



ESC Service Charter Scorecard

February 01, 2018 – February 28, 2018



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Service Delivery Overview

February 01, 2018 – February 28, 2018

Executive Summary

Total # Agencies Served: 79

Total # Employees Served: 54,083

Total calls received: 8,868

Average Call Wait Time: 00:39

Total email requests received: 621

Total FAX requests received: 117

Number of Transactions processed by ESC: 8,201

Total tickets closed within 3 days: 8,054

Total tickets remain open beyond 3 days: 147

% tickets remain open beyond 3 days: 1.79%

% of Employees served by the ESC: 15.16%

Staffing

Area	Staffing as of 2/28/2018	Staffing as of 1/31/2018
Customer Service/Intake	4	4
Customer Service/MassCareers	3	3
Processing & Outreach	11	11
Senior Staff	2	2
Total	20	20

Activities/Information

- Activities/Information – Higher call volume and call wait time increased due to:
- Approvers EILB deadline review of February 9, 2018.
- Accelerated payroll for February 19, 2018 President's holiday
- Start of the Final Review Stage of the Management Performance Evaluation Program February 15, 2018 through March 9, 2018.

Source: ESC Avaya CMS & Footprints Reports, data from 2/1/2018 – 2/28/2018.

***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



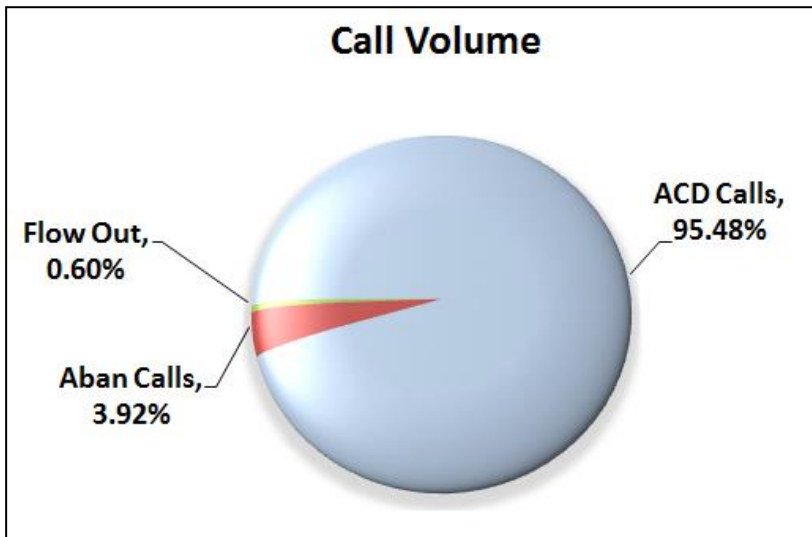
Delivering HR Services That Matter

Metric	Target	Current Period Performance 2/01/18 – 2/28/18	Previous Period Performance 1/01/18 – 1/31/18	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	0:39 seconds	3:24 seconds	
Average case resolution time – password resets and e-mail updates (Time owned by ESC)	98% within 1 day	99.72%	99.01%	
Average case resolution time – inquiries and requests (Time owned by ESC)	75% within 1 day 90% within 3 days	95.2% within 1 Day and 97.3% within 3 Days	92.3% within 1 Day and 95.3% 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	91.4% rated good to excellent (1.171% response rate)	81.6% rated good to excellent (1.610% 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	



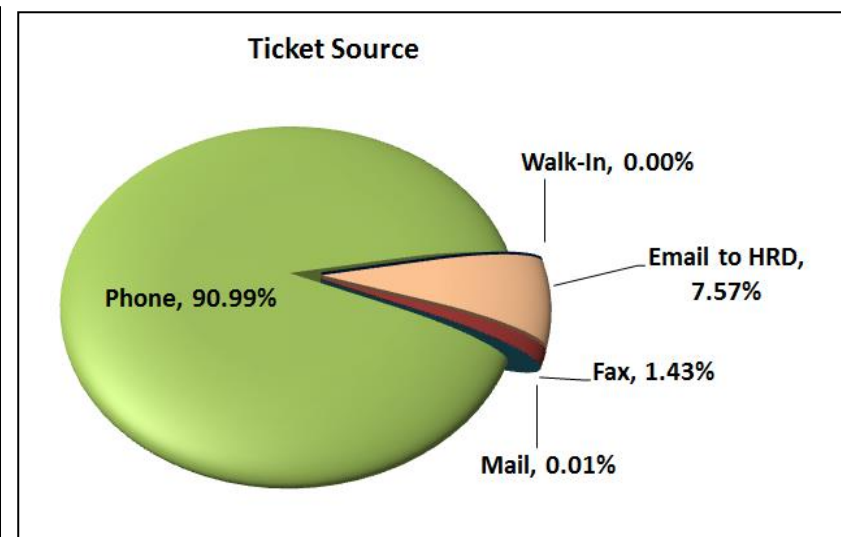
Inbound Call Data

SLA Metric	Target Level	Current Period 2/01/18 to 2/28/18	Previous Period 1/01/18 to 1/31/18	February 2017
Average Wait Time – Answered Calls (Days operational)	Will not exceed 3 minutes 90% of the time	0:39 seconds	3:24 seconds	3:57 seconds



Total Calls Offered = 9,288
 Calls Answered (ACD Calls) = 8,868
 Redirected Calls (Flow Out) = 56
 Abandoned Calls (Aban Calls) = 364
 Abandoned Call Rate = 3.92%

Total Calls Offered = ACD Calls + Flow Out + Abandoned Calls
Abandoned Rate = Abandoned Calls / Total Calls Offered



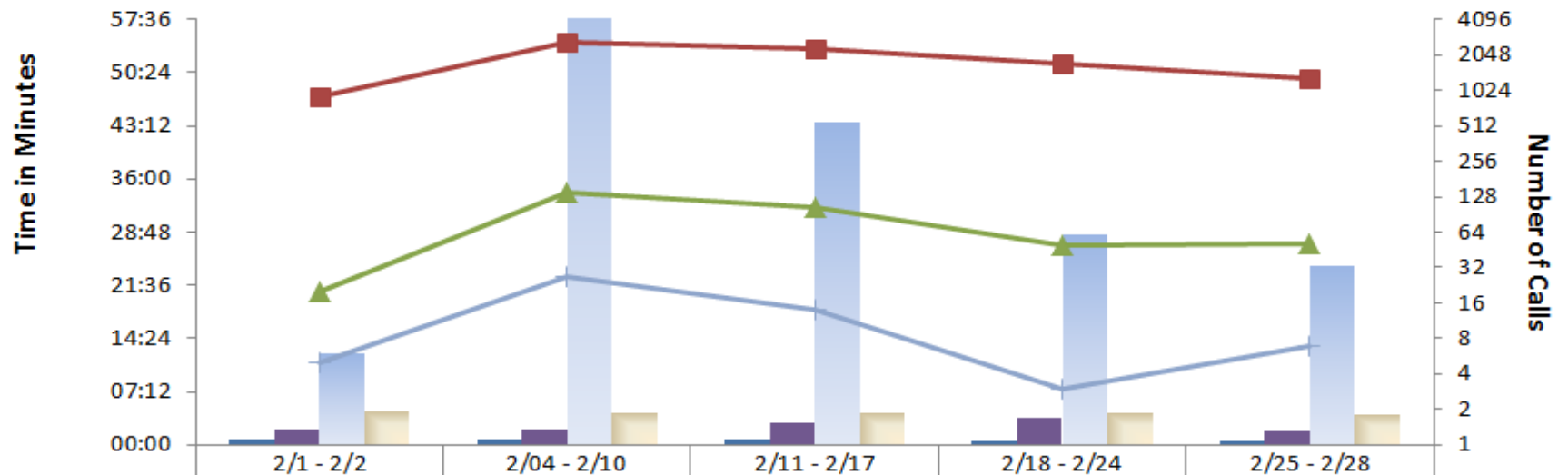
Total Tickets = 8,201

Source: ESC Footprints & Avaya data from 2/1/2018 – 2/28/2018
 *E-mail tickets do not account for additional outreach to correct invalid employee e-mail addresses.



Inbound Call Data

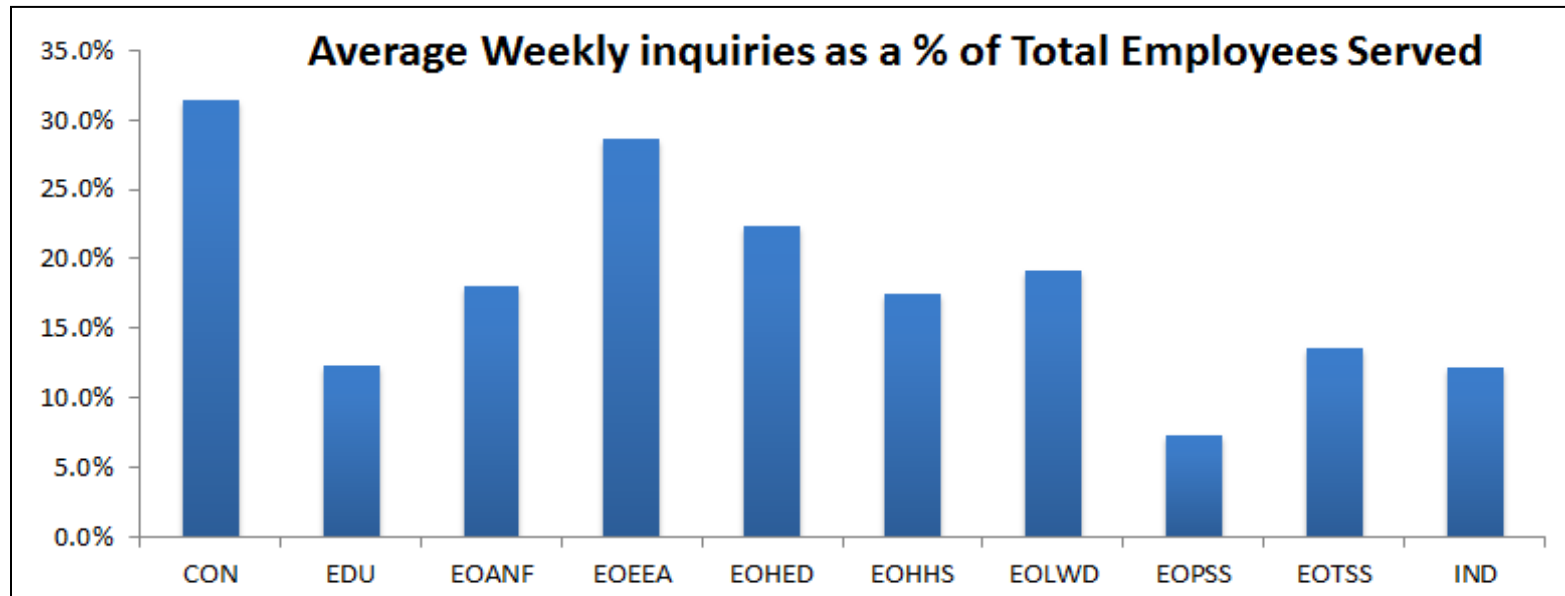
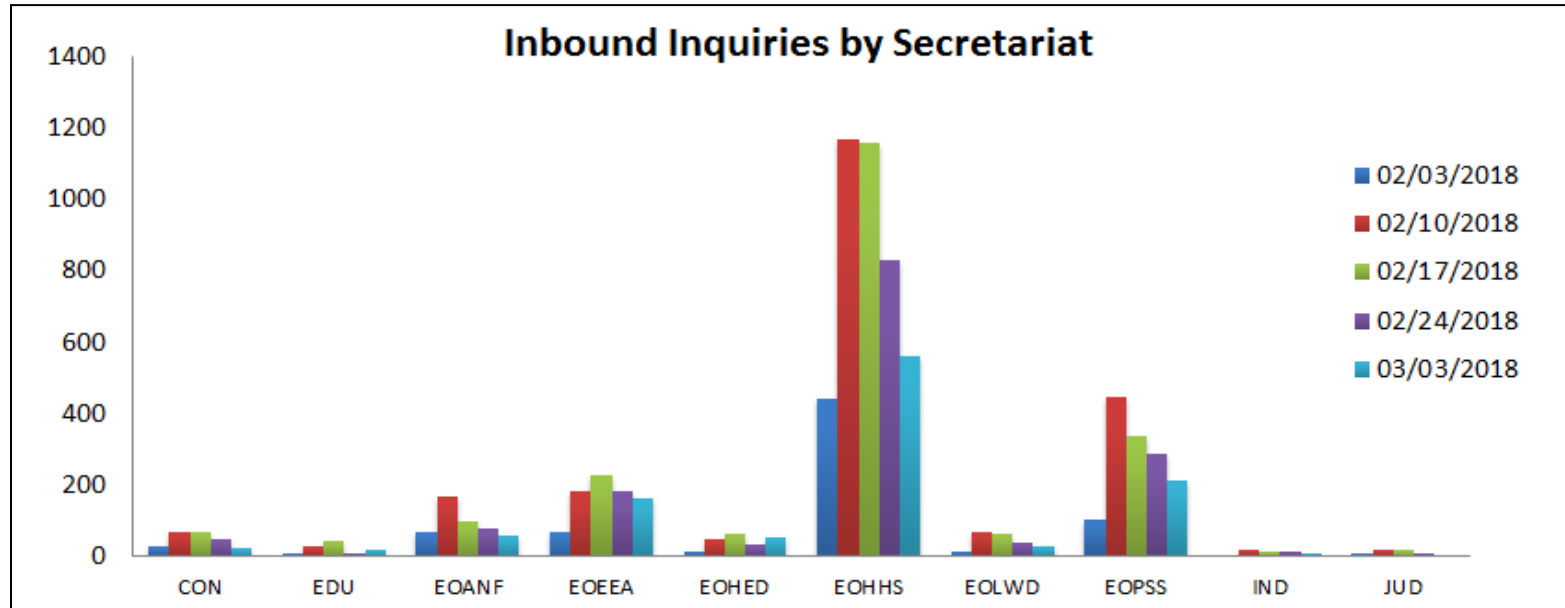
Wait Time, Call Volumes, & Abandonment Rates



Source: ESC Avaya data from 2/1/2018 – 2/28/2018.

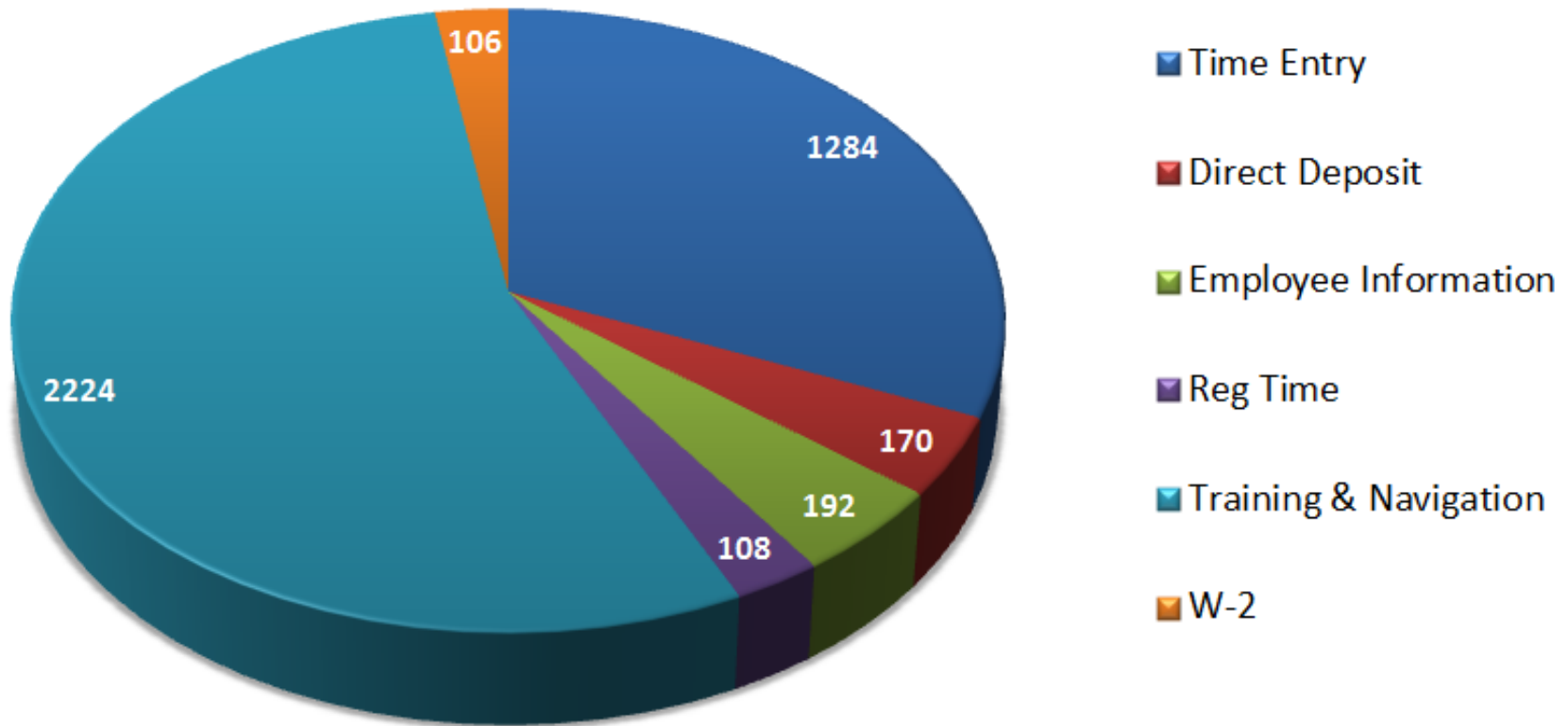


Inbound Inquiries by Secretariat



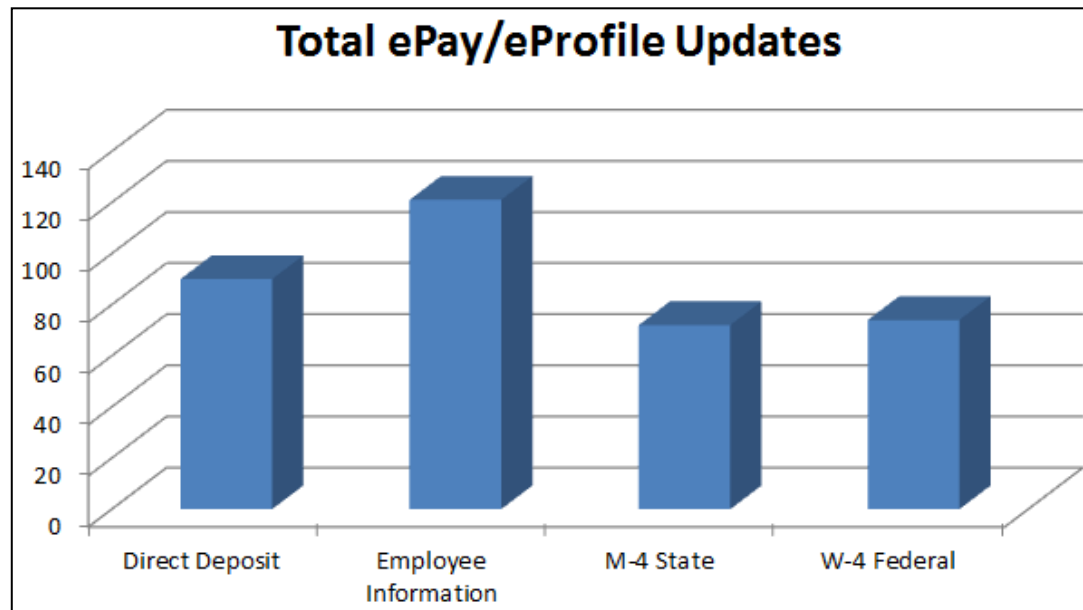
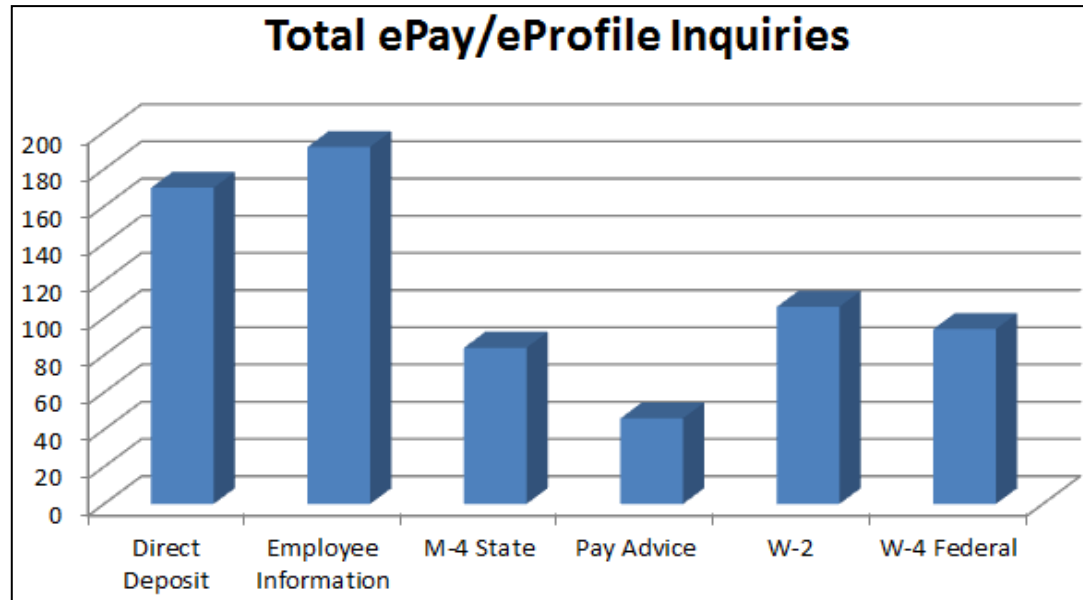
Types of Inquiries Received

Top Inquiry Classifications (Excluding Password Resets)

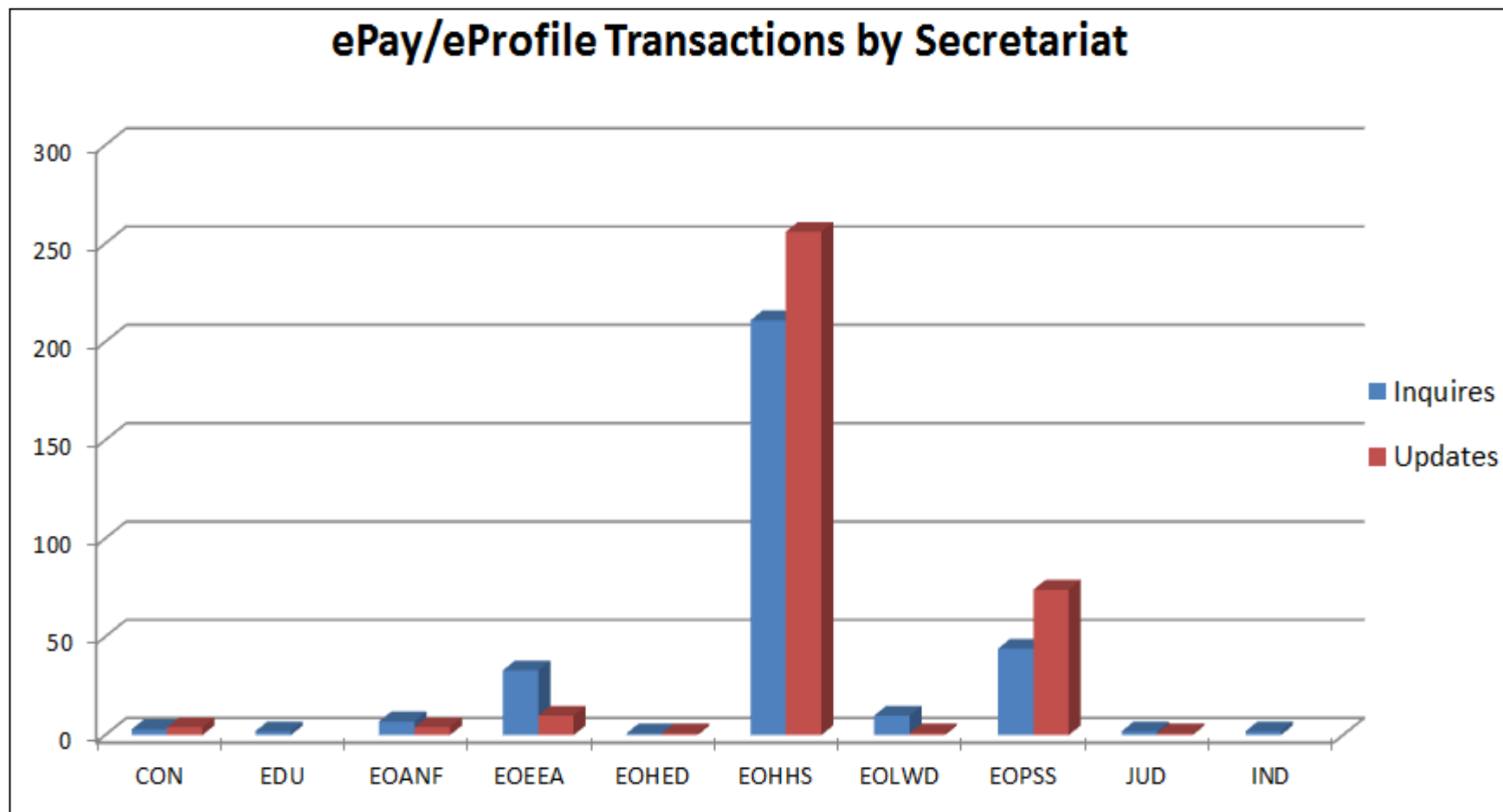


Source: ESC Footprints data from 2/1/2018 – 2/28/2018.

ePay/eProfile Transactions

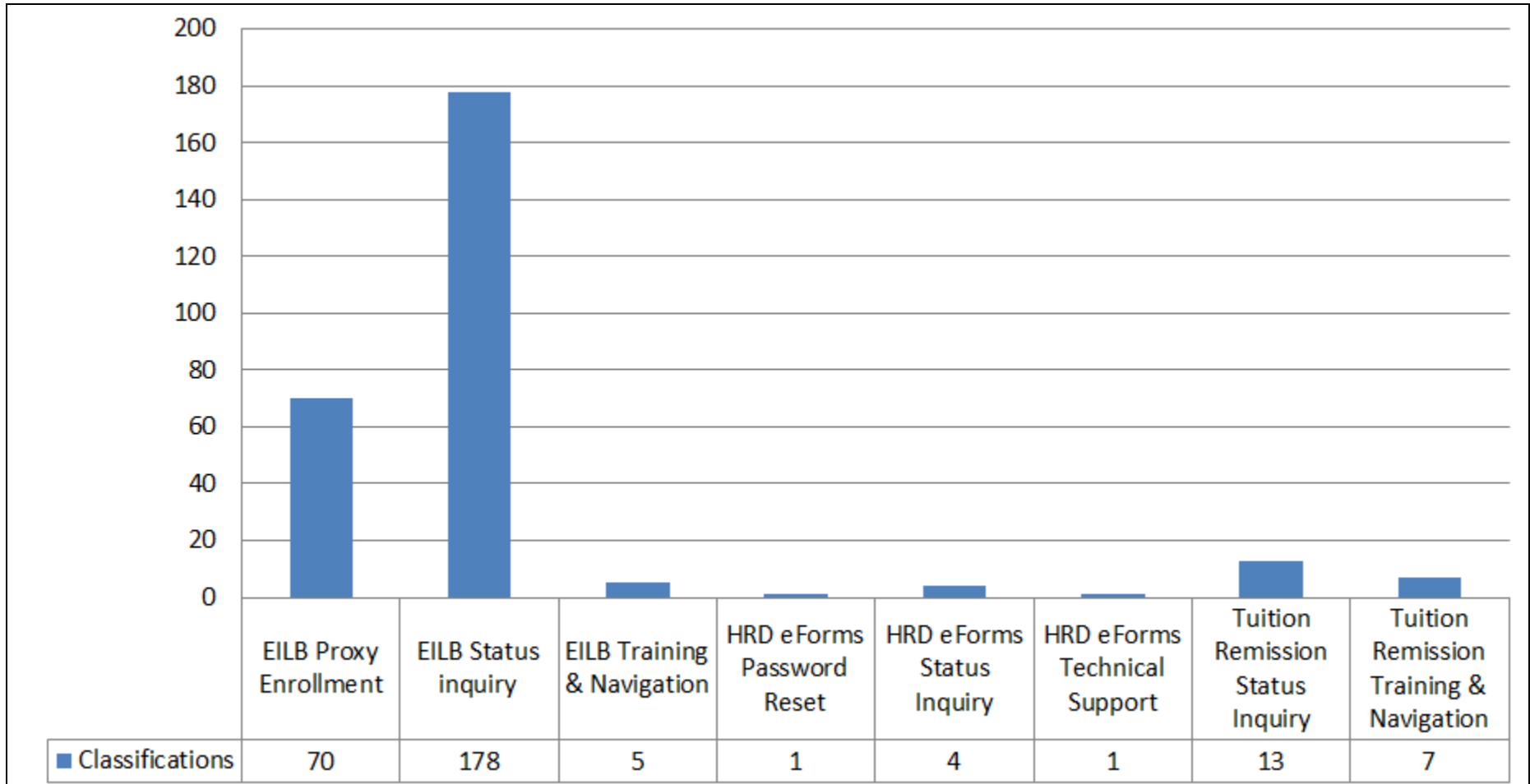


ePay/eProfile Transactions by Secretariat



Source: ESC Footprints data from 2/1/2018 – 2/28/2018.

eServices Inquiries



Source: ESC Footprints data from 2/1/2018 – 2/28/2018.

Case Resolution Time

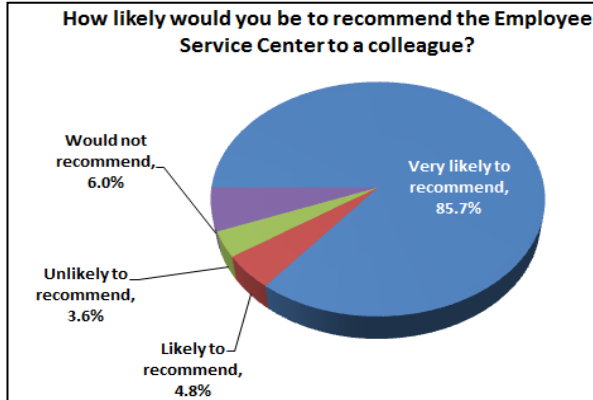
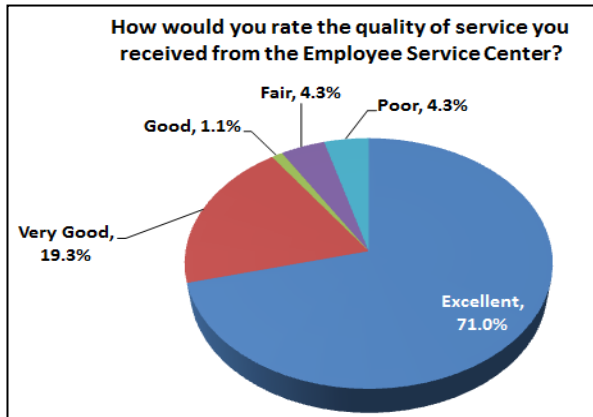
SLA Metric	Target	Current Period 2/01/2018 – 2/28/2018	Previous Period 1/01/2018 – 1/31/2018	Previous Year February 2017
Average case resolution time – password resets and e-mail updates (Time owned by ESC)	98% within 1 day	99.72%	99.01%	99.02%
Average case resolution time – inquiries and requests (Time owned by ESC)	75% within 1 day 90% within 3 days	95.2% within 1 Day and 97.3% within 3 Days	92.3% within 1 Day and 95.3% within 3 Days	91.8% within 1 Day 95.0% within 3 Days

Source: ESC Footprints data from 2/1/2018 – 2/28/2018.



Customer Satisfaction Survey Results

SLA Metric	Target	Current Period 2/01/2018 – 2/28/2018	Previous Period 1/01/2018 – 1/31/2018	February 2017
Customer satisfaction (Based on automated survey upon ticket closure.)	80% of customers rate overall satisfaction good to excellent	91.4% rated good to excellent (1.171% response rate)	81.6% rated good to excellent (1.610% response rate)	85.3% rated good to excellent (1.191% response rate)



Selected Monthly Comments:

- I had no issues and my problem was resolved. And the staff was courteous. Just maintain
- 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.
- Angela was very nice and helpful. Thank you!
- The person who helped me was very nice and extremely helpful.

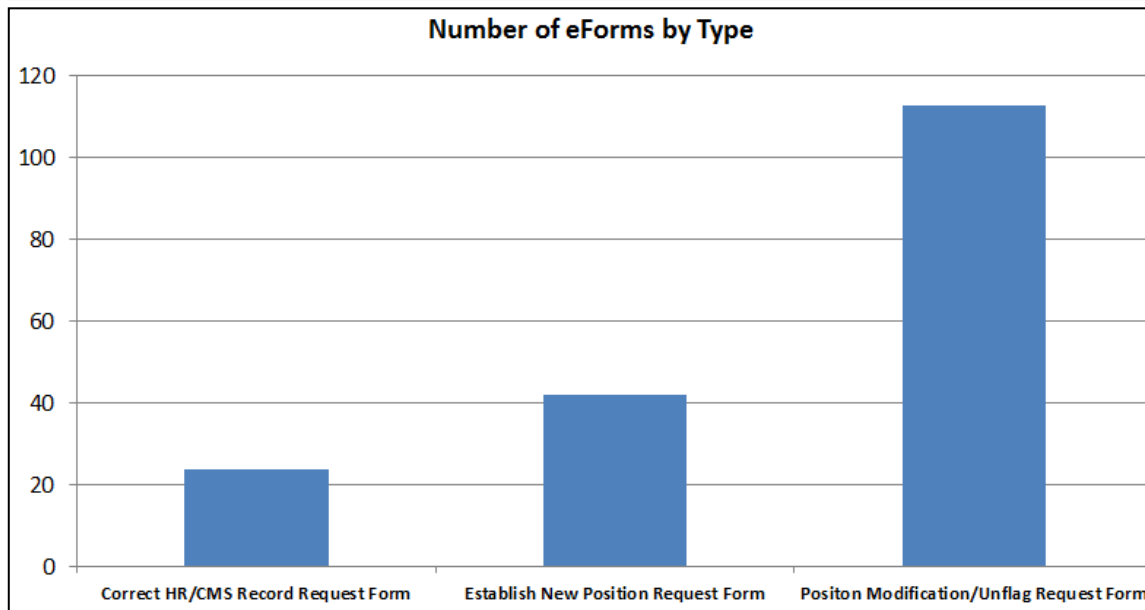
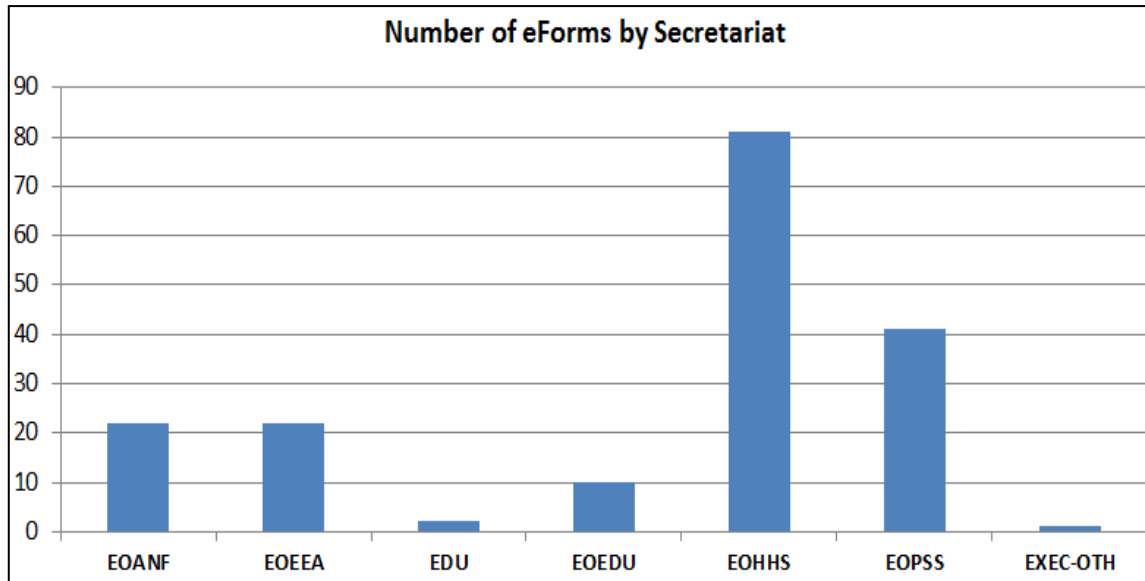
Source: ESC Customer Satisfaction Survey; survey link is provided on ticket closure notice and is voluntary. Survey results shown were collected between 2/1/2018 – 2/28/2018.

The Commonwealth of Massachusetts

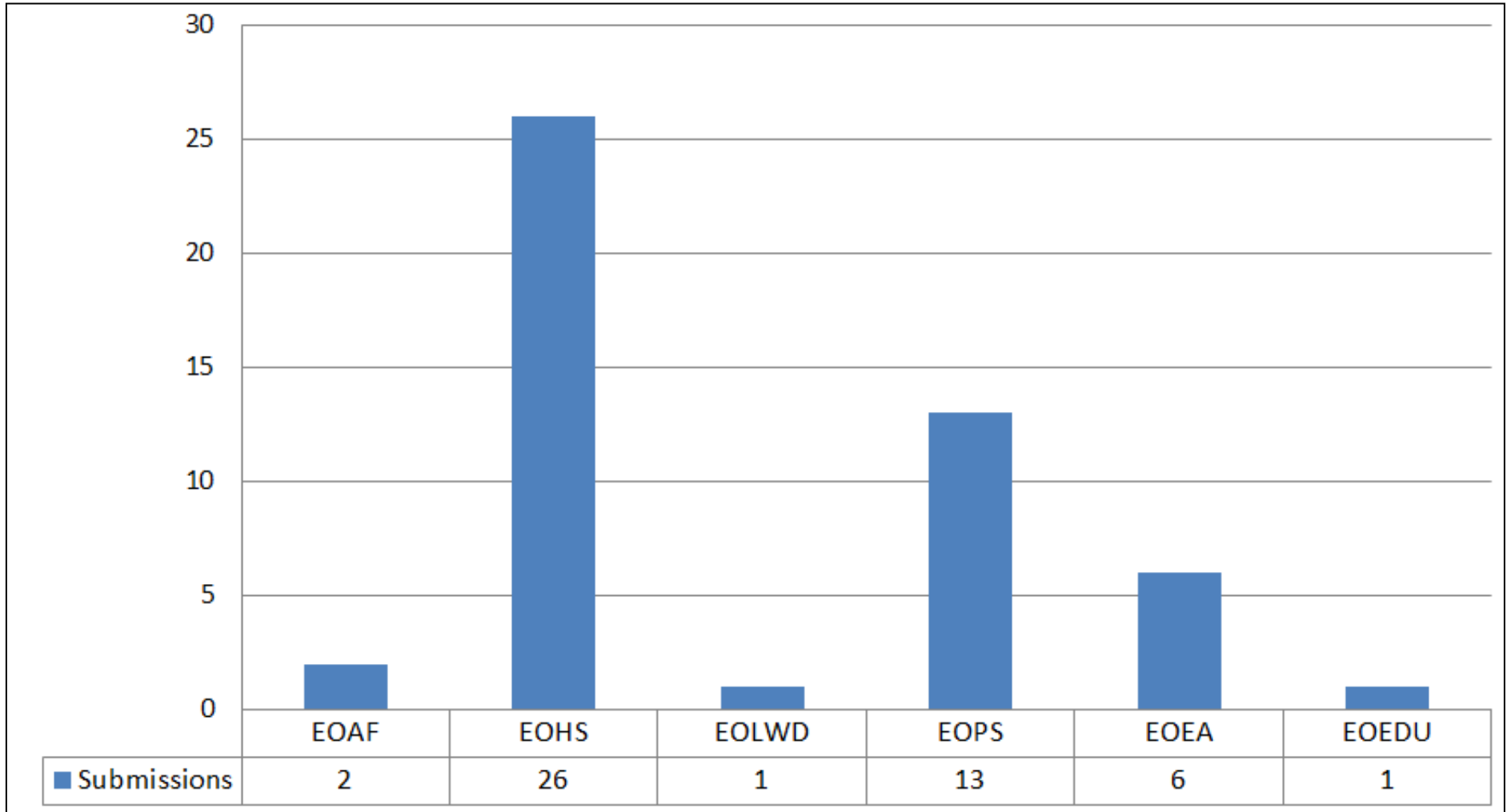


Position Management

Total number of eForms processed by ESC: 179



Tuition Remission Submissions per Secretariat

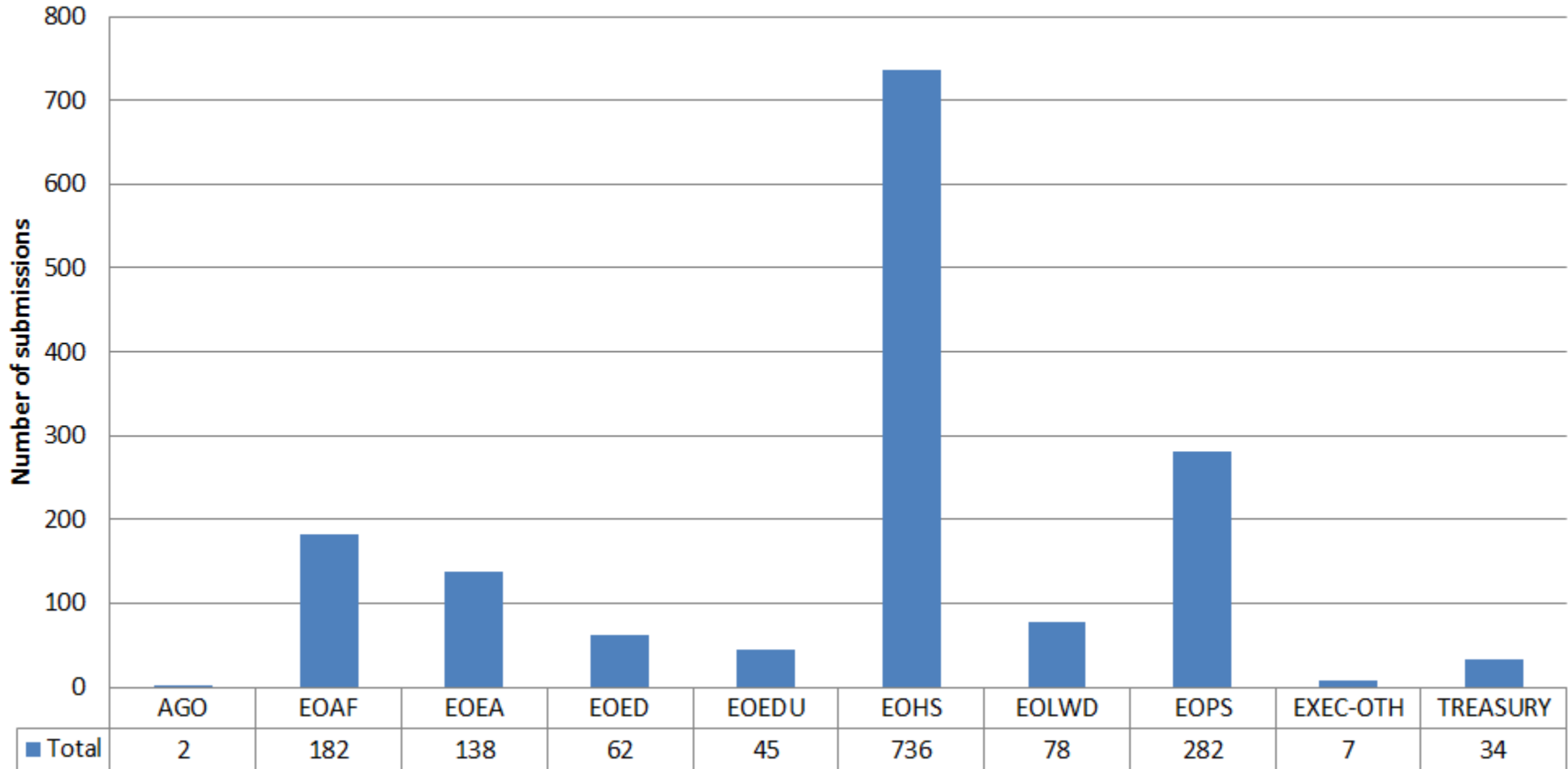


Source: OnBase - Hyland Unity Client Reporting data from 2/1/2018 – 2/28/2018.



EILB Enrollment Period Submissions

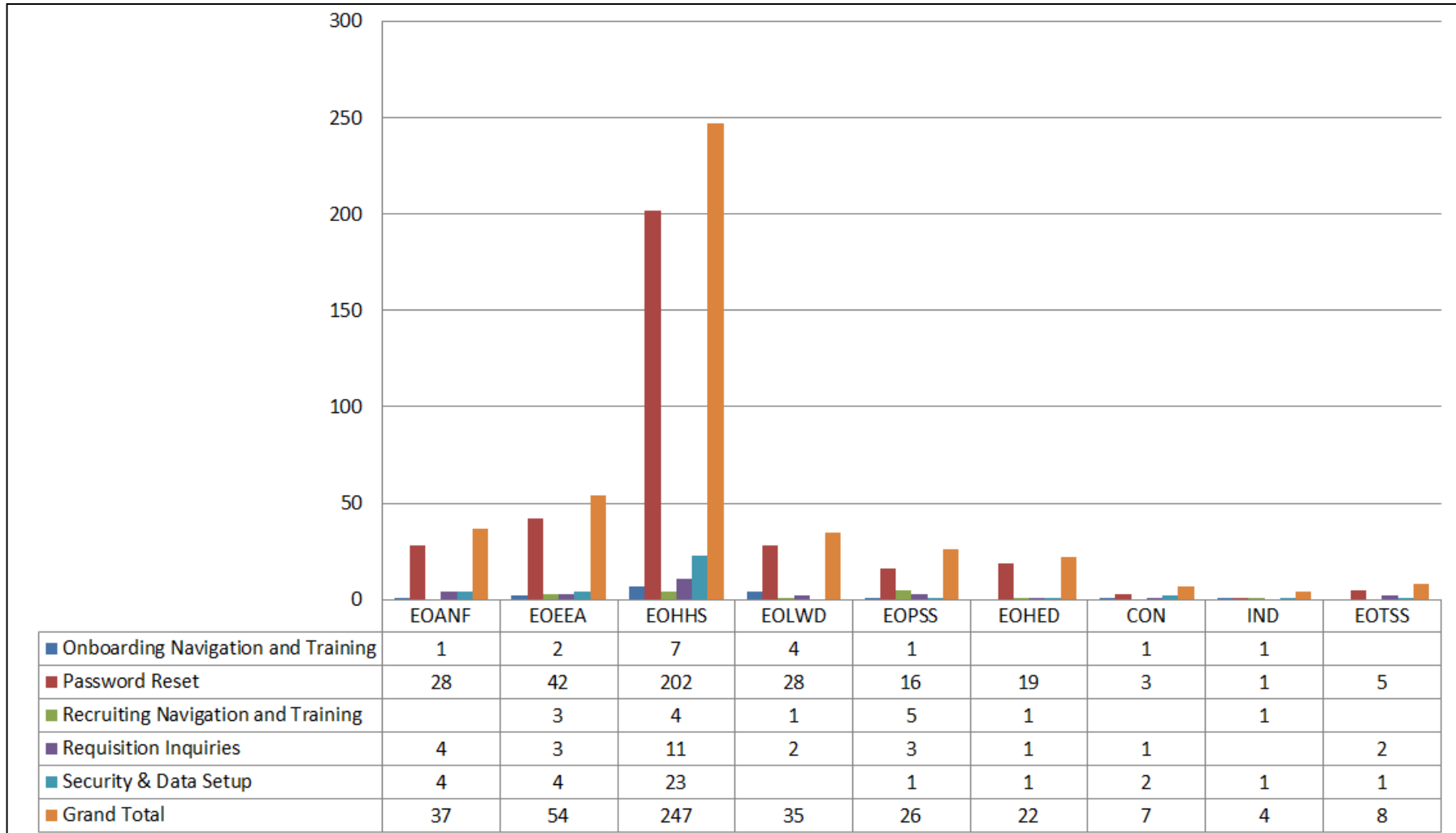
Completed EILB Submissions



Source: OnBase - Hyland Unity Client Reporting data from 2/1/2018 – 2/28/2018.



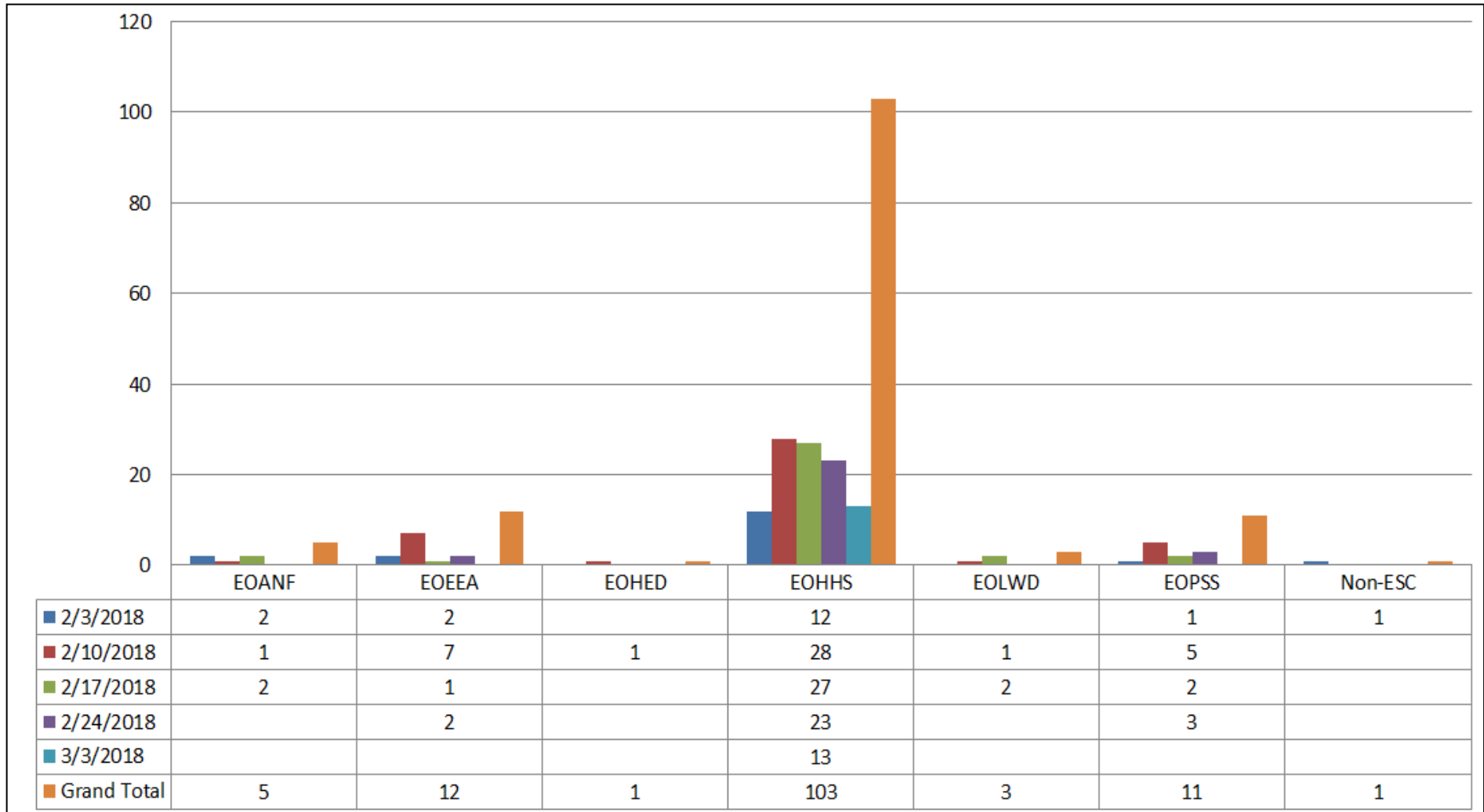
MassCareers Top 5 Most Frequent Classifications by Secretariat



Source: ESC Footprints data from 2/1/2018 – 2/28/2018.



Tickets Forwarded to Agency HR/Payroll



Source: ESC Footprints data from 2/1/2018 – 2/28/2018. Dates represent a Week-Ending Date.



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

<u>Agencies Served</u>	<u>Employees</u>	<u>Agencies Served</u>	<u>Employees</u>	<u>Agencies Served</u>	<u>Employees</u>
ADD-Developmental Disabilities Council	17	DOI-Division Of Insurance	135	MCB-Mass Commission For The Blind	137
AGR-Department Of Agricultural Resources	113	DOR-Department of Revenue	1555	MCD-Commission For The Deaf And Hard of Hearing	52
ALA-Administrative Law Appeals Division	31	DOS-Division Of Standards	17	MGC-Massachusetts Gaming Commission	74
ANF-Eo Administration & Finance	237	DPH-Department Of Public Health	2953	MIL-Massachusetts National Guard	10135
APC-Appeals Court	110	DPU-Department Of Public Utilities	161	MMP-Massachusetts Marketing Partnership	17
ART-Mass Cultural Council	33	DSS-Department Of Children And Families	4335	MRC-Mass Rehabilitation Commission	956
ATB-Appellate Tax Board	19	DYS-Department Of Youth Services	878	OCD-Dept Of Housing And Community	255
BLC-Board of Library Commissioners	22	EDU-Executive Office Of Education	152	OHA-Massachusetts Office On Disability	14
BSB-Bureau Of State Buildings	14	EEC-Department Of Early Education	210	ORI-Office For Refugees And Immigrants	15
CAD-Commission Against Discrimination	78	EED-Executive Office Of Housing & Economic Development	55	OSC-Office Of The Comptroller	128
CDA-Massachusetts Emergency Management Agency	92	EHS-Executive Office of Health and Human Services	1943	OSD-Division Of Operational Services	92
CHE-Soldiers' Home In Massachusetts	325	ELD-Department Of Elder Affairs	59	PAR-Parole Board	173
CHS-Department of Criminal Justice Information Systems	38	ENE-Department Of Energy Resources	63	POL-State Police	2658
CJT-Criminal Justice Training Council	538	ENV-Executive Office Of Energy and Environmental Affairs	307	REG-Division Of Professional Licensure	252
CME-Chief Medical Examiner	86	EOL-Executive Office Of Workforce Development	1114	RGT-Department Of Higher Education	64
CPC-Committee for Public Counsel Services	733	EPS-Executive Office Of Public Safety and Security	196	SCA-Office Of Consumer Affairs And Business Regulations	27
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	324	SEA-Department Of Business And Technology	11
DAC-Disabled Persons Protection Commission	42	GIC-Group Insurance Commission	56	SOR-Sex Offender Registry	50
DCP-Capital Asset Management And Maintenance	406	HCF-Health Care Finance & Policy	151	SRB-State Reclamation Board	143
DCR-Department Conservation And Recreation	1102	HLV-Soldiers' Home In Holyoke	340	TAC-Department Of Telecommunications	24
DFS-Department Of Fire Services	655	HPC-Health Policy Commission	73	TRB-Teachers Retirement Board	98
DMH-Department of Mental Health	3563	HRD-Human Resources Division	127	TRE-Office Of The State Treasurer	259
DMR-Health and Human Services	6450	ITD-Information Technology Division	509	VET-Department Of Veterans Service	67
DOB-Division Of Banks	165	LIB-George Fingold Library	11	VWA-Victim And Witness Assistance	21
DOC-Department of Corrections	4537	LOT-Lottery And Gaming Commission	406	WEL-Department Of Transitional Assistance	1666
DOE-Department Of Elementary & Secondary Education	467	Grand Total:			54083

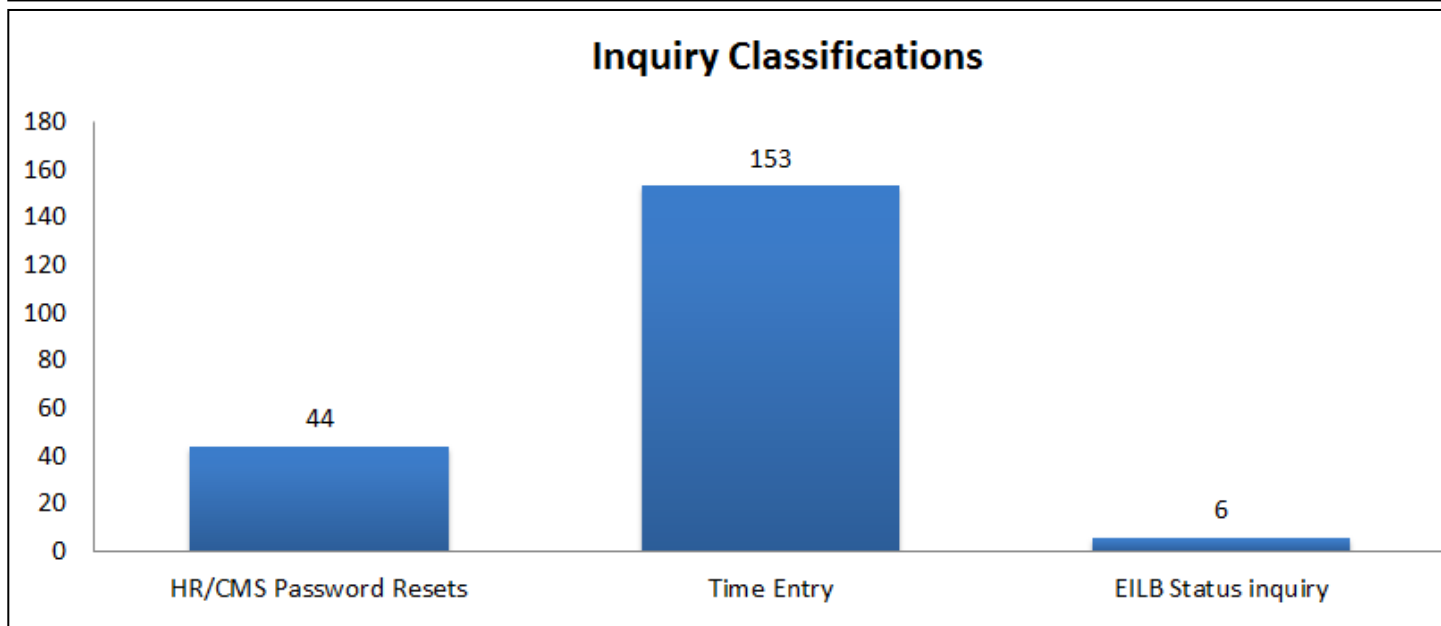
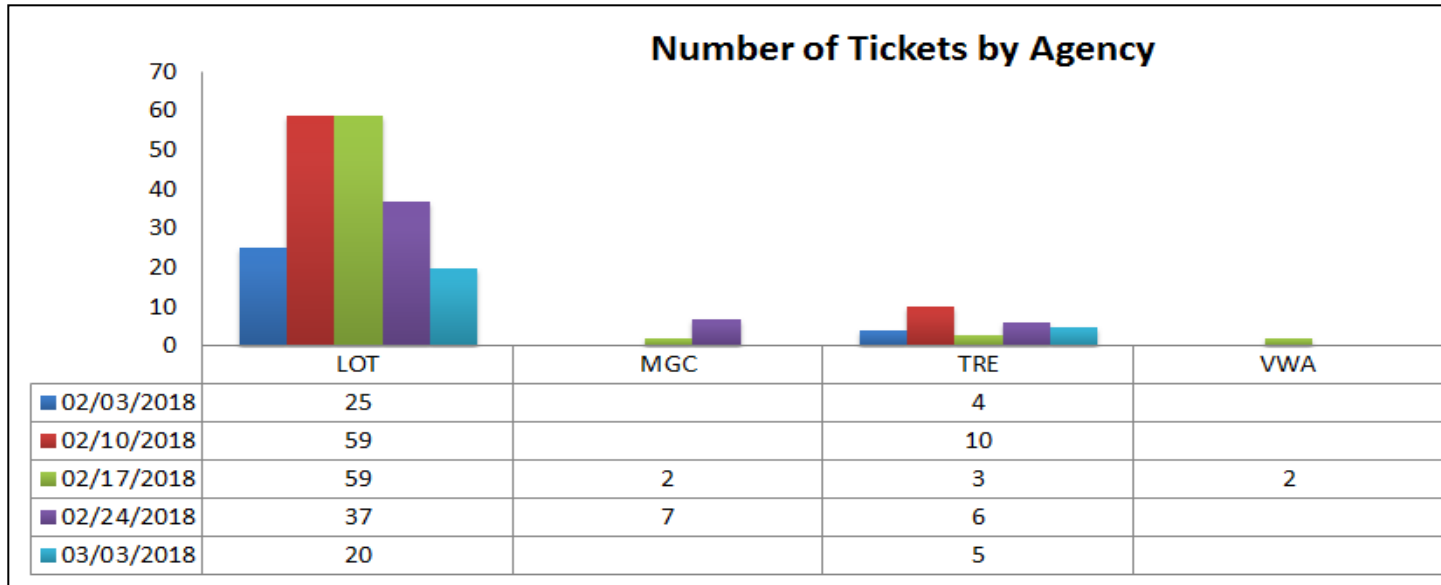


Appendix: Inquiries by Agency

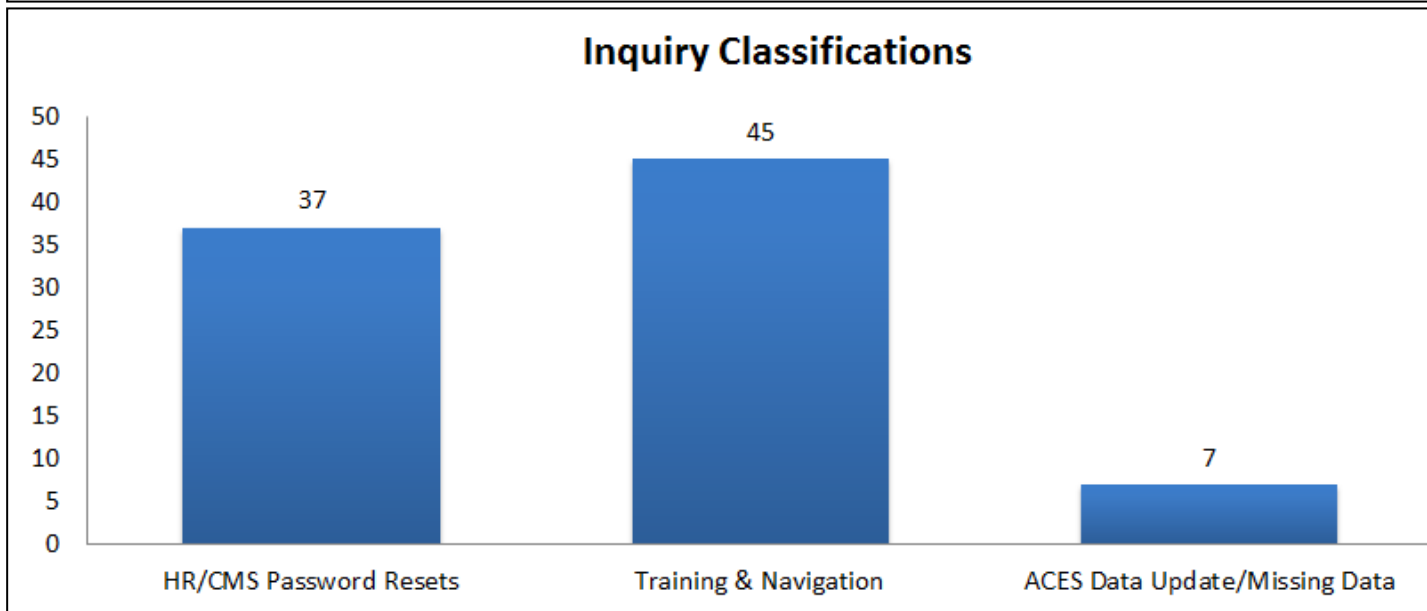
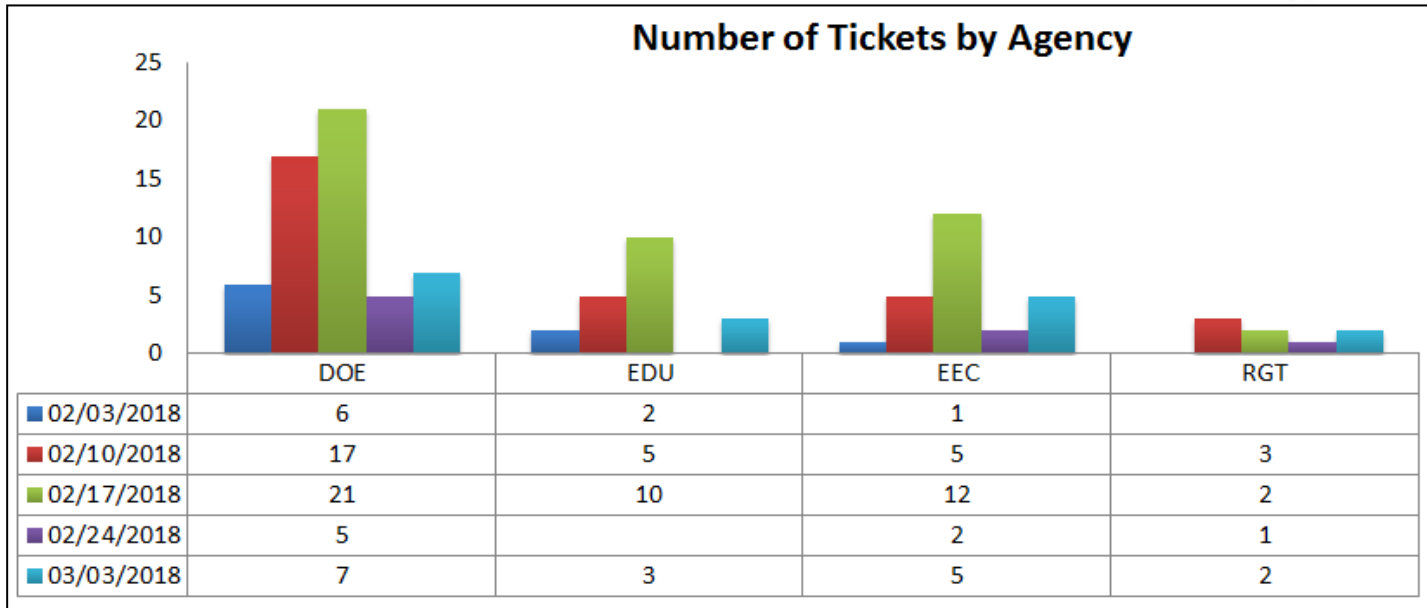
- Note: No inquiries were received for this service month from:

CSC - Civil Service Commission	DAC - Disabled Persons Protection Commission
LIB - George Fingold Library	SDA - Sheriffs Department Association

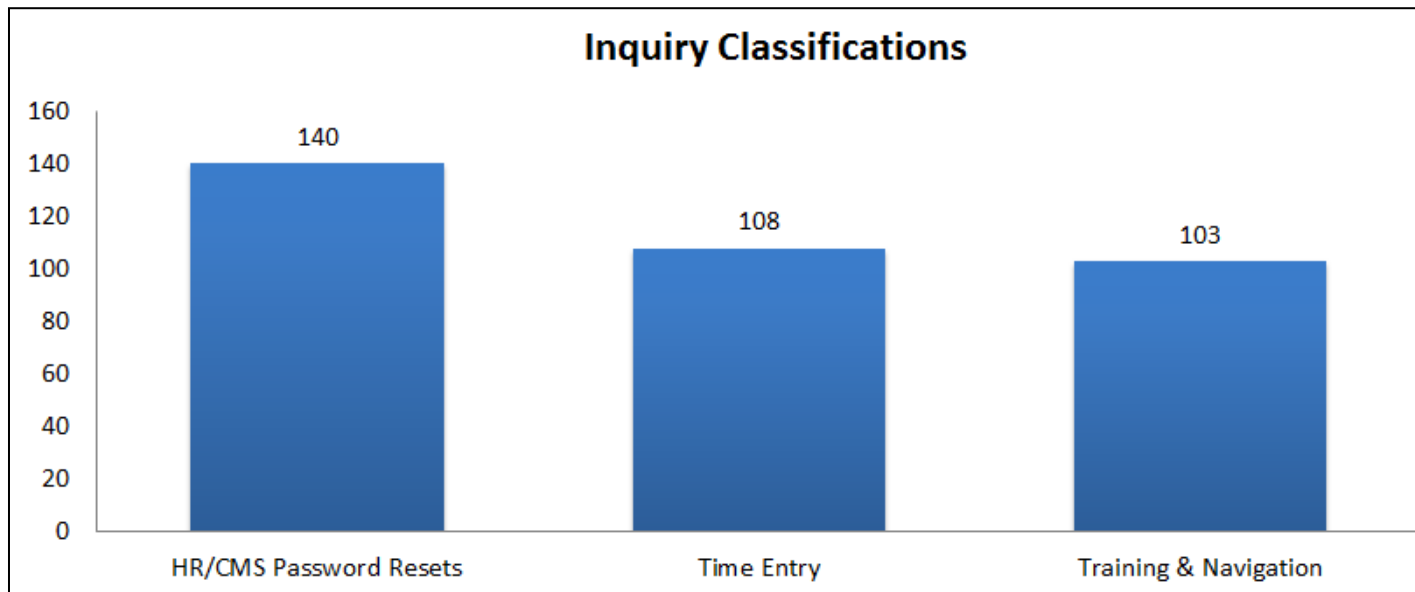
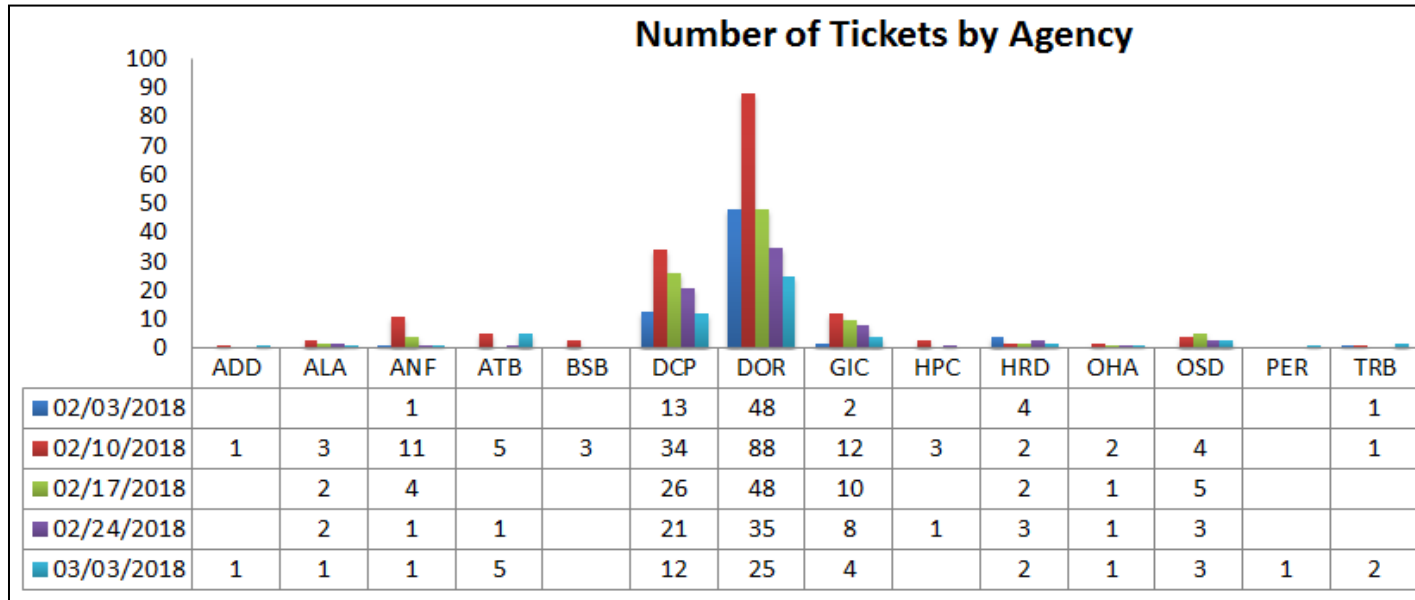
CON Agencies



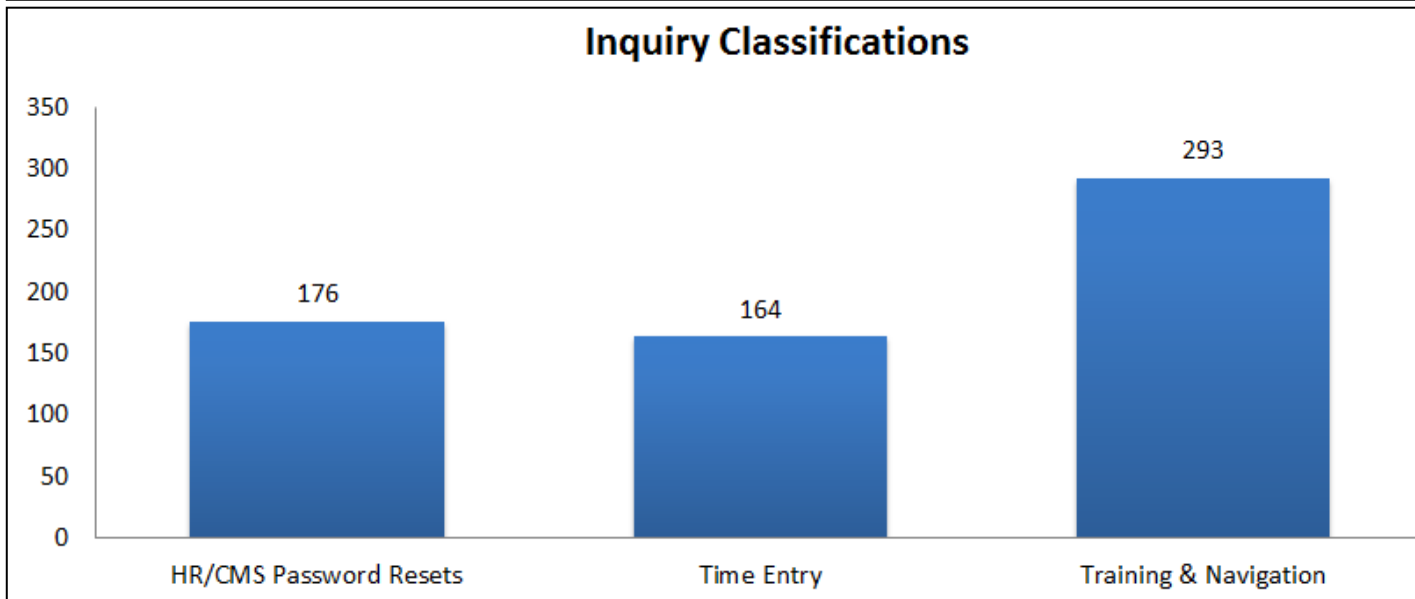
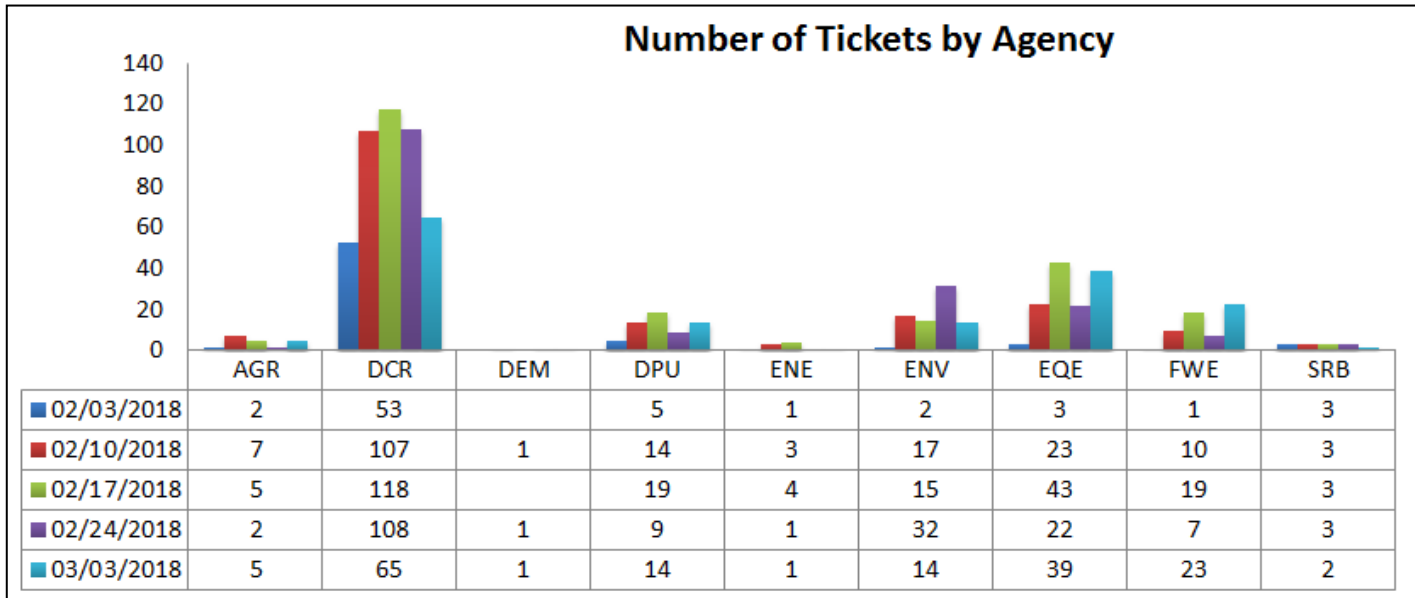
EDU Secretariat Agencies



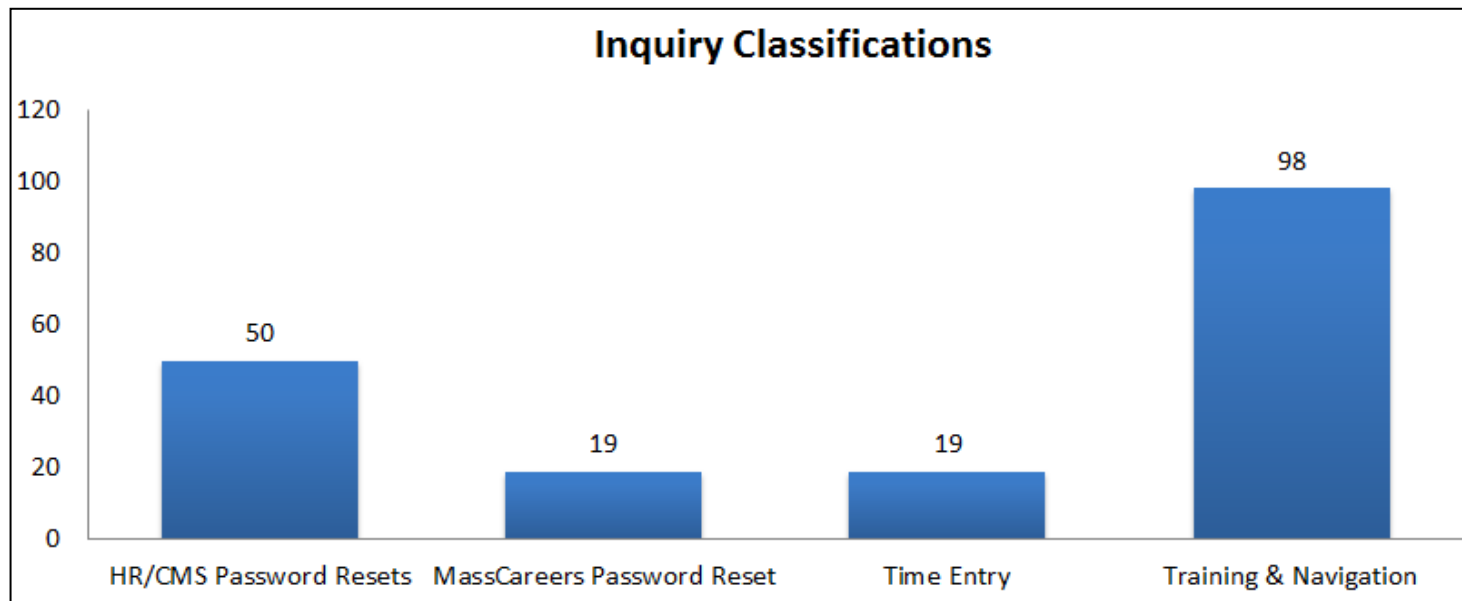
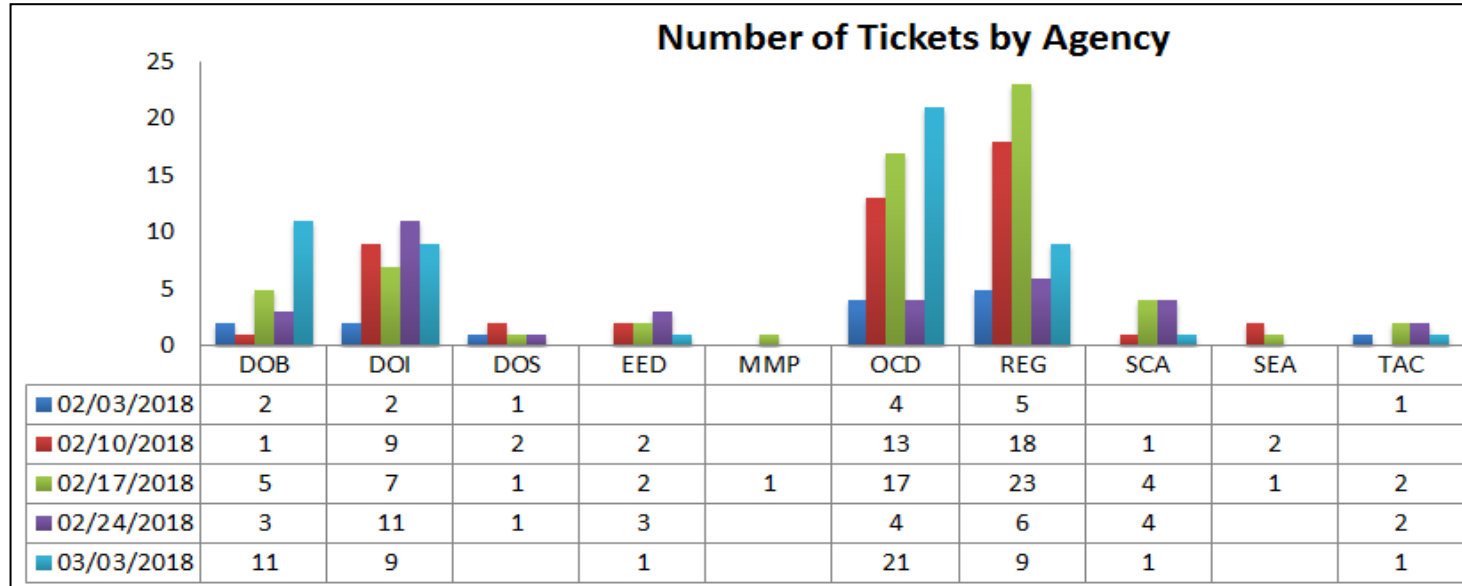
EOANF Secretariat Agencies



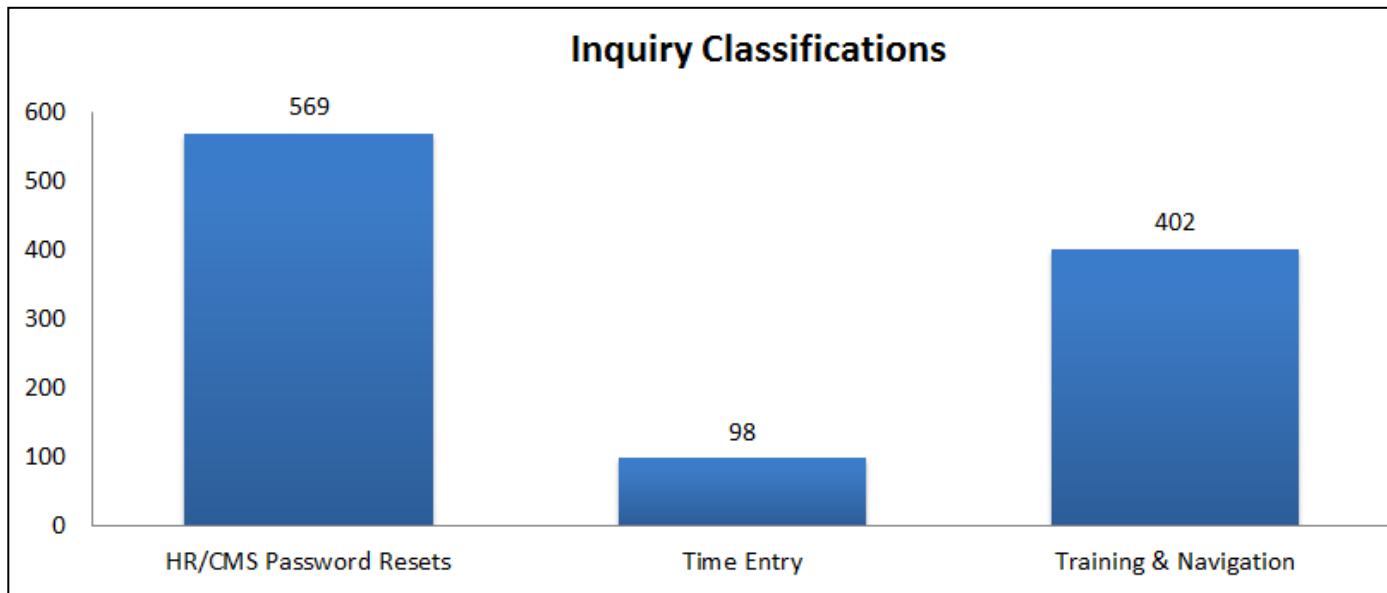
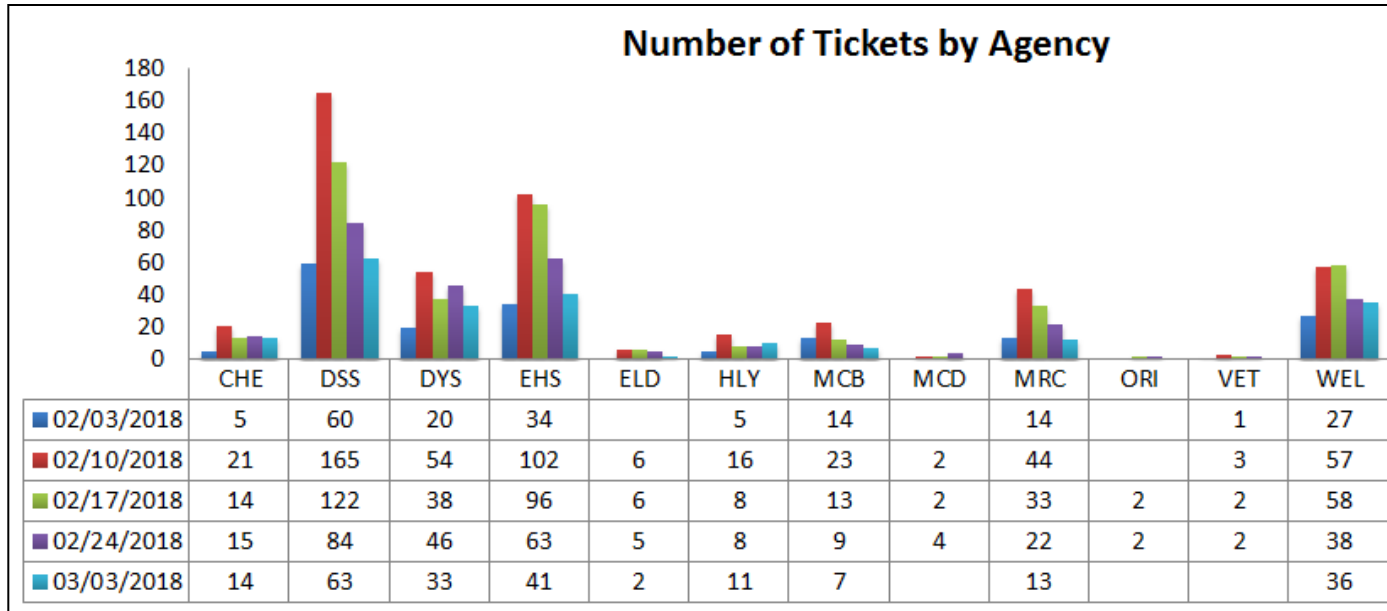
EOEEA Secretariat Agencies

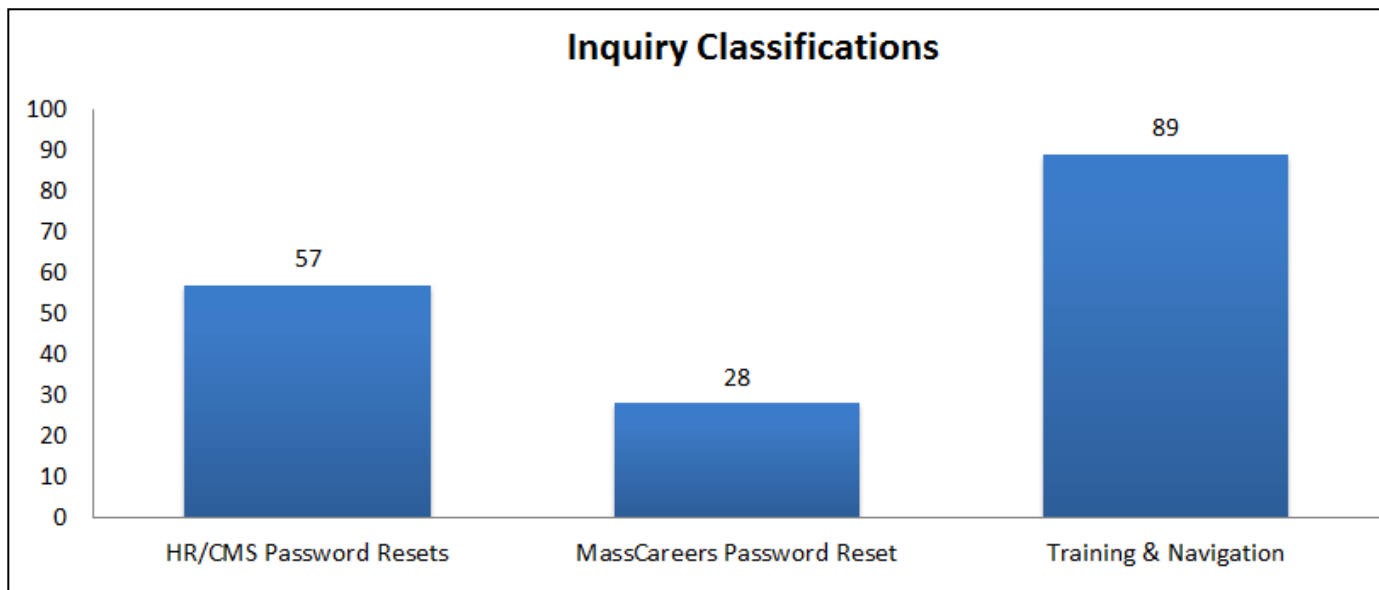
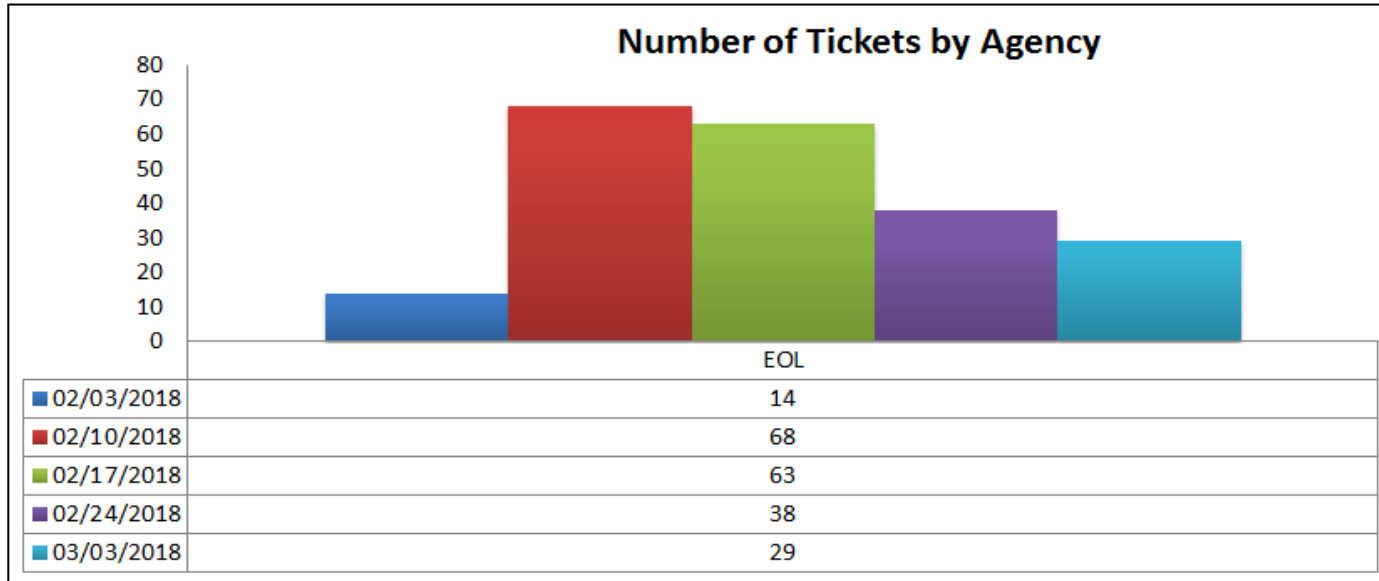


EOHED Secretariat Agencies

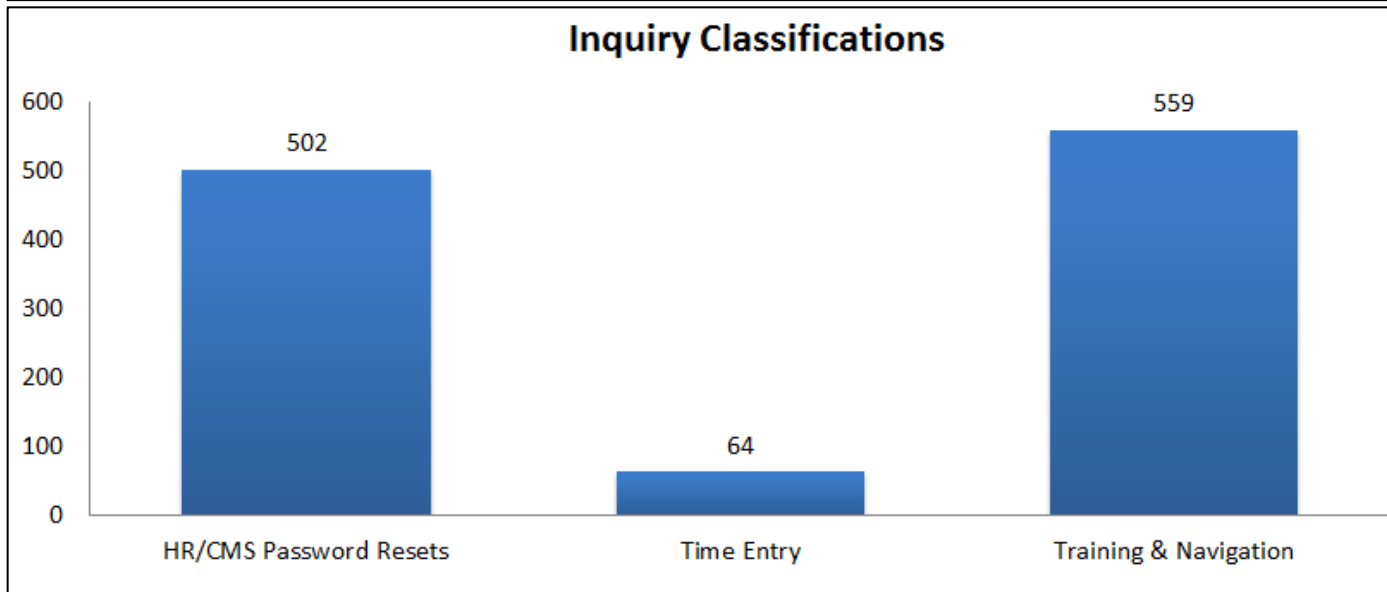
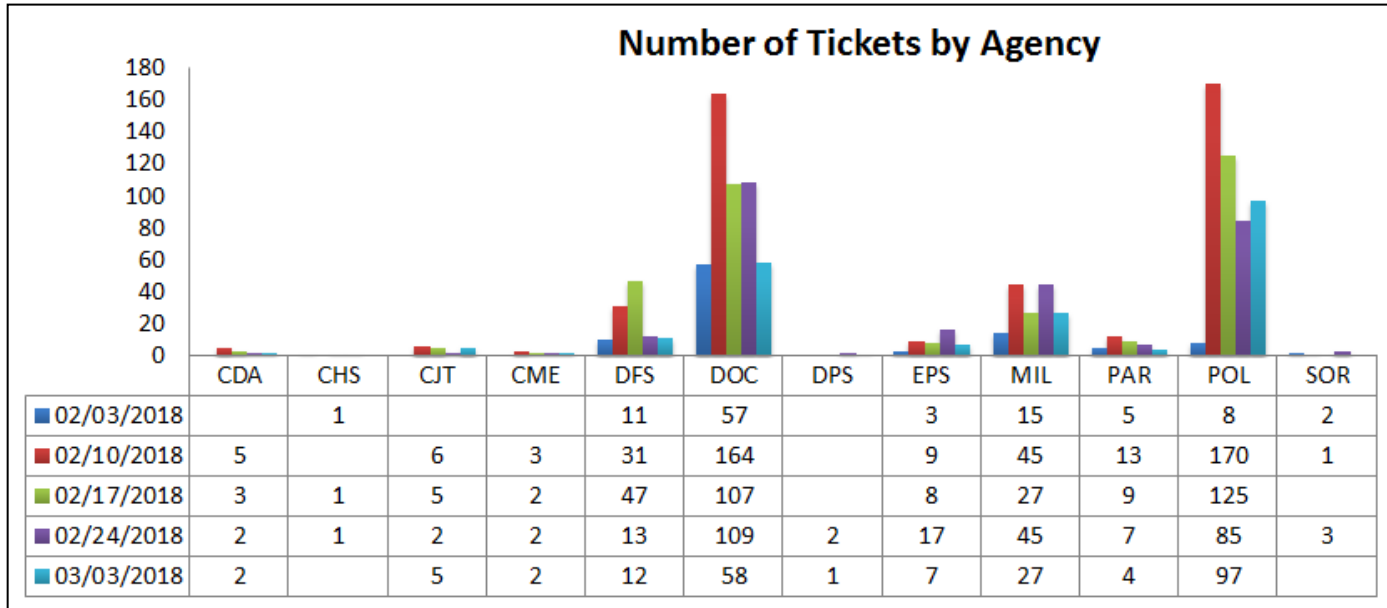


EOHHS Secretariat Agencies

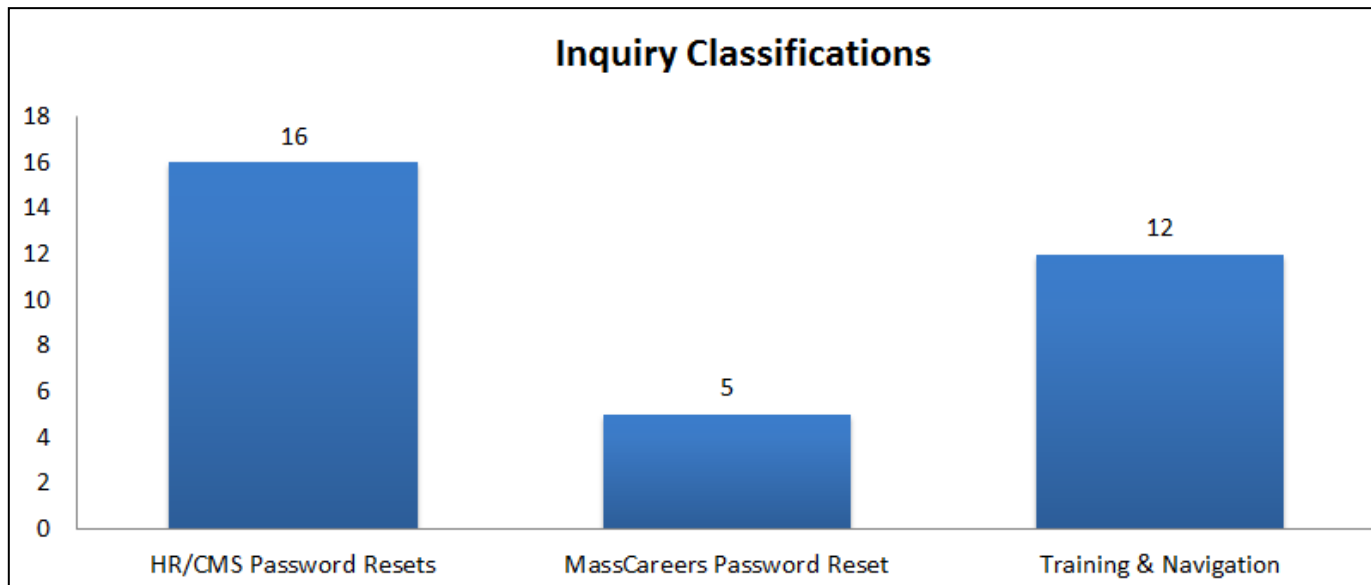
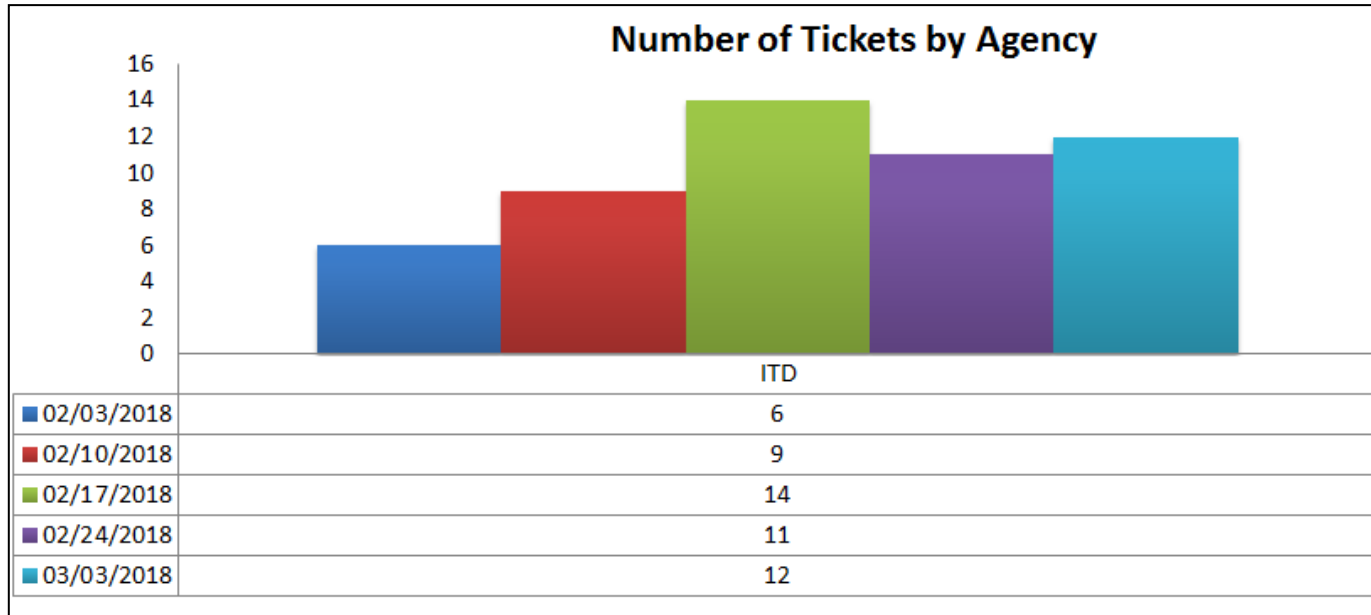




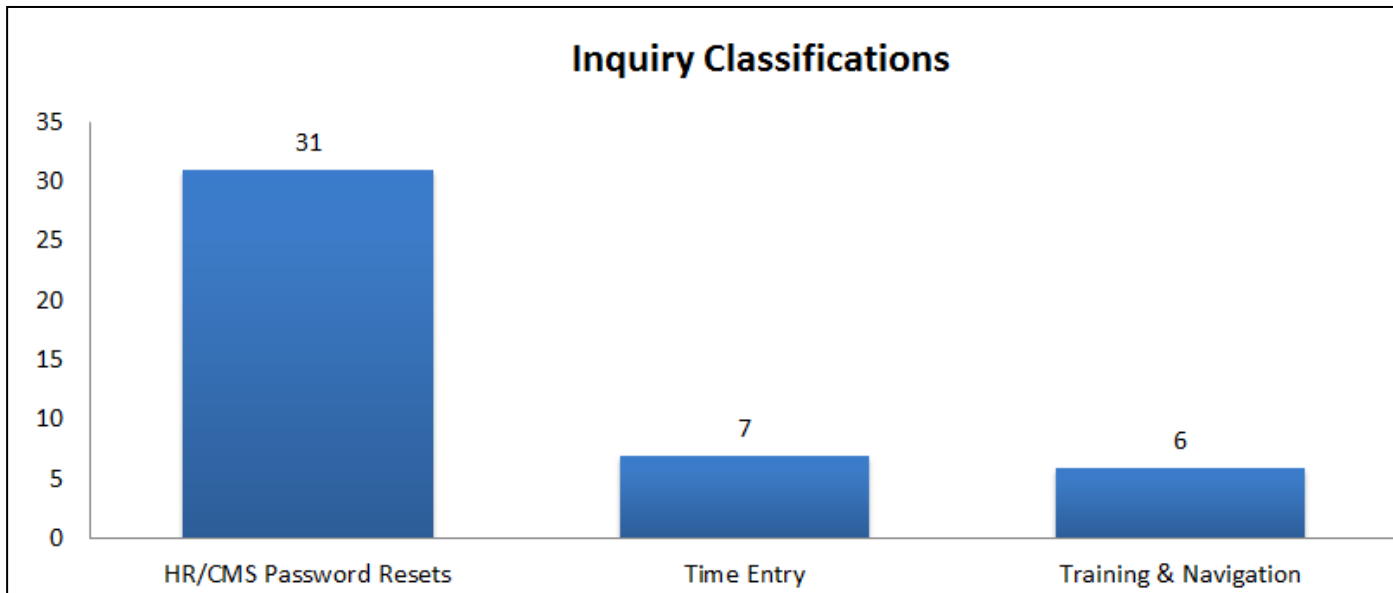
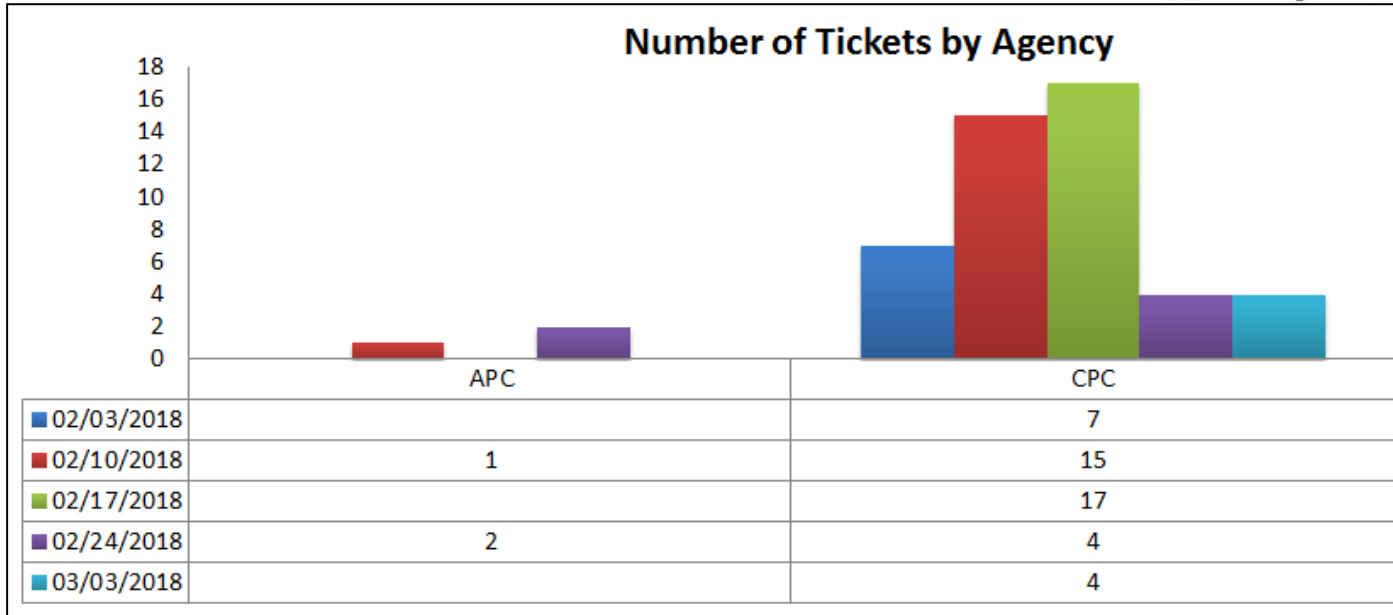
EOPSS Secretariat Agencies



EOTSS Secretariat Agencies



JUD Agencies



Independent Tickets and Classification

