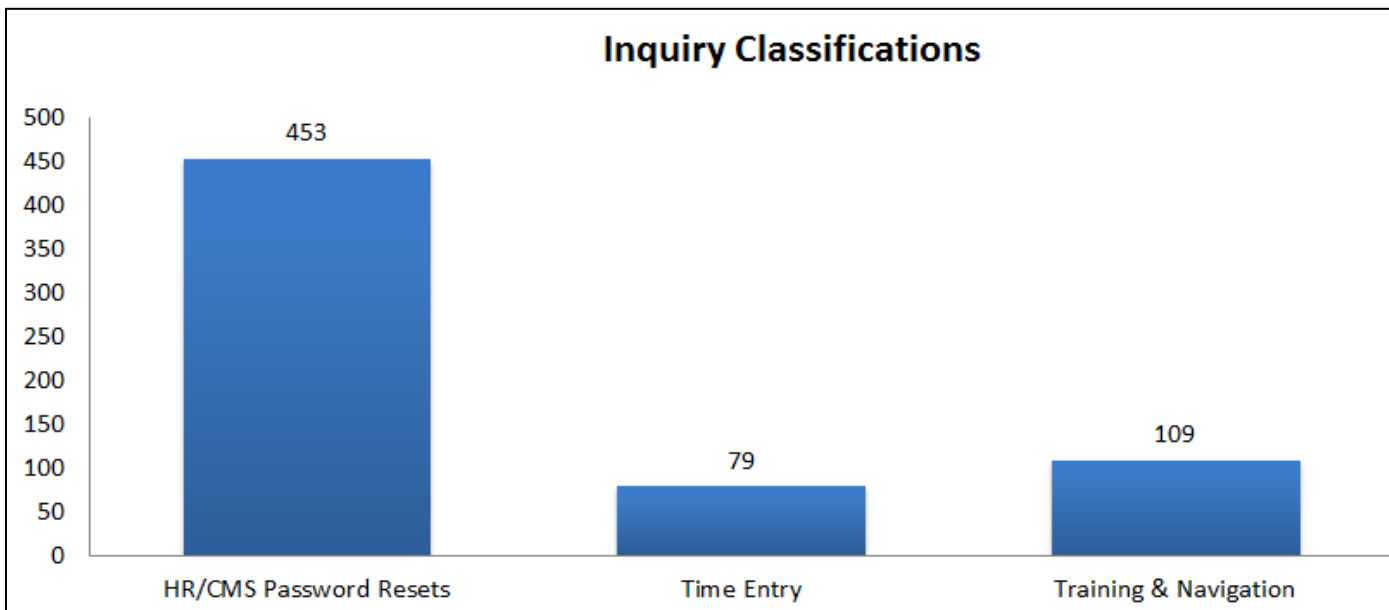
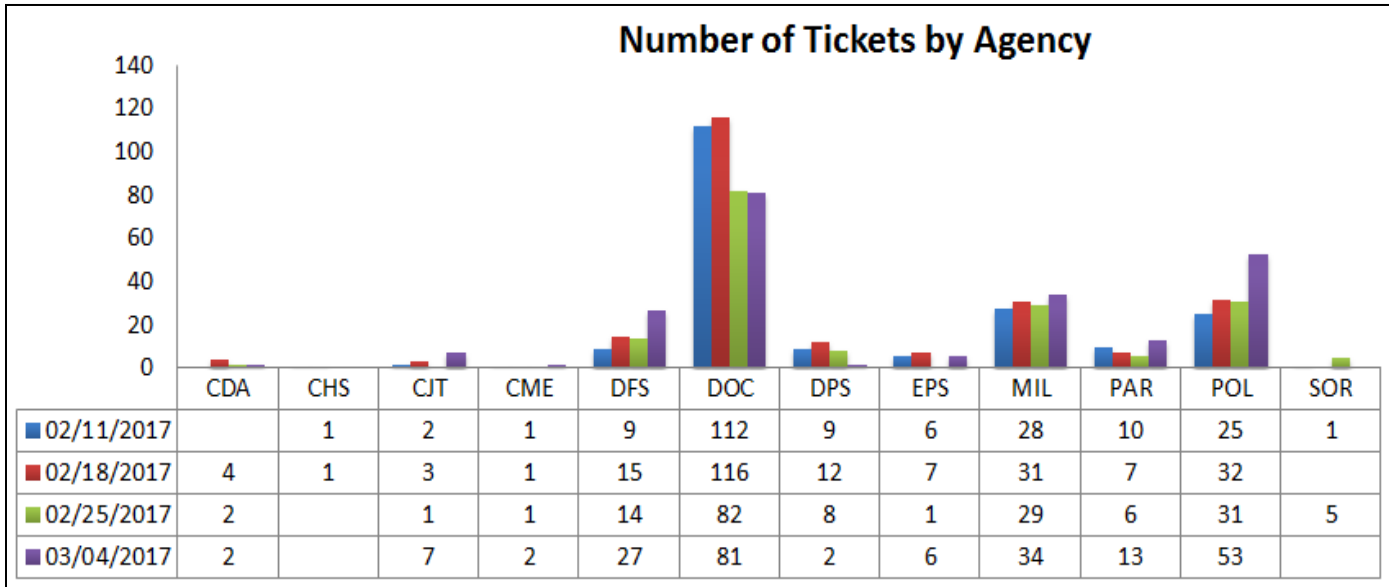


EOHHS Secretariat Agencies

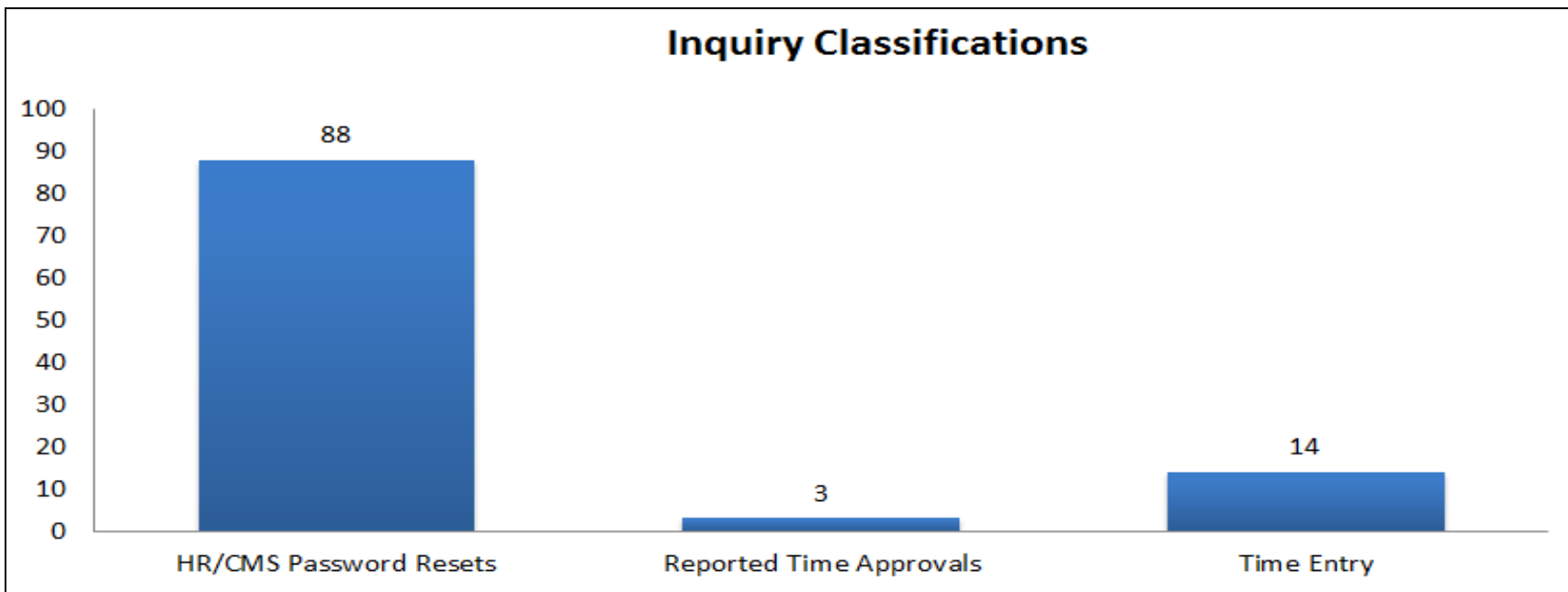
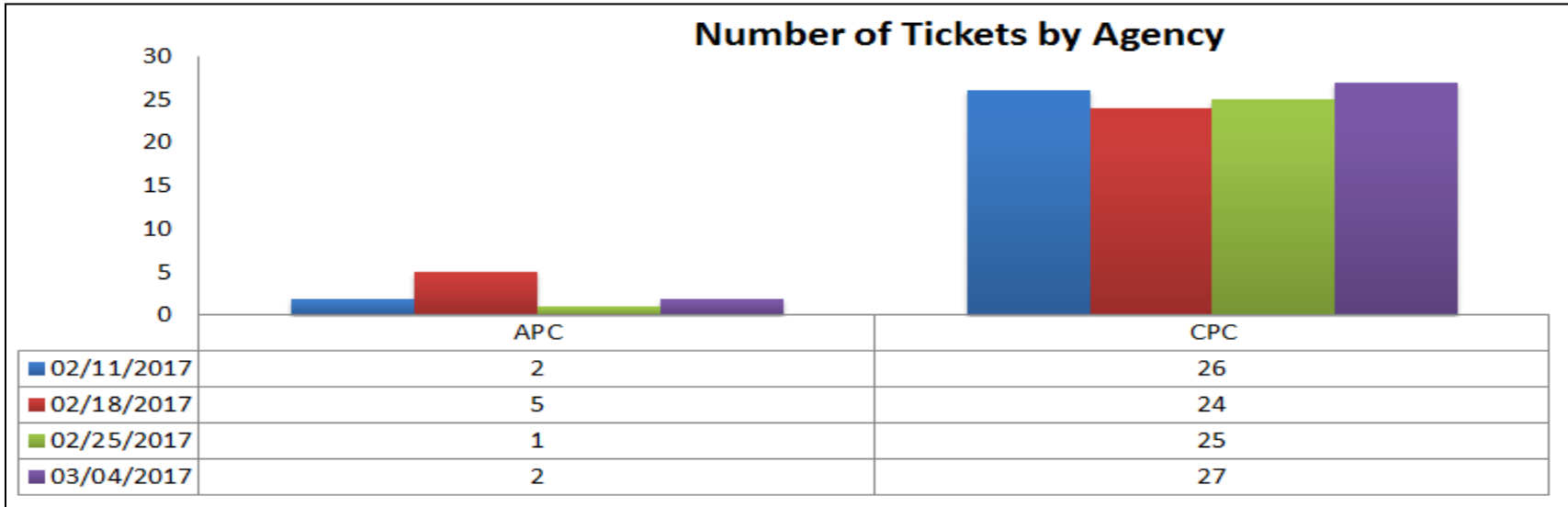




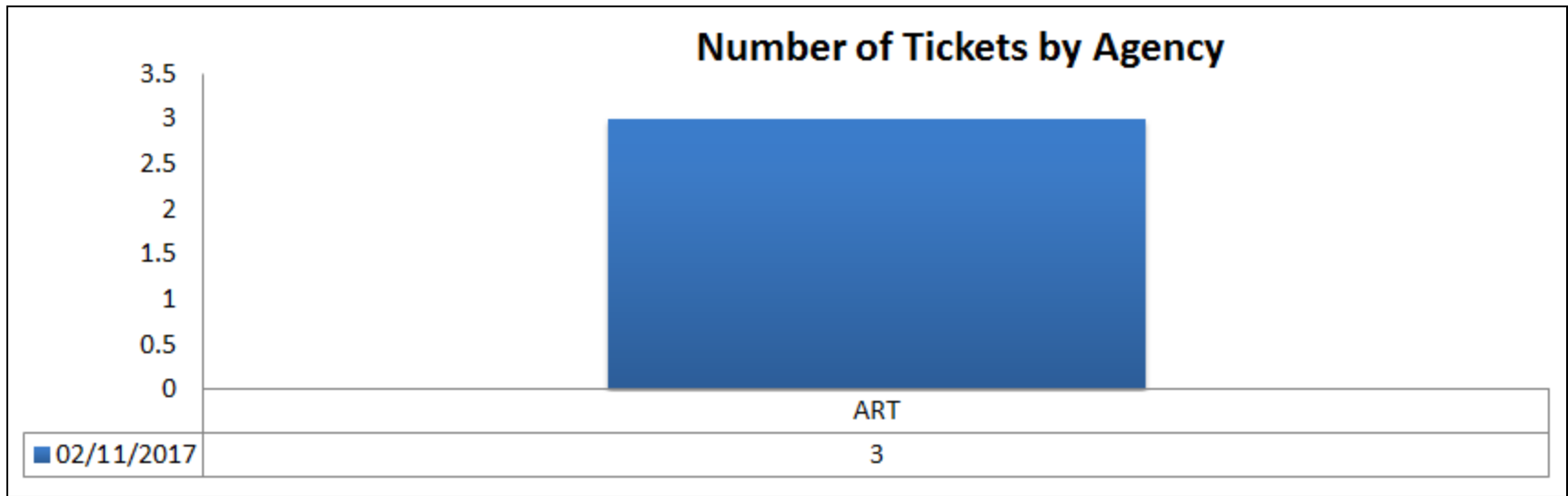
EOPSS Secretariat Agencies



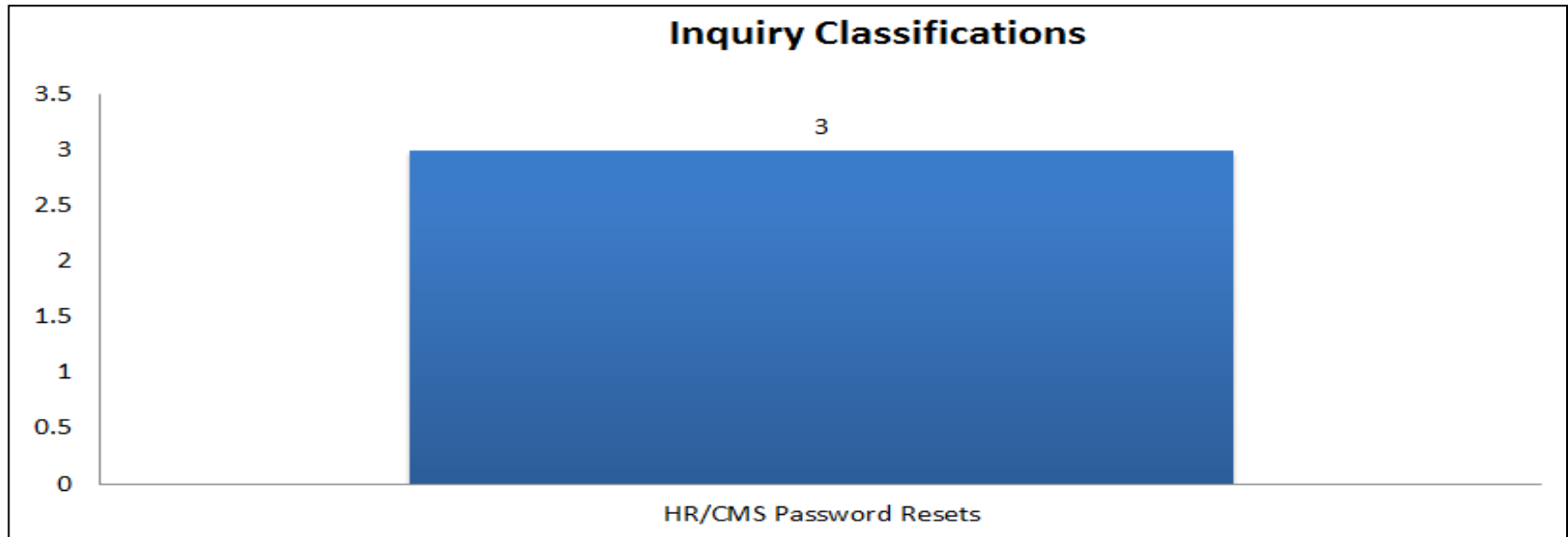
JUD Agencies



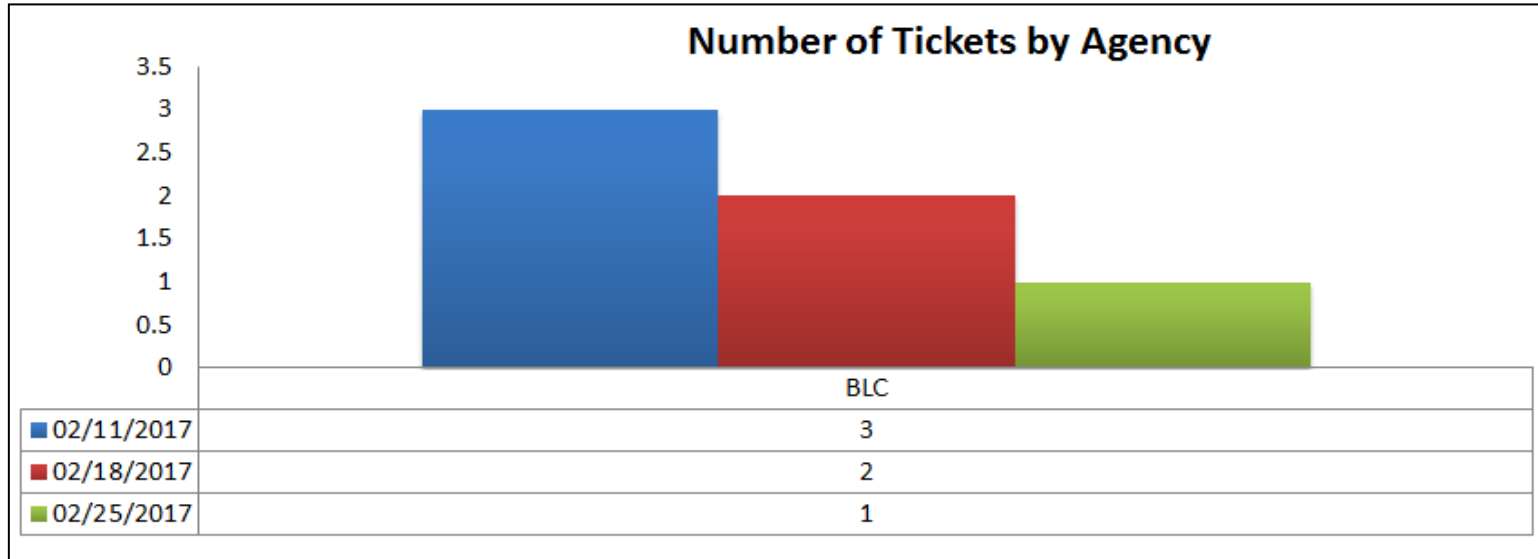
ART Tickets and Classification



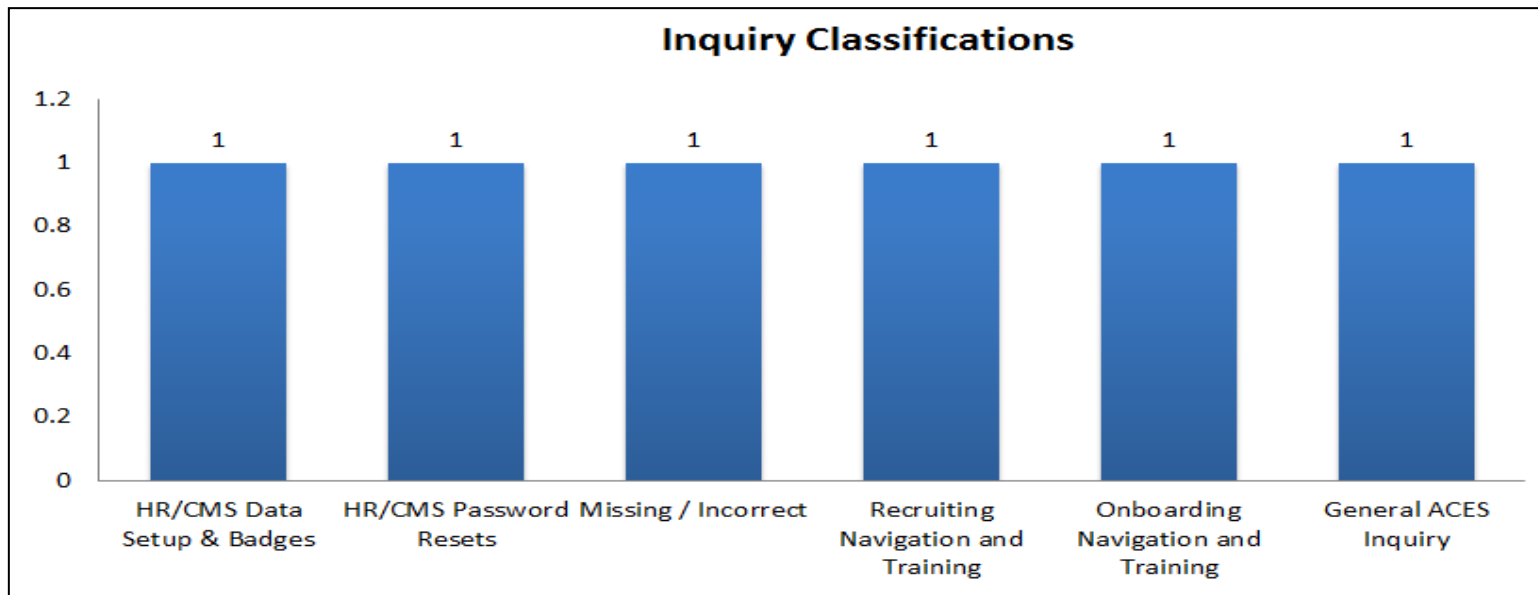
There were no requests the weeks of 2/18, 2/25, and 3/4.



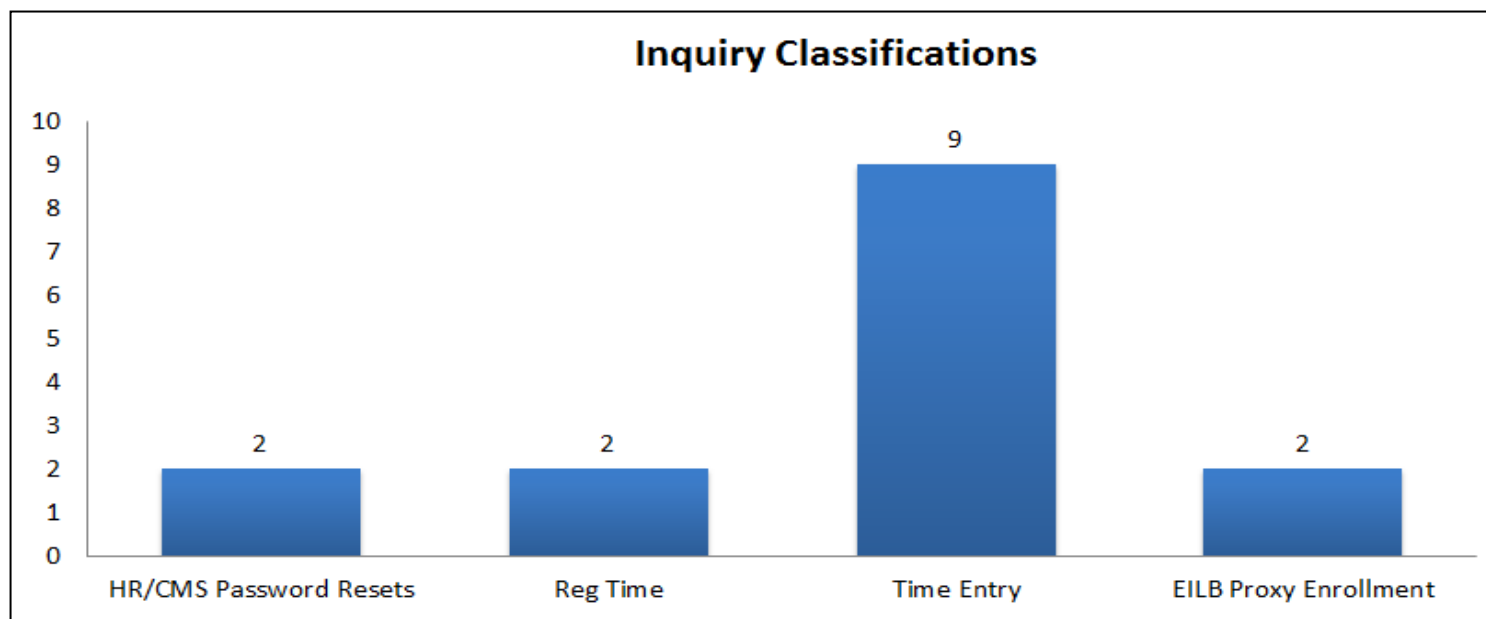
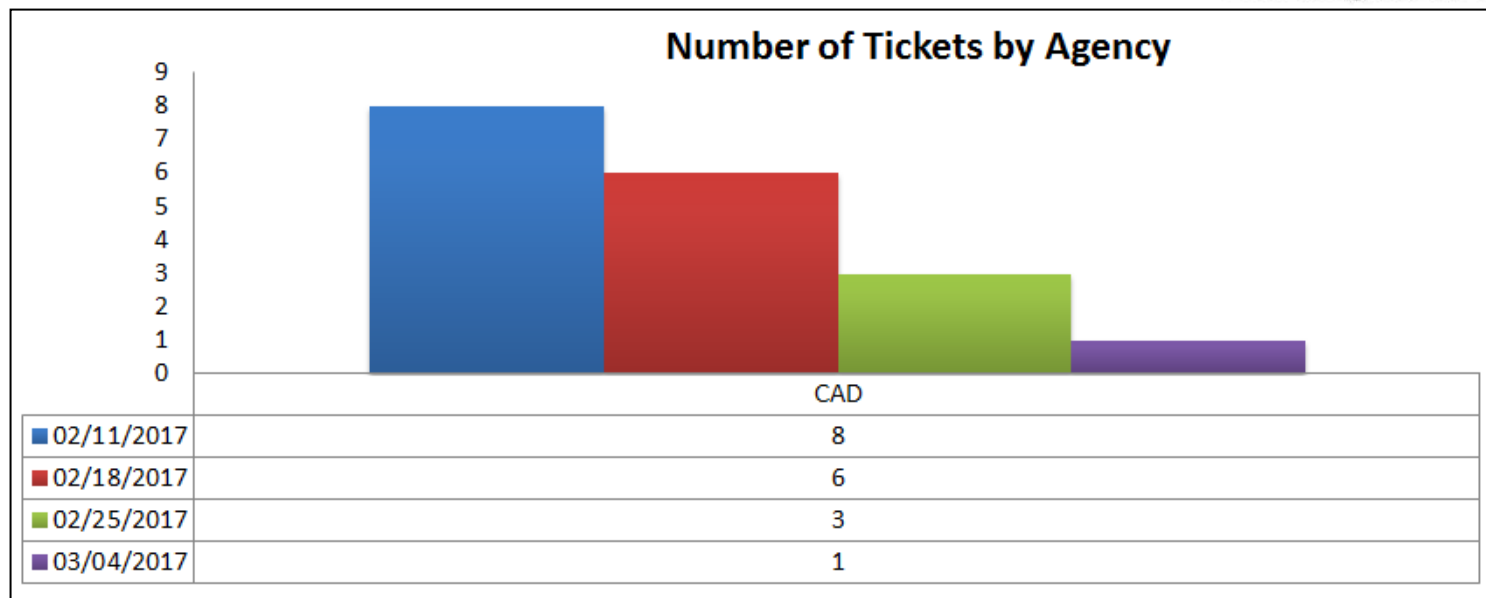
BLC Tickets and Classification



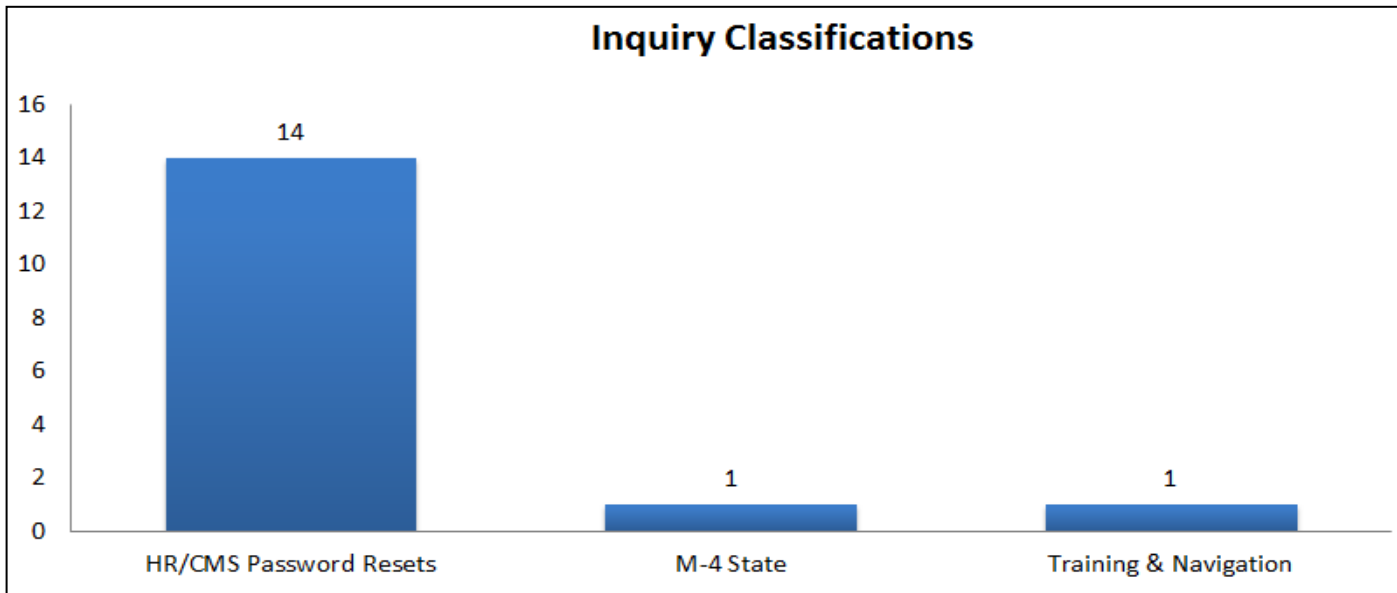
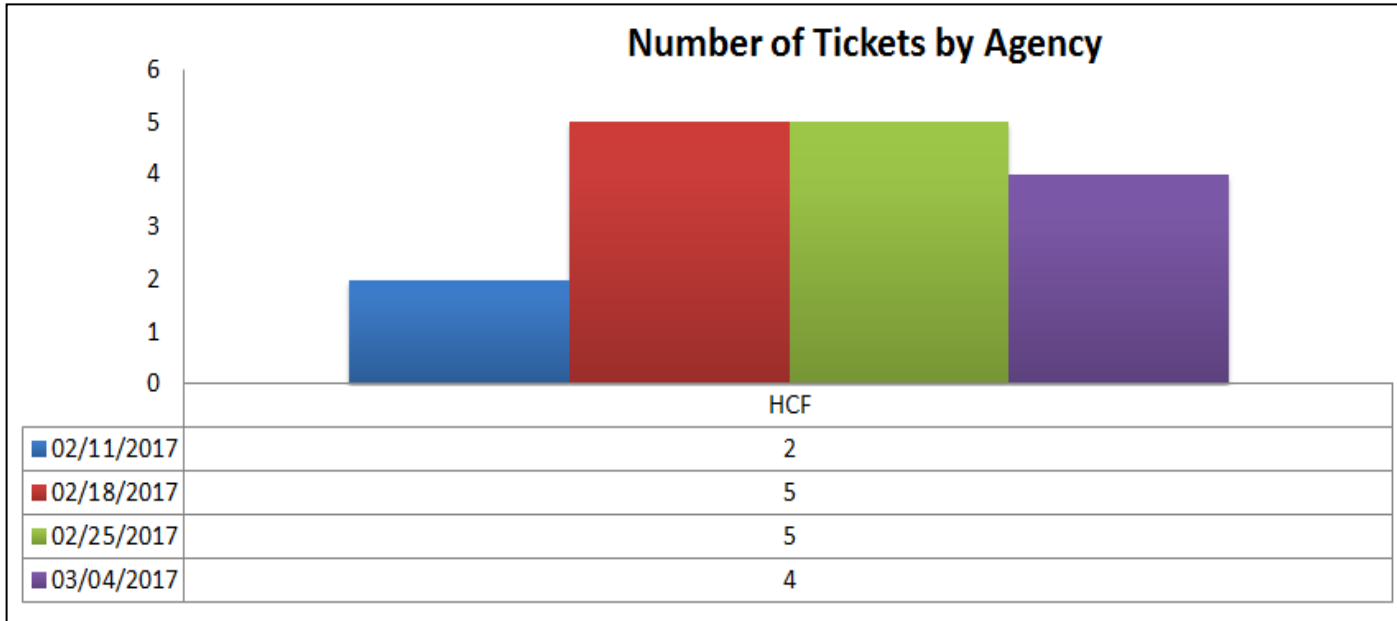
There were no requests the week of 3/4.



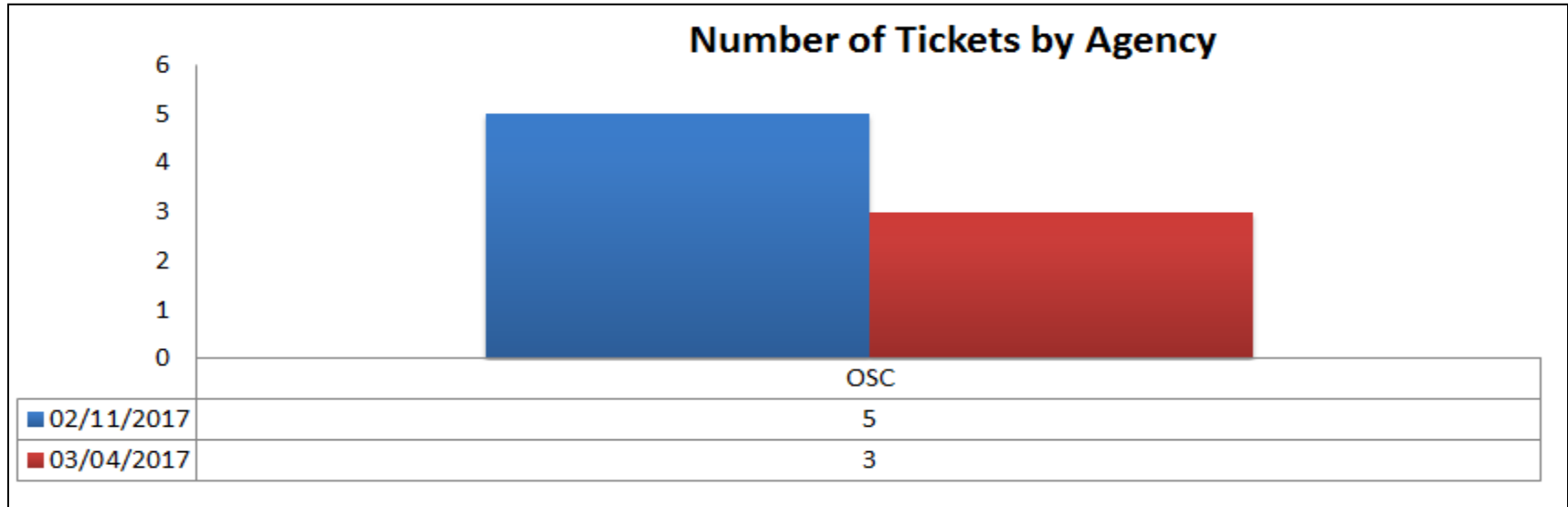
CAD Tickets and Classification



HCF Tickets and Classification



OSC Tickets and Classification



There were no requests the week of 2/18 and 2/25.

