ESC Service Charter Scorecard

December 25, 2016 – February 04, 2017

MassHR
EMPLOYEE SERVICE CENTER

Table of Contents

MassHR
Delivering HR Services That Matter

	PAGE
Service Delivery Overview	3
SLA Targets and Actual Performance	4
Inbound Call Data	5-6
Inbound Inquiries by Secretariat	7
Types of Inquiries Received	8
ePay/eProfile Transactions	9
ePay/eProfile Transactions by Secretariat	10
eServices Inquiries	11
Direct Deposit-Prenote Outreach	12
Case Resolution Time	13
Customer Satisfaction Survey Results	14
Outbound Contact Percentages	15
Outbound Exception Management Calls	16
Position Management	17
Tuition Remission Submissions by Secretariat	18
MassCareers Classifications by Secretariat	19
Tickets Forwarded to Agency HR/Payroll	20
Scorecard Schedule	21
Appendix: Agencies Served	22
Appendix: Inquiries by Agency	23-37

Service Delivery Overview
December 25, 2016 – February 04, 2017

MassHR
Delivering HR Services That Matter

Executive Summary

Total # Agencies Served: 80

Total # Employees Served: 53,254

Total calls received: 12,002

Average Call Wait Time: 02:13

Total email requests received: 1468

Total FAX requests received: 1258

Number of Transactions processed by ESC: 13,686

Total outbound contacts: 2,417

Total tickets opened: 10,978

Total tickets closed within 3 days: 10,694

Total tickets remain open beyond 3 days: 284

% tickets remain open beyond 3 days: 2.65%

% of Employees served by the ESC: 25.69%

Staffing

Area	Staffing as of 2/4/2017	Staffing as of 12/24/2016
Customer Service/Intake	3	3
Customer Service/Research	3	3
Processing & Outreach	9	9
Analyst	0	0
Supervisor	4	4
Senior Staff	2	2
Total	21	21

Activities

A spike in all areas occurred due to deadlines in the following activities:

- EILB Open Enrollment Period 12/12/16 through 1/31/17
- ACES Final Review Implementation 1/9/17 through 2/3/17

Source: ESC Avaya CMS & Footprints Reports, data from 12/25/2016 – 2/04/2017.
***Note**: "% of Employees served contacting ESC" does not account for repeat contacts (i.e., one employee calling multiple times).

SLA Targets and Actual Performance

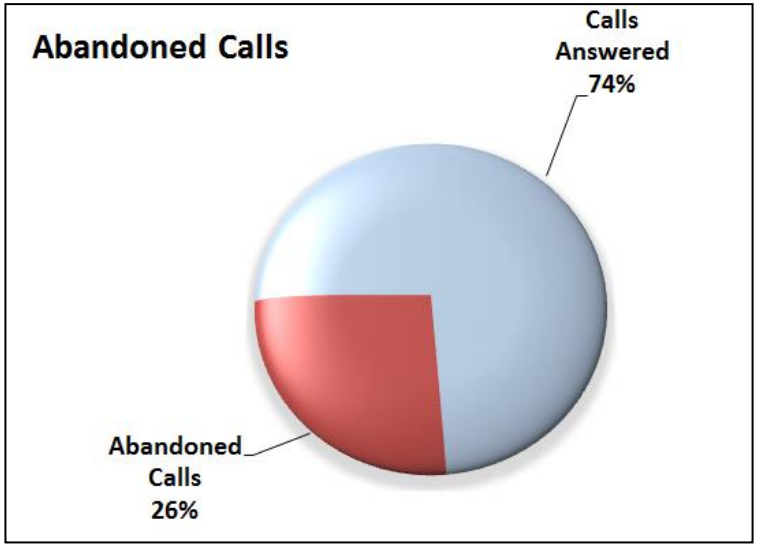
MassHR
Delivering HR Services That Matter

Metric	Target	Current Period Performance 12/25/16 – 2/4/17	Previous Period Performance 11/27/16 – 12/24/16	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	2:13 seconds	1:10 seconds	
Average case resolution time – password resets and e-mail updates (Time owned by ESC)	98% within 1 day	99.35%	98.93%	
Average case resolution time – inquiries and requests (Time owned by ESC)	75% within 1 day 90% within 3 days	92.6% within 1 Day and 95.2% within 3 Days	91.3% within 1 Day and 94.6% 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	95.8% rated good to excellent (1.731% response rate)	97% rated good to excellent (1.766% response rate)	
Percent of notification runs executed to completion: • 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: • 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	

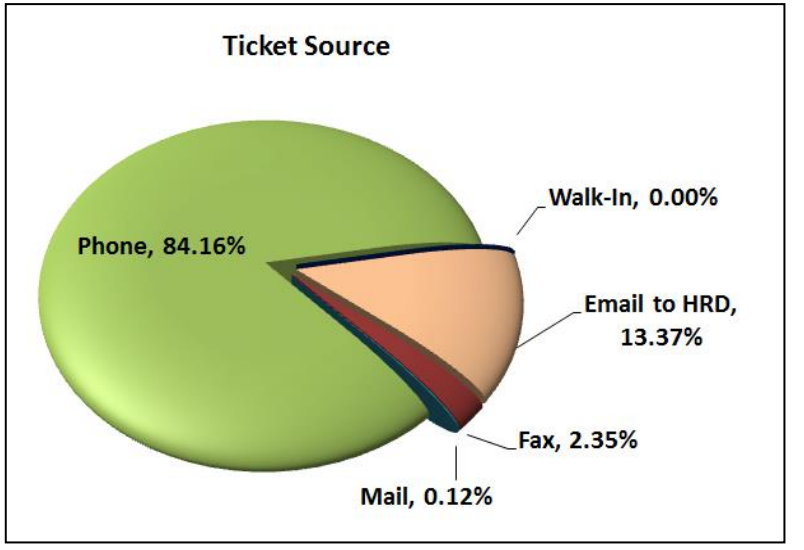
Inbound Call Data

MassHR
Delivering HR Services That Matter

SLA Metric	Target Level	Current Period 12/25/16 to 2/4/17	Previous Period 11/27/16 to 12/24/16	January 2016
Average wait time – all inquiries (Days operational)	Will not exceed 3 minutes 90% of the time	2:13 seconds	1:10 seconds	2:31 seconds



Total = 12,002 calls



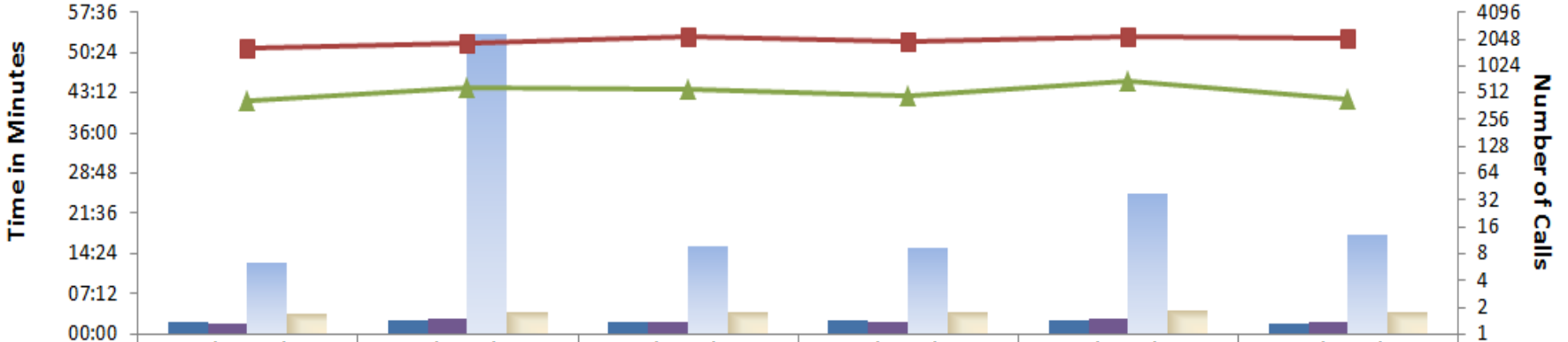
Total = 10,978 Tickets

Source: ESC Footprints & Avaya data from 12/25/2016 – 2/04/2017.
*E-mail tickets do not account for additional outreach to correct invalid employee e-mail addresses.

Inbound Call Data

MassHR
Delivering HR Services That Matter

Wait Time, Call Volumes, & Abandonment Rates

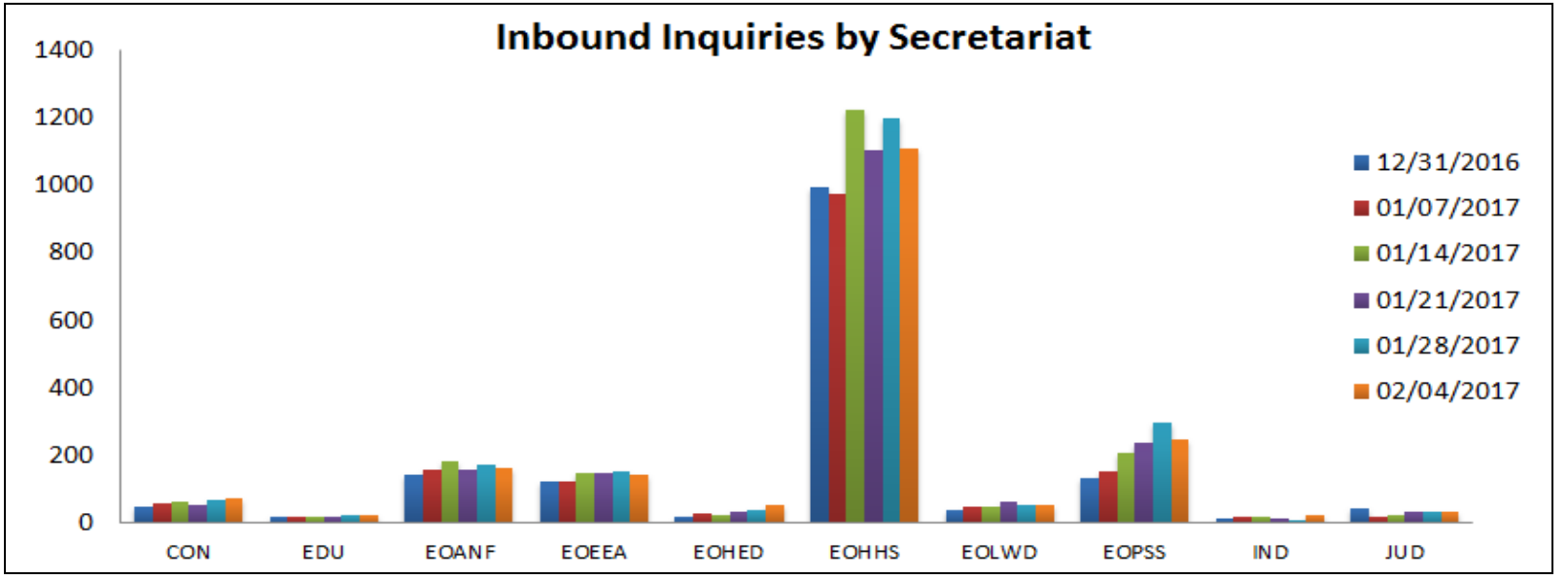


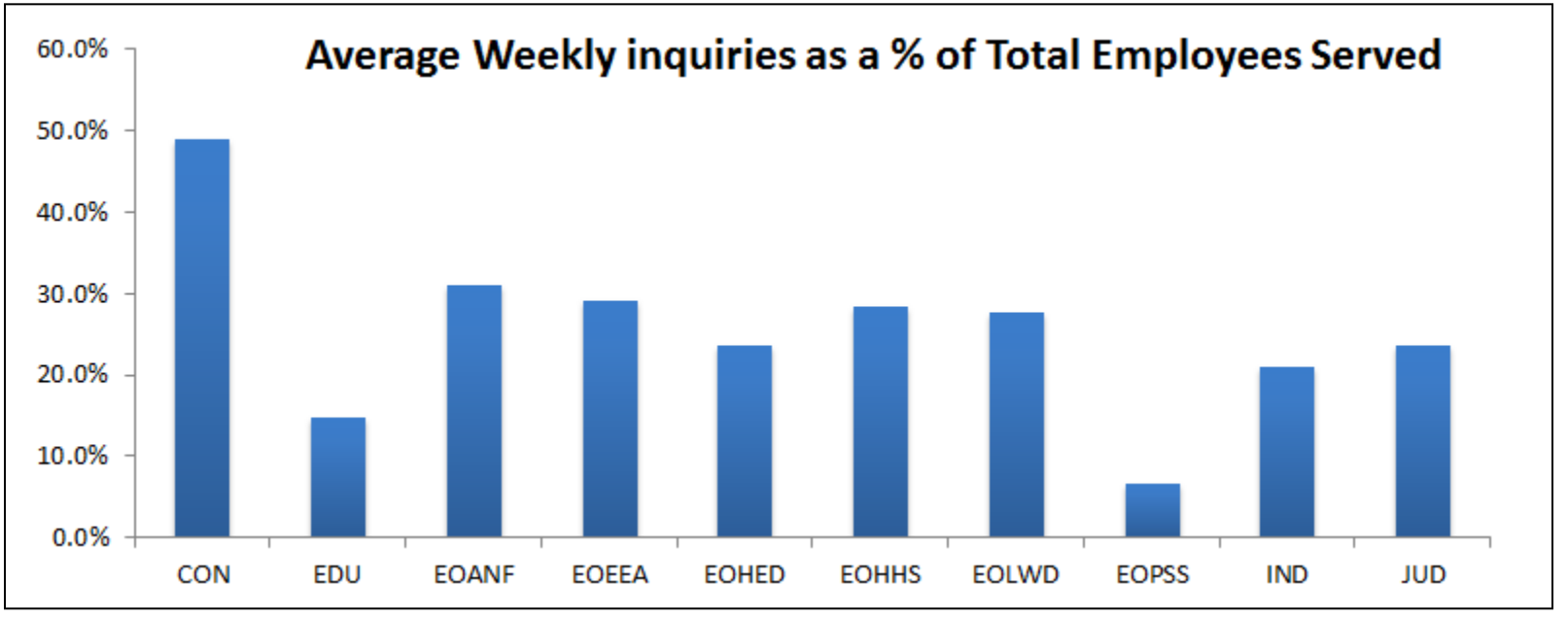
	12/25 - 12/31	1/01 - 1/07	1/08 - 1/14	1/15 - 1/21	1/22 - 1/28	1/29 - 2/4
Wait Time	02:06	02:20	02:16	02:25	02:26	01:46
Average Call Abandon Time	01:50	02:53	02:16	02:07	02:39	02:16
Longest Wait Time	12:45	53:46	15:33	15:14	25:05	17:35
Average Call Time	03:30	03:58	03:56	03:58	04:07	03:58
Call Volume	1660	1838	2233	1924	2236	2111
Abandoned Calls	415	584	551	471	702	437

Source: ESC Avaya data from 12/25/2016 – 2/04/2017.

Inbound Inquiries by Secretariat

MassHR
Delivering HR Services That Matter

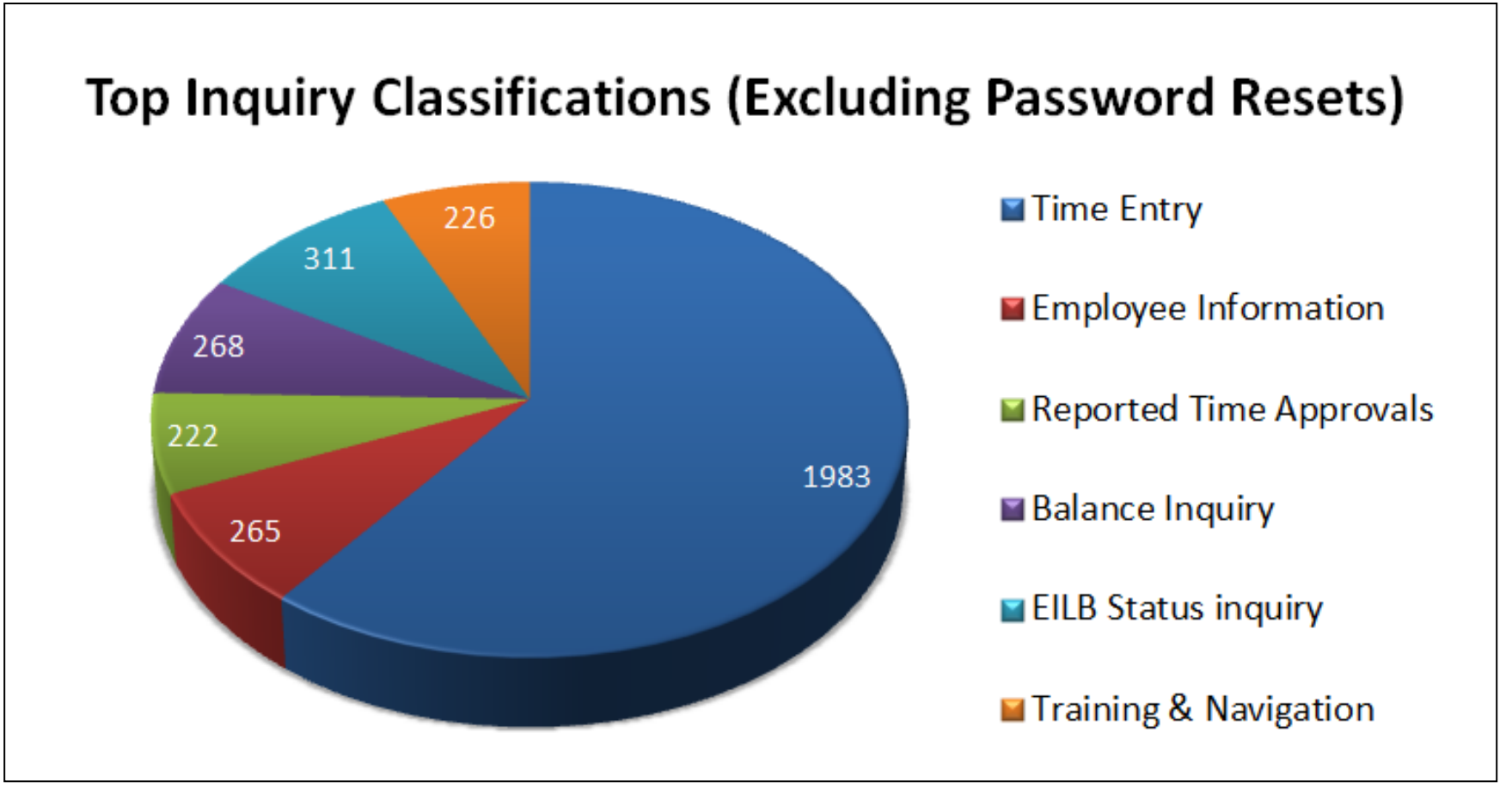




Source: ESC Footprints data from 12/25/2016 – 2/04/2017

Types of Inquiries Received

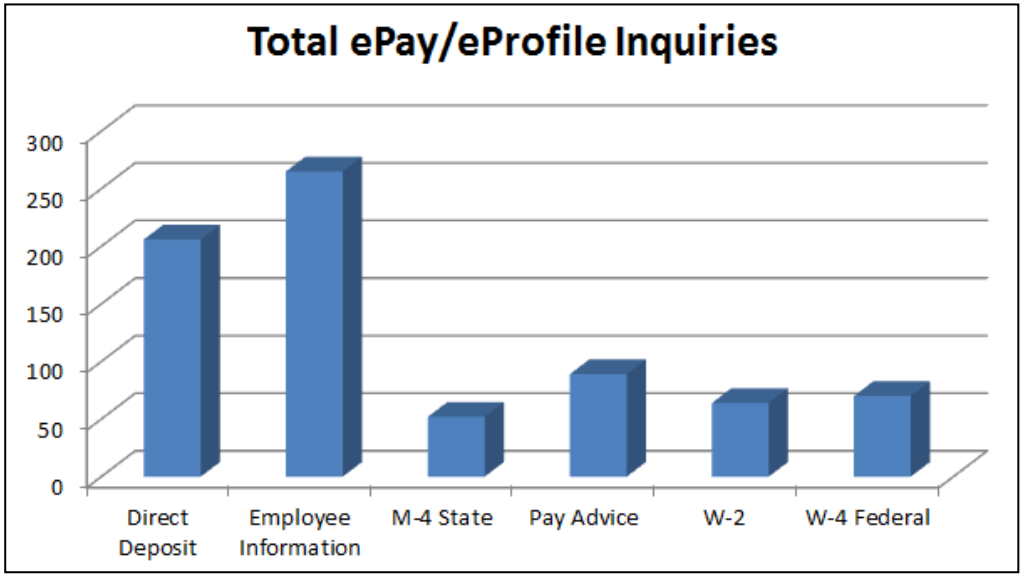
MassHR
Delivering HR Services That Matter

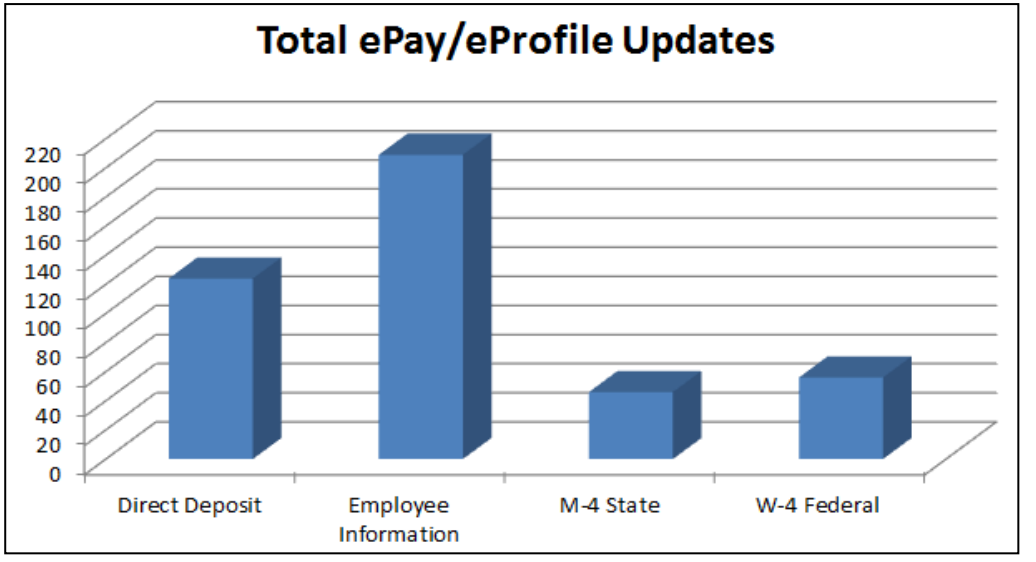


Source: ESC Footprints data from 12/25/2016 – 2/04/2017.

ePay/eProfile Transactions

MassHR
Delivering HR Services That Matter

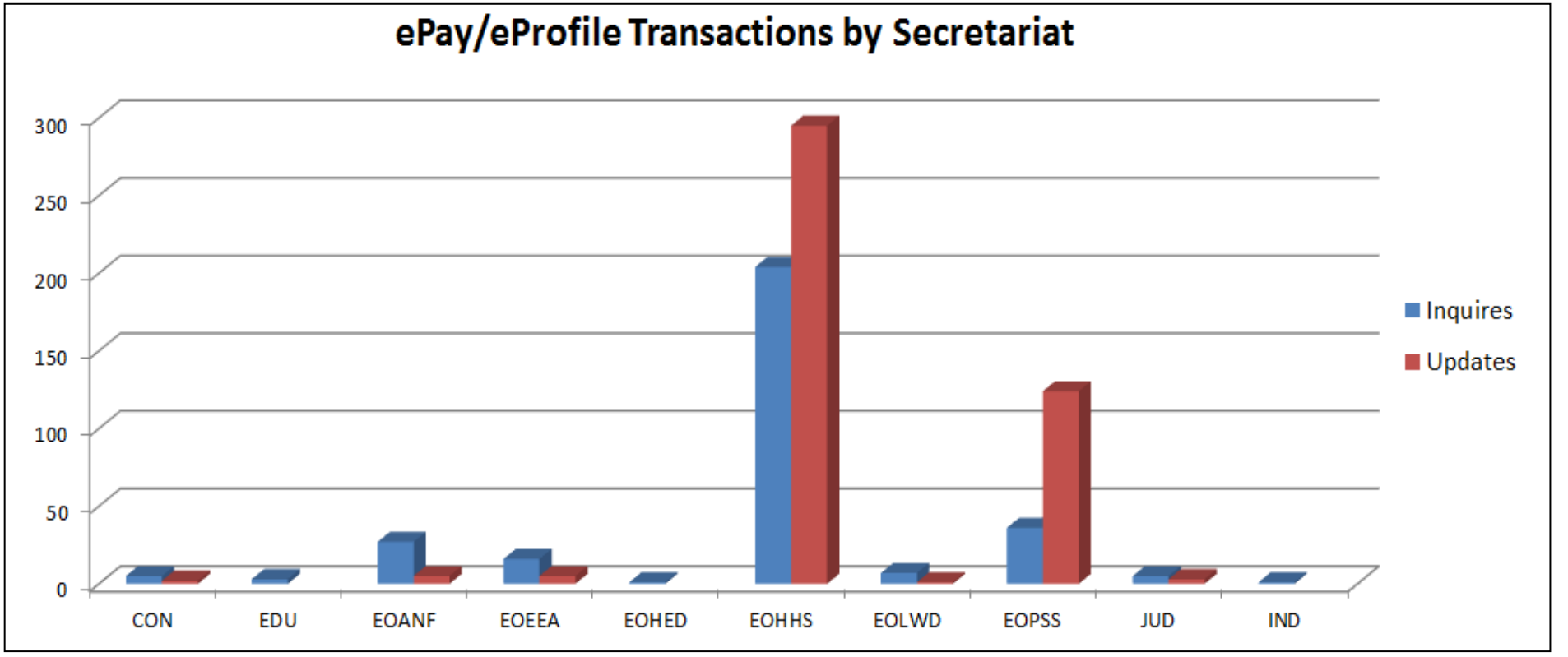




Source: ESC Footprints data from 12/25/2016 – 2/04/2017.

ePay/eProfile Transactions by Secretariat

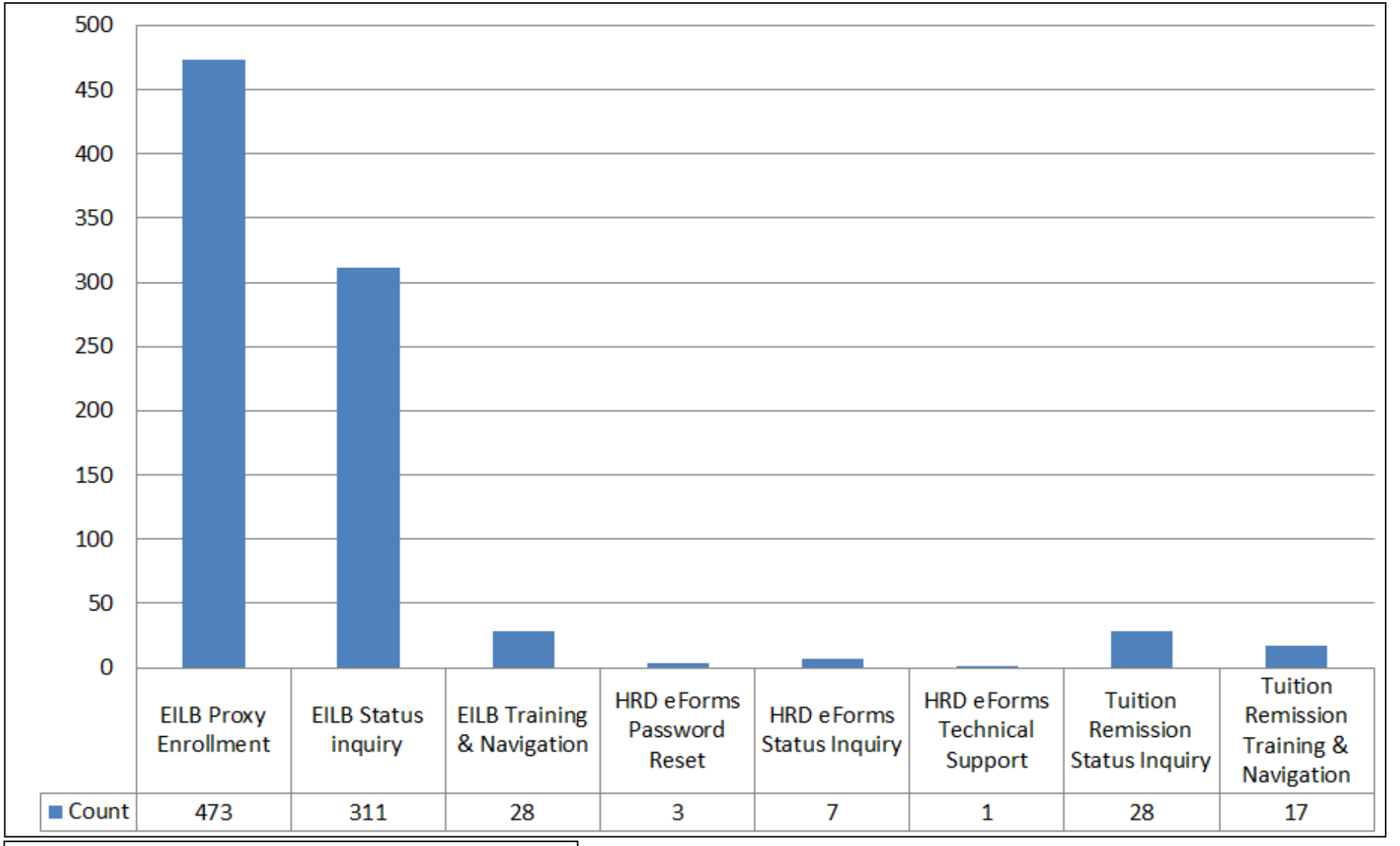
MassHR
Delivering HR Services That Matter



Source: ESC Footprints data from 12/25/2016 – 2/04/2017.

eServices Inquiries

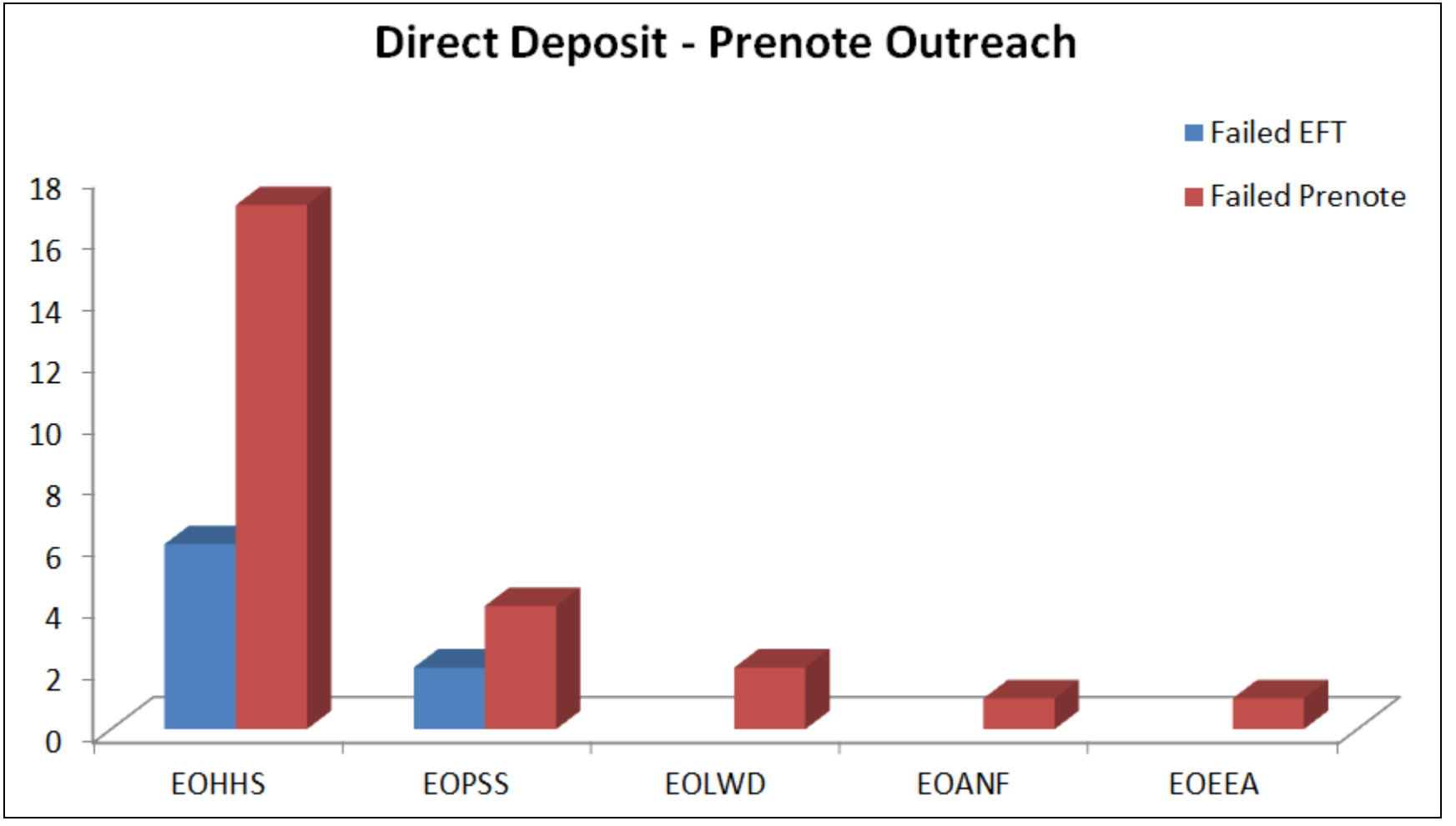
MassHR
Delivering HR Services That Matter



Source: ESC Footprints data from 12/25/2016 – 2/04/2017.

Direct Deposit-Prenote Outreach

MassHR
Delivering HR Services That Matter



Source: ESC data 12/25/2016 – 2/04/2017.

Case Resolution Time

MassHR
Delivering HR Services That Matter

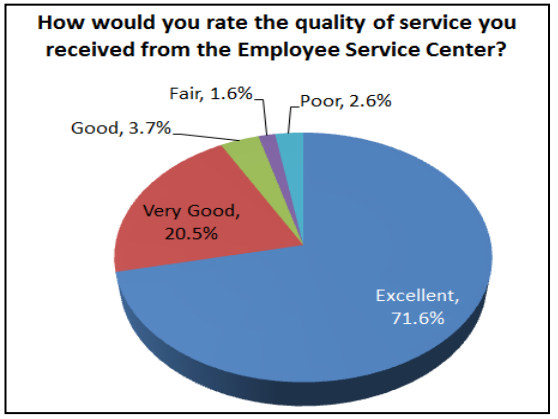
SLA Metric	Target	Current Period 12/25/2016 – 2/4/2017	Previous Period 11/27/2016 – 12/24/2016	Previous Year January 2016
Average case resolution time – password resets and e-mail updates (Time owned by ESC)	98% within 1 day	99.35%	98.93%	99.49%
Average case resolution time – inquiries and requests (Time owned by ESC)	75% within 1 day 90% within 3 days	92.6% within 1 Day and 95.2% within 3 Days	91.3% within 1 Day and 94.6% within 3 Days	91.9% within 1 Day 93.9% within 3 Days

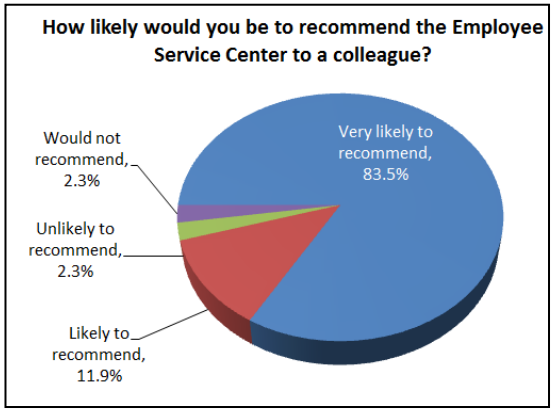
Source: ESC Footprints data from 12/25/2016 – 2/04/2017.

Customer Satisfaction Survey Results

MassHR
Delivering HR Services That Matter

SLA Metric	Target	Current Period 12/25/2016 – 2/4/2017	Previous Period 11/27/2016 – 12/24/2016	January 2016
Customer satisfaction (Based on automated survey upon ticket closure.)	80% of customers rate overall satisfaction good to excellent	95.8% rated good to excellent (1.731% response rate)	97% rated good to excellent (1.766% response rate)	89% rated good to excellent (1.108% response rate)





Selected Monthly Comments:

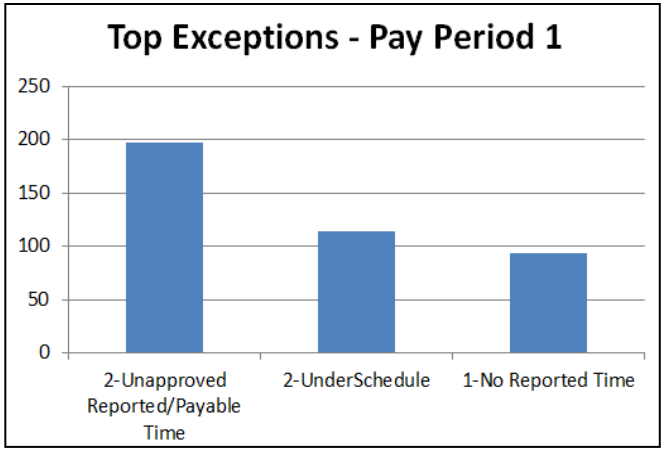
- The Customer Service Representative was professional, personable and efficient. She is a credit to the Commonwealth
- Thank you for taking the time to explain a very complicated process so I can make better vacation related time decisions in the future!
- Very quick reply to my question. Very courteous customer service.
- I would like to say that the woman who helped me was excellent: She understood my problem, and she took action right away in helping. She was polite, professional and she helped me right away. That was an excellent service I just wanted to wish you all a Happy New Year!!
- My experience with the Service Center is truly positive. They are very courteous and well inform of their responsibilities

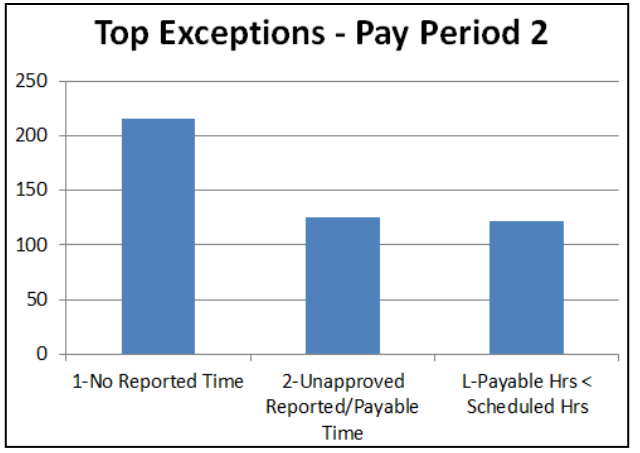
Source: ESC Customer Satisfaction Survey; survey link is provided on ticket closure notice and is voluntary. Survey results shown were collected between 12/25/2016 – 2/04/2017.

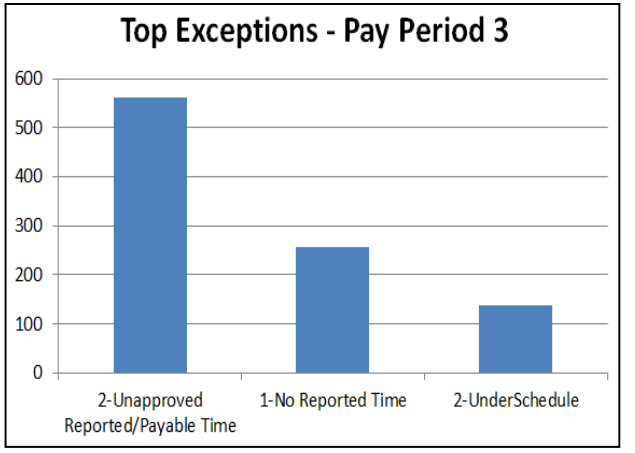
Outbound Contact Percentages

MassHR
Delivering HR Services That Matter

SLA Metric	Target	Current Period 12/25/2016 – 2/4/2017	Previous Period 11/27/2016 – 12/24/2016
Percentage of approvers contacted with unresolved high exceptions requiring ESC intervention for resolution:	98% 85% holiday/emergency leave weeks	54.56%	52.62%







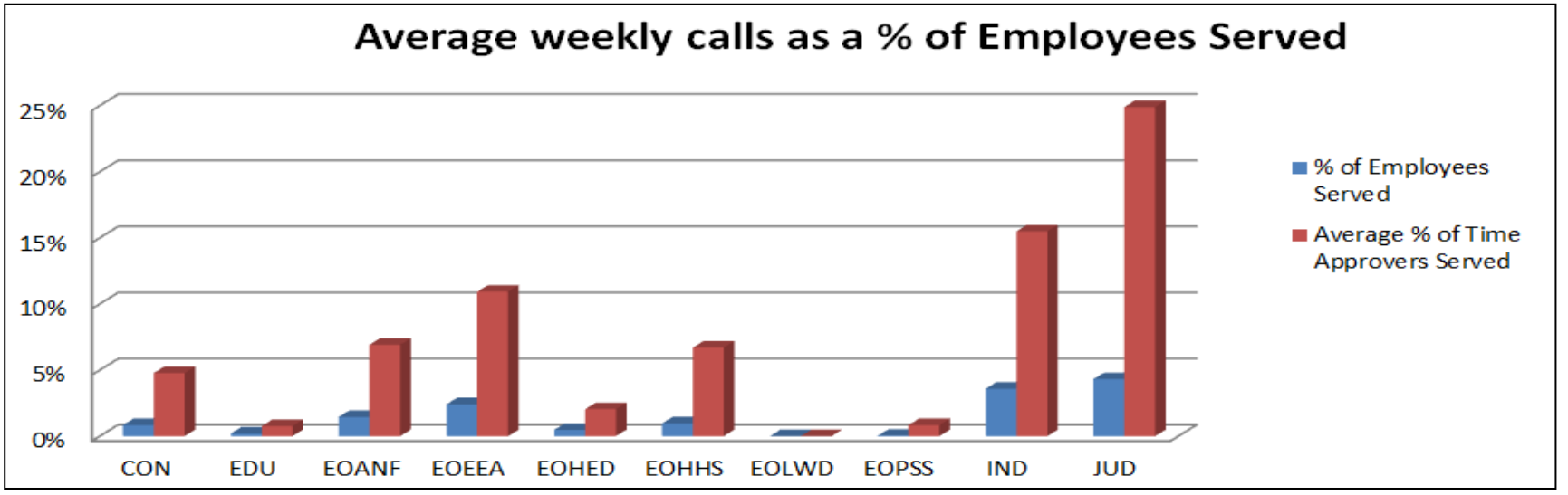
Source: ESC data from 12/25/2016 – 2/04/2017.

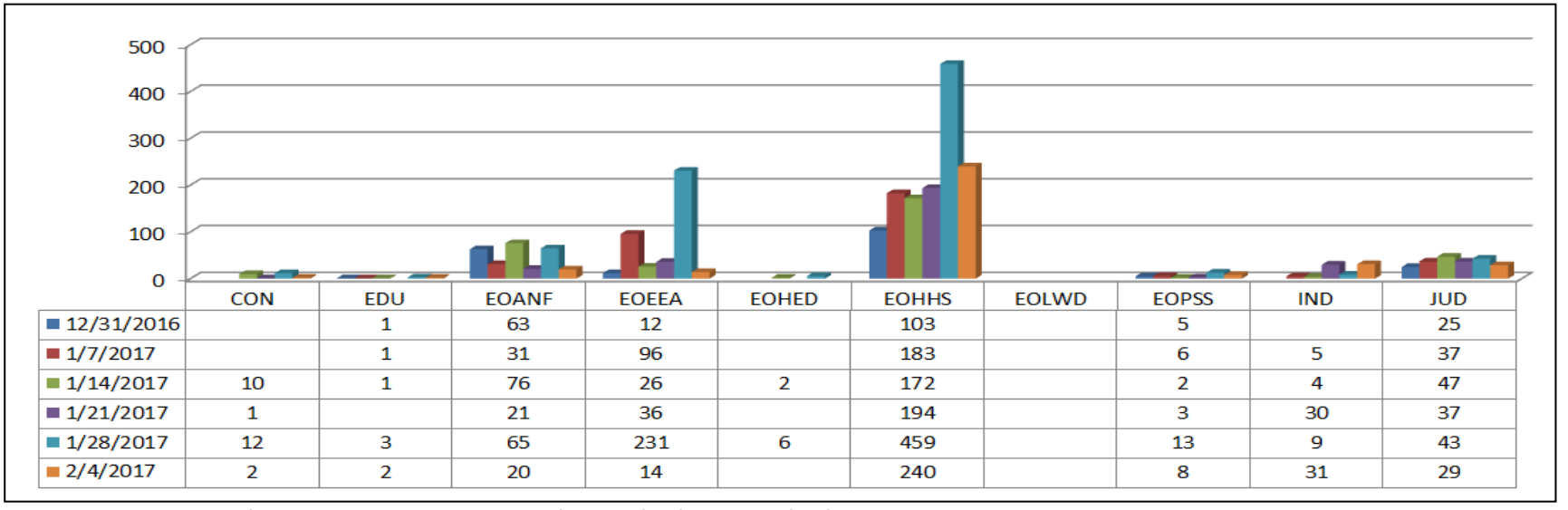
Outbound Exception Management Calls

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.

MassHR
Delivering HR Services That Matter



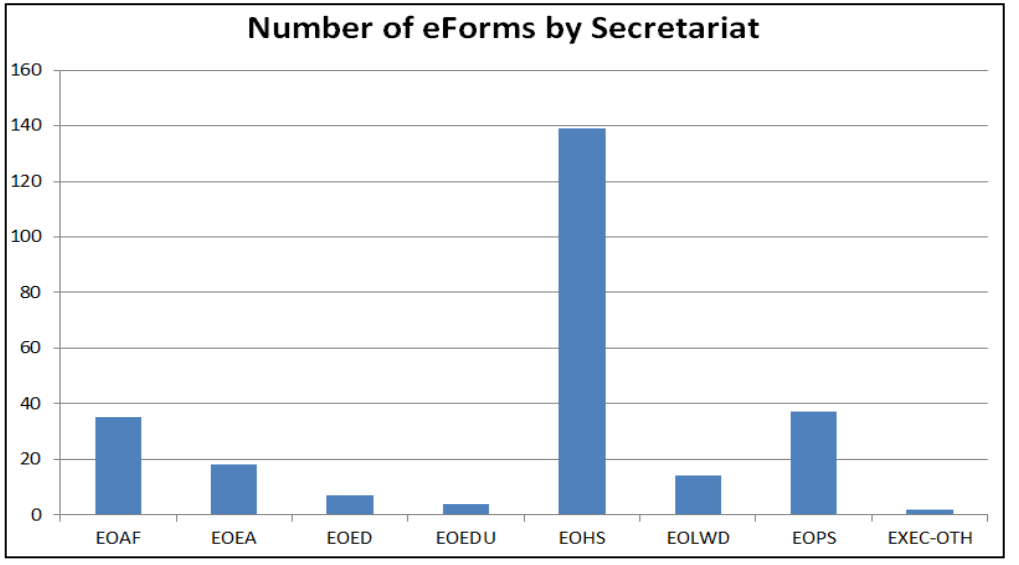


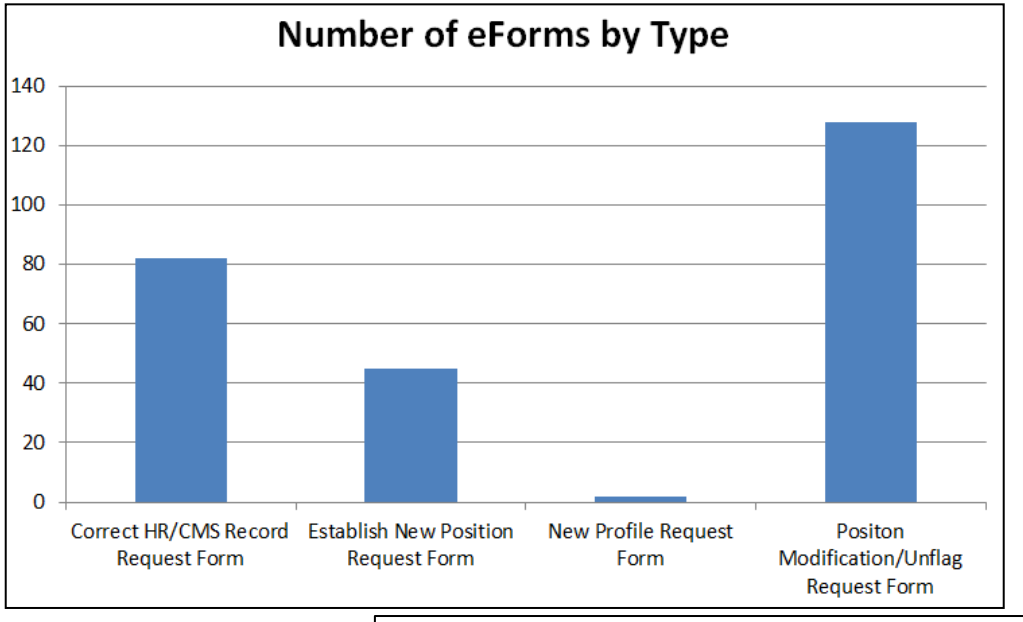
	CON	EDU	EOANF	EOEEA	EOHED	EOHHS	EOLWD	EOPSS	IND	JUD
12/31/2016		1	63	12		103		5		25
1/7/2017		1	31	96		183		6	5	37
1/14/2017	10	1	76	26	2	172		2	4	47
1/21/2017	1		21	36		194		3	30	37
1/28/2017	12	3	65	231	6	459		13	9	43
2/4/2017	2	2	20	14		240		8	31	29

Source: ESC Exception Management System data 12/25/2016 – 2/04/2017.
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

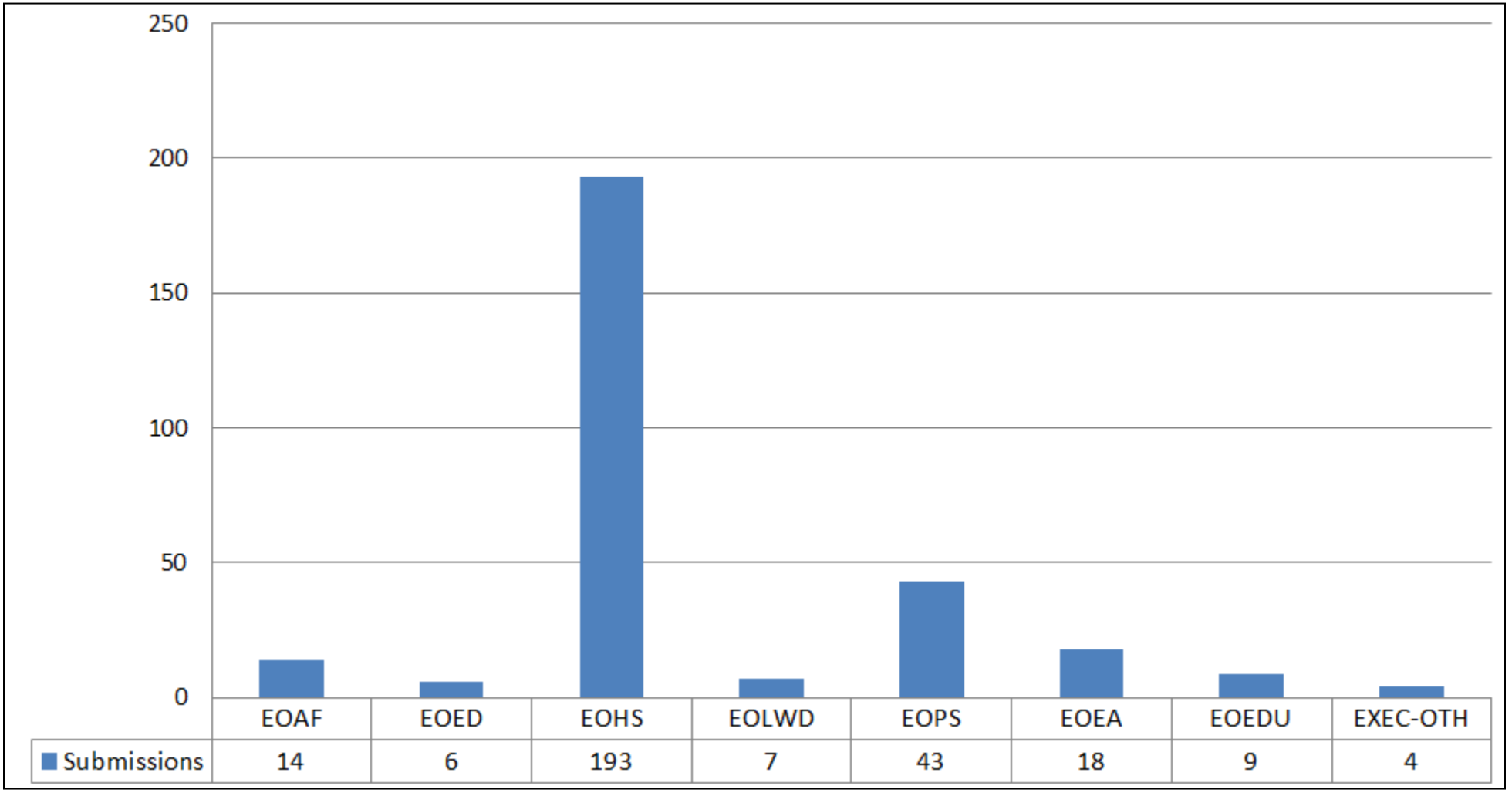




Unflag Contract Position Requests are dependent on ANF Platform Approval
Source: ESC data from 12/25/2016 – 2/04/2017.

Tuition Remission Submissions per Secretariat

MassHR
Delivering HR Services That Matter

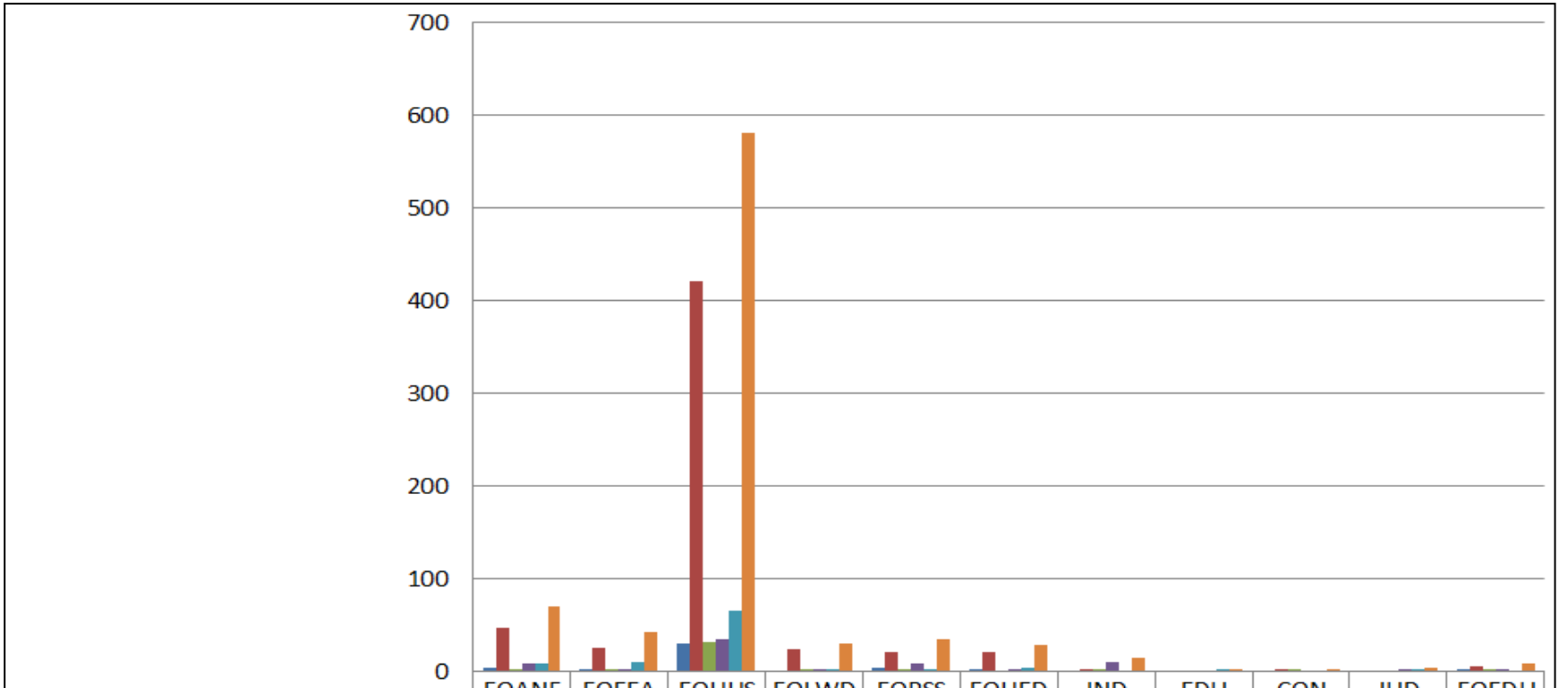


	EOAF	EOED	EOHS	EOLWD	EOPS	EOEA	EOEDU	EXEC-OTH
Submissions	14	6	193	7	43	18	9	4

Source: OnBase - Hyland Unity Client Reporting data from 12/25/2016 – 2/04/2017.

MassCareers Top 5 Most Frequent Classifications by Secretariat

MassHR
Delivering HR Services That Matter

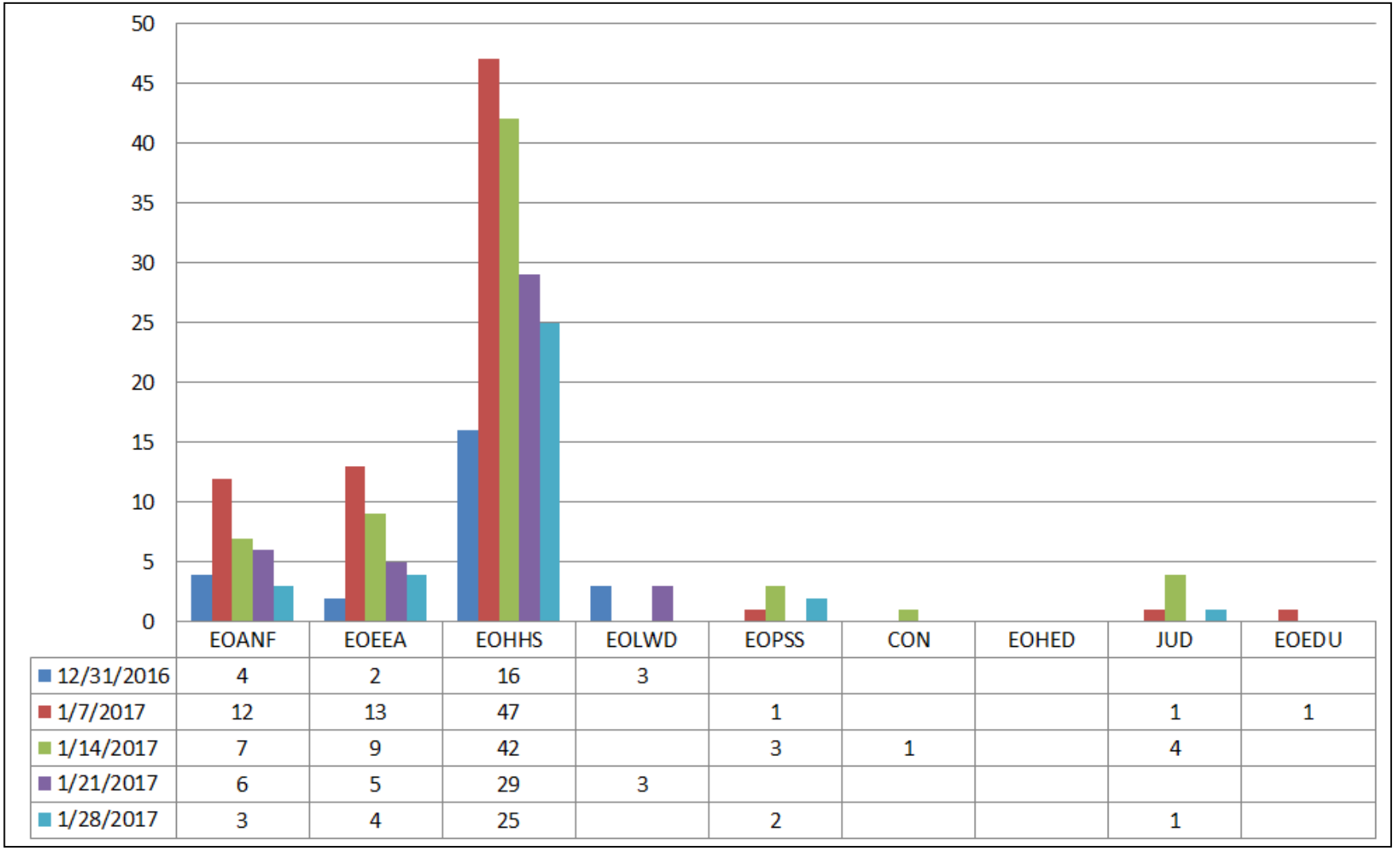


	EOANF	EOEEA	EOHHS	EOLWD	EOPSS	EOHED	IND	EDU	CON	JUD	EOEDU
Onboarding Navigation and Training	4	3	30		4	1					1
Password Reset	47	26	421	24	20	21	2		2		5
Recruiting Navigation and Training	2	1	31	2	2		2		1		1
Requisition Inquiries	9	3	34	2	8	2	10			3	2
Security & Data Setup	8	10	65	2	1	4		1		1	
Grand Total	70	43	581	30	35	28	14	1	3	4	9

Source: ESC Footprints data from 12/25/2016 – 2/04/2017.

Tickets Forwarded to Agency HR/Payroll

MassHR
Delivering HR Services That Matter



	EOANF	EOEEA	EOHHS	EOLWD	EOPSS	CON	EOHED	JUD	EOEDU
12/31/2016	4	2	16	3					
1/7/2017	12	13	47		1			1	1
1/14/2017	7	9	42		3	1		4	
1/21/2017	6	5	29	3					
1/28/2017	3	4	25		2			1	

Source: ESC Footprints data from 12/25/2016 – 2/04/2017.

Review Schedule
Service Charter Scorecard

MassHR
Delivering HR Services That Matter

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

MassHR
Delivering HR Services That Matter

Agencies Served	Employees	Agenceis Served	Employees	Agencies Served	Employees
ADD-Developmental Disabilities Council	17	DOI-Division Of Insurance	141	MCB-Mass Commission For The Blind	143
AGR-Department Of Agricultural Resources	99	DOR-Department of Revenue	1555	MCD-Commission For The Deaf And Hard of Hearing	53
ALA-Administrative Law Appeals Division	33	DOS-Division Of Standards	17	MGC-Massachusetts Gaming Commission	74
ANF-Eo Administration & Finance	284	DPH-Department Of Public Health	3014	MIL-Massachusetts National Guard	9907
APC-Appeals Court	114	DPS-Department Of Public Safety	172	MMP-Massachusetts Marketing Partnership	18
ART-Mass Cultural Council	31	DPU-Department Of Public Utilities	158	MRC-Mass Rehabilitation Commission	970
ATB-Appellate Tax Board	19	DSS-Department Of Children And Families	4078	OCD-Dept Of Housing And Community	273
BLC-Board of Library Comissioners	21	DYS-Department Of Youth Services	852	OHA-Massachusetts Office On Disability	12
BSB-Bureau Of State Buildings	15	EDU-Executive Office Of Education	84	ORI-Office For Refugees And Immigrants	20
CAD-Commission Against Discrimination	84	EEC-Department Of Early Education	191	OSC-Office Of The Comptroller	125
CDA-Massachusetts Emergency Management Agency	95	EED-Executive Office Of Housing & Economic Development	58	OSD-Division Of Operational Services	105
CHE-Soldiers' Home In Massachusetts	336	EHS-Executive Office of Health and Human Services	1550	PAR-Parole Board	167
CHS-Department of Criminal Justice Information Systems	38	ELD-Department Of Elder Affairs	60	POL-State Police	2537
CJT-Criminal Justice Training Council	531	ENE-Department Of Energy Resources	62	REG-Division Of Professional Licensure	107
CME-Chief Medical Examiner	96	ENV-Executive Office Of Energy and Environmental Affairs	322	RGT-Department Of Higher Education	65
CPC-Committee for Public Counsel Services	728	EOL-Executive Office Of Workforce Development	1115	SCA-Office Of Consumer Affairs And Business Regulations	27
CSC-Civil Service Commission	6	EPS-Executive Office Of Public Safety and Security	198	SDA-Sheriffs Department Association	3
CSW-Commission On Status Of Women	2	EQE-Department Of Environmental Protection	685	SEA-Department Of Business And Technology	12
DAC-Disabled Persons Protection Commission	33	FWE-Department Of Fish And Game	323	SOR-Sex Offender Registry	48
DCP-Capital Asset Management And Maintenance	414	GIC-Group Insurance Commission	55	SRB-State Reclamation Board	139
DCR-Department Conservation And Recreation	1083	HCF-Health Care Finance & Policy	142	TAC-Department Of Telecommunications	24
DFS-Department Of Fire Services	612	HLY-Soldiers' Home In Holyoke	346	TRB-Teachers Retirement Board	95
DMH-Department of Mental Health	3662	HPC-Health Policy Commission	71	TRE-Office Of The State Treasurer	257
DMR-Health and Human Services	6492	HRD-Human Resources Division	129	VET-Department Of Veterans Service	63
DOB-Division Of Banks	167	ITD-Information Techology Division	345	VWA-Victim And Witness Assistance	19
DOC-Department of Corrections	4731	LIB-George Fingold Library	11	WEL-Department Of Transitional Assistance	1640
DOE-Department Of Elementary & Secondary Education	477	LOT-Lottery And Gaming Commission	397	**Grand Total:**	**53254**

Appendix: Inquiries by Agency

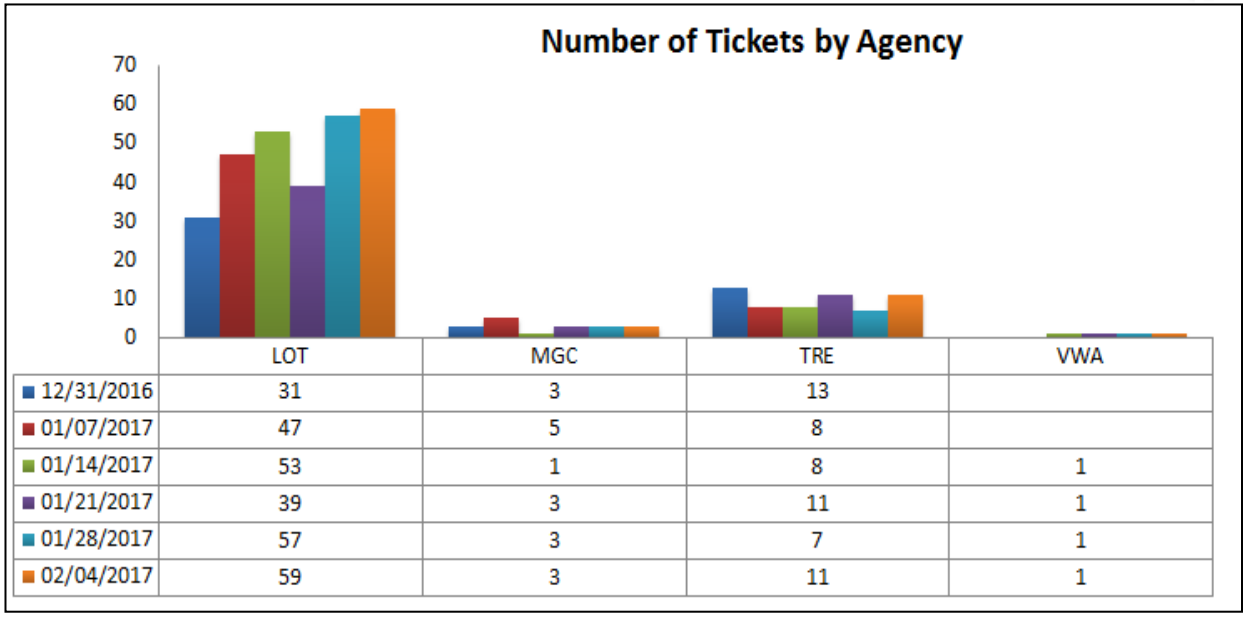
MassHR
Delivering HR Services That Matter

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

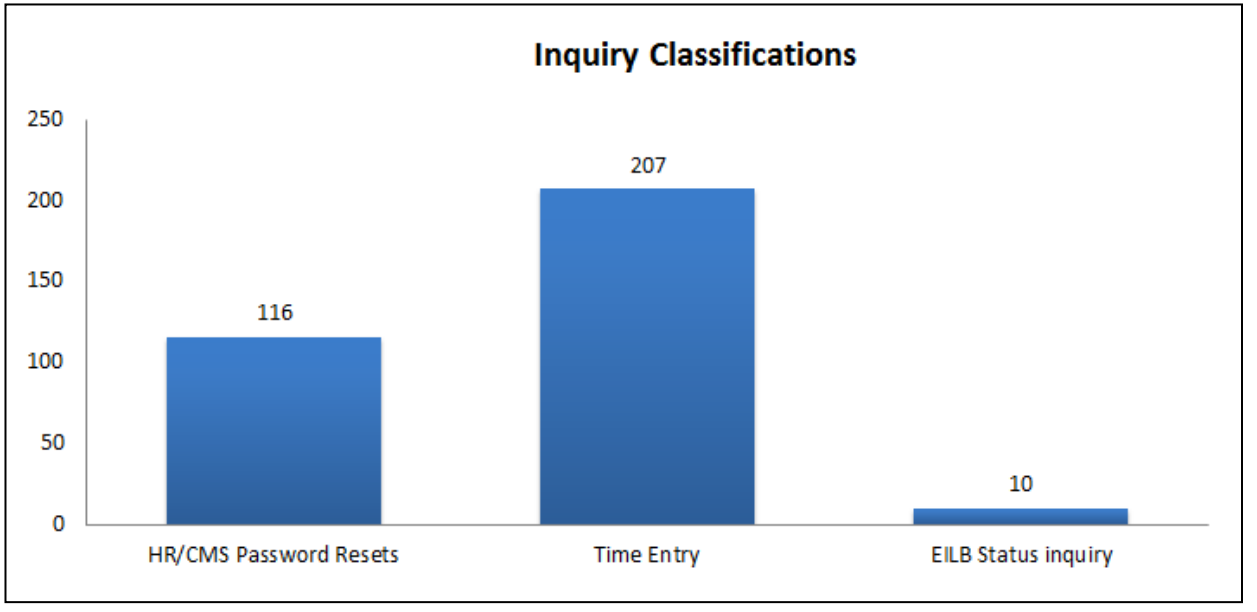
CSC – Civil Service Commission	CSW – Commission on Status of Women
DAC - Disabled Persons Protection Commission	

CON Agencies

MassHR
Delivering HR Services That Matter

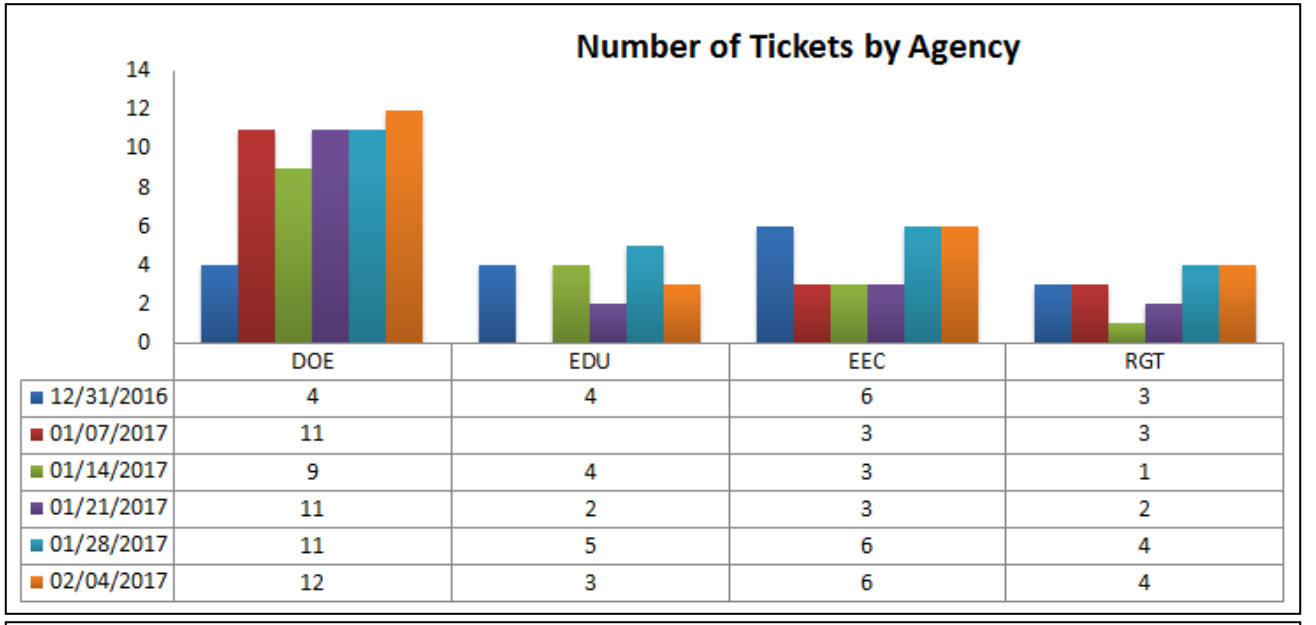


	LOT	MGC	TRE	VWA
12/31/2016	31	3	13	
01/07/2017	47	5	8	
01/14/2017	53	1	8	1
01/21/2017	39	3	11	1
01/28/2017	57	3	7	1
02/04/2017	59	3	11	1

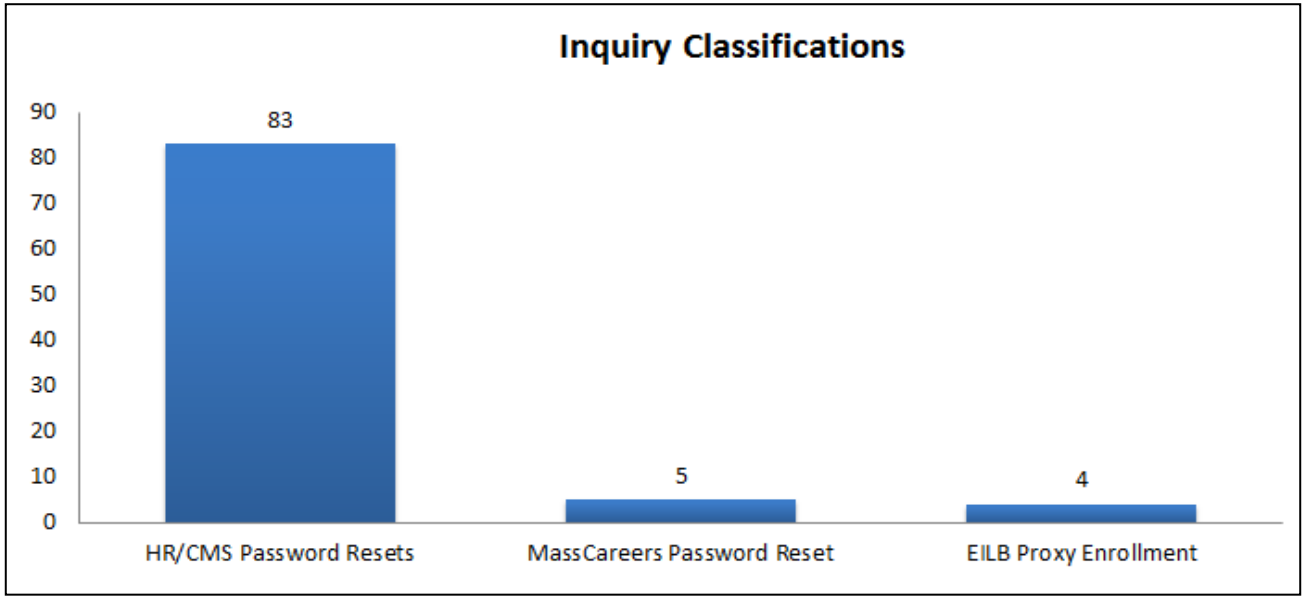


EDU Secretariat Agencies

MassHR
Delivering HR Services That Matter

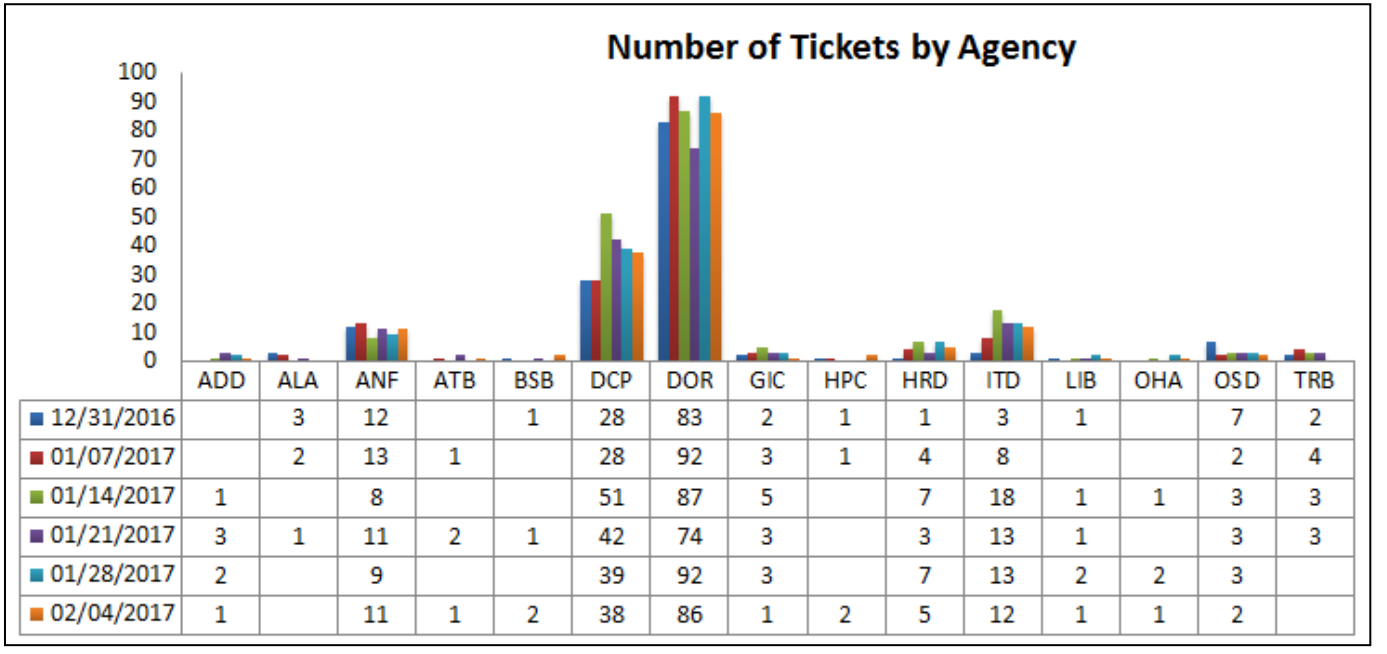


	DOE	EDU	EEC	RGT
12/31/2016	4	4	6	3
01/07/2017	11		3	3
01/14/2017	9	4	3	1
01/21/2017	11	2	3	2
01/28/2017	11	5	6	4
02/04/2017	12	3	6	4

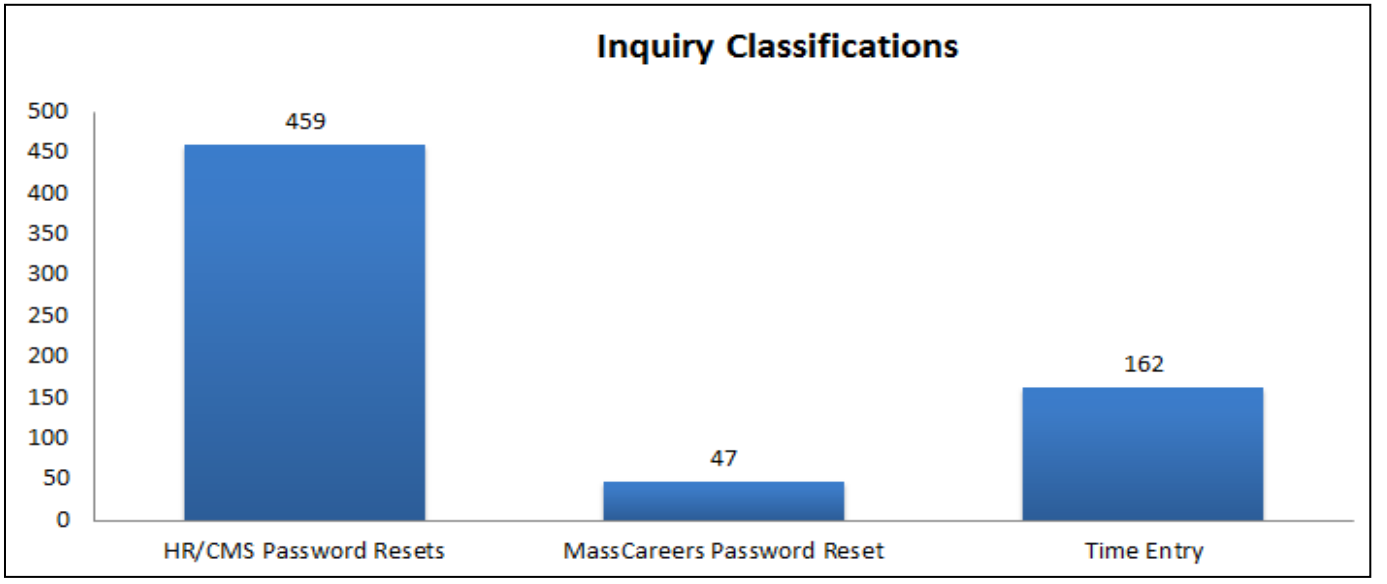


EOANF Secretariat Agencies

MassHR
Delivering HR Services That Matter

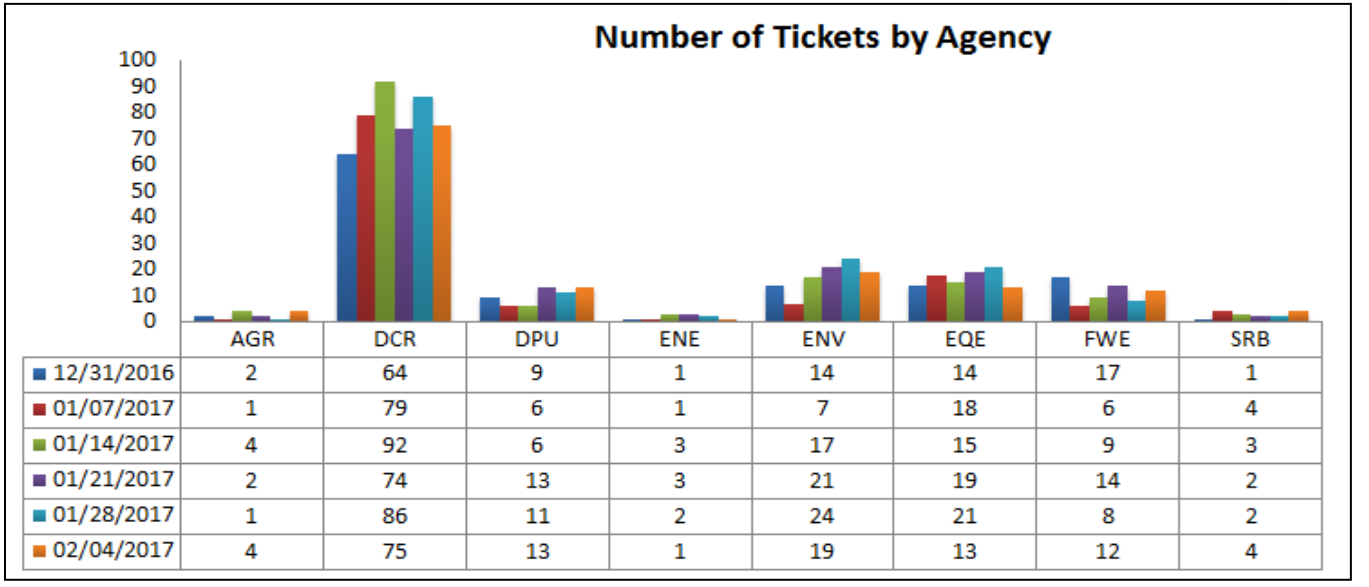


	ADD	ALA	ANF	ATB	BSB	DCP	DOR	GIC	HPC	HRD	ITD	LIB	OHA	OSD	TRB
12/31/2016		3	12		1	28	83	2	1	1	3	1		7	2
01/07/2017		2	13	1		28	92	3	1	4	8			2	4
01/14/2017	1		8			51	87	5		7	18	1	1	3	3
01/21/2017	3	1	11	2	1	42	74	3		3	13	1		3	3
01/28/2017	2		9			39	92	3		7	13	2	2	3	
02/04/2017	1		11	1	2	38	86	1	2	5	12	1	1	2	

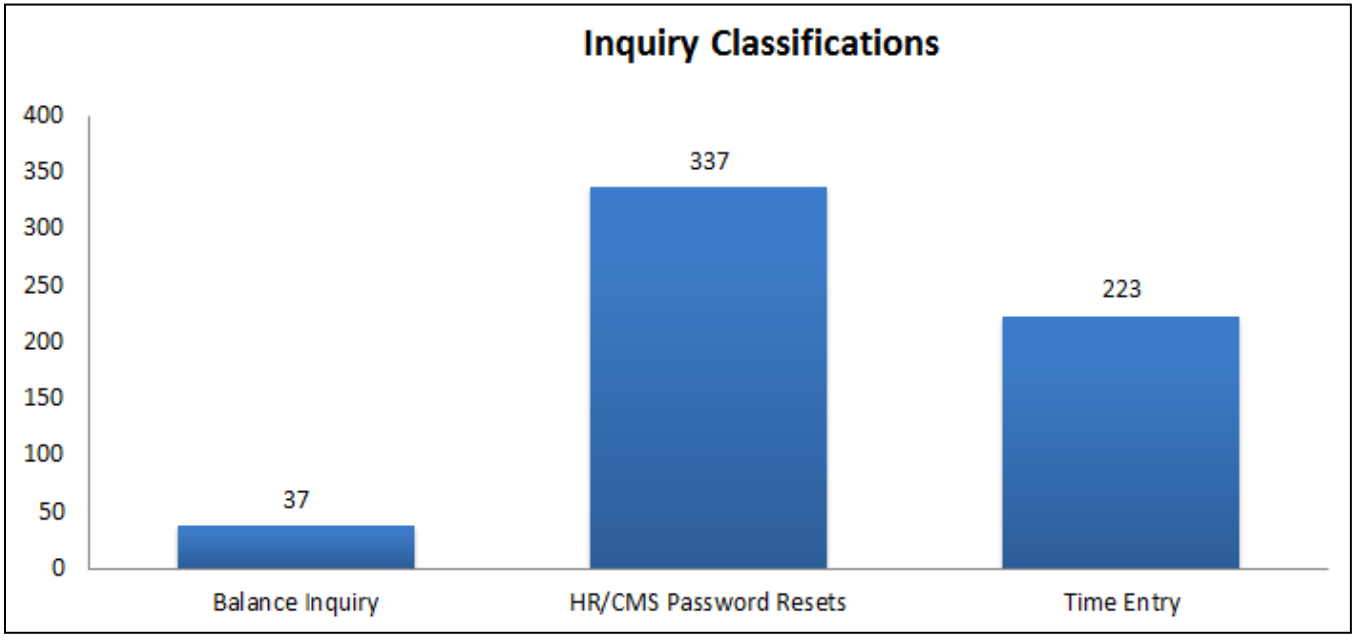


EOEEA Secretariat Agencies

MassHR
Delivering HR Services That Matter

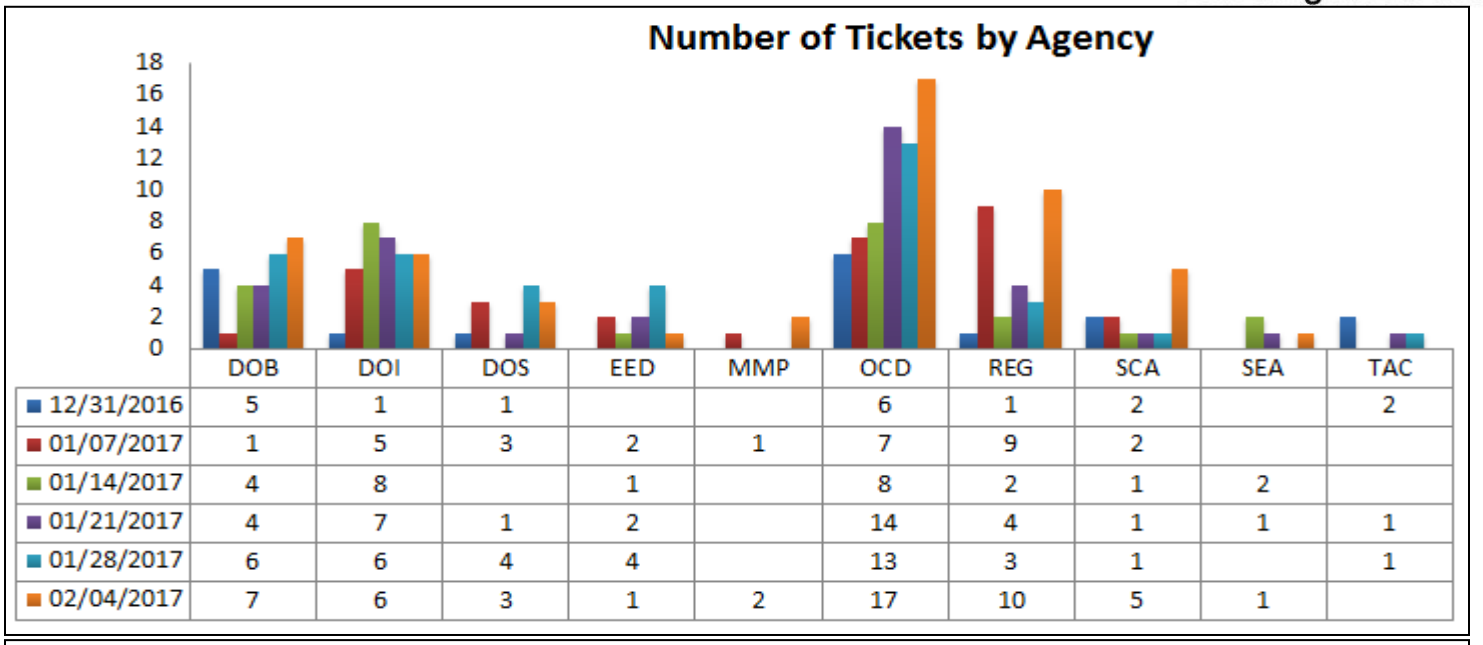


	AGR	DCR	DPU	ENE	ENV	EQE	FWE	SRB
12/31/2016	2	64	9	1	14	14	17	1
01/07/2017	1	79	6	1	7	18	6	4
01/14/2017	4	92	6	3	17	15	9	3
01/21/2017	2	74	13	3	21	19	14	2
01/28/2017	1	86	11	2	24	21	8	2
02/04/2017	4	75	13	1	19	13	12	4

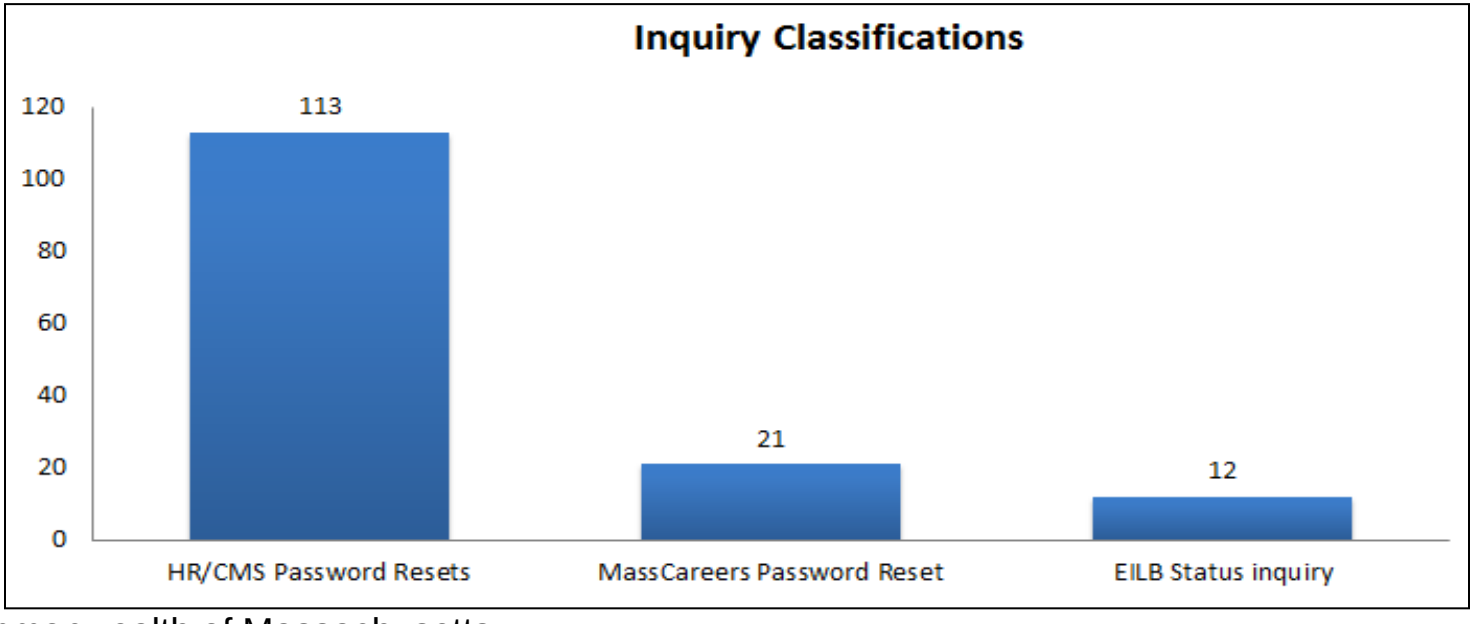


EOHED Secretariat Agencies

MassHR
Delivering HR Services That Matter

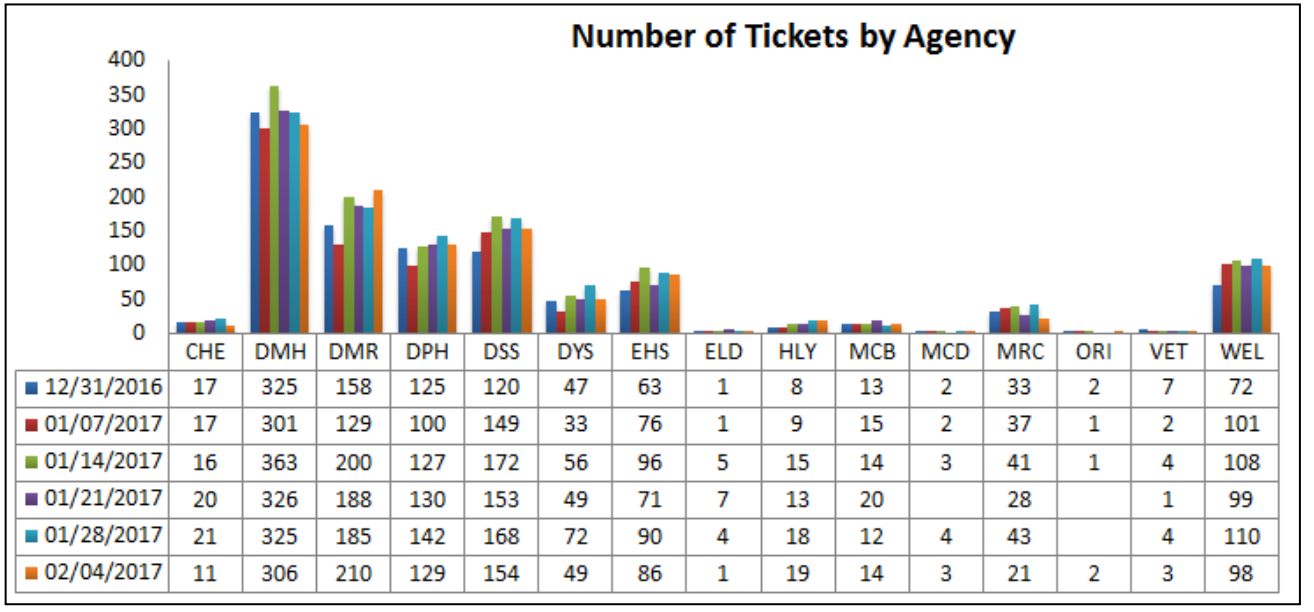


	DOB	DOI	DOS	EED	MMP	OCD	REG	SCA	SEA	TAC
12/31/2016	5	1	1			6	1	2		2
01/07/2017	1	5	3	2	1	7	9	2		
01/14/2017	4	8		1		8	2	1	2	
01/21/2017	4	7	1	2		14	4	1	1	1
01/28/2017	6	6	4	4		13	3	1		1
02/04/2017	7	6	3	1	2	17	10	5	1	

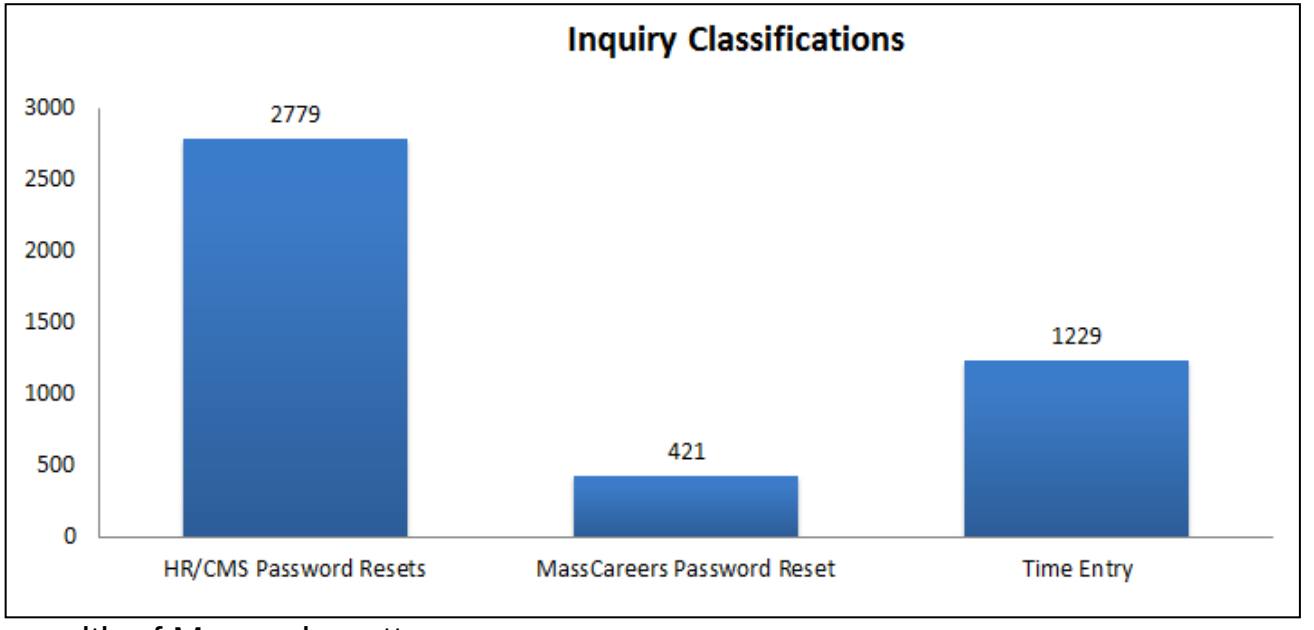


EOHHS Secretariat Agencies

MassHR
Delivering HR Services That Matter

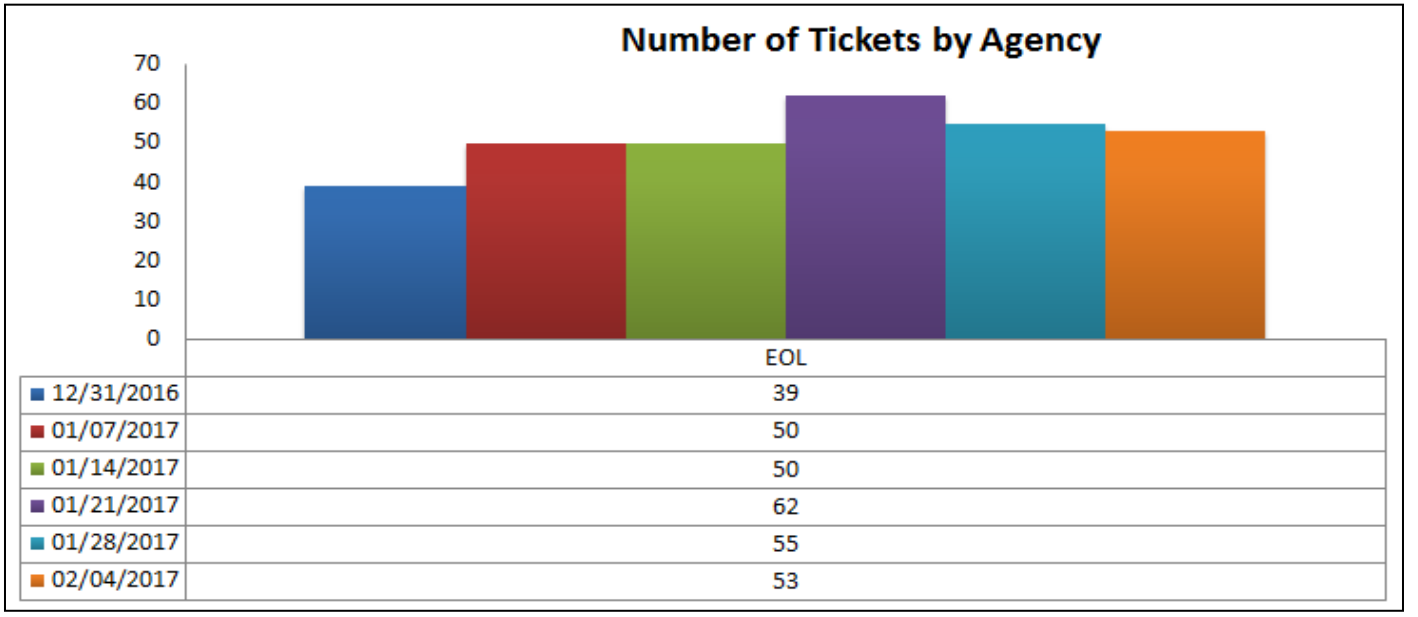


	CHE	DMH	DMR	DPH	DSS	DYS	EHS	ELD	HLY	MCB	MCD	MRC	ORI	VET	WEL
12/31/2016	17	325	158	125	120	47	63	1	8	13	2	33	2	7	72
01/07/2017	17	301	129	100	149	33	76	1	9	15	2	37	1	2	101
01/14/2017	16	363	200	127	172	56	96	5	15	14	3	41	1	4	108
01/21/2017	20	326	188	130	153	49	71	7	13	20		28		1	99
01/28/2017	21	325	185	142	168	72	90	4	18	12	4	43		4	110
02/04/2017	11	306	210	129	154	49	86	1	19	14	3	21	2	3	98

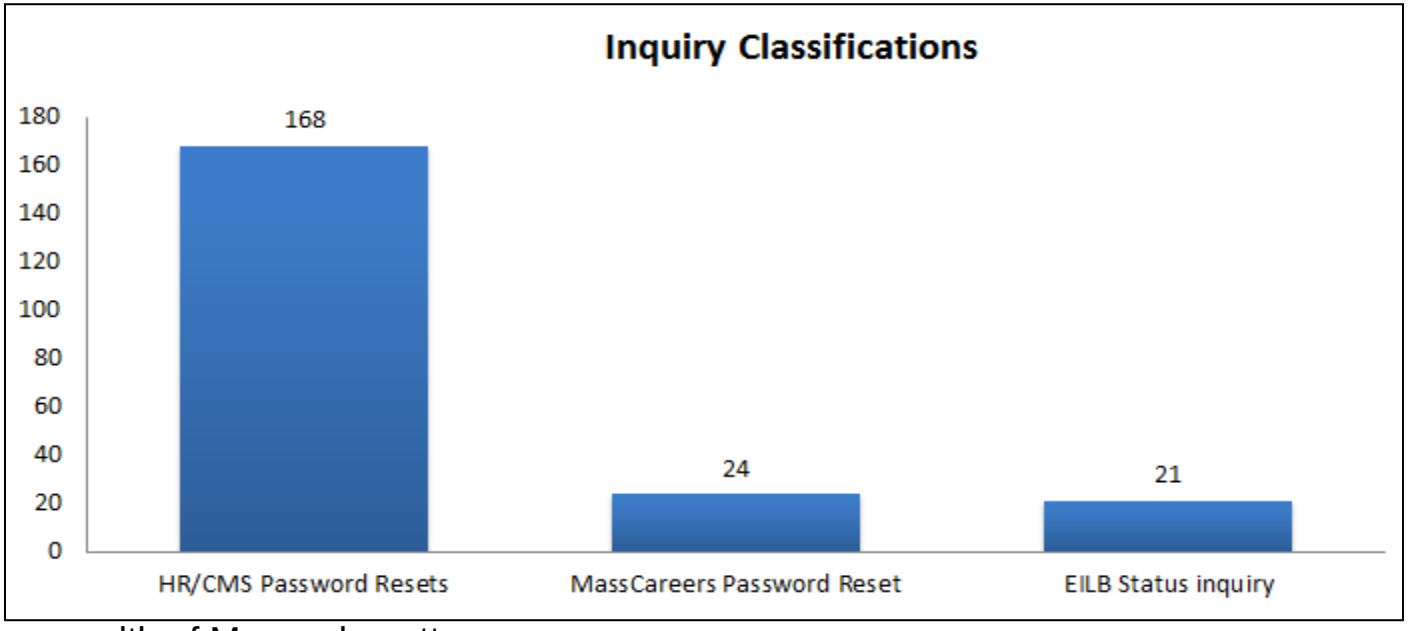


EOLWD Secretariat

MassHR
Delivering HR Services That Matter

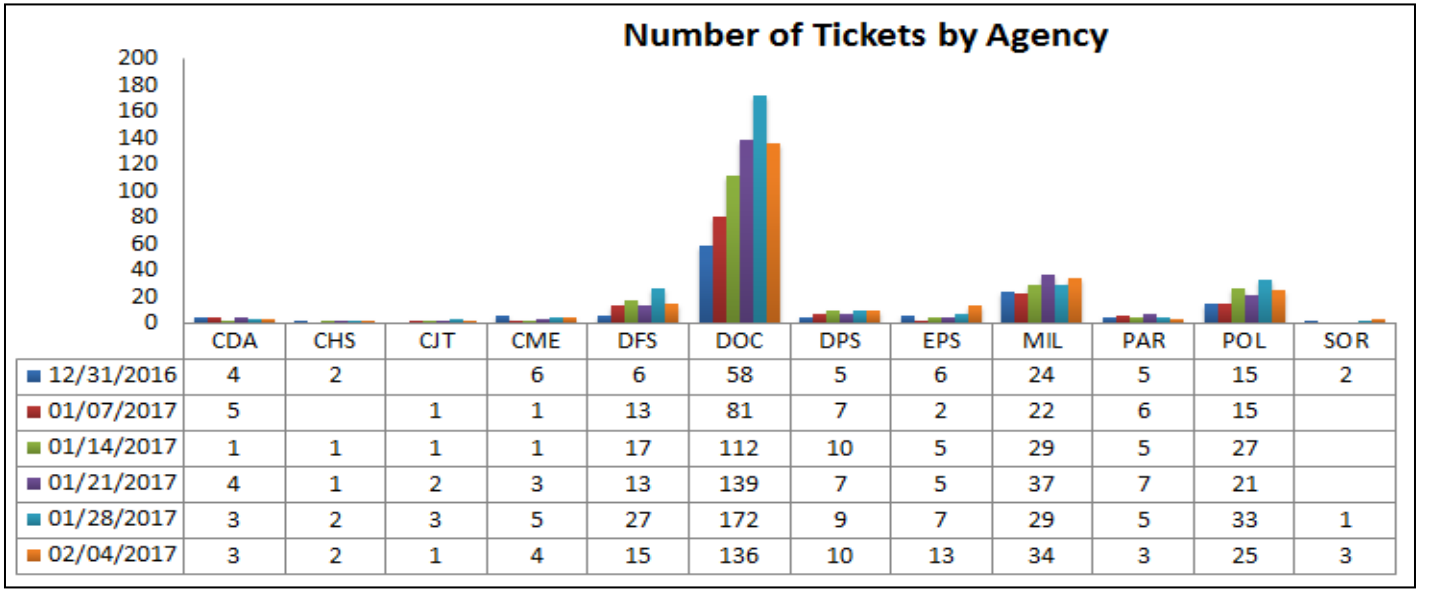


	EOL
12/31/2016	39
01/07/2017	50
01/14/2017	50
01/21/2017	62
01/28/2017	55
02/04/2017	53

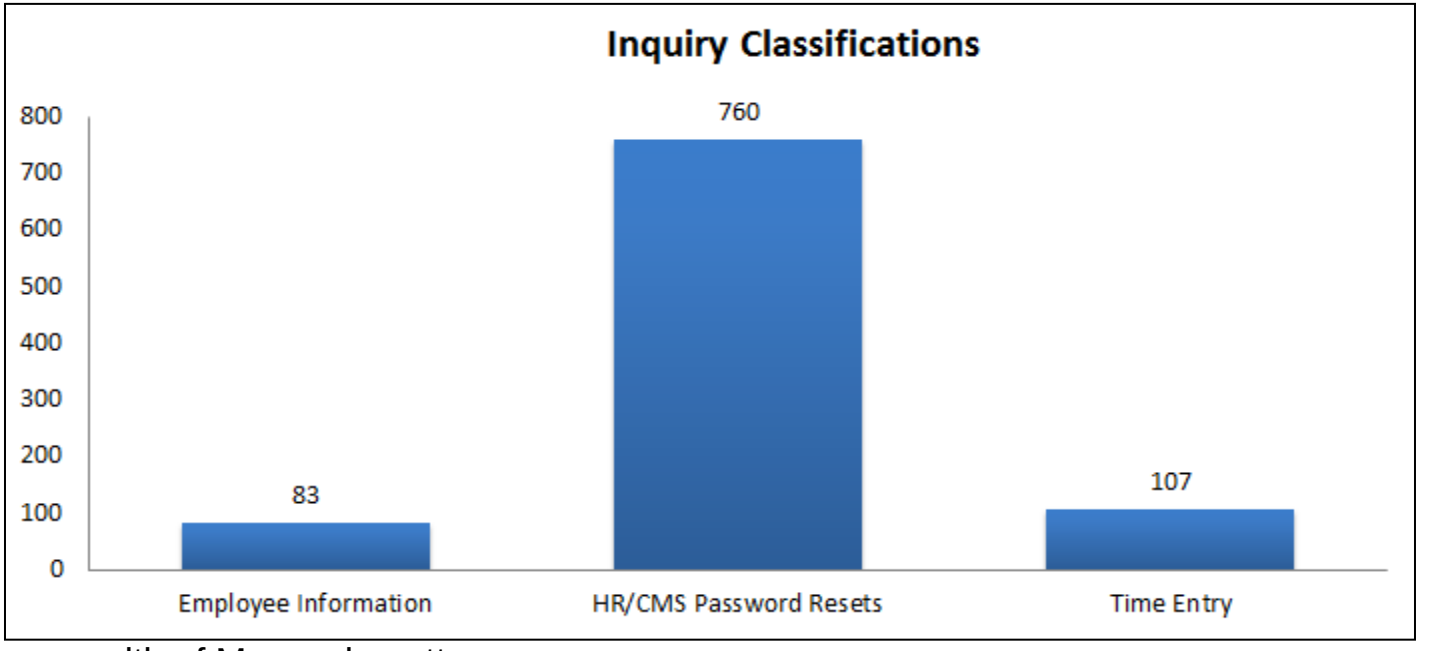


EOPSS Secretariat Agencies

MassHR
Delivering HR Services That Matter

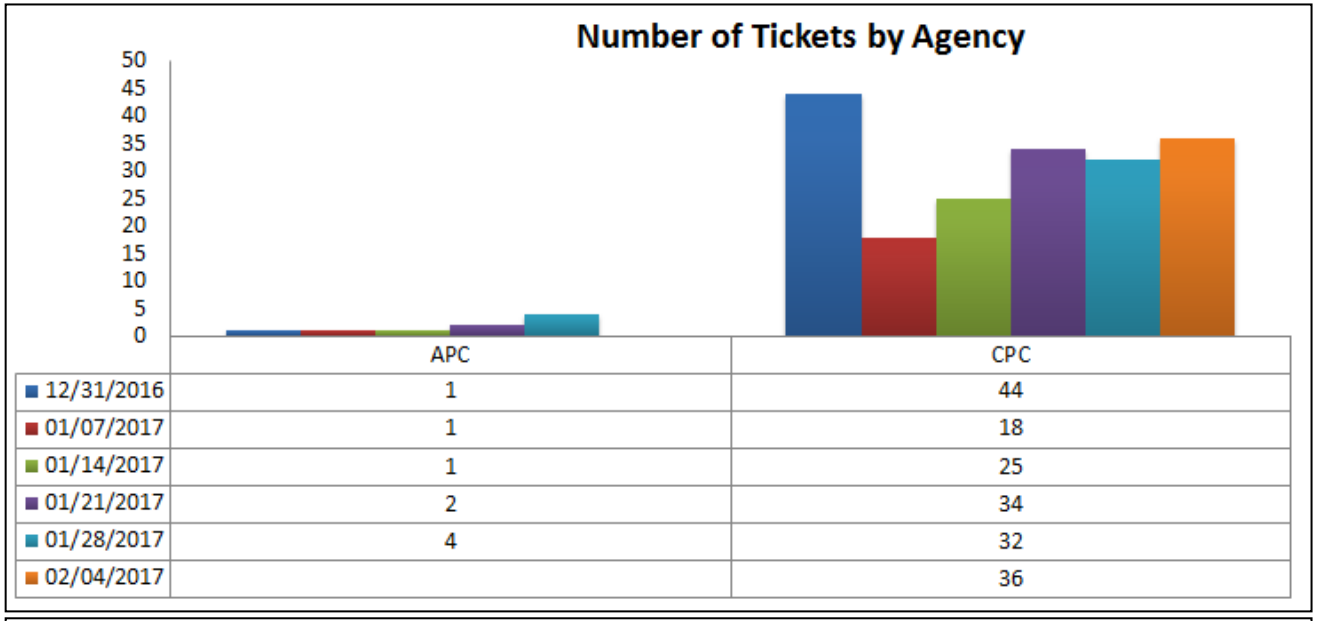


	CDA	CHS	CJT	CME	DFS	DOC	DPS	EPS	MIL	PAR	POL	SOR
12/31/2016	4	2		6	6	58	5	6	24	5	15	2
01/07/2017	5		1	1	13	81	7	2	22	6	15	
01/14/2017	1	1	1	1	17	112	10	5	29	5	27	
01/21/2017	4	1	2	3	13	139	7	5	37	7	21	
01/28/2017	3	2	3	5	27	172	9	7	29	5	33	1
02/04/2017	3	2	1	4	15	136	10	13	34	3	25	3

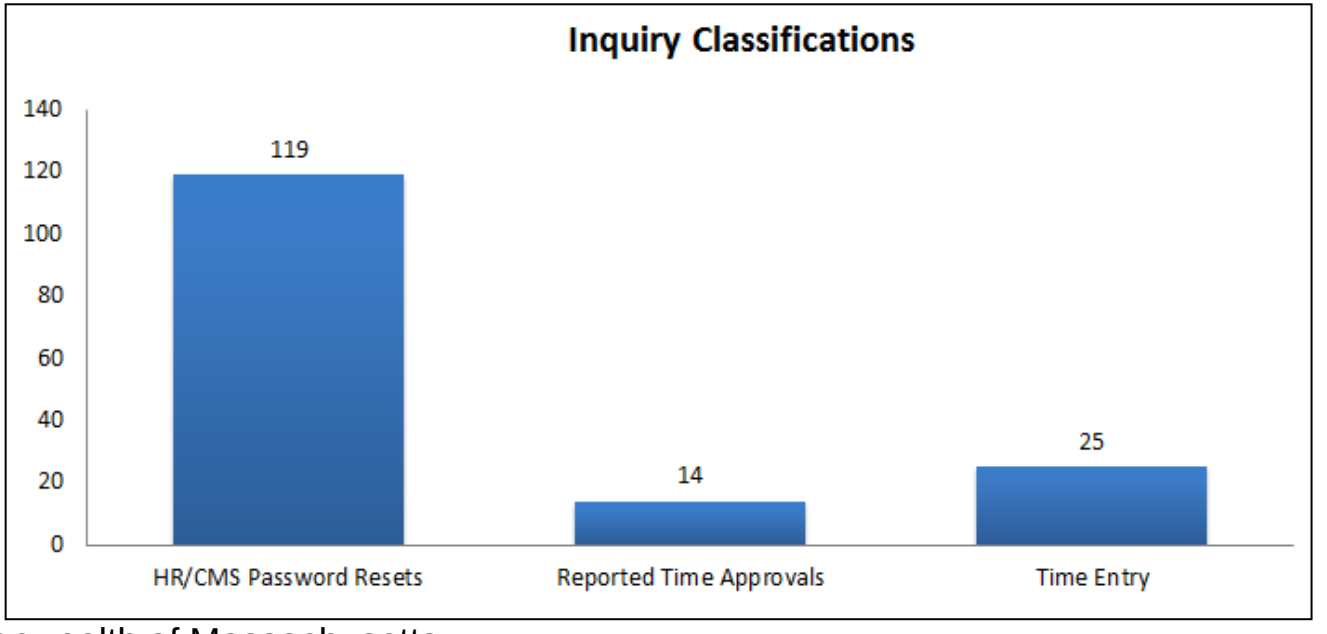


JUD Agencies

MassHR
Delivering HR Services That Matter

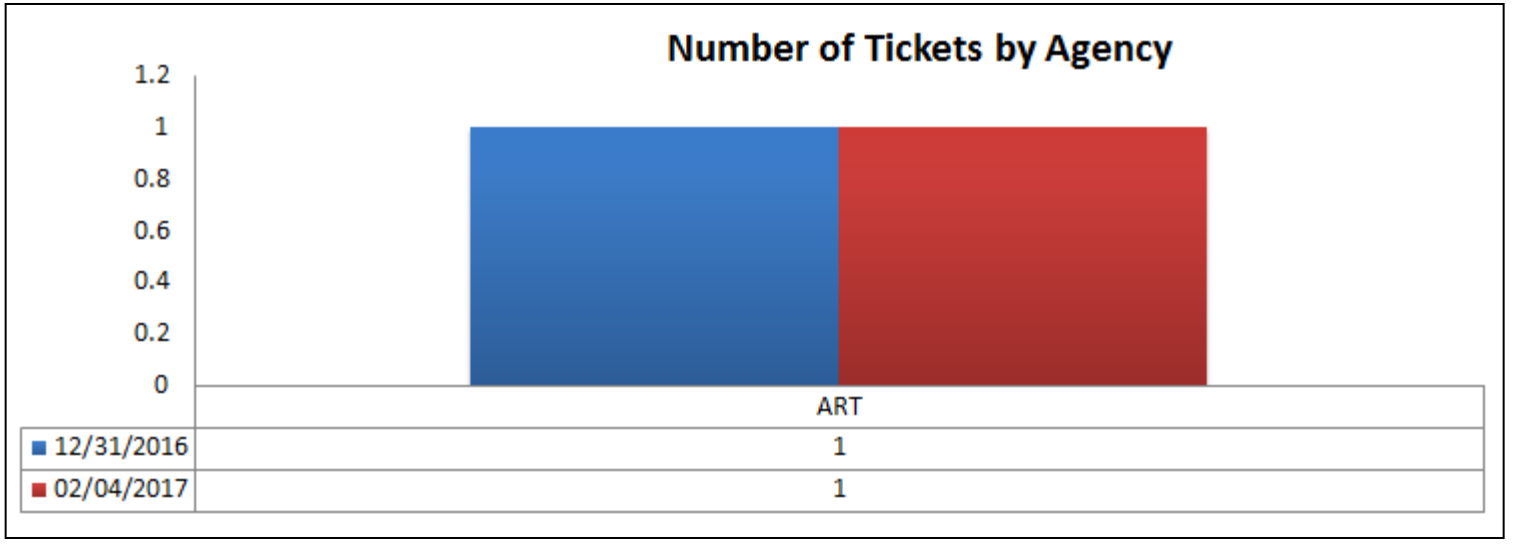


	APC	CPC
12/31/2016	1	44
01/07/2017	1	18
01/14/2017	1	25
01/21/2017	2	34
01/28/2017	4	32
02/04/2017		36

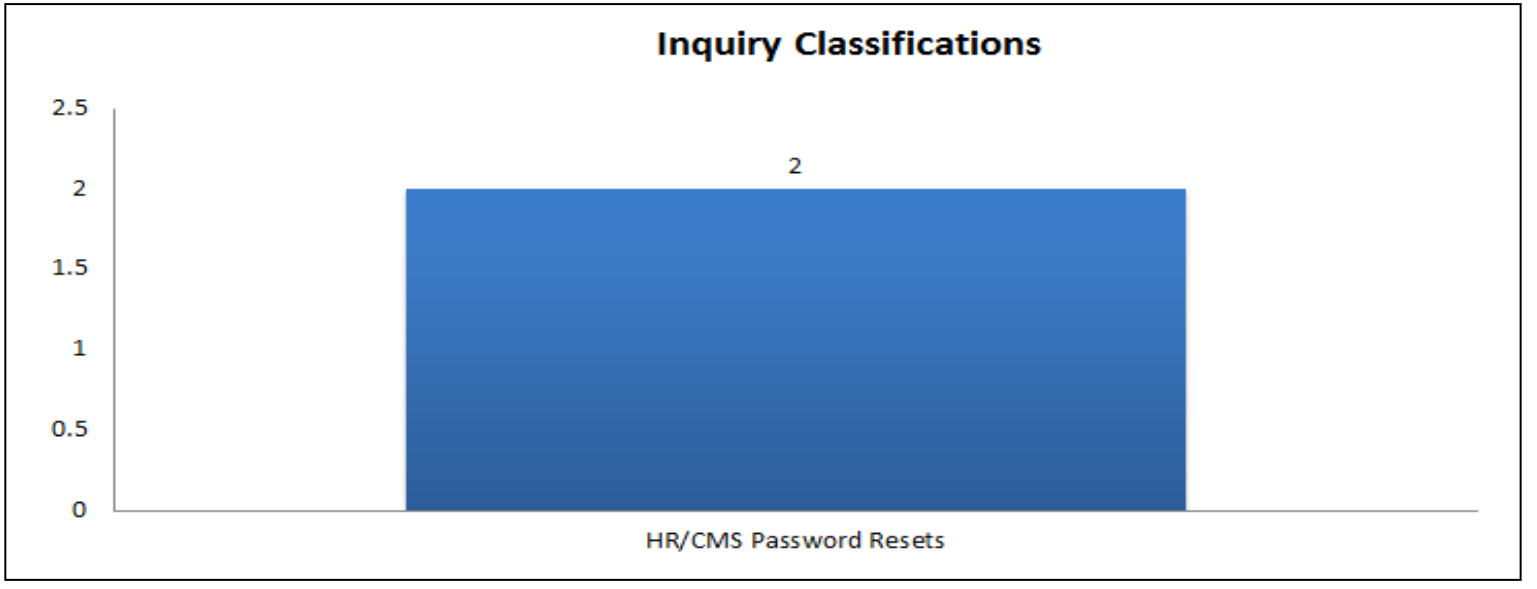


ART Tickets and Classification

MassHR
Delivering HR Services That Matter

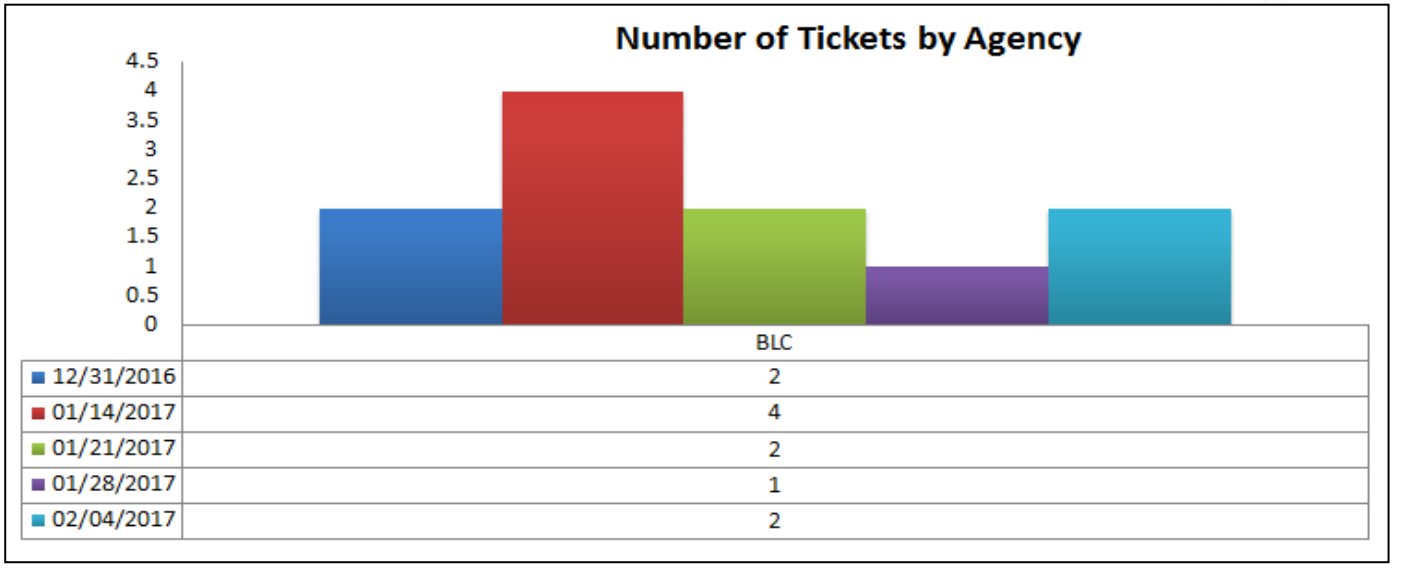


There were no requests the weeks of 1/7, 1/14, 1/21, and 1/28.

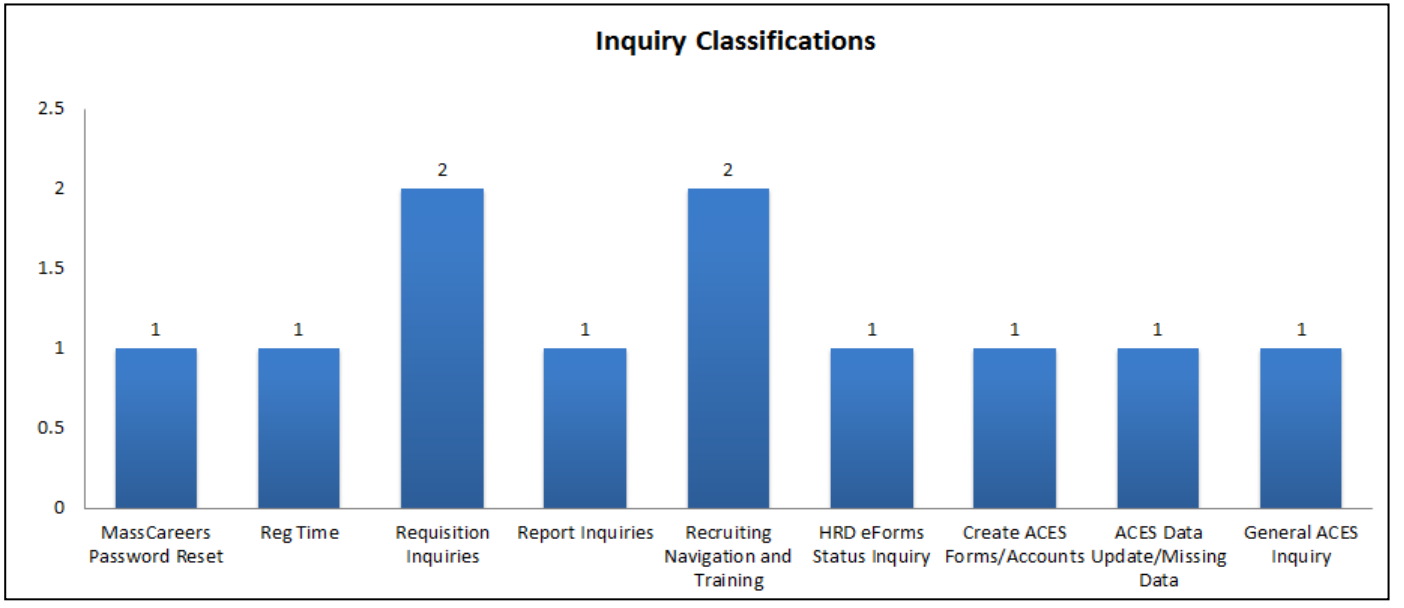


BLC Tickets and Classification

MassHR
Delivering HR Services That Matter

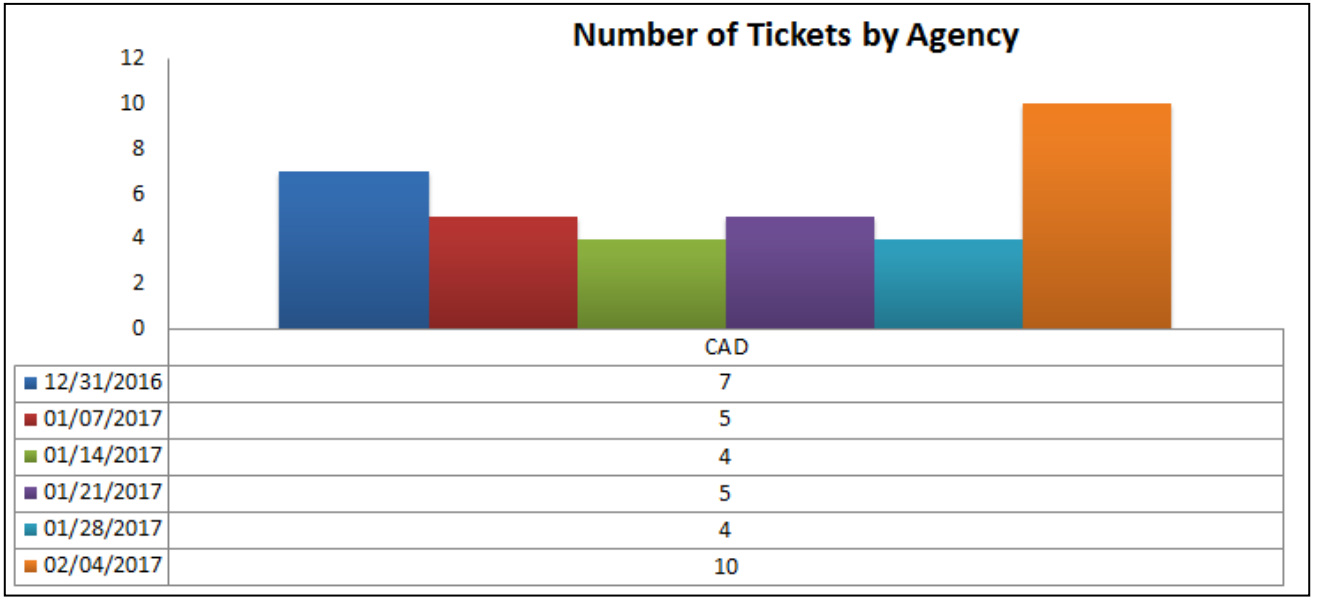


There were no requests the week of 1/7.

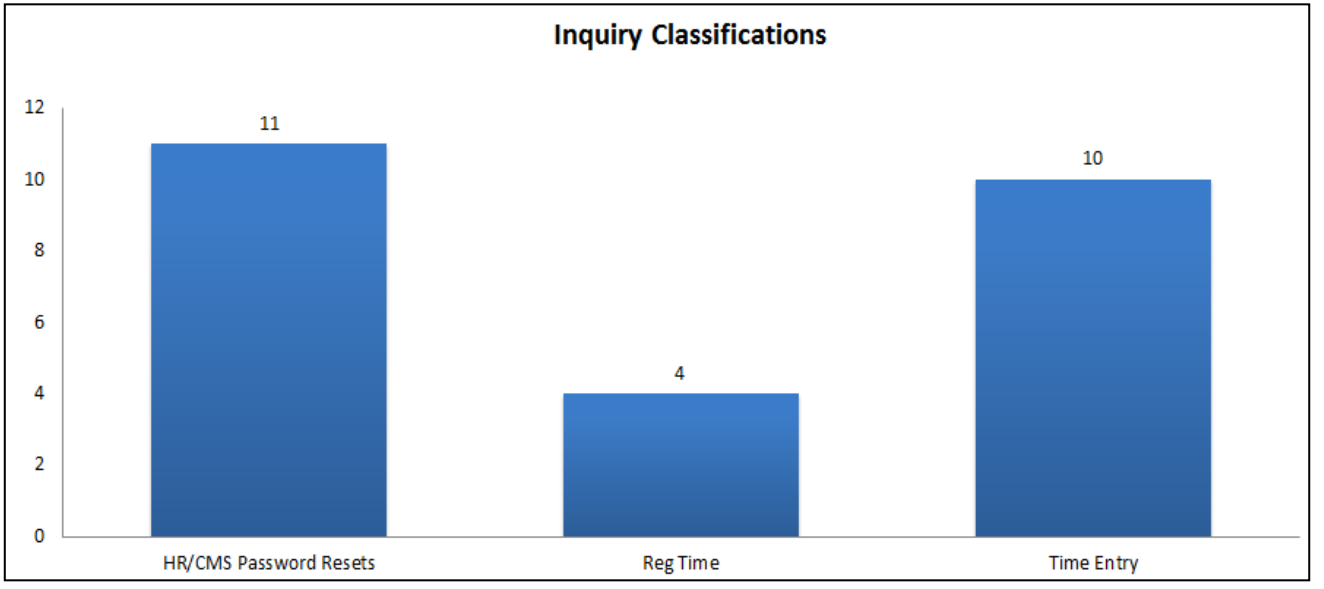


CAD Tickets and Classification

MassHR
Delivering HR Services That Matter

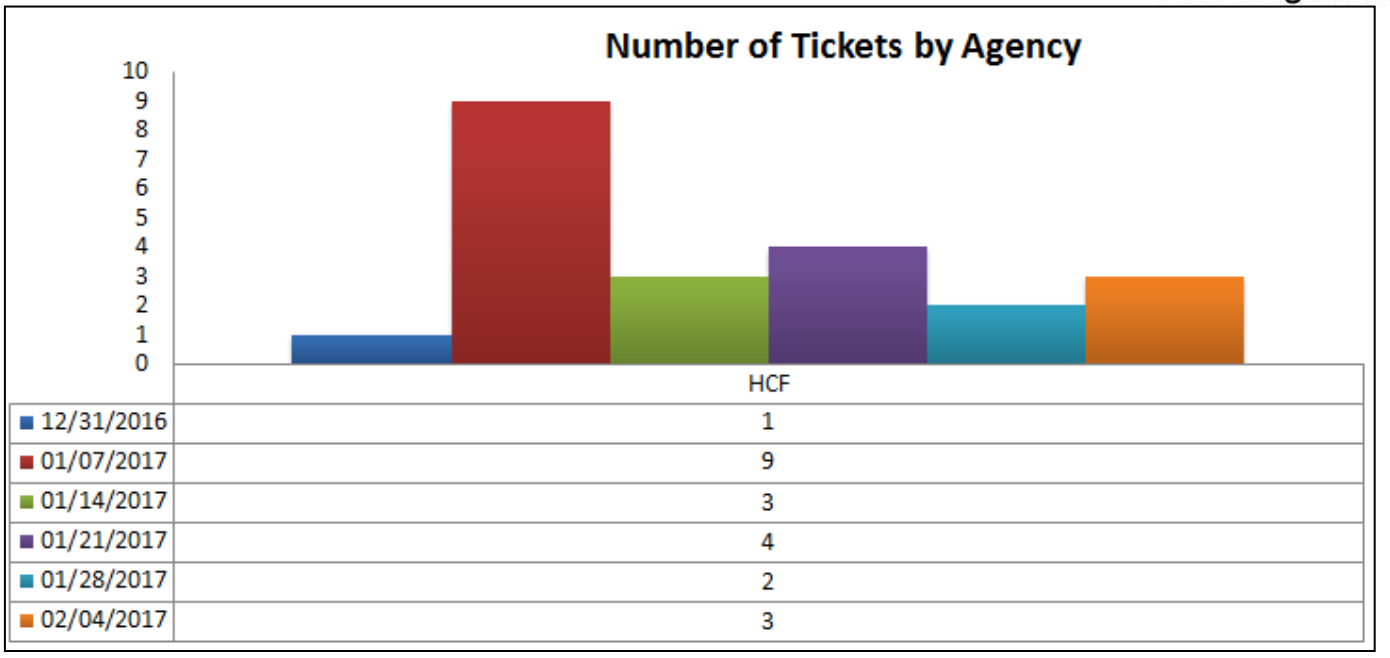


	CAD
12/31/2016	7
01/07/2017	5
01/14/2017	4
01/21/2017	5
01/28/2017	4
02/04/2017	10

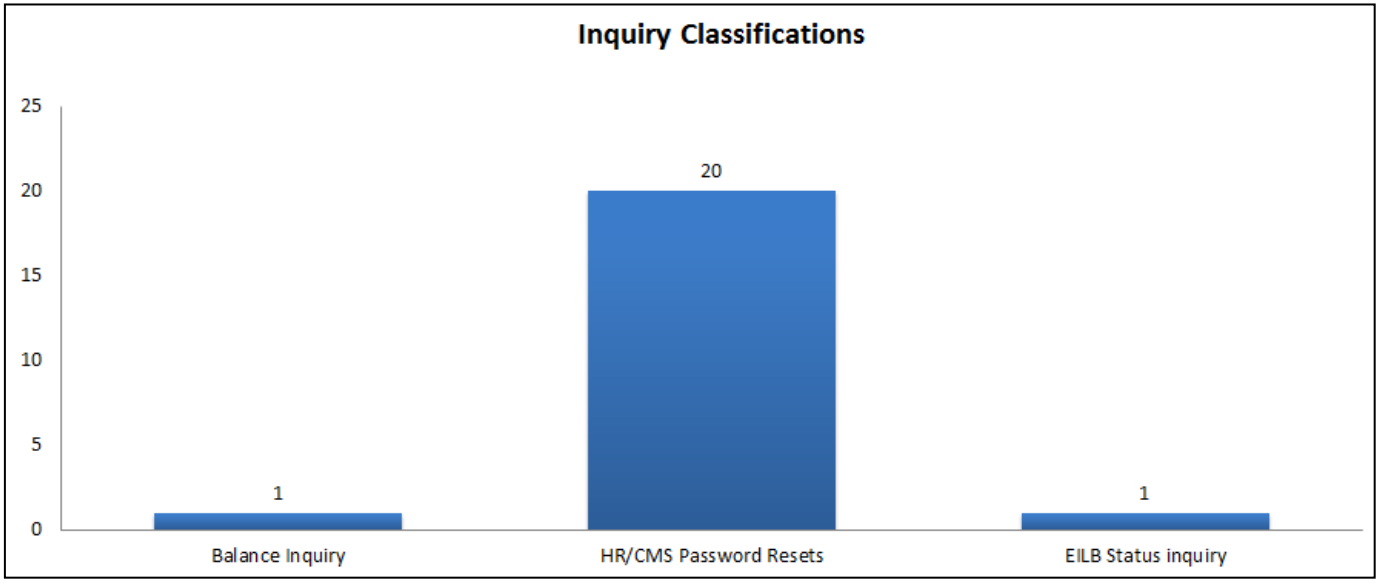


HCF Tickets and Classification

MassHR
Delivering HR Services That Matter

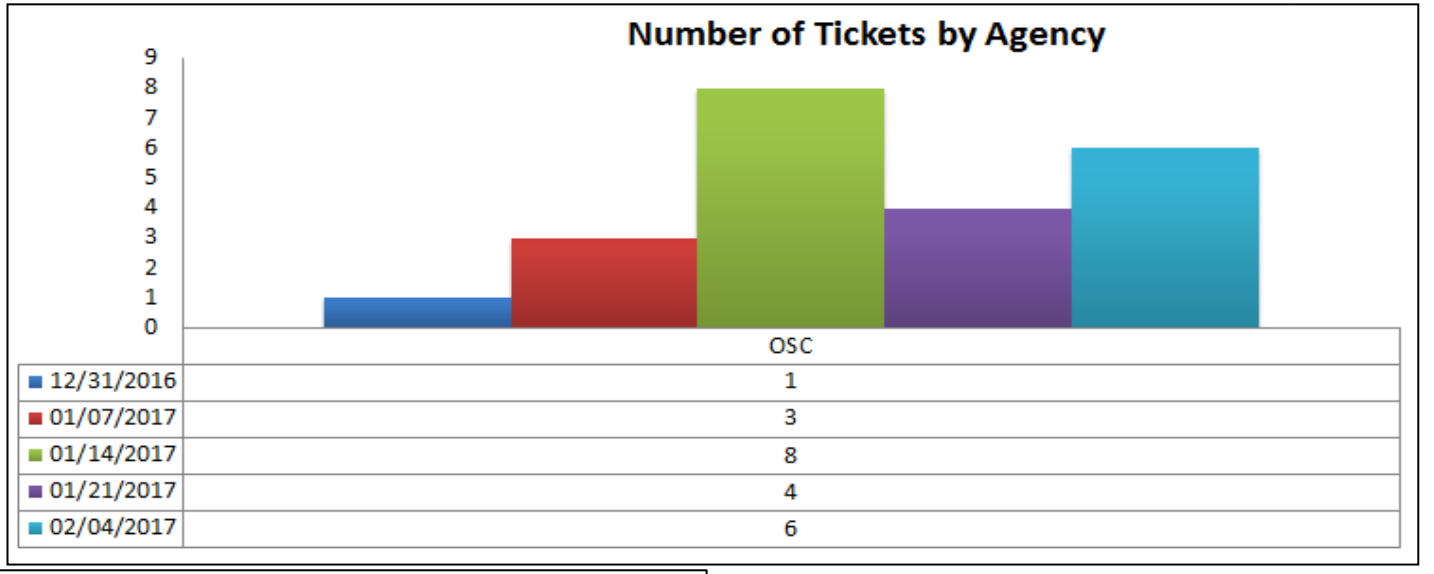


	HCF
12/31/2016	1
01/07/2017	9
01/14/2017	3
01/21/2017	4
01/28/2017	2
02/04/2017	3



OSC Tickets and Classification

MassHR
Delivering HR Services That Matter



There were no requests the week of 1/28.

