



ESC Service Charter Scorecard

January 01, 2018 – January 31, 2018



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Service Delivery Overview

January 01, 2018 – January 31, 2018

Executive Summary

Total # Agencies Served: 79

Total # Employees Served: 54,044

Total calls received: 8,318

Average Call Wait Time: 03:24

Total email requests received: 582

Total FAX requests received: 131

Number of Transactions processed by ESC: 7,899

Total tickets opened: 7,758

Total tickets closed within 3 days: 7,543

Total tickets remain open beyond 3 days: 215

% tickets remain open beyond 3 days: 2.77%

% of Employees served by the ESC: 14.61%

Staffing

Area	Staffing as of 1/31/2018	Staffing as of 12/31/2017
Customer Service/Intake	4	4
Customer Service/MassCareers	3	3
Processing & Outreach	11	11
Senior Staff	2	2
Total	20	20

Activities/Information

- EILB Enrollment caused a large spike in call and ticket volume.
- Phone service shut-down @ 6:30am on 1/15/2018 causing an increase in Abandoned calls.

Source: ESC Avaya CMS & Footprints Reports, data from 1/1/2018 – 1/31/2018.

***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



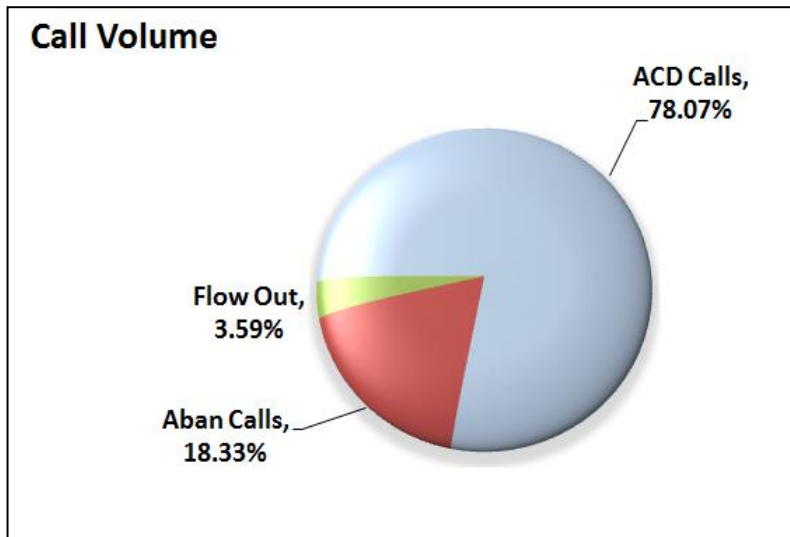
Delivering HR Services That Matter

Metric	Target	Current Period Performance 1/01/18 – 1/31/18	Previous Period Performance 12/03/17 – 12/31/17	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	3:24 seconds	1:39 seconds	
Average case resolution time – password resets and e-mail updates (Time owned by ESC)	98% within 1 day	99.01%	87.24%	
Average case resolution time – inquiries and requests (Time owned by ESC)	75% within 1 day 90% within 3 days	92.3% within 1 Day and 95.3% within 3 Days	84.1% within 1 Day and 95.9% 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	81.6% rated good to excellent (1.610% response rate)	92.4% rated good to excellent (1.373% 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 1/01/18 to 1/31/18	Previous Period 12/03/17 to 12/31/17	January 2017
Average Wait Time – Answered Calls (Days operational)	Will not exceed 3 minutes 90% of the time	3:24 seconds	1:39 seconds	2:13 seconds



Total Calls Offered = 10,654

Calls Answered (ACD Calls) = 8,318

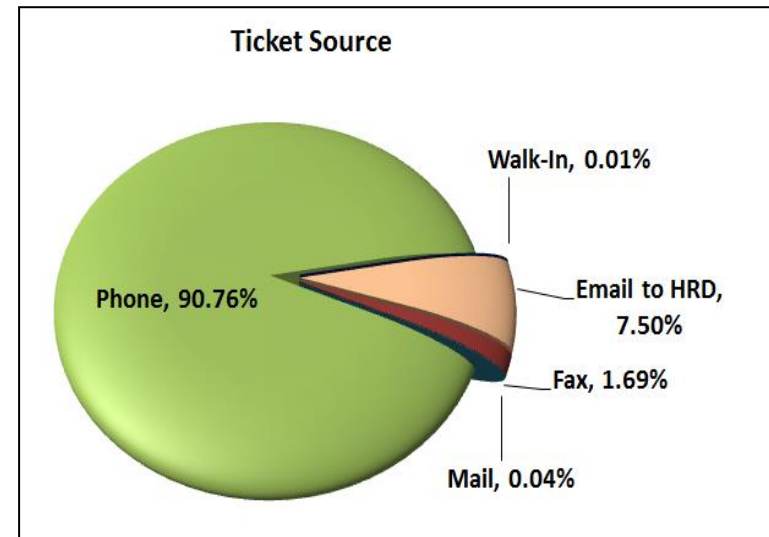
Redirected Calls (Flow Out) = 383

Abandoned Calls (Aban Calls) = 1,953

Abandoned Call Rate = 18.33%

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

Abandoned Rate = Abandoned Calls / Total Calls Offered



Total Tickets = 7,758 Tickets

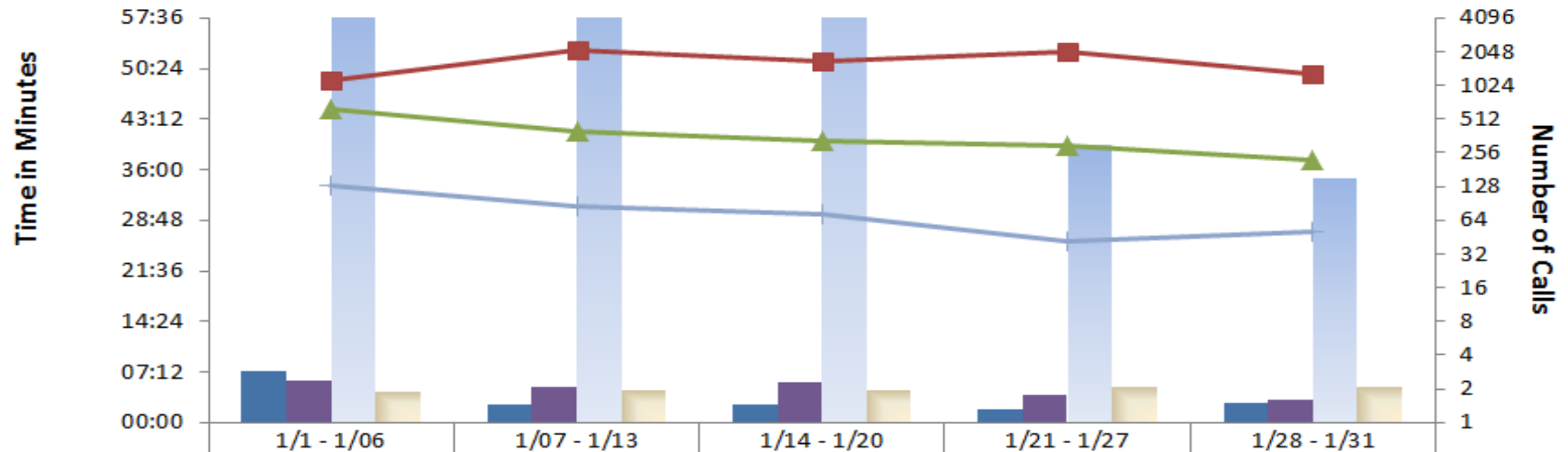
Source: ESC Footprints & Avaya data from 1/1/2018 – 1/31/2018.

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



Inbound Call Data

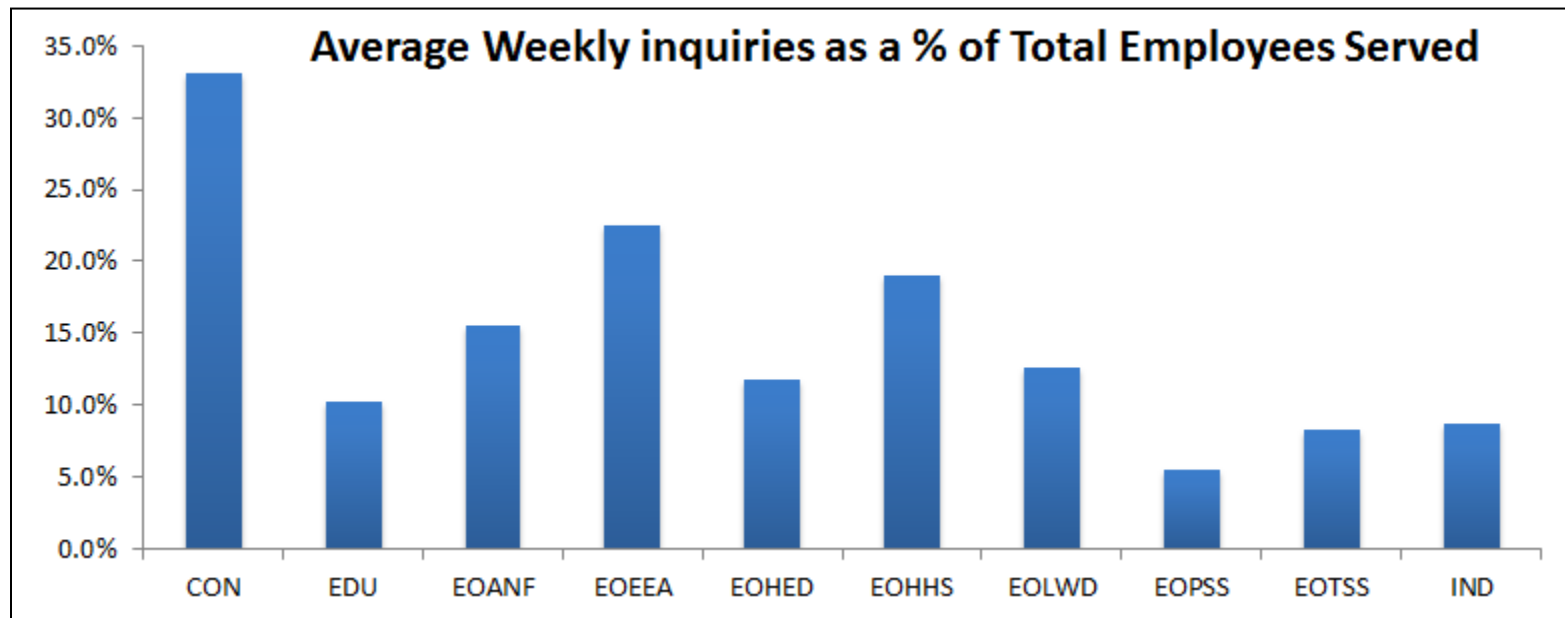
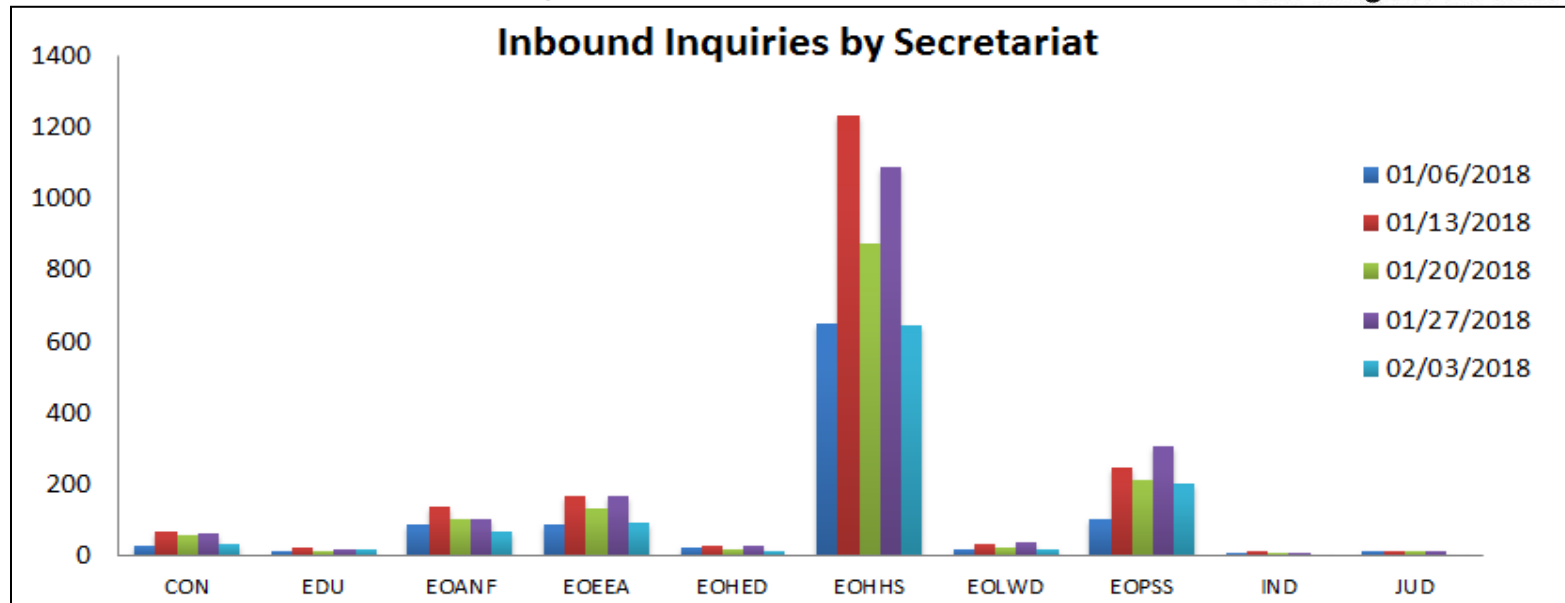
Wait Time, Call Volumes, & Abandonment Rates



Source: ESC Avaya data from 1/1/2018 – 1/31/2018.

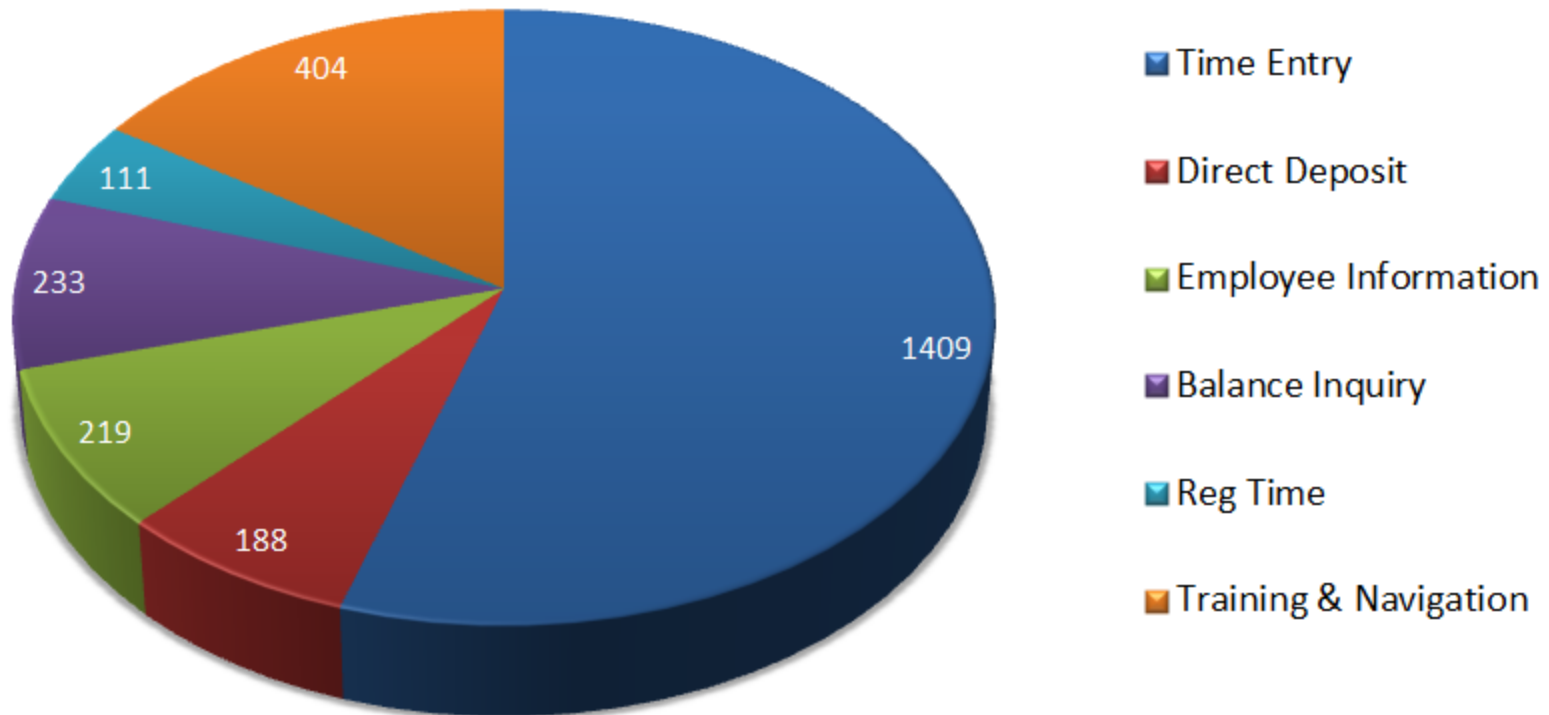


Inbound Inquiries by Secretariat



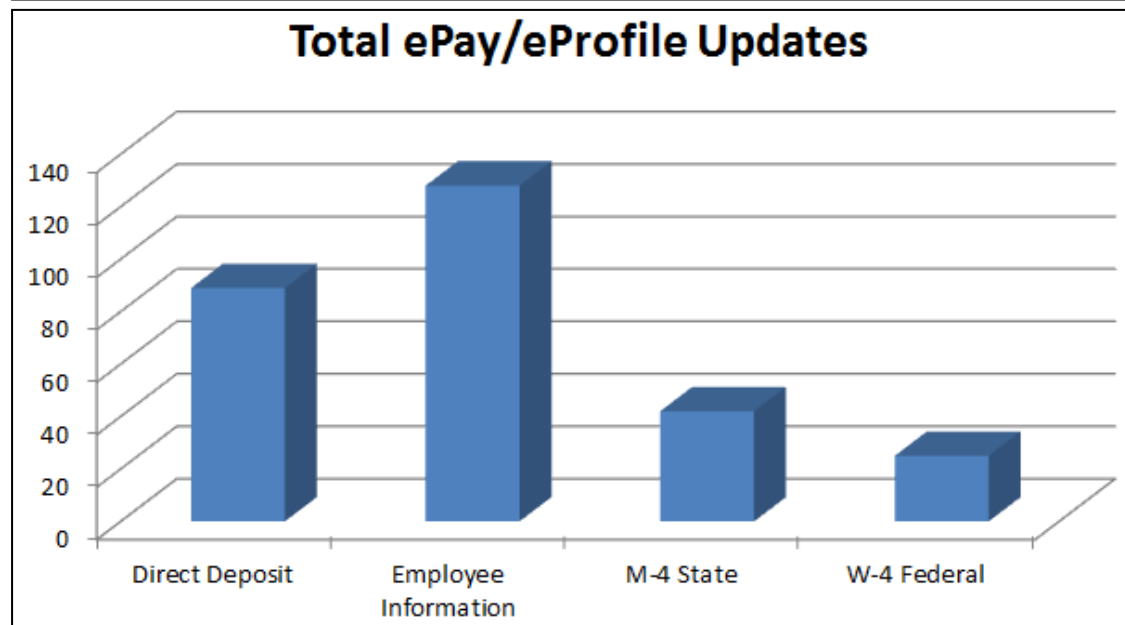
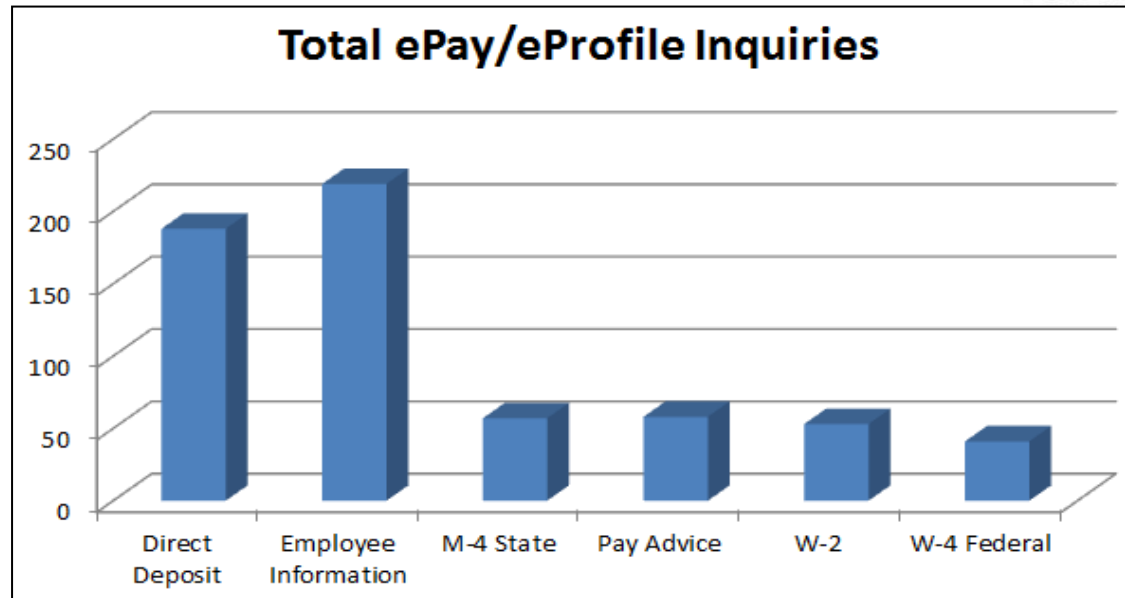
Types of Inquiries Received

Top Inquiry Classifications (Excluding Password Resets)



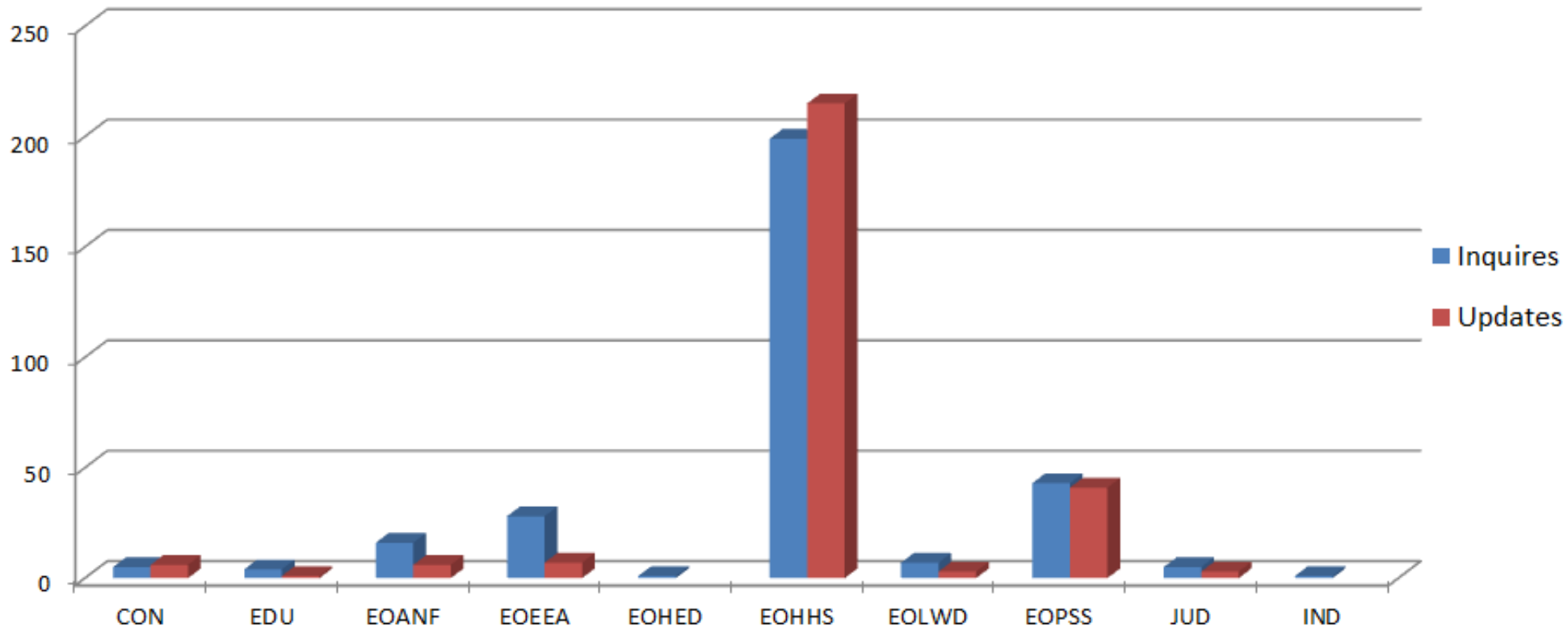
Source: ESC Footprints data from 1/1/2018 – 1/31/2018.

ePay/eProfile Transactions



ePay/eProfile Transactions by Secretariat

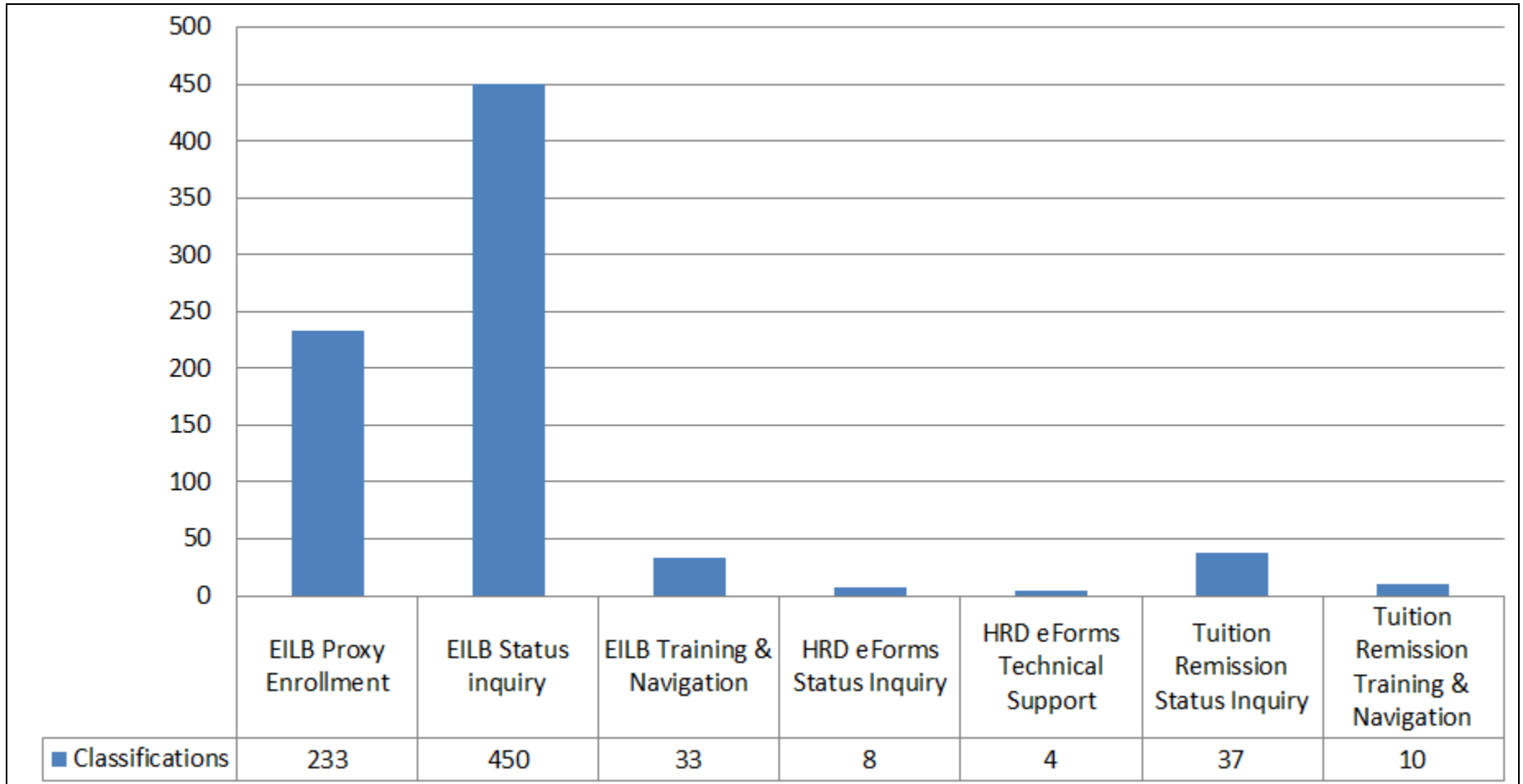
ePay/eProfile Transactions by Secretariat



Source: ESC Footprints data from 1/1/2018 – 1/31/2018.



eServices Inquiries



Source: ESC Footprints data from 1/1/2018 – 1/31/2018.



Case Resolution Time

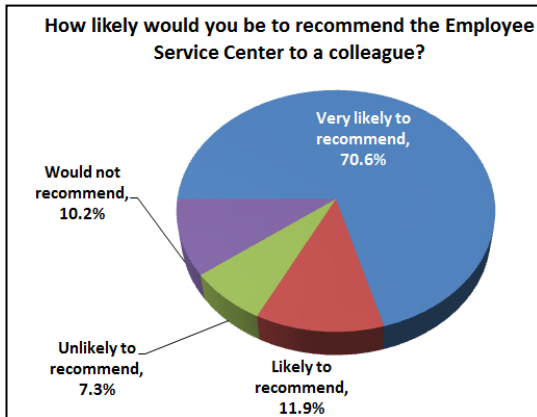
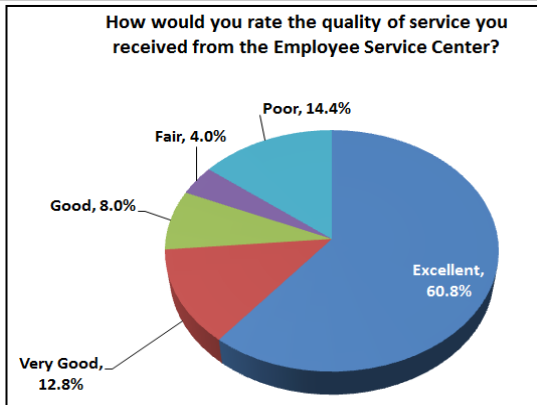
SLA Metric	Target	Current Period 1/01/2018 – 1/31/2018	Previous Period 12/03/2017 – 12/31/2017	Previous Year January 2017
Average case resolution time – password resets and e-mail updates (Time owned by ESC)	98% within 1 day	99.01%	87.24%	99.35%
Average case resolution time – inquiries and requests (Time owned by ESC)	75% within 1 day 90% within 3 days	92.3% within 1 Day and 95.3% within 3 Days	84.1% within 1 Day and 95.9% within 3 Days	92.6% within 1 Day 95.2% within 3 Days

Source: ESC Footprints data from 1/1/2018 – 1/31/2018.



Customer Satisfaction Survey Results

SLA Metric	Target	Current Period 1/01/2018 – 1/31/2018	Previous Period 12/03/2017 – 12/31/2017	January 2017
Customer satisfaction (Based on automated survey upon ticket closure.)	80% of customers rate overall satisfaction good to excellent	81.6% rated good to excellent (1.610% response rate)	92.4% rated good to excellent (1.373% response rate)	95.8% rated good to excellent (1.731% response rate)



Selected Monthly Comments:

- their performance was 'top' shelf !!
- Once I got through to an employee she was very nice and helped me with my request. However, I was on hold for over 15 minutes.
- All good, very happy with ESC
- My ratings above are based on my last interaction with the ESC with specialist Peter. He quickly assessed the issue and resolved it for me. My past experiences (calls, emails) did not satisfy my issue, requiring me to call several times plus send in an email.

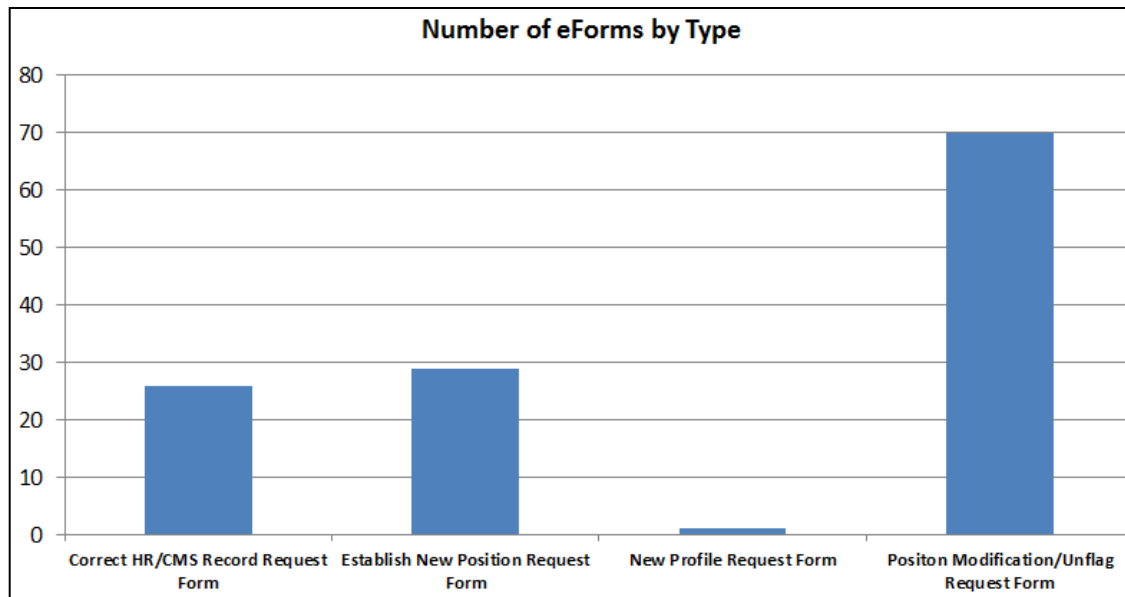
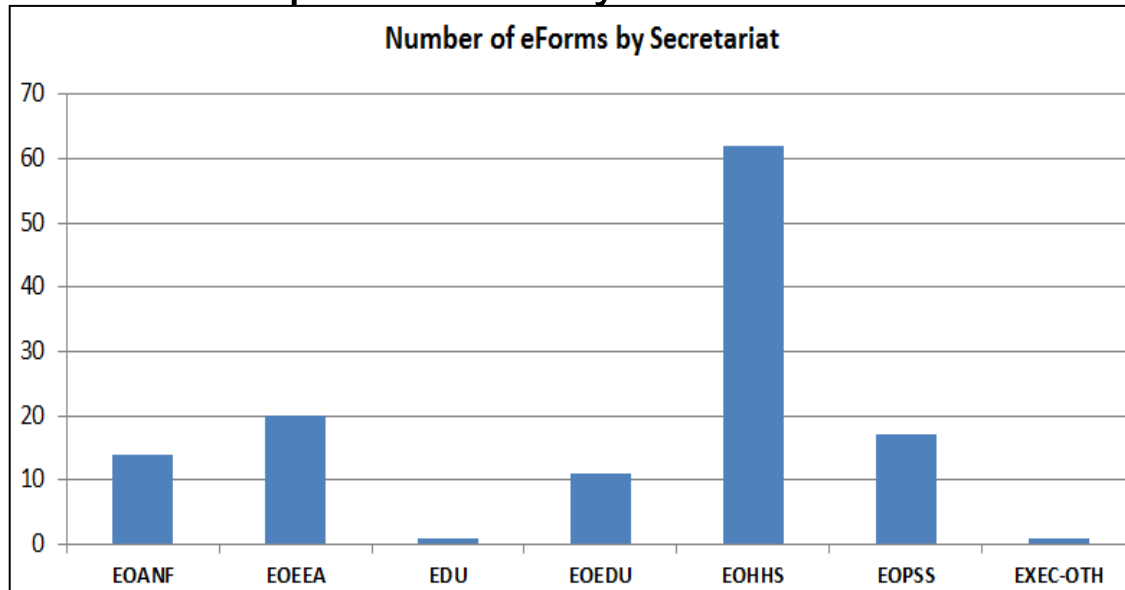
Source: ESC Customer Satisfaction Survey; survey link is provided on ticket closure notice and is voluntary. Survey results shown were collected between 1/1/2018 – 1/31/2018.

The Commonwealth of Massachusetts

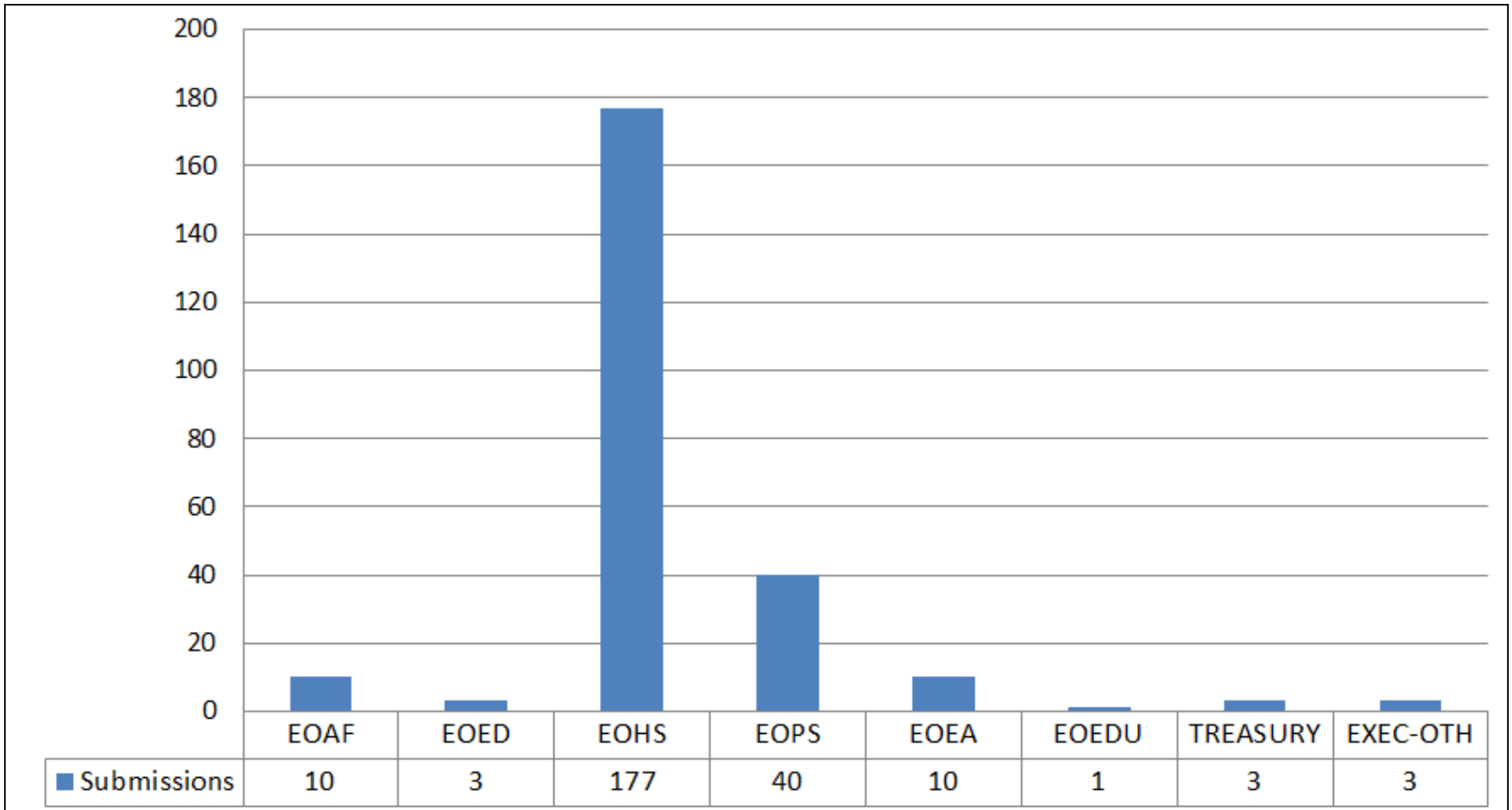


Position Management

Total number of eForms processed by ESC: 126



Tuition Remission Submissions per Secretariat

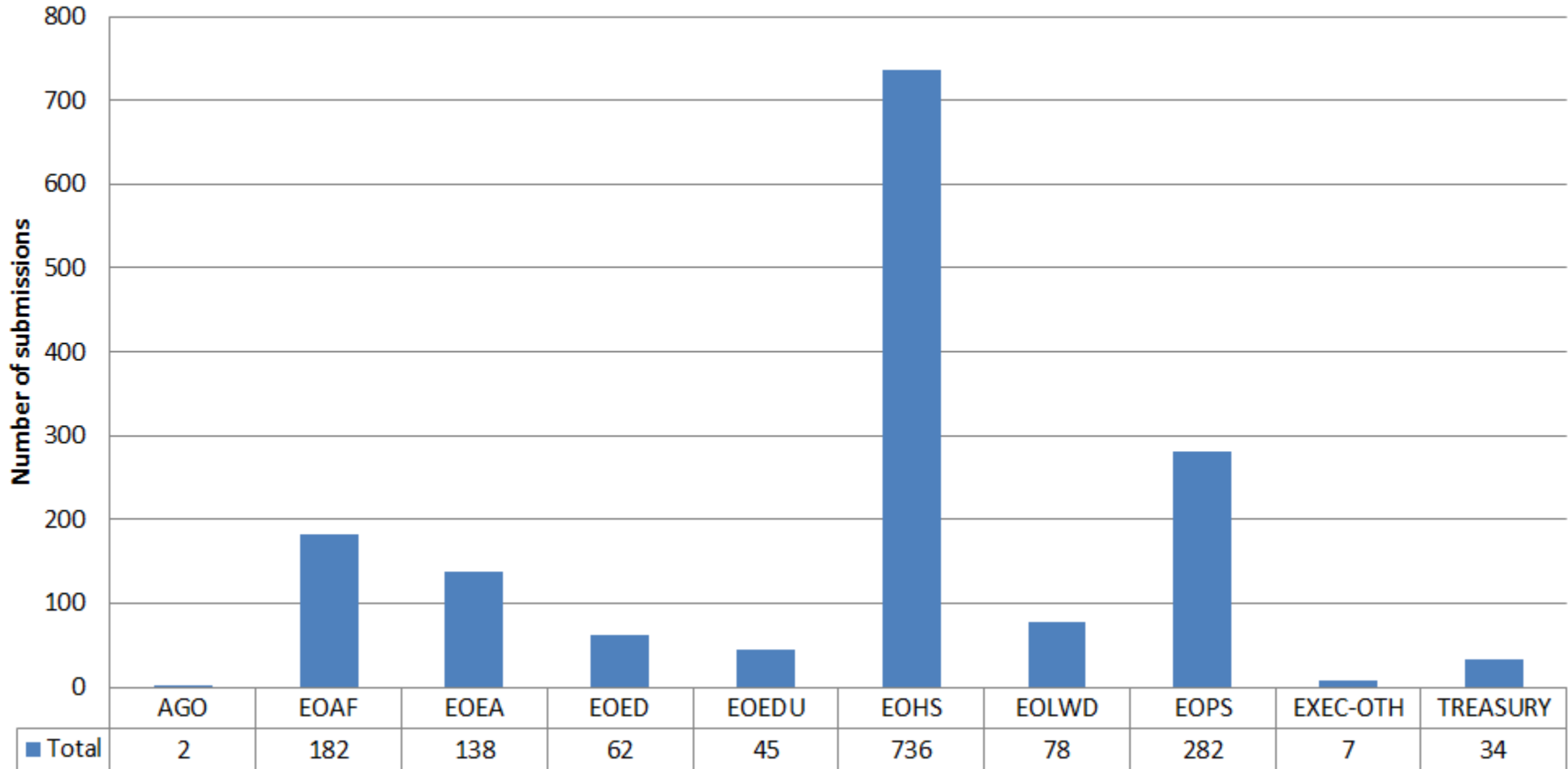


Source: OnBase - Hyland Unity Client Reporting data from 1/1/2018 – 1/31/2018.



EILB Enrollment Period Submissions

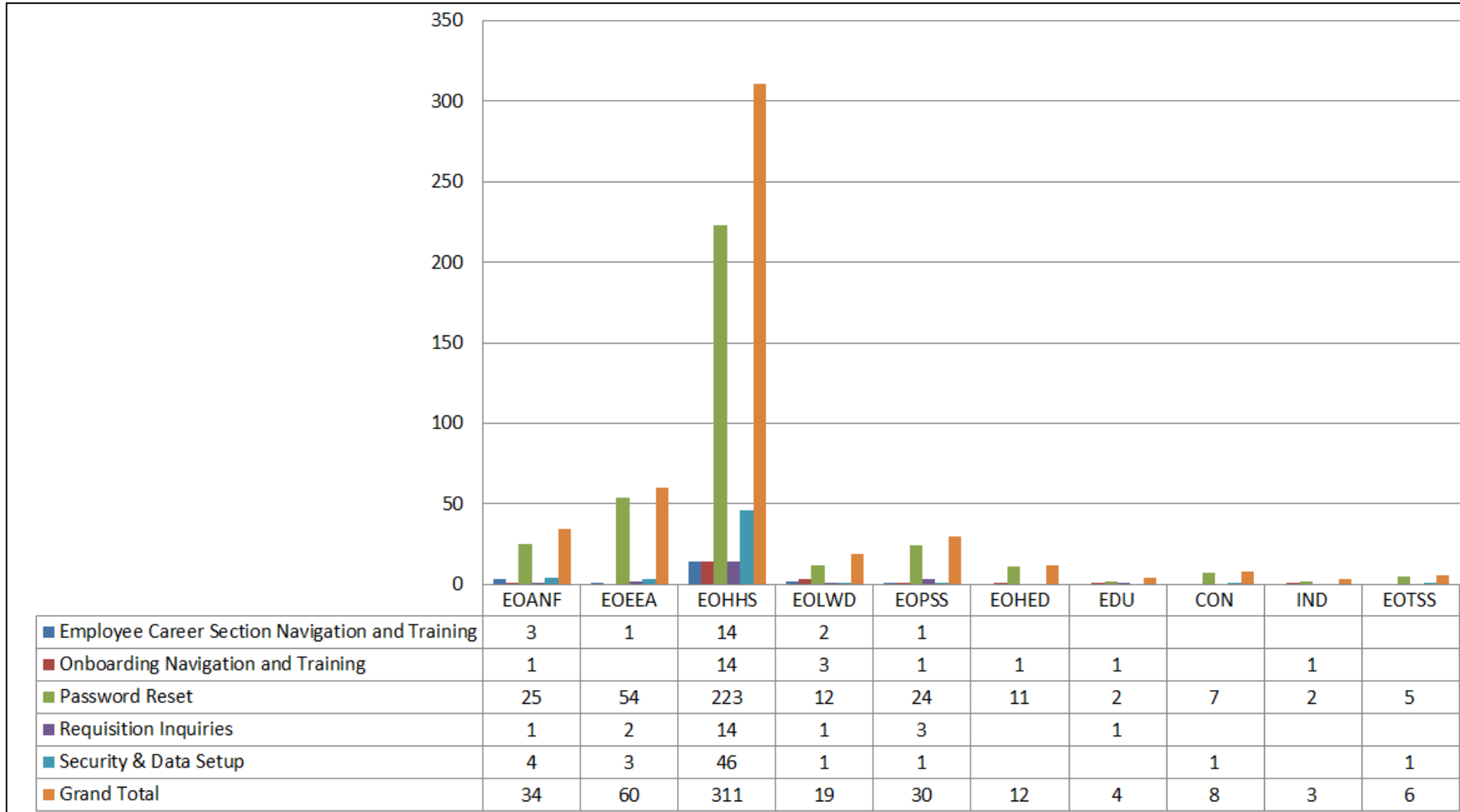
Completed EILB Submissions



Source: OnBase - Hyland Unity Client Reporting data from 1/1/2018 – 1/31/2018.



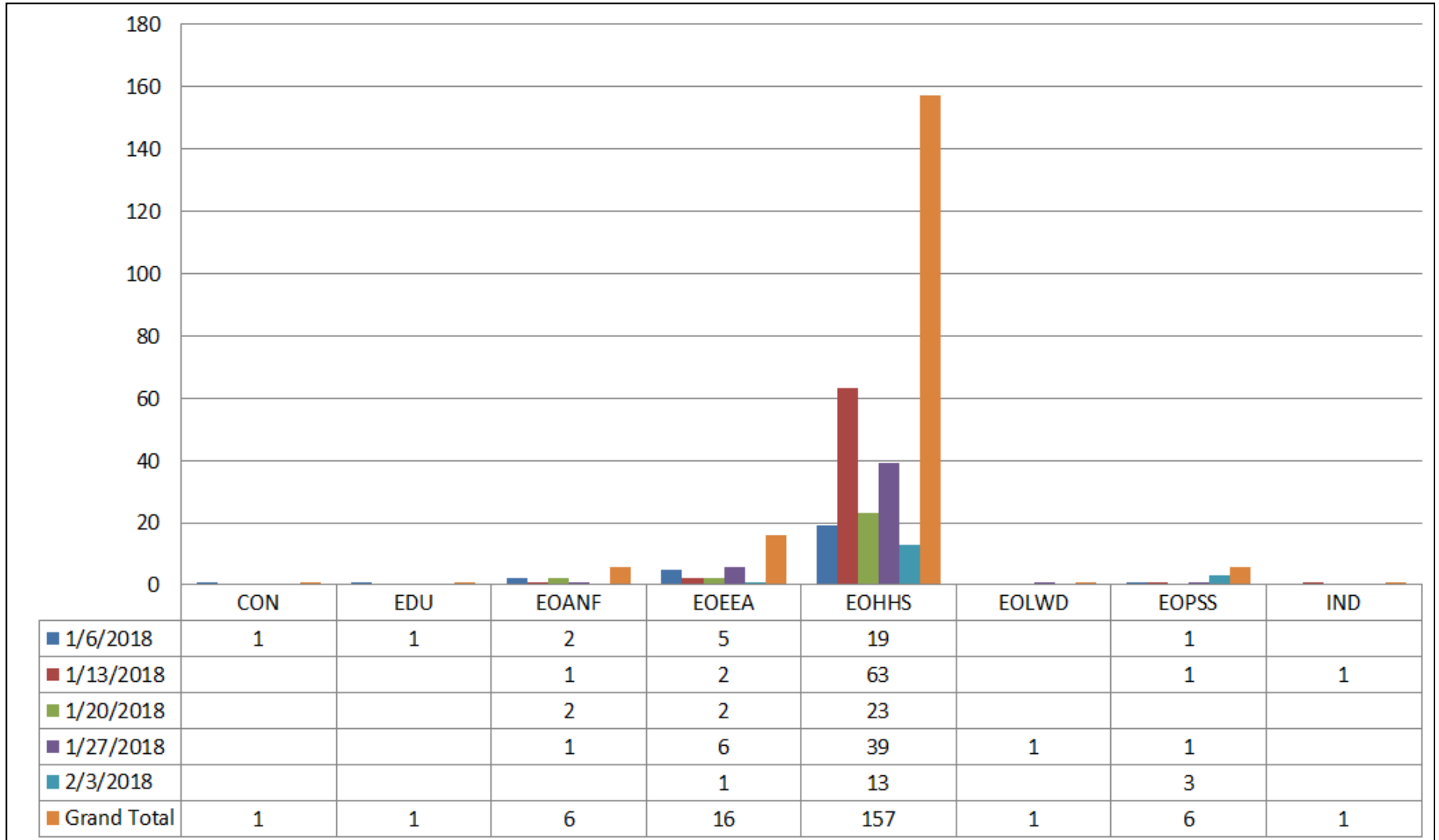
MassCareers Top 5 Most Frequent Classifications by Secretariat



Source: ESC Footprints data from 1/1/2018 – 1/31/2018.



Tickets Forwarded to Agency HR/Payroll



Source: ESC Footprints data from 1/1/2018 – 1/31/2018. 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

Agencies Served	Employees	Agencies Served	Employees	Agencies Served	Employees
ADD-Developmental Disabilities Council	17	DOI-Division Of Insurance	135	MCB-Mass Commission For The Blind	135
AGR-Department Of Agricultural Resources	112	DOR-Department Of Revenue	1512	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	238	DPH-Department Of Public Health	2964	MIL-Massachusetts National Guard	10134
APC-Appeals Court	110	DPU-Department Of Public Utilities	162	MMP-Massachusetts Marketing Partnership	17
ART-Mass Cultural Council	33	DSS-Department Of Children And Families	4296	MRC-Mass Rehabilitation Commission	965
ATB-Appellate Tax Board	19	DYS-Department Of Youth Services	877	OCD-Dept Of Housing And Community	257
BLC-Board of Library Comissioners	21	EDU-Executive Office Of Education	152	OHA-Massachusetts Office On Disability	14
BSB-Bureau Of State Buildings	14	EEC-Department Of Early Education	207	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	129
CDA-Massachusetts Emergency Management Agency	94	EHS-Executive Office Of Health and Human Services	1934	OSD-Division Of Operational Services	90
CHE-Soldiers' Home In Massachusetts	331	ELD-Department Of Elder Affairs	59	PAR-Parole Board	175
CHS-Department of Criminal Justice Information Systems	39	ENE-Department Of Energy Resources	64	POL-State Police	2658
CJT-Criminal Justice Training Council	535	ENV-Executive Office Of Energy and Environmental Affairs	309	REG-Division Of Professional Licensure	255
CME-Chief Medical Examiner	88	EOL-Executive Office Of Workforce Development	1116	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	29
CSC-Civil Service Commission	6	EQE-Department Of Environmental Protection	677	SDA-Sheriffs Department Association	3
CSW-Commission On Status Of Women	2	FWE-Department Of Fish And Game	329	SEA-Department Of Business And Technology	11
DAC-Disabled Persons Protection Commission	42	GIC-Group Insurance Commission	58	SOR-Sex Offender Registry	50
DCP-Capital Asset Management And Maintenance	408	HCF-Health Care Finance & Policy	149	SRB-State Reclamation Board	142
DCR-Department Conservation And Recreation	1100	HLI-Soldiers' Home In Holyoke	341	TAC-Department Of Telecommunications	24
DFS-Department Of Fire Services	663	HPC-Health Policy Commission	72	TRB-Teachers Retirement Board	98
DMH-Department of Mental Health	3588	HRD-Human Resources Division	126	TRE-Office Of The State Treasurer	258
DMR-Health and Human Services	6428	ITD-Information Technology Division	509	VET-Department Of Veterans Service	68
DOB-Division Of Banks	165	LIB-George Fingold Library	11	VWA-Victim And Witness Assistance	21
DOC-Department of Corrections	4547	LOT-Lottery And Gaming Commission	405	WEL-Department Of Transitional Assistance	1670
DOE-Department Of Elementary & Secondary Education	469	Grand Total:			54044



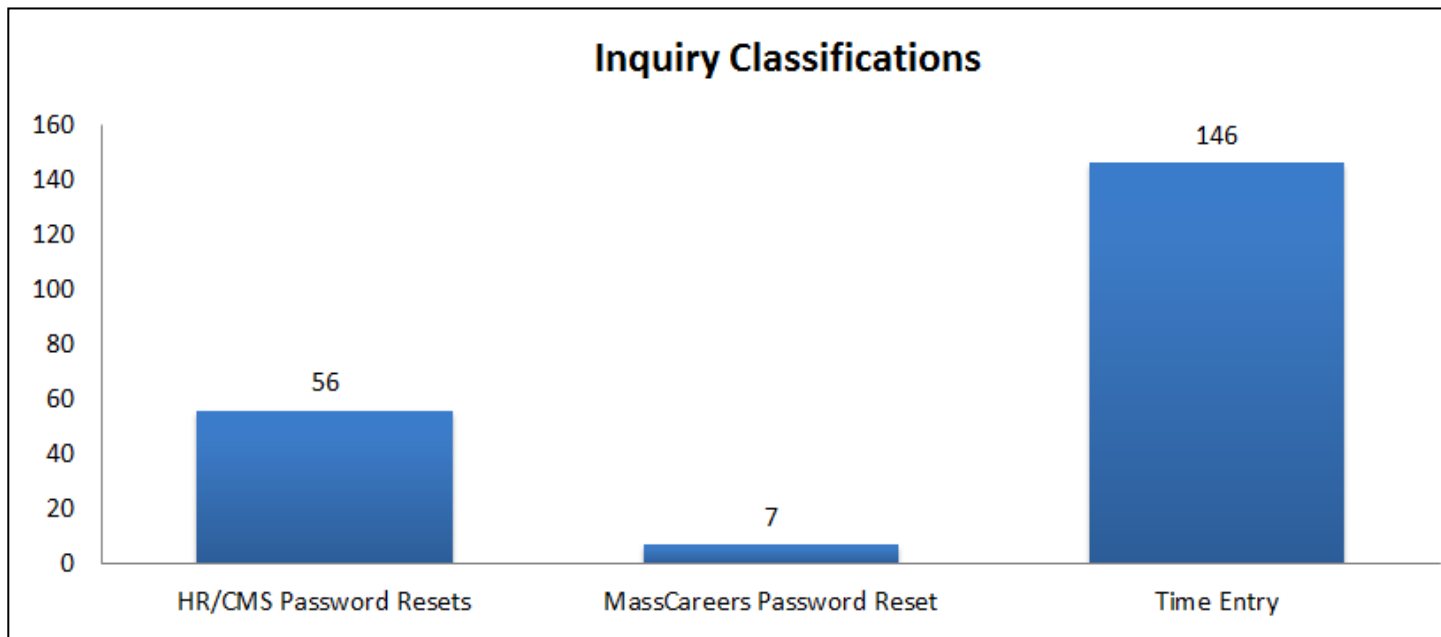
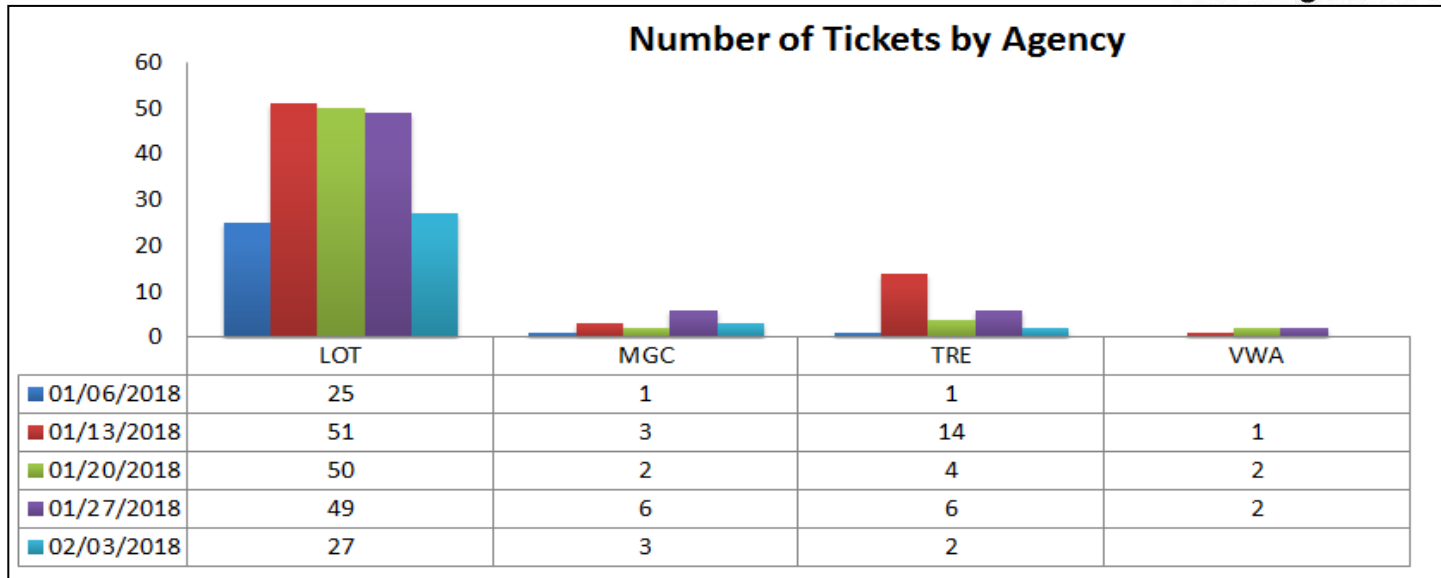
Appendix: Inquiries by Agency

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

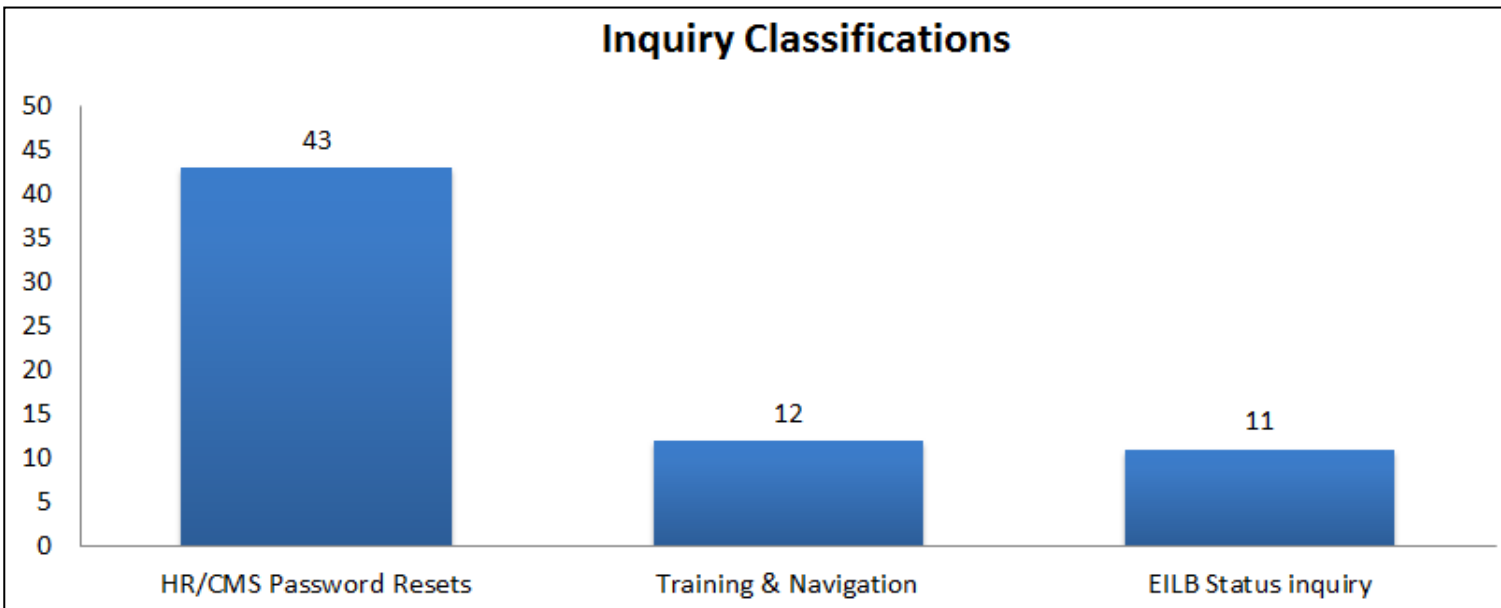
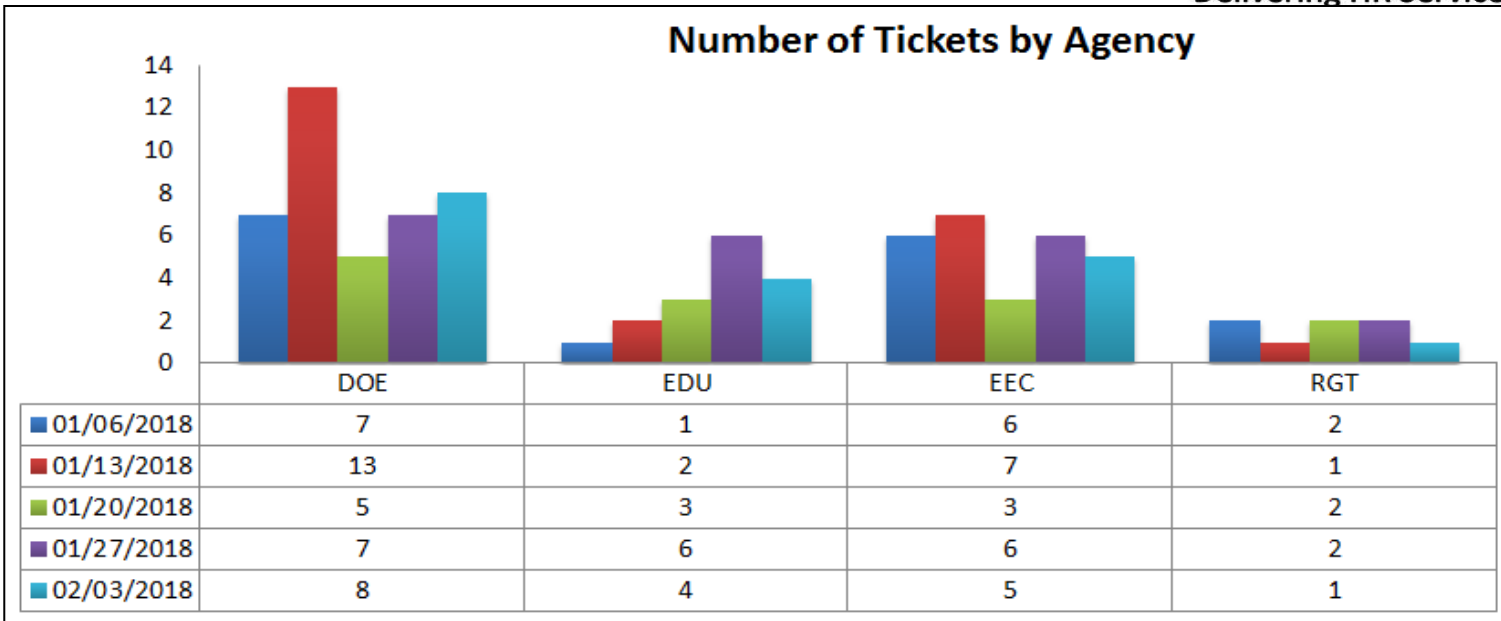
ADD - Developmental Disabilities Council	BSB - Bureau Of State Buildings
CSC - Civil Service Commission	CSW - Commission On Status Of Women
DAC - Disabled Persons Protection Commission	LIB - George Fingold Library
MMP - Massachusetts Marketing Partnership	SDA - Sheriffs Department Association



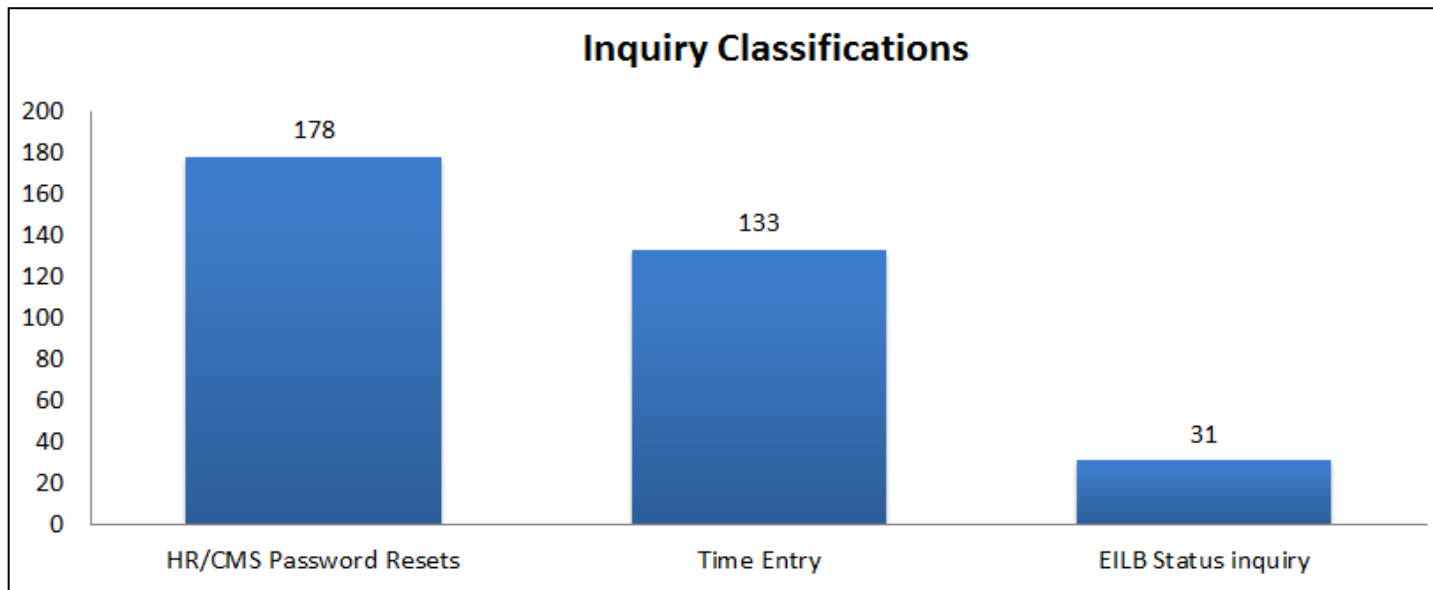
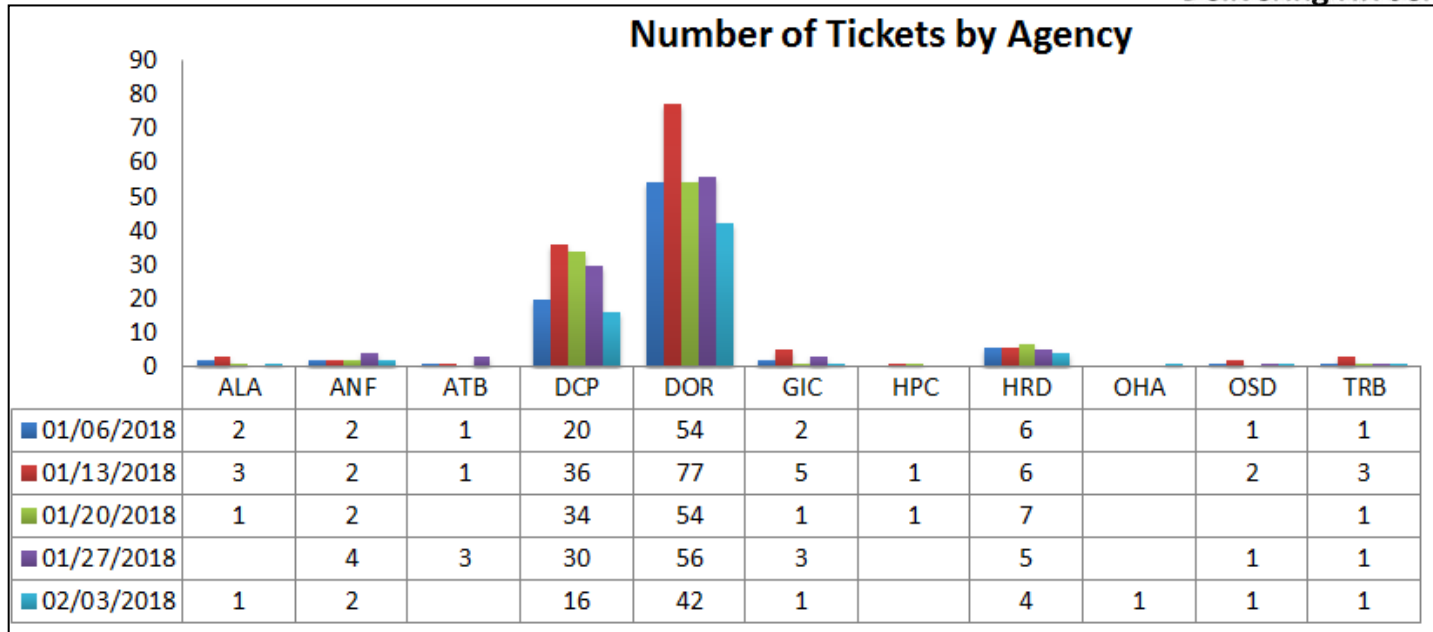
CON Agencies



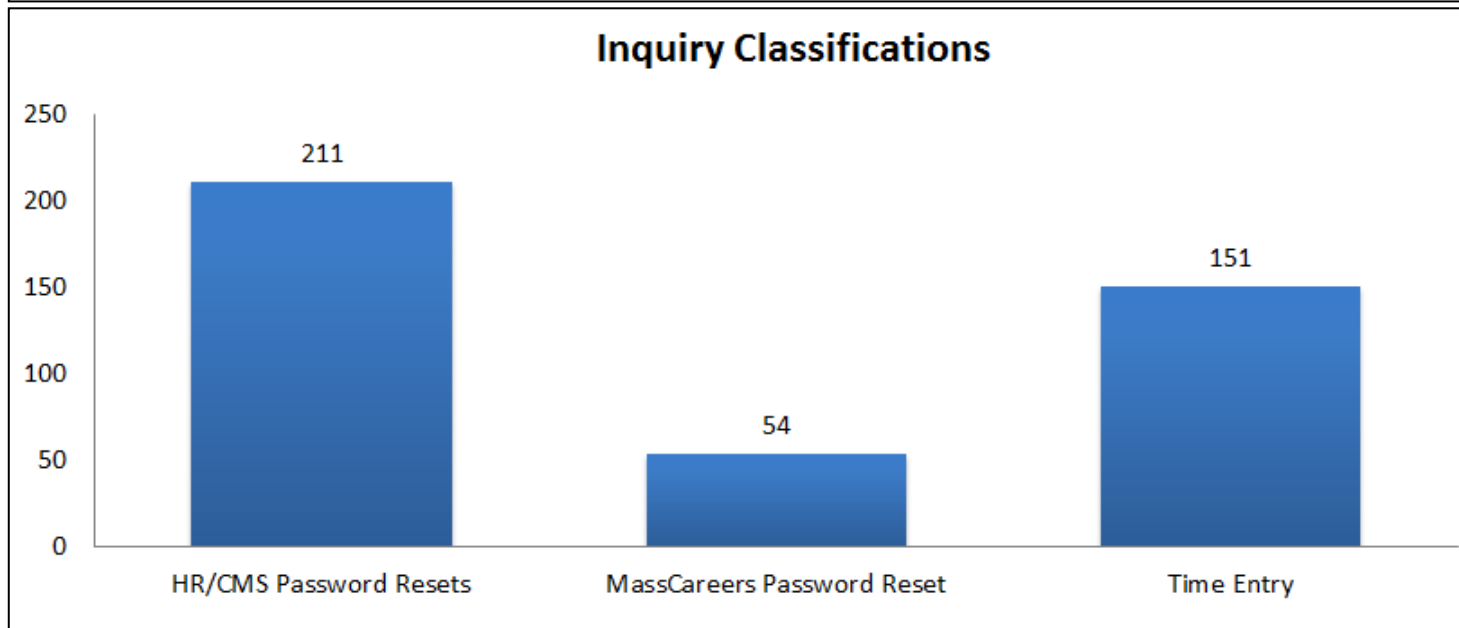
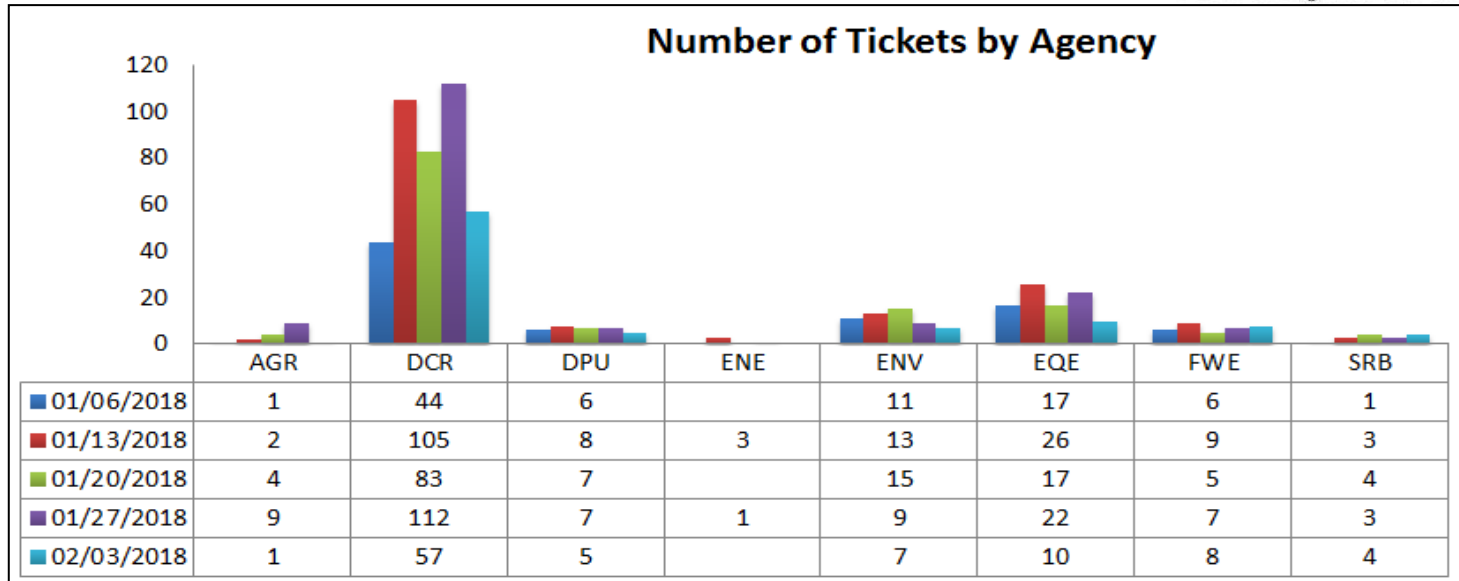
EDU Secretariat Agencies



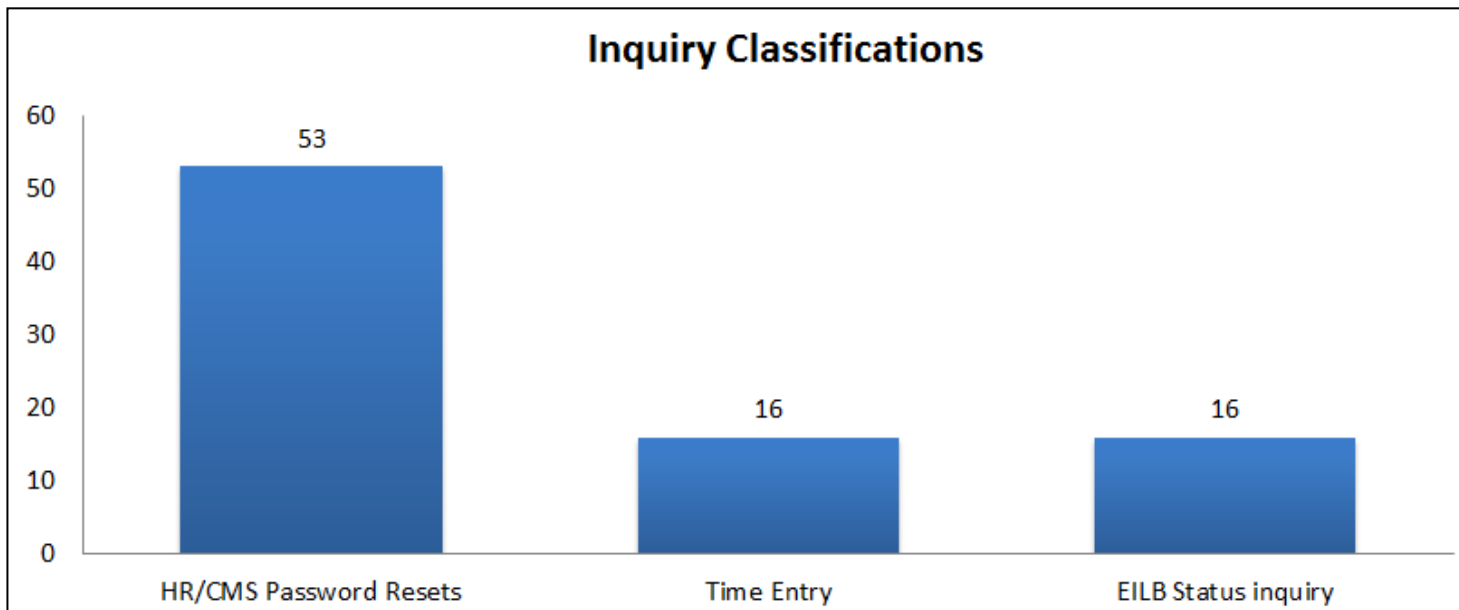
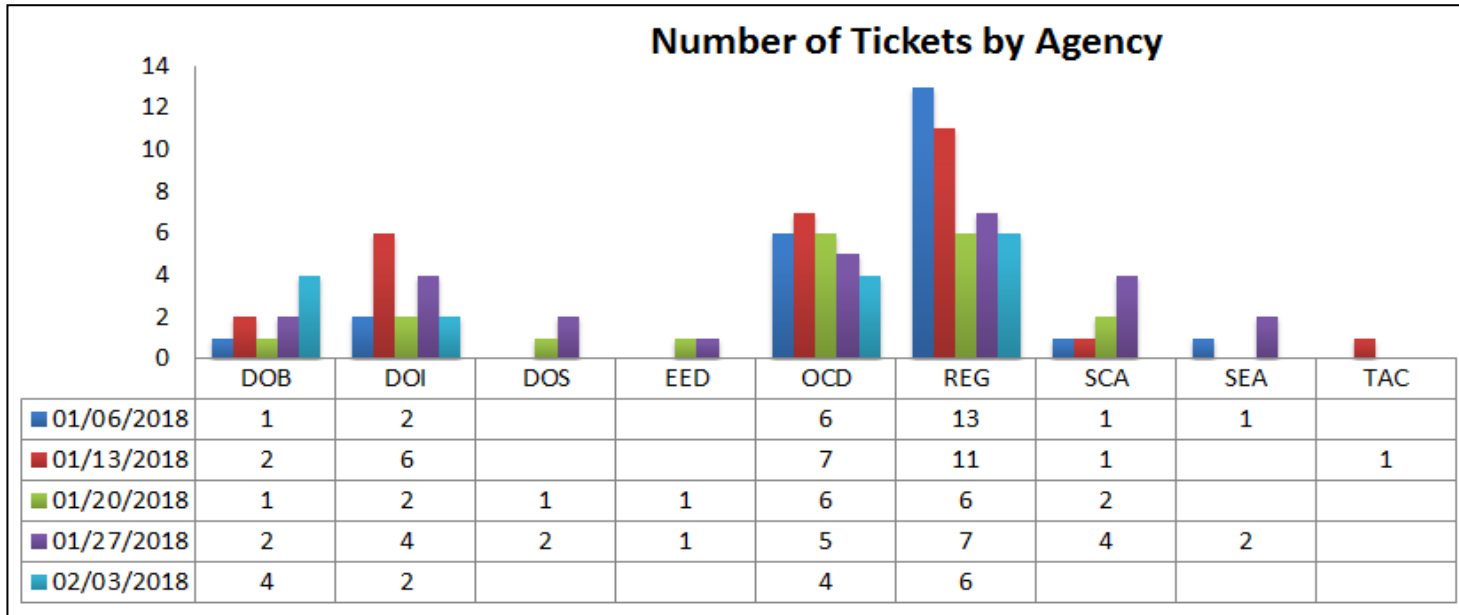
EOANF Secretariat Agencies



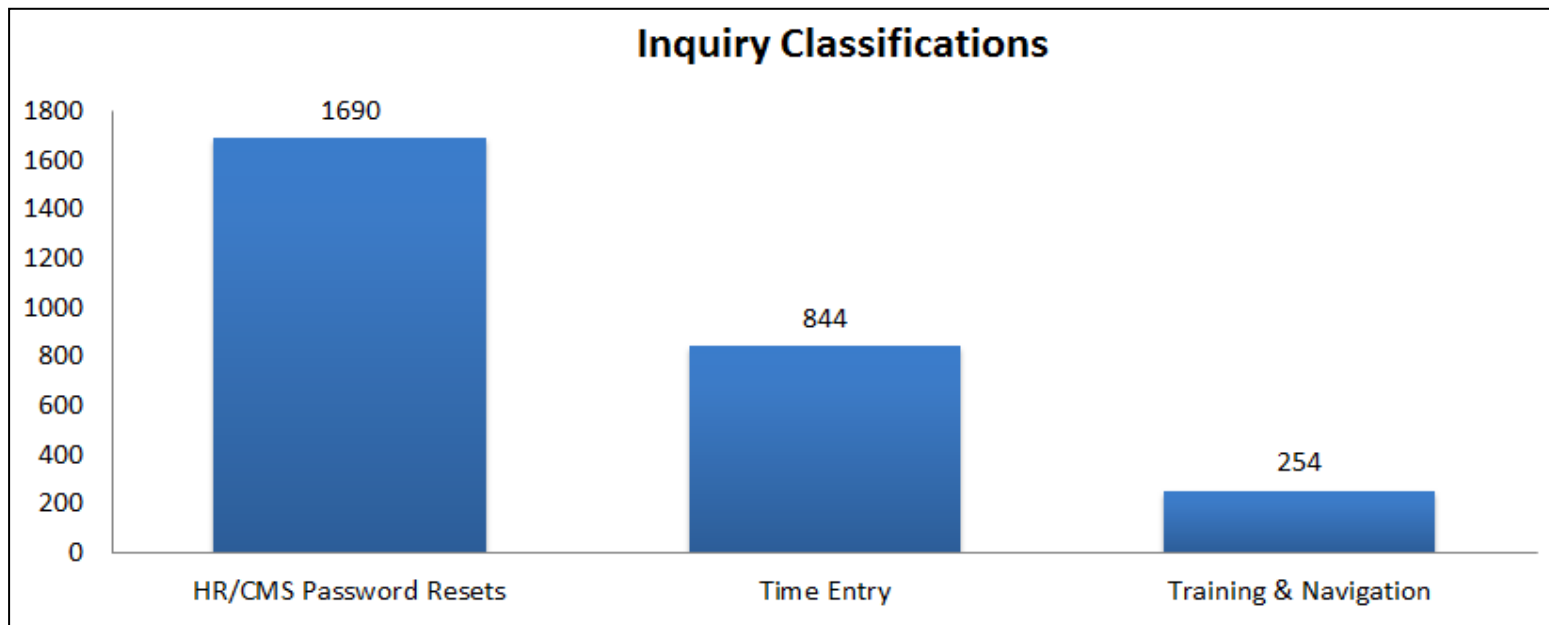
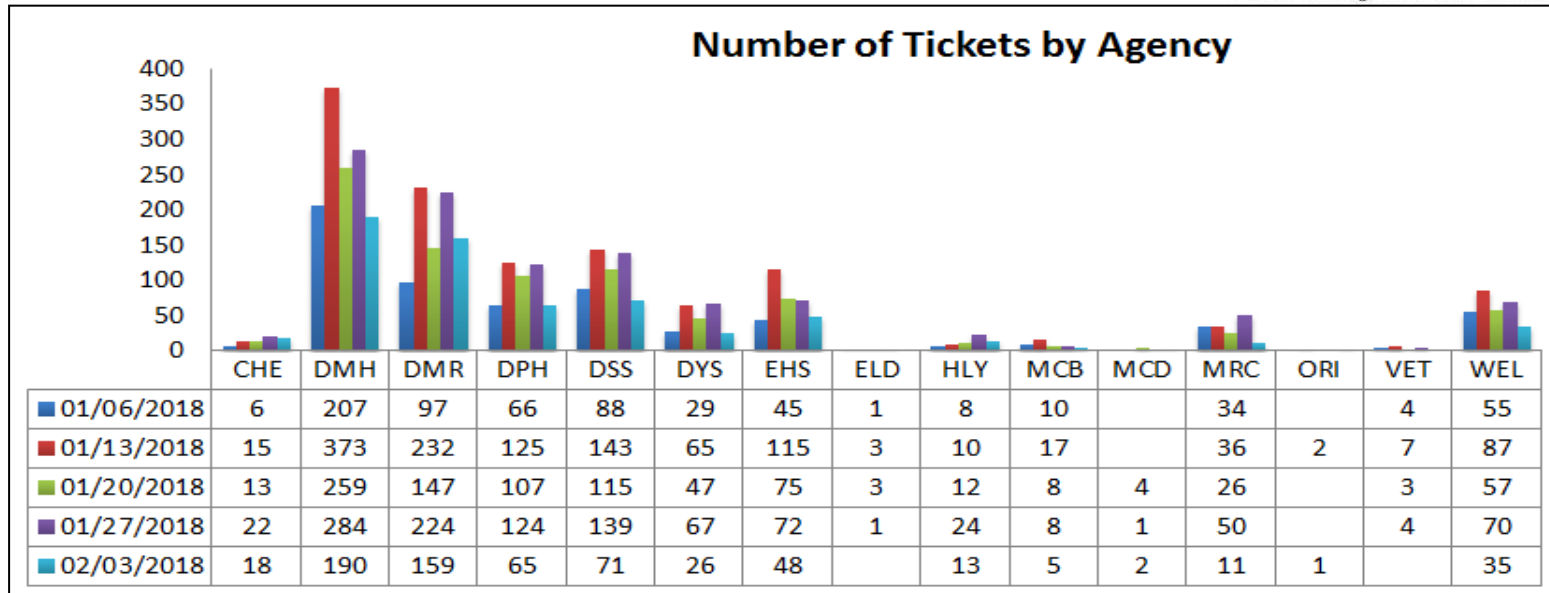
EOEEA Secretariat Agencies

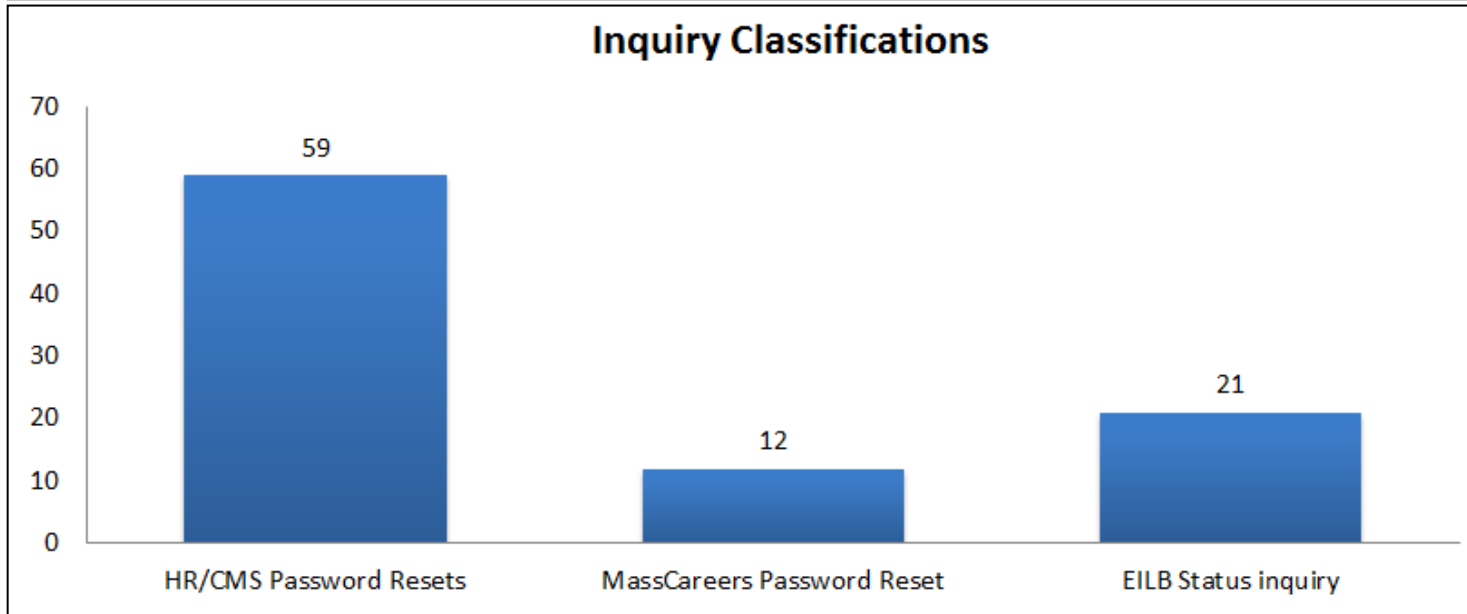
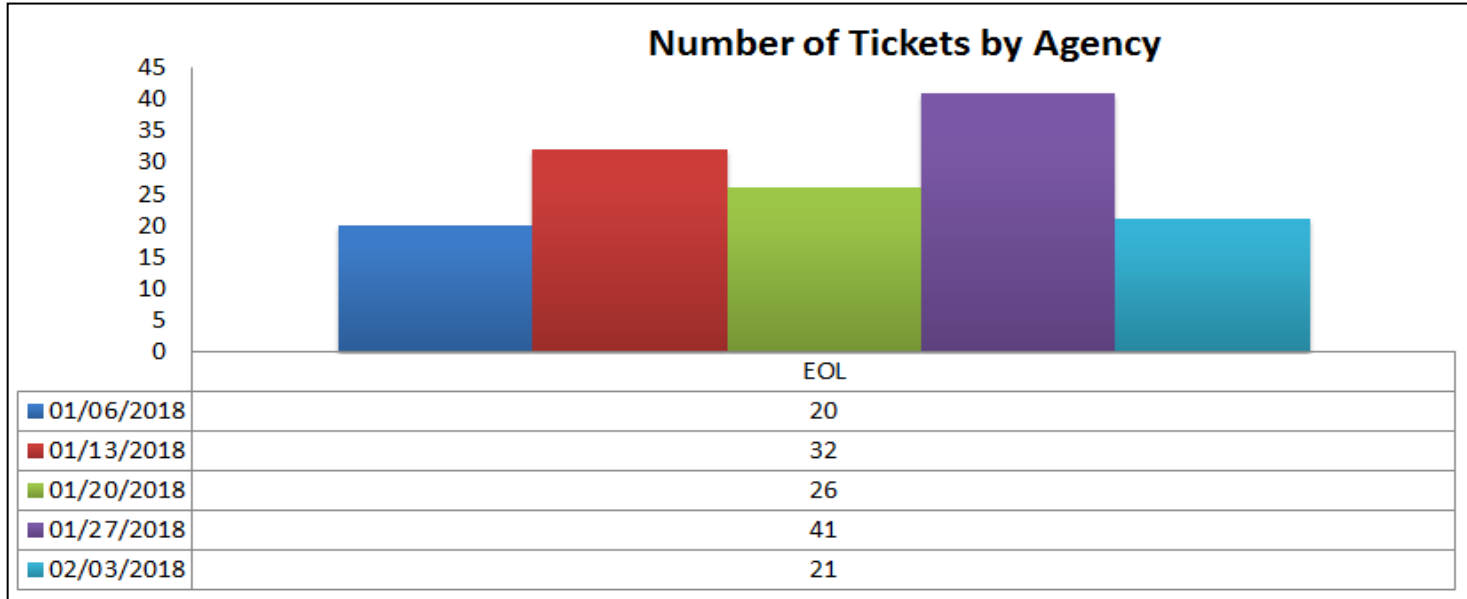


EOHED Secretariat Agencies

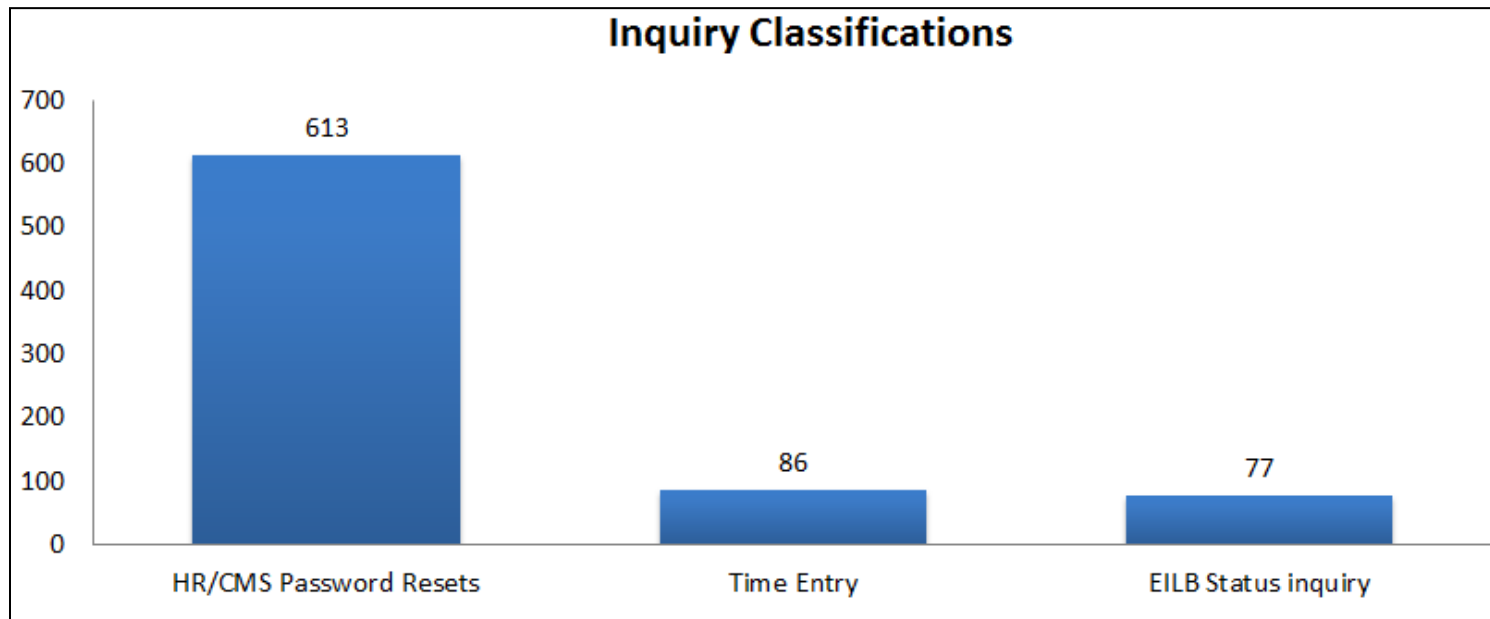
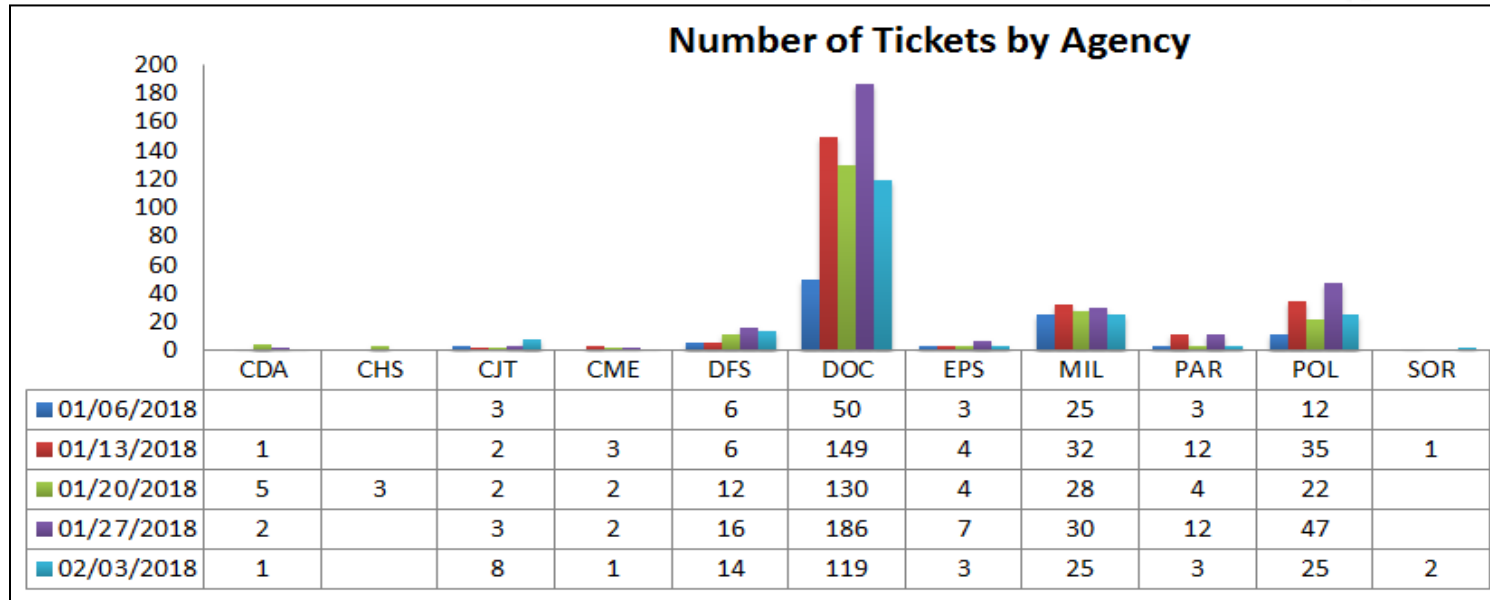


EOHHS Secretariat Agencies

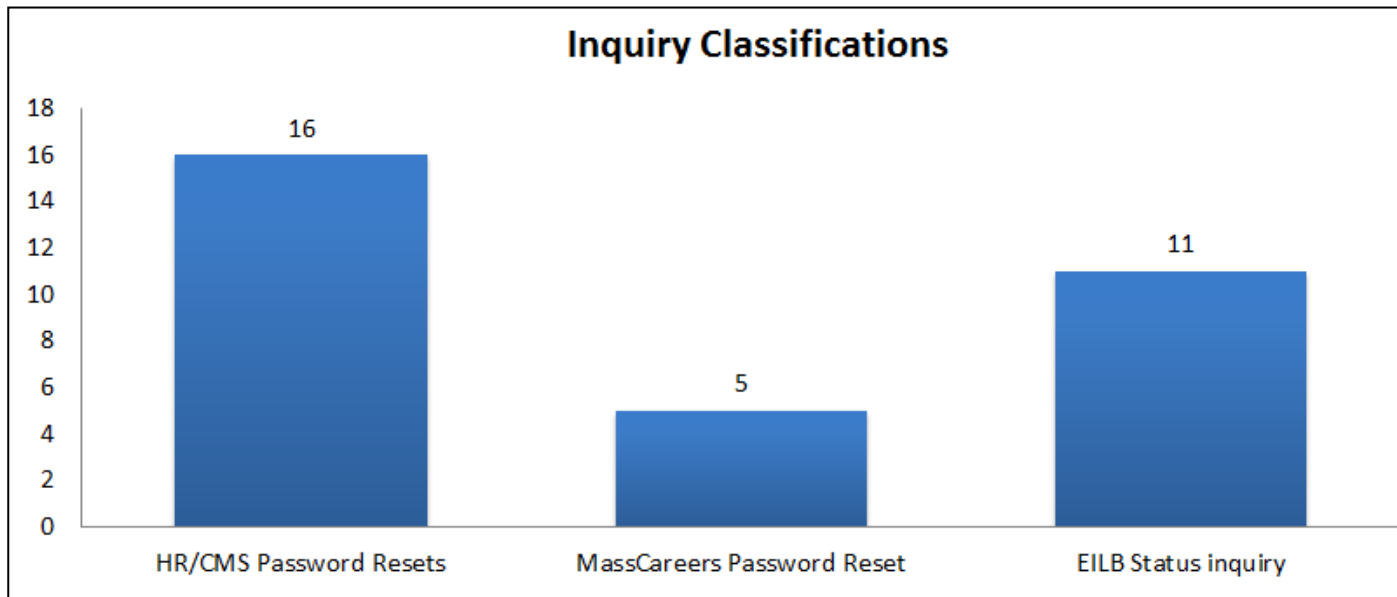
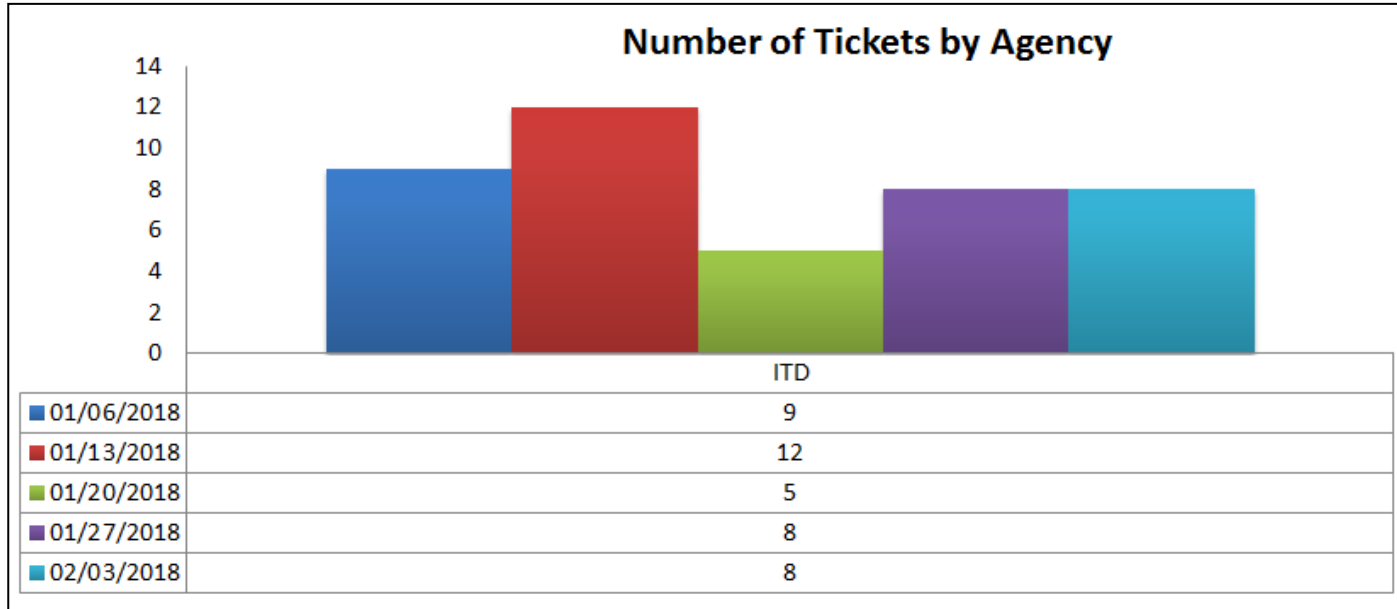




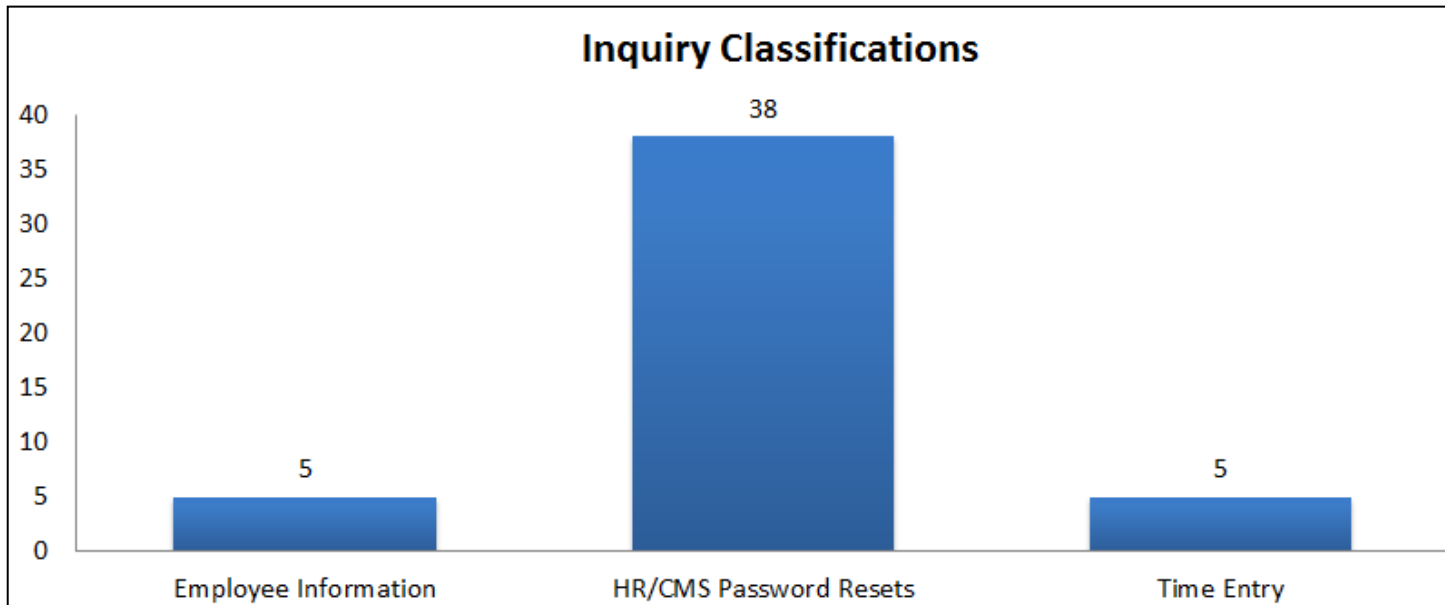
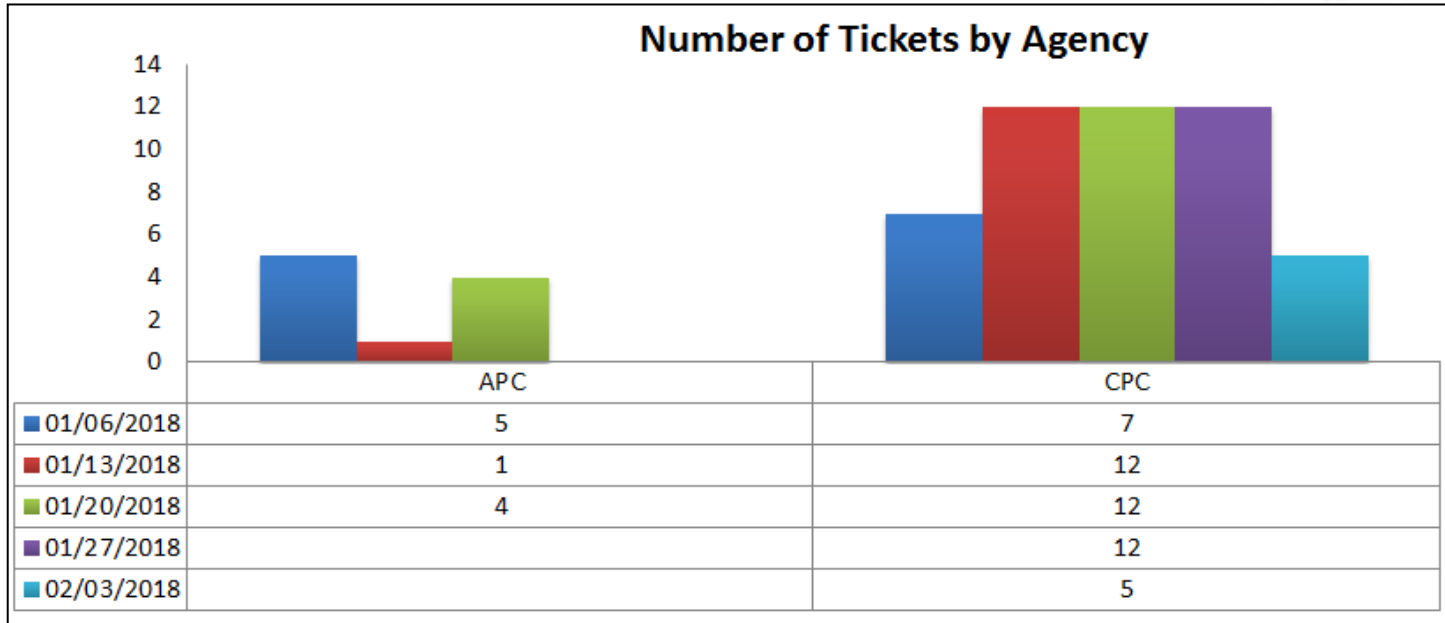
EOPSS Secretariat Agencies



EOTSS Secretariat Agencies



JUD Agencies



Independent Tickets and Classification

