MassHR
Delivering HR Services That Matter

ESC Service Charter Scorecard

March 05, 2017 – April 01, 2017

MassHR
EMPLOYEE SERVICE CENTER

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Service Delivery Overview
March 05, 2017 – April 01, 2017

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Executive Summary

Total # Agencies Served: 80

Total # Employees Served: 53,179

Total calls received: 6,515

Average Call Wait Time: 01:40

Total email requests received: 694

Total FAX requests received: 153

Number of Transactions processed by ESC: 7,650

Total outbound contacts: 1,883

Total tickets opened: 5,589

Total tickets closed within 3 days: 5,493

Total tickets remain open beyond 3 days: 96

% tickets remain open beyond 3 days: 1.71%

% of Employees served by the ESC: 14.38%

Staffing

Area	Staffing as of 4/01/2017	Staffing as of 3/04/2017
Customer Service/Intake	4	4
Customer Service/MassCareers	4	4
Processing & Outreach	11	11
Senior Staff	2	2
Total	21	21

Activities

Source: ESC Avaya CMS & Footprints Reports, data from 3/05/2017 – 4/01/2017.
*Note: "% of Employees served contacting ESC" does not account for repeat contacts (i.e., one employee calling multiple times).
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SLA Targets and Actual Performance

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Metric	Target	Current Period Performance 3/05/17 – 4/01/17	Previous Period Performance 2/05/17 – 3/04/17	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	1:40 seconds	3:57 seconds	⬆
Average case resolution time – password resets and e-mail updates (Time owned by ESC)	98% within 1 day	99.68%	99.02%	⬆
Average case resolution time – inquiries and requests (Time owned by ESC)	75% within 1 day 90% within 3 days	93.1% within 1 Day and 96.7% within 3 Days	91.8% within 1 Day and 95.0% 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	83.9% rated good to excellent (1.109% response rate)	85.3% rated good to excellent (1.191% 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

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SLA Metric	Target Level	Current Period 3/05/17 to 4/01/17	Previous Period 2/05/17 to 3/04/17	March 2016
Average Wait Time – Answered Calls (Days operational)	Will not exceed 3 minutes 90% of the time	1:40 seconds	3:57 seconds	0:46 seconds

Abandoned Calls
Calls Answered 79%
Abandoned Calls 21%

Total = 6,515 calls

Ticket Source
Phone, 84.79%
Walk-In, 0.02%
Email to HRD, 12.42%
Fax, 2.74%
Mail, 0.04%
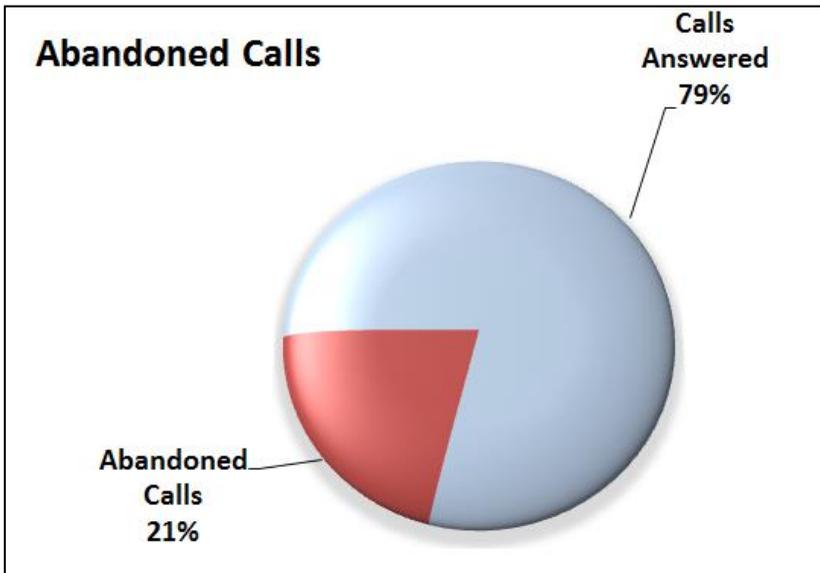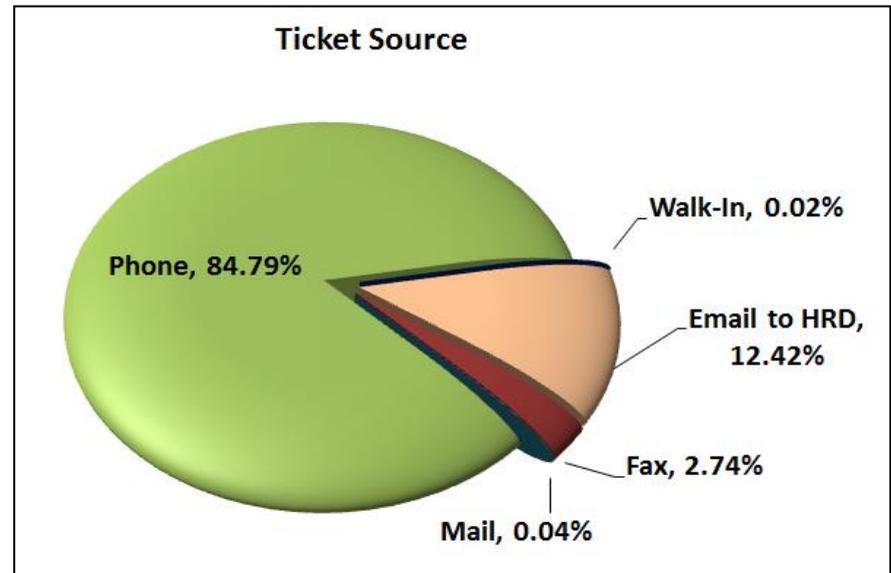
Total = 5,589 Tickets

Source: ESC Footprints & Avaya data from 3/05/2017 – 4/01/2017.
*E-mail tickets do not account for additional outreach to correct invalid employee e-mail addresses.

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Inbound Call Data

Wait Time, Call Volumes, & Abandonment Rates

	3/05 - 3/11	3/12 - 3/18	3/19 - 3/25	3/26 - 4/01
Wait Time	01:45	01:51	01:49	01:13
Average Call Abandon Time	02:23	02:19	02:34	01:51
Longest Wait Time	19:24	15:22	15:44	14:00
Average Call Time	03:37	03:42	03:31	03:40
Call Volume	1959	1453	1662	1441
Abandoned Calls	431	372	355	213
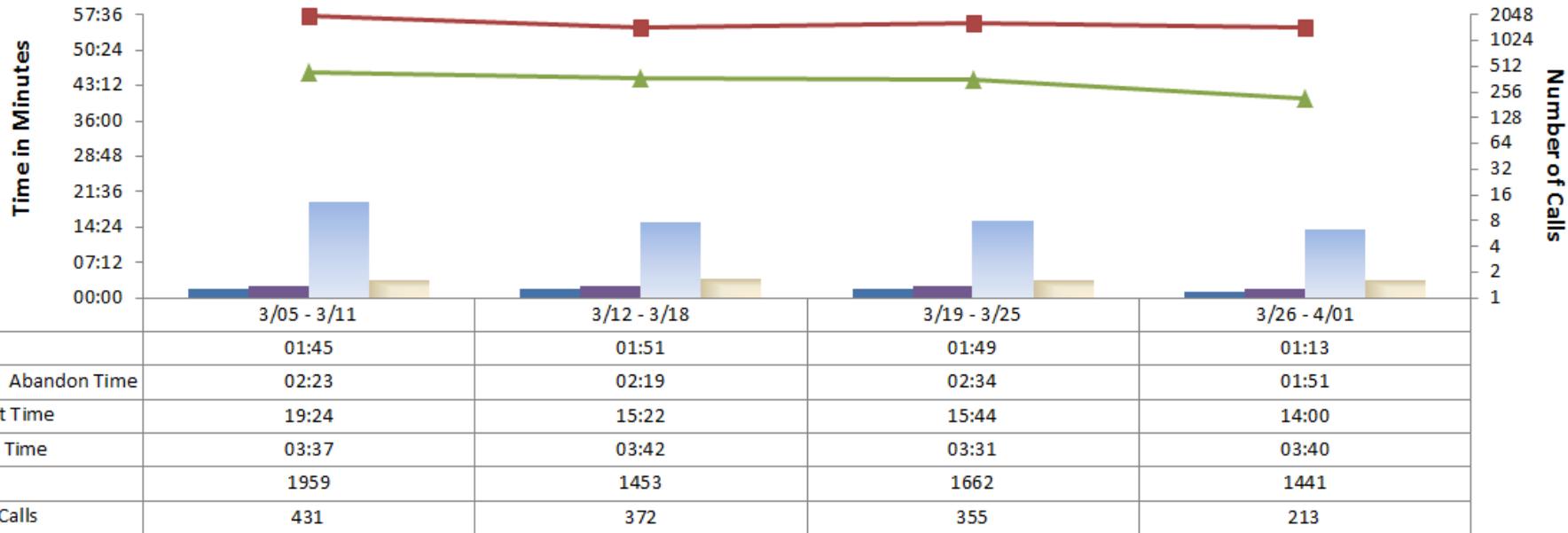
Source: ESC Avaya data from 3/05/2017 – 4/01/2017.

Inbound Inquiries by Secretariat

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Inbound Inquiries by Secretariat

Legend:
- 03/11/2017
- 03/18/2017
- 03/25/2017
- 04/01/2017

Categories: CON, EDU, EOANF, EOEEA, EOHED, EOHHS, EOLWD, EOPSS, IND, JUD

Average Weekly inquiries as a % of Total Employees Served

Categories: CON, EDU, EOANF, EOEEA, EOHED, EOHHS, EOLWD, EOPSS, IND, JUD

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Source: ESC Footprints data from 3/05/2017 – 4/01/2017

Types of Inquiries Received

Top Inquiry Classifications (Excluding Password Resets)

- Time Entry: 1208
- Direct Deposit: 145
- Employee Information: 112
- M-4 State: 104
- Training & Navigation: 464
- W-4 Federal: 77

Source: ESC Footprints data from 3/05/2017 – 4/01/2017.

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ePay/eProfile Transactions
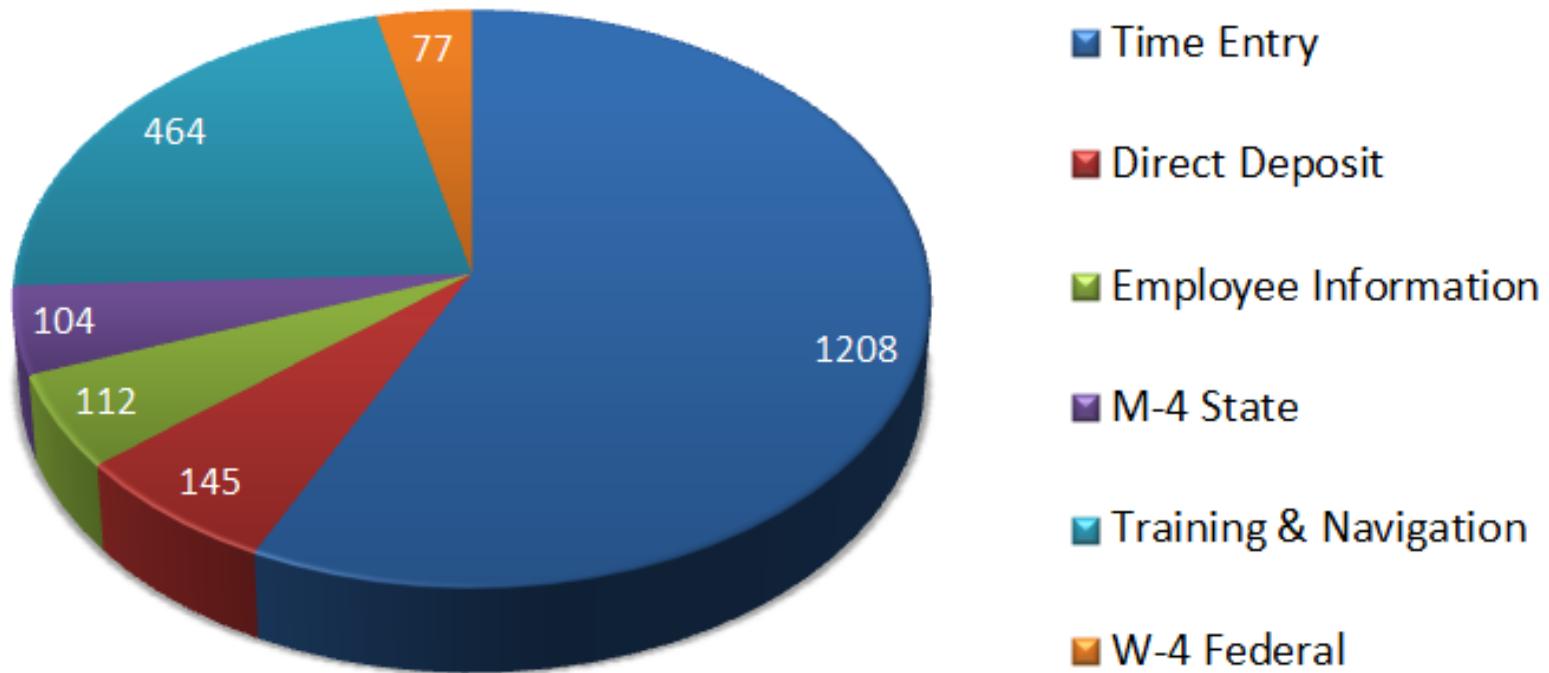
Source: ESC Footprints data from 3/05/2017 – 4/01/2017.

ePay/eProfile Transactions by Secretariat
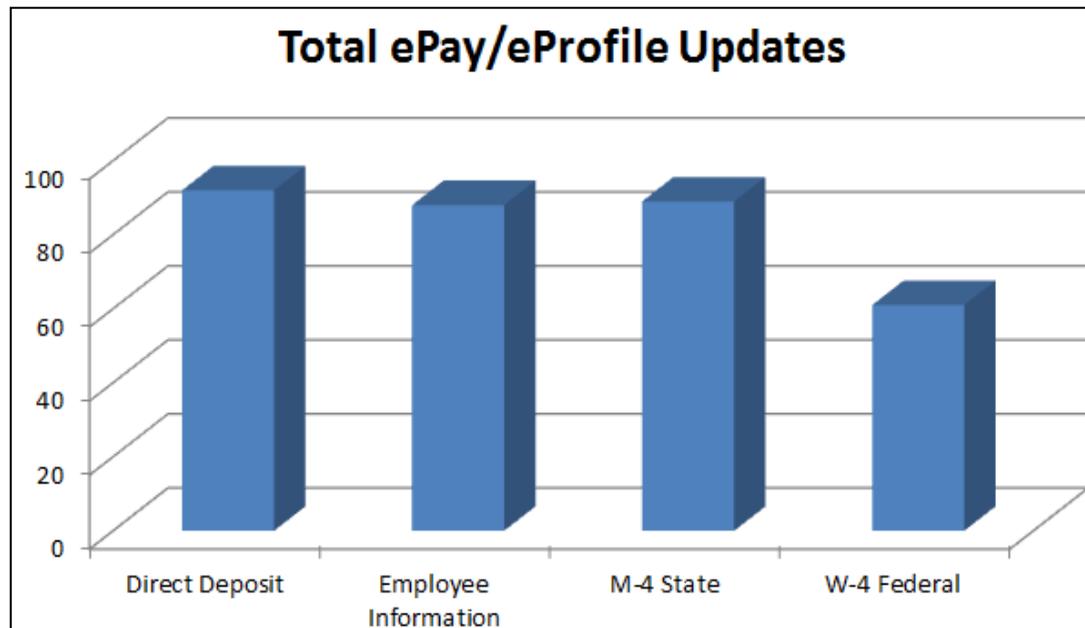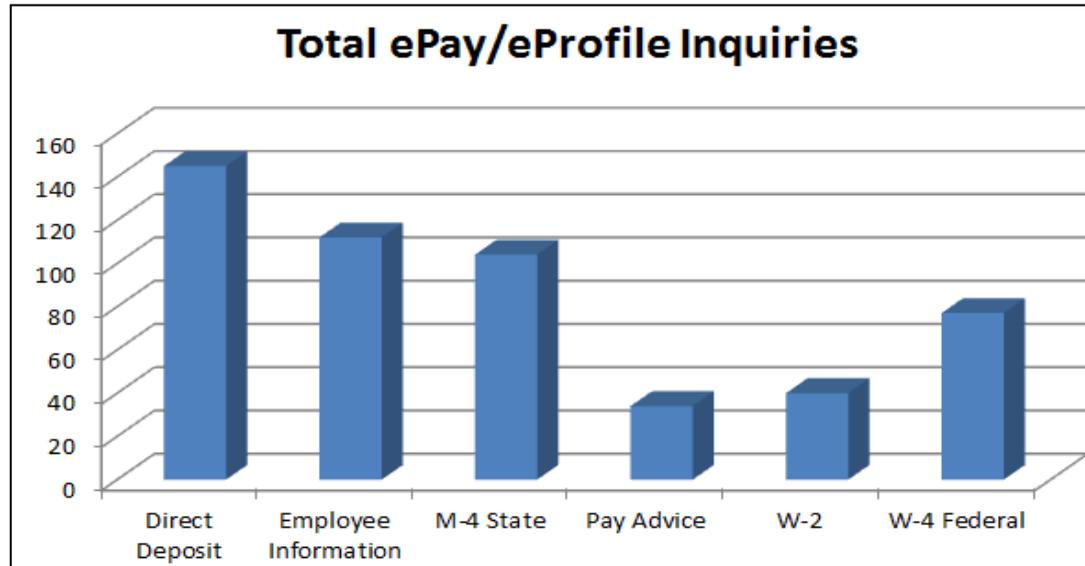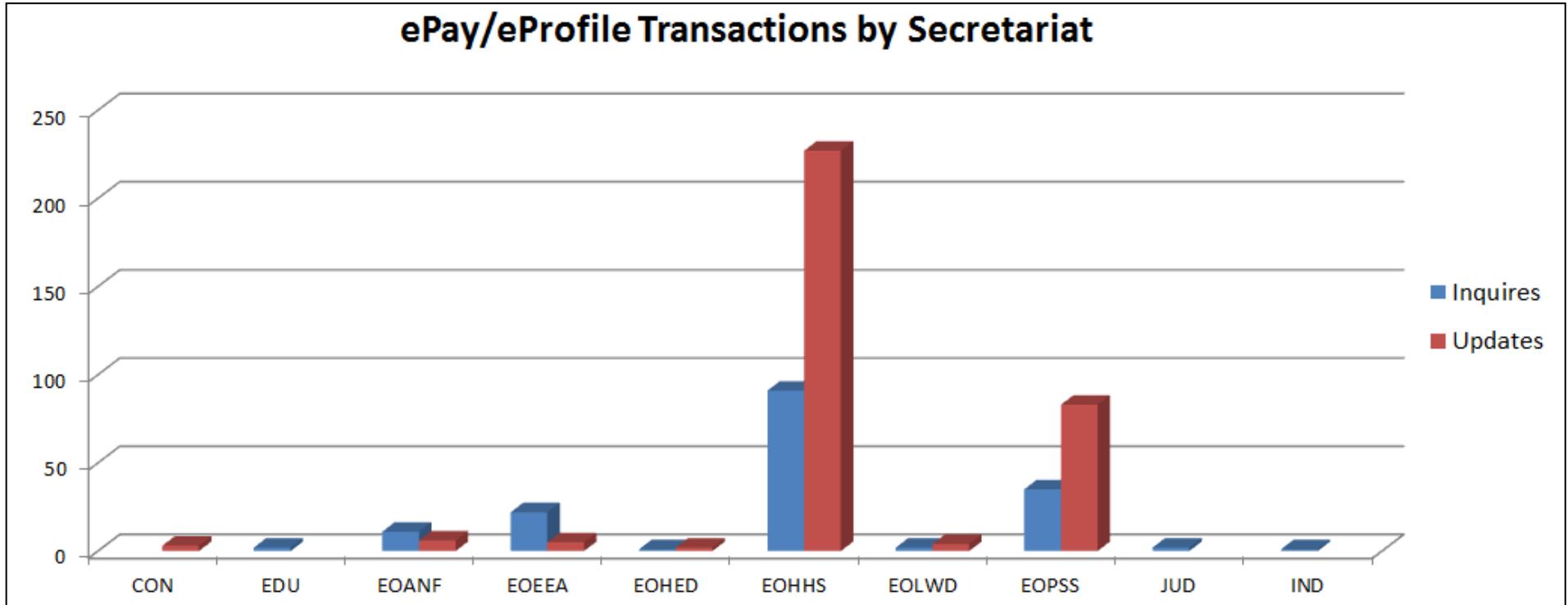
ePay/eProfile Transactions by Secretariat

Source: ESC Footprints data from 3/05/2017 – 4/01/2017.

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eServices Inquiries

	EILB Proxy Enrollment	EILB Status inquiry	HRD eForms Status Inquiry	Tuition Remission Status Inquiry	Tuition Remission Training & Navigation
Count	1	5	2	7	3

Source: ESC Footprints data from 3/05/2017 – 4/01/2017.

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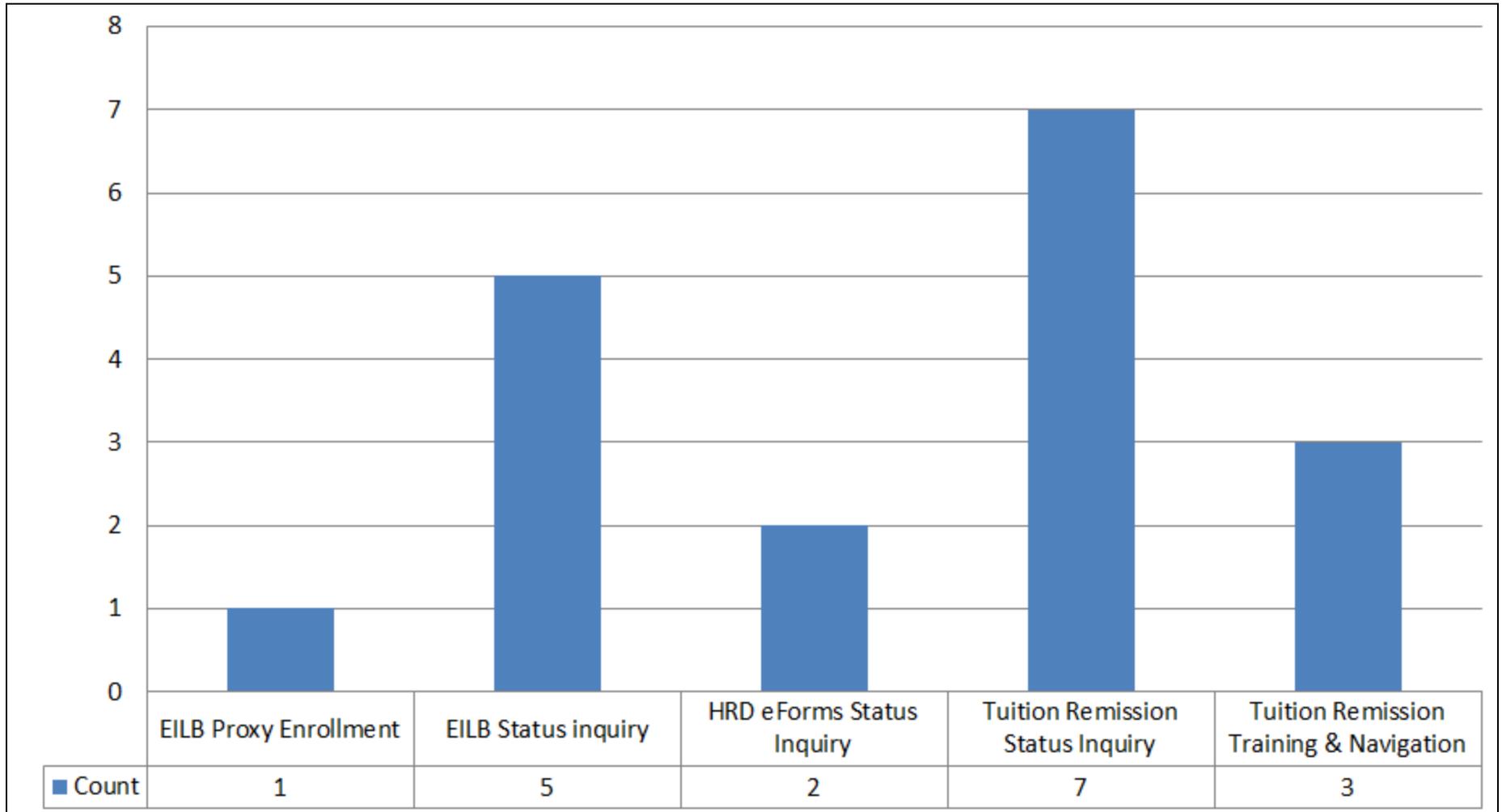
ACES Quarterly Report

ACES Quarterly Activity (12/25/2016 - 4/01/2017)

	Reset ACES Password	General ACES Inquiry	Create ACES Forms/Accounts	ACES Data Update/Missing Data
■ Classification	66	49	56	102

Source: ESC Footprints data from 3/05/2017 – 4/01/2017.

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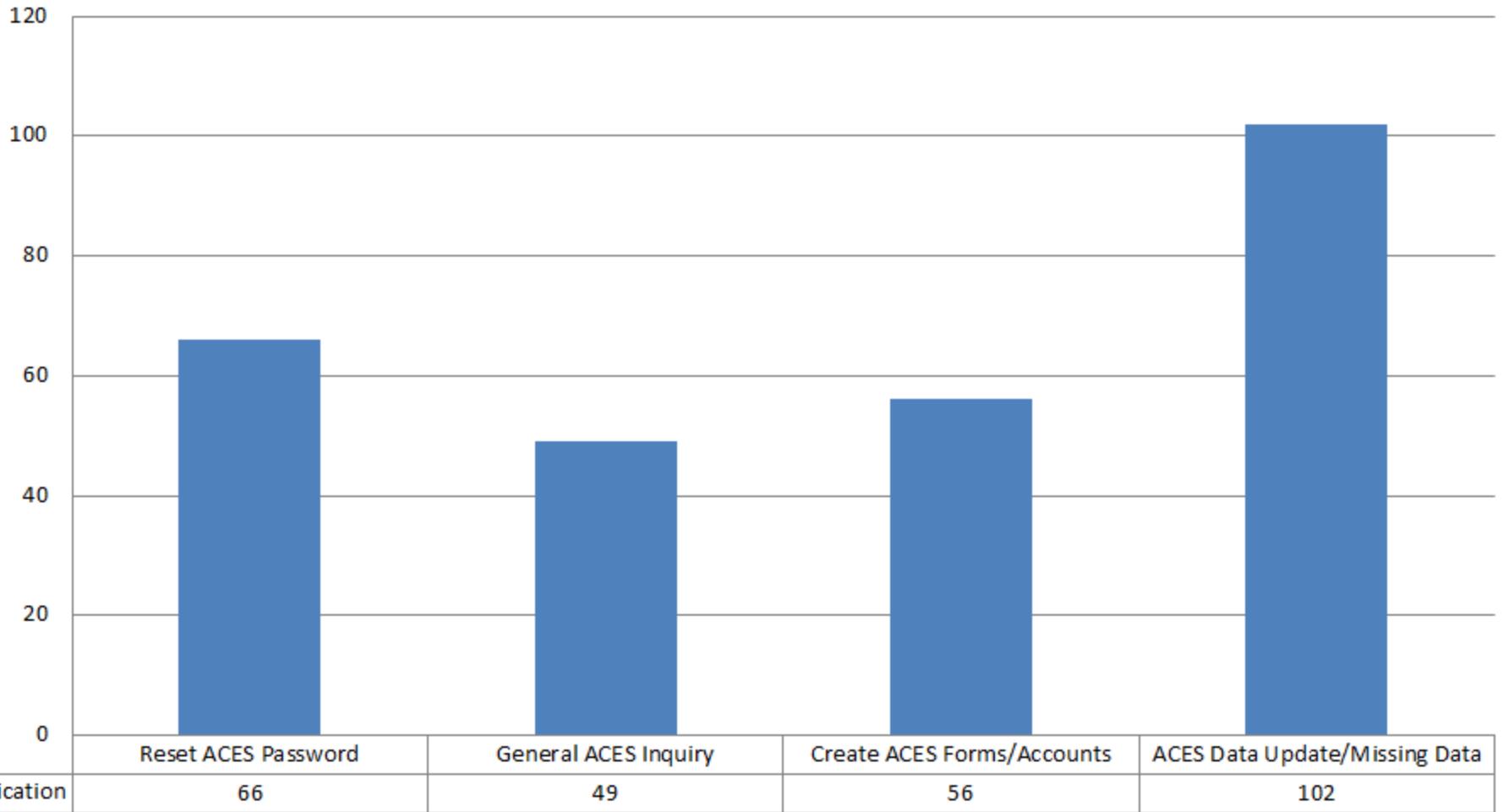
Direct Deposit-Prenote Outreach

Direct Deposit - Prenote Outreach
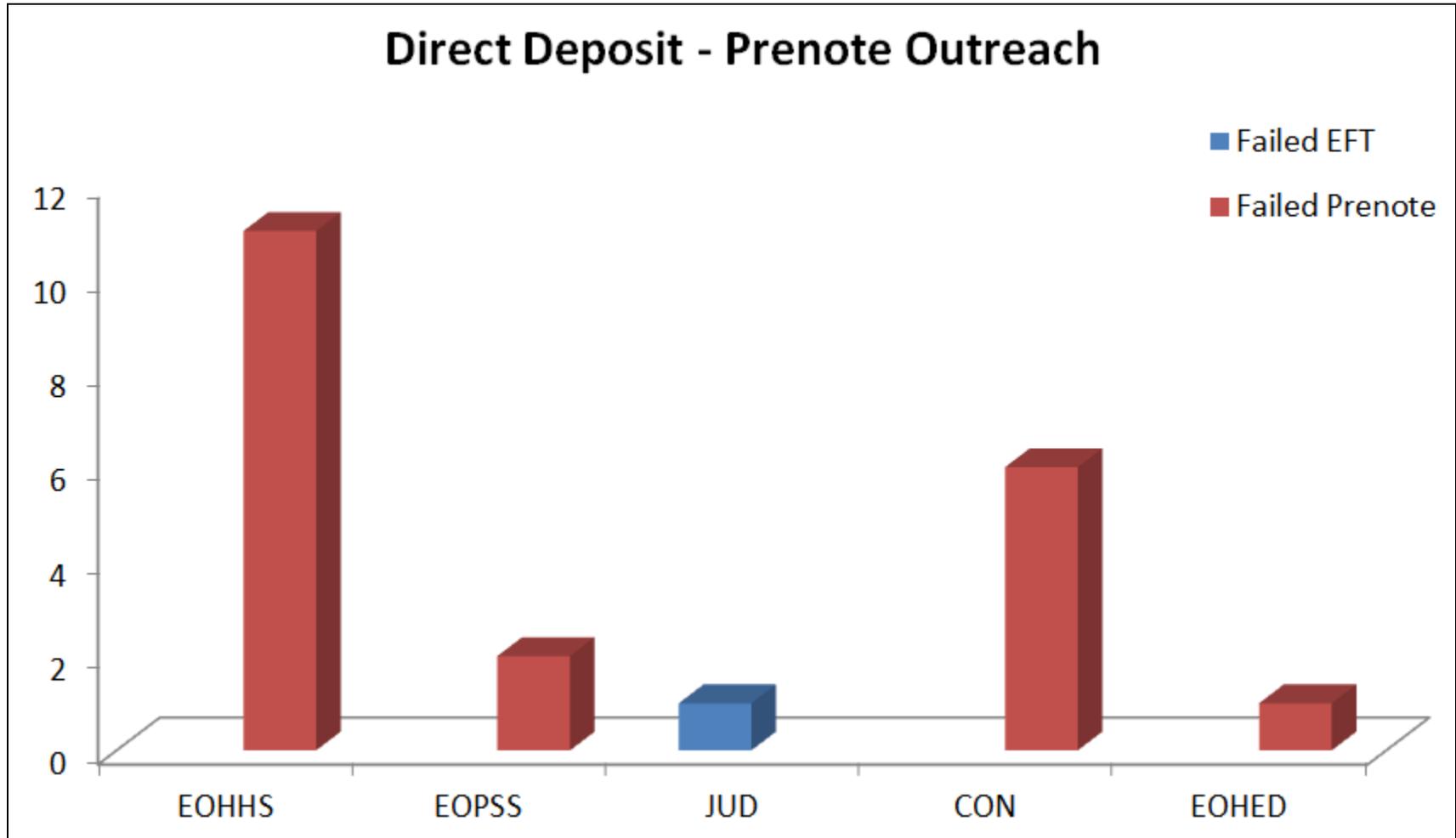
Source: ESC data 3/05/2017 – 4/01/2017.

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Case Resolution Time

SLA Metric	Target	Current Period 3/05/2017 – 4/01/2017	Previous Period 2/05/2017 – 3/04/2017	Previous Year March 2016
Average case resolution time – password resets and e-mail updates (Time owned by ESC)	98% within 1 day	99.68%	99.02%	99.65%
Average case resolution time – inquiries and requests (Time owned by ESC)	75% within 1 day 90% within 3 days	93.1% within 1 Day and 96.7% within 3 Days	91.8% within 1 Day and 95.0% within 3 Days	92.2% within 1 Day 95.9% within 3 Days

Source: ESC Footprints data from 3/05/2017 – 4/01/2017.

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Customer Satisfaction Survey Results

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SLA Metric	Target	Current Period 3/05/2017 – 4/01/2017	Previous Period 2/05/2017 – 3/04/2017	March 2016
Customer satisfaction (Based on automated survey upon ticket closure.)	80% of customers rate overall satisfaction good to excellent	83.9% rated good to excellent (1.109% response rate)	85.3% rated good to excellent (1.191% response rate)	82% rated good to excellent (1.645% response rate)

How would you rate the quality of service you received from the Employee Service Center?

Poor, 11.3%
Fair, 4.8%
Good, 4.8%
Very Good, 11.3%
Excellent, 67.8%

How likely would you be to recommend the Employee Service Center to a colleague?

Very likely to recommend, 77.8%
Would not recommend, 7.3%
Unlikely to recommend, 1.9%
Likely to recommend, 13.0%
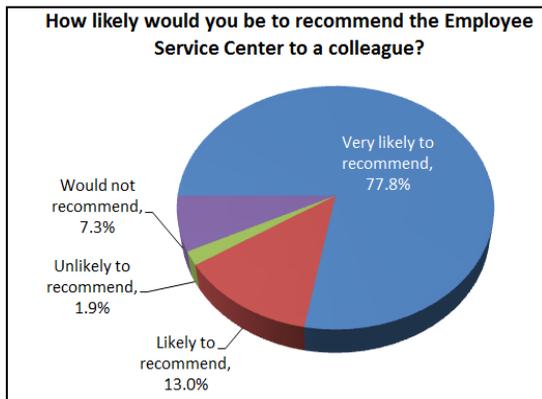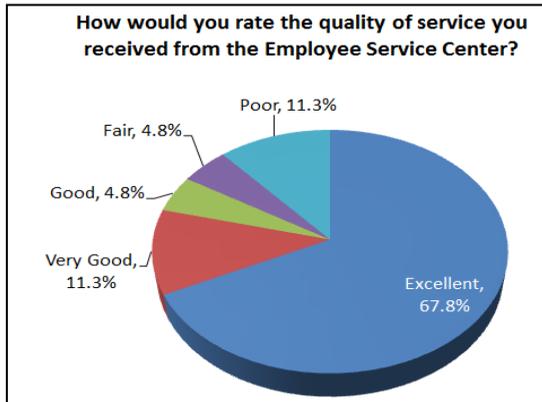
Selected Monthly Comments:

- The representative that I spoke to was very professional, courteous and helpful.

- This is the second time I have submitted this particular e-form to the ESC; both times the process is extremely smooth and easy to understand and the response is very quick. Overall I am extremely satisfied and I think the e-form process is MUCH more efficient and simple than the paper process.

- 99.9% of my experiences with the ESC are excellent.

- I dealt with was very customer focused and responded quickly to resolve my issue.

- Marlene was very thorough and very professional. She explained all options available to me. From the information she provided, I was able to make a more informed decision as to how I wanted my issue to be resolved. Most impressive.

Source: ESC Customer Satisfaction Survey; survey link is provided on ticket closure notice and is voluntary. Survey results shown were collected between 3/05/2017 – 4/01/2017.

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Outbound Contact Percentages

SLA Metric	Target	Current Period 3/05/2017 – 4/01/2017	Previous Period 2/05/2017 – 3/04/2017
Percentage of approvers contacted with unresolved high exceptions requiring ESC intervention for resolution:	98% 85% holiday/emergency leave weeks	74.92%	61.97%

Top Exceptions - Pay Period 1

Top Exceptions - Pay Period 2
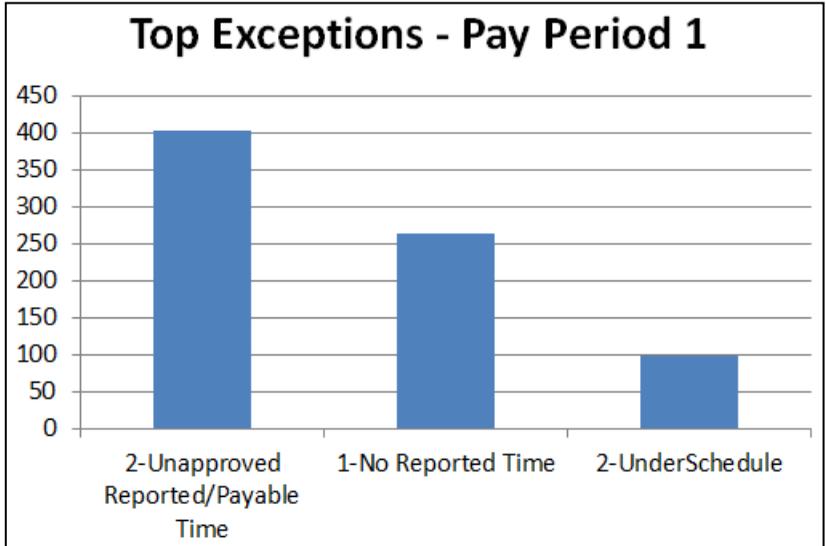
Source: ESC data from 3/05/2017 – 4/01/2017.

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.

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Average weekly calls as a % of Employees Served

Legend:
- % of Employees Served
- Average % of Time Approvers Served

Categories: CON, EDU, EOANF, EOEEA, EOHED, EOHHS, EOLWD, EOPSS, IND, JUD

	CON	EDU	EOANF	EOEEA	EOHED	EOHHS	EOLWD	EOPSS	IND	JUD
3/11/2017	3		35	68	2	212		3		56
3/18/2017	1	2	3	48	2	351			5	40
3/24/2017	4	18	75	37	1	457		14	22	29
4/1/2017	1	2	26	18		255	5	3	19	66

Source: ESC Exception Management System data 3/05/2017 – 4/01/2017.
Average inquiries per employee is shown for comparison purposes and does not account for repeat contacts (i.e., calling an employee multiple times).

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Position Management

Total number of eForms processed by ESC: 157

Number of eForms by Secretariat

(Bar chart with y-axis from 0 to 90)
- EOANF: ~22
- EOEEA: ~26
- EDU: ~3
- EOEDU: ~7
- EOHHS: ~84
- EOLWD: ~3
- EOPSS: ~11
- EXEC-OTH: ~1

Number of eForms by Type

(Bar chart with y-axis from 0 to 100)
- Correct HR/CMS Record Request Form: ~26
- Establish New Position Request Form: ~39
- New Profile Request Form: ~1
- Position Modification/Unflag Request Form: ~91

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Unflag Contract Position Requests are dependent on ANF Platform Approval
Source: ESC data from 3/05/2017 – 4/01/2017.

Tuition Remission Submissions per Secretariat

	EOAF	EOED	EOHS	EOLWD	EOPS	EOEA	EOEDU	TREASURY
■ Submissions	5	4	69	1	15	6	2	4
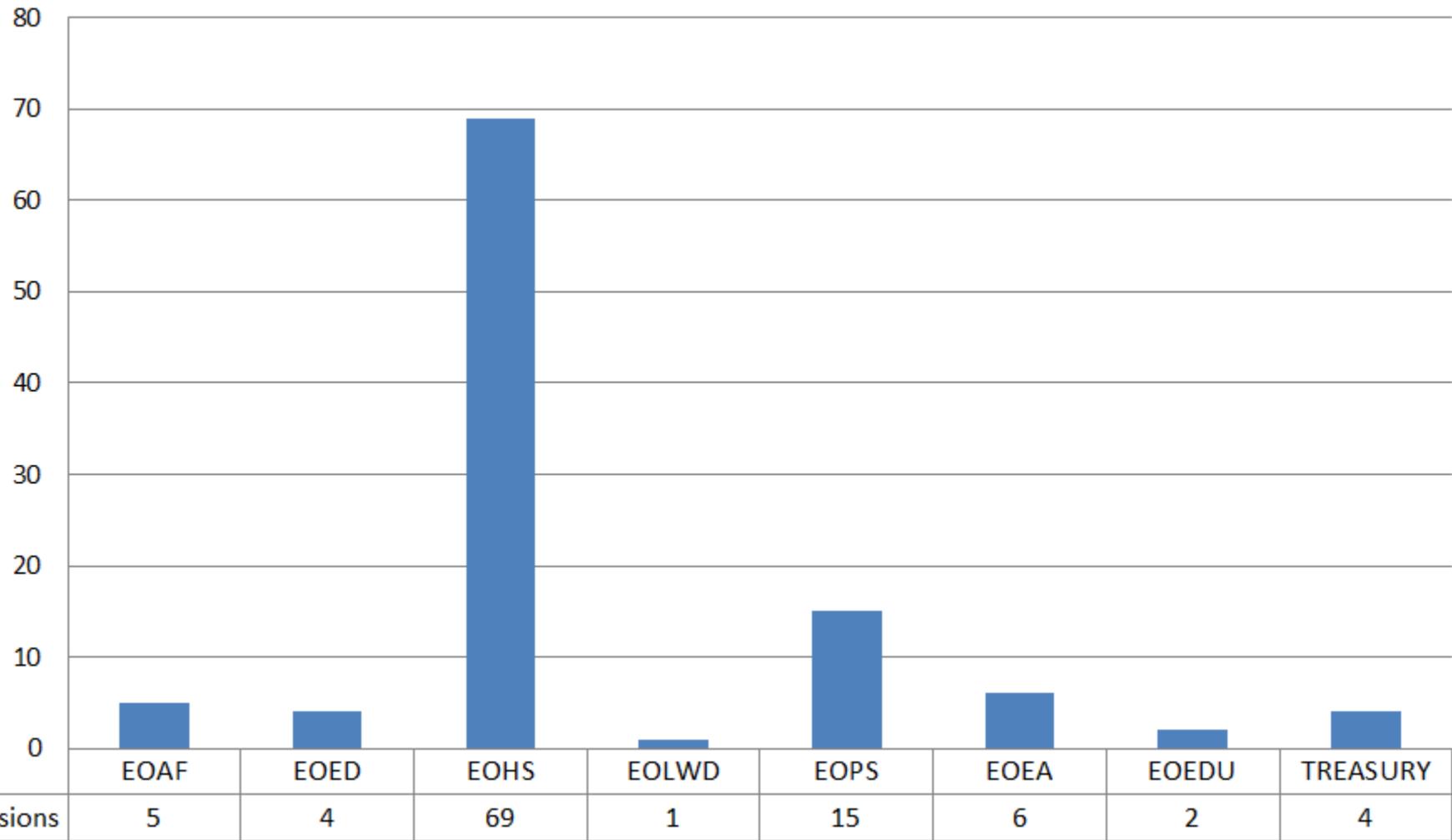
Source: OnBase - Hyland Unity Client Reporting data from 3/05/2017 – 4/01/2017.

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MassCareers Top 5 Most Frequent Classifications by Secretariat

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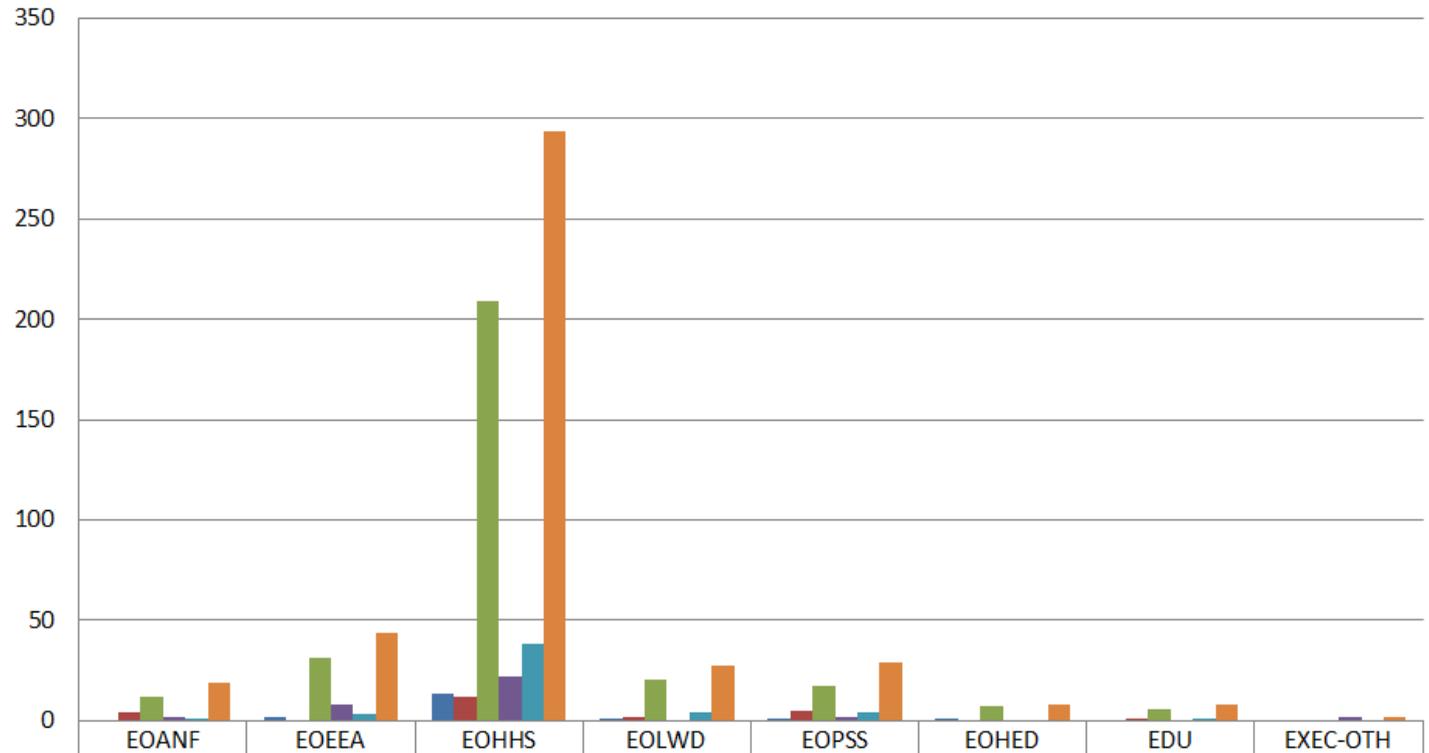
	EOANF	EOEEA	EOHHS	EOLWD	EOPSS	EOHED	EDU	EXEC-OTH
■ Employee Career Section Navigation and Training		2	13	1	1	1		
■ Onboarding Navigation and Training	4		12	2	5		1	
■ Password Reset	12	31	209	20	17	7	6	
■ Requisition Inquiries	2	8	22		2			2
■ Security & Data Setup	1	3	38	4	4		1	
■ Grand Total	19	44	294	27	29	8	8	2

Source: ESC Footprints data from 3/05/2017 – 4/01/2017.

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Tickets Forwarded to Agency HR/Payroll

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	EOANF	EOEEA	EOHHS	EOPSS	EOHED
3/11/2017	2	2	12	2	1
3/18/2017		1	9		
3/25/2017	3	6	17		
4/1/2017		8	10	1	
Grand Total	5	17	48	3	1

Source: ESC Footprints data from 3/05/2017 – 4/01/2017.

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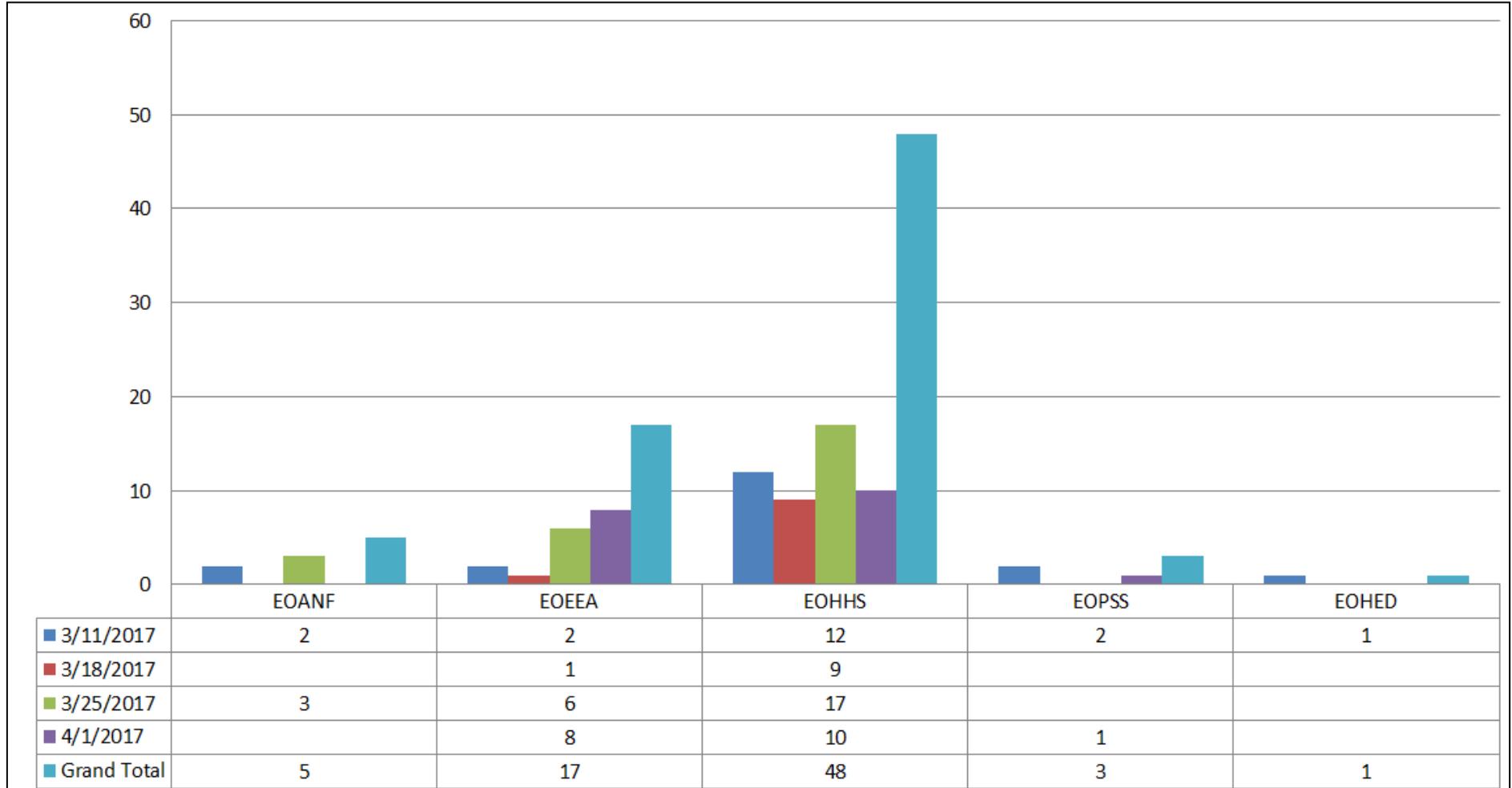
Review Schedule
Service Charter Scorecard

Service Month*		Report Available
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.

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Appendix: Agencies Served

| Agencies Served	Employees	Agenceis 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	103	DOR-Department of Revenue	1564	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	86
ANF-Eo Administration & Finance	280	DPH-Department Of Public Health	3018	MIL-Massachusetts National Guard	9933
APC-Appeals Court	114	DPS-Department Of Public Safety	168	MMP-Massachusetts Marketing Partnership	18
ART-Mass Cultural Council	31	DPU-Department Of Public Utilities	160	MRC-Mass Rehabilitation Commission	969
ATB-Appellate Tax Board	20	DSS-Department Of Children And Families	4091	OCD-Dept Of Housing And Community	268
BLC-Board of Library Comissioners	20	DYS-Department Of Youth Services	843	OHA-Massachusetts Office On Disability	11
BSB-Bureau Of State Buildings	15	EDU-Executive Office Of Education	83	ORI-Office For Refugees And Immigrants	20
CAD-Commission Against Discrimination	84	EEC-Department Of Early Education	193	OSC-Office Of The Comptroller	128
CDA-Massachusetts Emergency Management Agency	95	EED-Executive Office Of Housing & Economic Development	57	OSD-Division Of Operational Services	104
CHE-Soldiers' Home In Massachusetts	333	EHS-Executive Office of Health and Human Services	1556	PAR-Parole Board	164
CHS-Department of Criminal Justice Information Systems	40	ELD-Department Of Elder Affairs	60	POL-State Police	2536
CJT-Criminal Justice Training Council	536	ENE-Department Of Energy Resources	63	REG-Division Of Professional Licensure	104
CME-Chief Medical Examiner	93	ENV-Executive Office Of Energy and Environmental Affairs	320	RGT-Department Of Higher Education	65
CPC-Committee for Public Counsel Services	737	EOL-Executive Office Of Workforce Development	1110	SCA-Office Of Consumer Affairs And Business Regulations	27
CSC-Civil Service Commission	6	EPS-Executive Office Of Public Safety and Security	196	SDA-Sheriffs Department Association	3
CSW-Commission On Status Of Women	2	EQE-Department Of Environmental Protection	682	SEA-Department Of Business And Technology	11
DAC-Disabled Persons Protection Commission	35	FWE-Department Of Fish And Game	332	SOR-Sex Offender Registry	48
DCP-Capital Asset Management And Maintenance	411	GIC-Group Insurance Commission	53	SRB-State Reclamation Board	141
DCR-Department Conservation And Recreation	1041	HCF-Health Care Finance & Policy	145	TAC-Department Of Telecommunications	23
DFS-Department Of Fire Services	641	HLY-Soldiers' Home in Holyoke	346	TRB-Teachers Retirement Board	96
DMH-Department of Mental Health	3622	HPC-Health Policy Commission	74	TRE-Office Of The State Treasurer	254
DMR-Health and Human Services	6452	HRD-Human Resources Division	124	VET-Department Of Veterans Service	63
DOB-Division Of Banks	167	ITD-Information Techology Division	349	VWA-Victim And Witness Assistance	18
DOC-Department of Corrections	4711	LIB-George Fingold Library	11	WEL-Department Of Transitional Assistance	1633
DOE-Department Of Elementary & Secondary Education	472	LOT-Lottery And Gaming Commission	397	Grand Total:	53179

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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	

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CON Agencies

Number of Tickets by Agency

	LOT	MGC	TRE	VWA
03/11/2017	45		8	
03/18/2017	39	2	7	
03/25/2017	35	1	6	1
04/01/2017	40			1

Inquiry Classifications

Direct Deposit	HR/CMS Password Resets	Time Entry
3	42	133

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EDU Secretariat Agencies

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Number of Tickets by Agency

	DOE	EDU	EEC	RGT
03/11/2017	8	4	6	3
03/18/2017	13	3	6	6
03/25/2017	11	1	4	2
04/01/2017	8	5	3	2

Inquiry Classifications

- HR/CMS Password Resets: 56
- MassCareers Password Reset: 6
- Training & Navigation: 11

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EOANF Secretariat Agencies

Number of Tickets by Agency

	ADD	ALA	ANF	ATB	BSB	DCP	DOR	GIC	HPC	HRD	ITD	LIB	OSD	TRB
03/11/2017		1	5			31	47	2		3	8		2	2
03/18/2017	1	1	7			38	59	2	2	3	5	1	2	1
03/25/2017		2	6	1		30	46	6	2	1	3		6	1
04/01/2017			2		1	29	54	2		6	8		3	2

Inquiry Classifications

HR/CMS Password Resets	Time Entry	Training & Navigation
188	111	41

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EOEEA Secretariat Agencies

Number of Tickets by Agency

	AGR	DCR	DPU	ENE	ENV	EQE	FWE	SRB
03/11/2017	4	79	7	3	15	7	8	1
03/18/2017	1	78	7		8	17	6	1
03/25/2017	3	74	12		13	13	5	2
04/01/2017	2	78	10	1	8	13	4	1

Inquiry Classifications

HR/CMS Password Resets	MassCareers Password Reset	Time Entry
183	31	145

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EOHED Secretariat Agencies

Number of Tickets by Agency

	DOB	DOI	DOS	EED	MMP	OCD	REG	SCA	SEA	TAC
03/11/2017	5	1				7	2	2	1	1
03/18/2017	3	6	2			7	2	3	2	
03/25/2017		4		2	1	5	3			2
04/01/2017	3	5				7	3			1

Inquiry Classifications

- HR/CMS Password Resets: 53
- MassCareers Password Reset: 7
- Training & Navigation: 6

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EOHHS Secretariat Agencies

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Number of Tickets by Agency

	CHE	DMH	DMR	DPH	DSS	DYS	EHS	ELD	HLY	MCB	MCD	MRC	ORI	VET	WEL
03/11/2017	17	270	136	87	116	32	45	2	8	17	3	24	1	2	80
03/18/2017	7	228	103	91	108	32	61	2	3	12	2	26		1	87
03/25/2017	9	242	129	82	108	31	67		6	14	2	34		6	68
04/01/2017	5	232	85	110	87	33	67	1	6	16	3	35			63

Inquiry Classifications

Classification	Count
HR/CMS Password Resets	1315
Time Entry	711
Training & Navigation	221

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EOLWD Secretariat

Number of Tickets by Agency

	EOL
■ 03/11/2017	35
■ 03/18/2017	38
■ 03/25/2017	36
■ 04/01/2017	43

Inquiry Classifications

HR/CMS Password Resets	MassCareers Password Reset	Training & Navigation
78	20	29

EOPSS Secretariat Agencies

Number of Tickets by Agency

	CDA	CHS	CJT	CME	DFS	DOC	DPS	EPS	MIL	PAR	POL	SOR
03/11/2017	5			2	20	193	2	7	25	5	73	
03/18/2017	3	1	2	1	19	86	3	3	18	4	15	
03/25/2017			3	2	15	119	8	5	33	4	27	1
04/01/2017	1	1	5		17	92	4	5	30	4	16	

Inquiry Classifications

- HR/CMS Password Resets: 500
- Time Entry: 76
- Training & Navigation: 122

JUD Agencies

Number of Tickets by Agency

	APC	CPC
■ 03/11/2017		27
■ 03/18/2017	1	23
■ 03/25/2017		28
■ 04/01/2017	1	28

Inquiry Classifications

Balance Inquiry	Employee Information	HR/CMS Data Setup & Badges	HR/CMS Password Resets	Reported Time Approvals	Time Entry	Time Off	Training & Navigation	W-2	Security Email Notifications
1	1	1	84	1	16	1	1	1	1

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ART Tickets and Classification

Number of Tickets by Agency

	ART
■ 03/11/2017	1
■ 03/18/2017	1
■ 03/25/2017	1

There were no requests the weeks of 4/1.

Inquiry Classifications

HR/CMS Password Resets: 1
Training & Navigation: 2

BLC Tickets and Classification

Number of Tickets by Agency

	BLC
03/11/2017	2
03/18/2017	4
04/01/2017	4

There were no requests the week of 3/25.

Inquiry Classifications

HR/CMS Password Resets	Requisition Inquiries	Training & Navigation
3	2	2

CAD Tickets and Classification

Number of Tickets by Agency

	CAD
03/11/2017	5
03/18/2017	4
03/25/2017	3
04/01/2017	2

Inquiry Classifications

- HR/CMS Password Resets: 4
- Time Entry: 5
- Training & Navigation: 3

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HCF Tickets and Classification

OSC Tickets and Classification

Number of Tickets by Agency

	OSC
■ 03/11/2017	2
■ 03/18/2017	1
■ 03/25/2017	1
■ 04/01/2017	2

Inquiry Classifications

HR/CMS Password Resets — 6

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