



The Commonwealth of Massachusetts



ESC Service Charter Scorecard

March 01, 2018 – March 31, 2018



The Commonwealth of Massachusetts

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Service Delivery Overview

March 01, 2018 – March 31, 2018

Executive Summary

Total # Agencies Served: 79

Total # Employees Served: 54,118

Total calls received: 7,245

Average Call Wait Time: 00:37

Total email requests received: 589

Total FAX requests received: 91

Number of Transactions processed by ESC: 7,171

Total tickets opened: 6,985

Total tickets closed within 3 days: 6,800

Total tickets remain open beyond 3 days: 185

% tickets remain open beyond 3 days: 2.64%

% of Employees served by the ESC: 13.25%

Staffing

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

Activities/Information

State Offices Closures:

ESC closures on the following dates due to inclement weather.

- March 8, 2018
- March 13, 2018

ESC closure and delayed start on March 14, 2018 due to inclement weather.








Source: ESC Avaya CMS & Footprints Reports, data from 3/1/2018 – 3/31/2018.

***Note:** “% of Employees served contacting ESC” does not account for repeat contacts (i.e., one employee calling multiple times).

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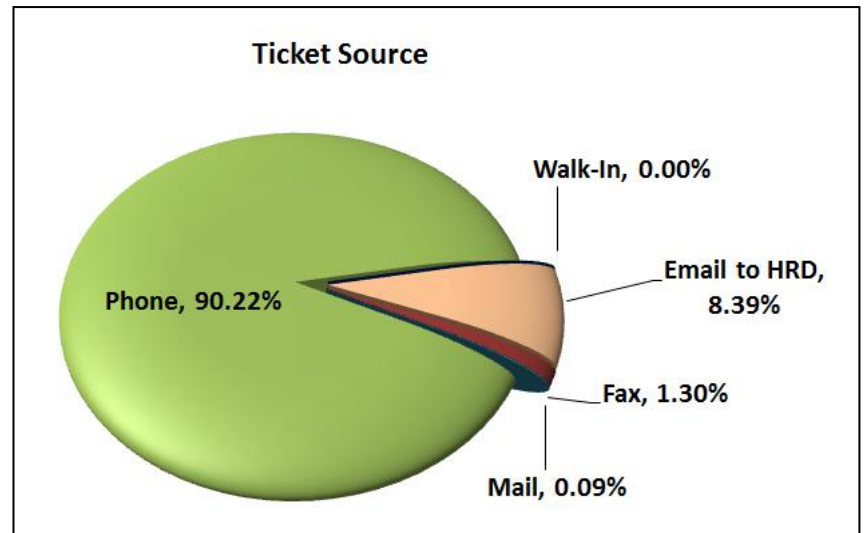
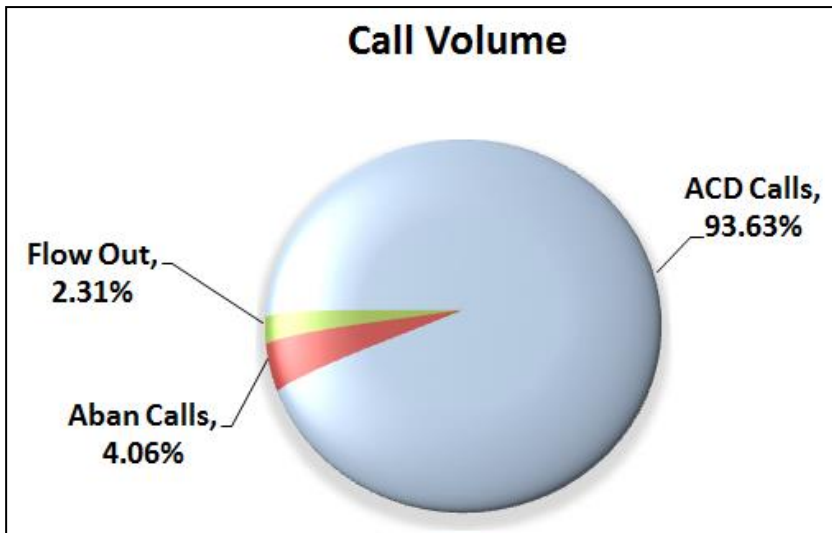
SLA Targets and Actual Performance

Metric	Target	Current Period Performance 3/01/18 – 3/31/18	Previous Period Performance 2/01/18 – 2/28/18	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	0:37 seconds	0:39 seconds	
Average case resolution time – password resets and e-mail updates (Time owned by ESC)	98% within 1 day	99.28%	99.72%	
Average case resolution time – inquiries and requests (Time owned by ESC)	75% within 1 day 90% within 3 days	93.7% within 1 Day and 95.8% within 3 Days	95.2% within 1 Day and 97.3% 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	87.5% rated good to excellent (0.802% response rate)	91.4% rated good to excellent (1.171% 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 3/01/18 to 3/31/18	Previous Period 2/01/18 to 2/28/18	March 2017
Average Wait Time – Answered Calls (Days operational)	Will not exceed 3 minutes 90% of the time	0:37 seconds	0:39 seconds	1:40 seconds



Total Calls Offered = 7,738
 Calls Answered (ACD Calls) = 7,245
 Redirected Calls (Flow Out) = 179
 Abandoned Calls (Aban Calls) = 314
 Abandoned Call Rate = 4.06%

Total Tickets = 6,985

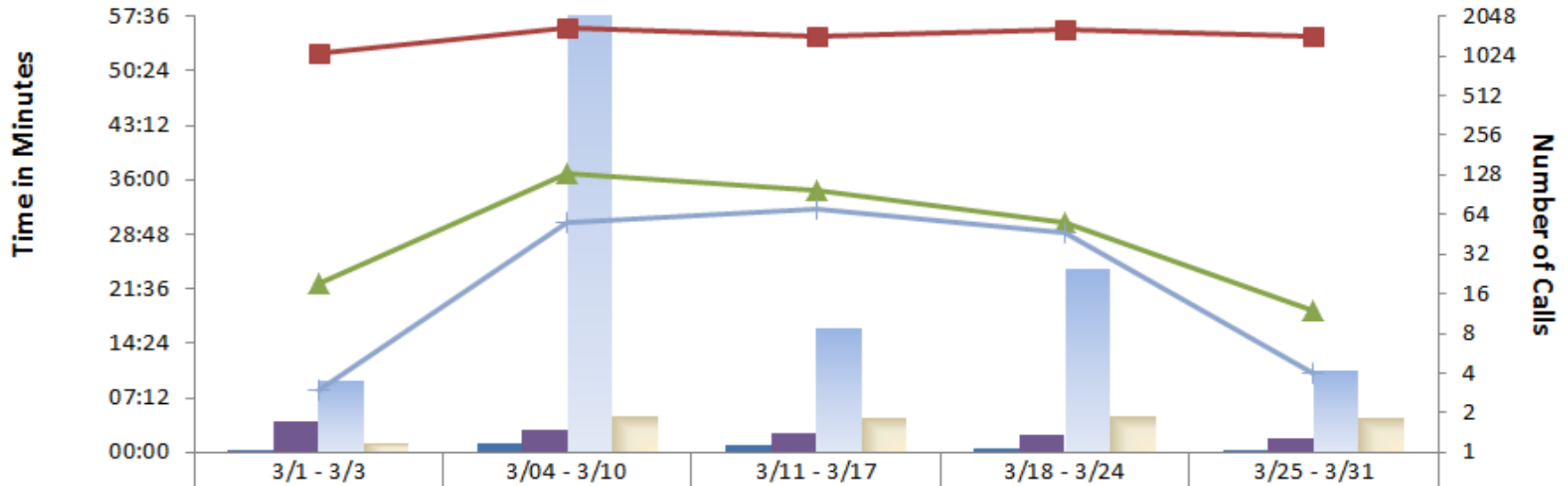
Total Calls Offered = ACD Calls + Flow Out + Abandoned Calls
Abandoned Rate = Abandoned Calls / Total Calls Offered

Source: ESC Footprints & Avaya data from 3/1/2018 – 3/31/2018
 *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

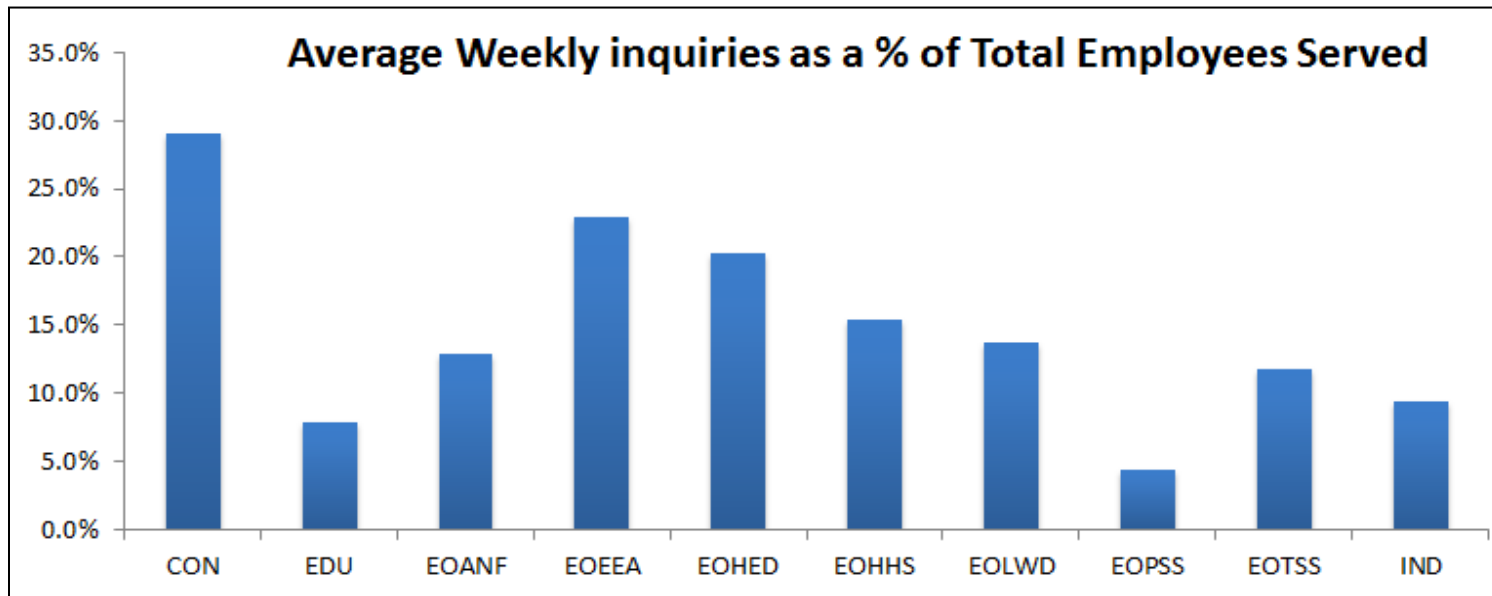
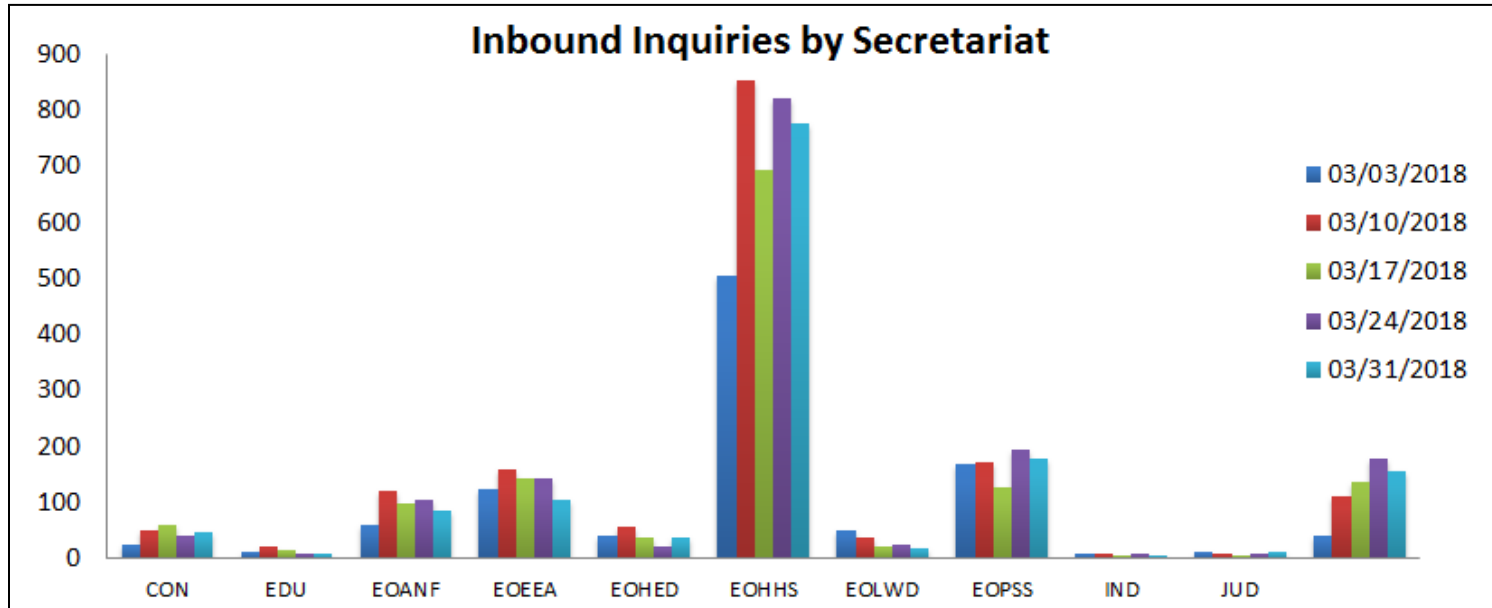


	3/1 - 3/3	3/04 - 3/10	3/11 - 3/17	3/18 - 3/24	3/25 - 3/31
Average Call Wait Time	00:17	01:13	01:01	00:27	00:09
Average Call Abandon Time	04:02	03:04	02:26	02:22	01:48
Longest Wait Time	0:09:28	1:22:16	0:16:30	0:24:17	0:10:54
Average Call Time	01:11	04:42	04:28	04:46	04:35
Call Volume	1078	1687	1424	1616	1440
Abandoned Calls	19	130	97	56	12
Flow Out	3	55	71	46	4

Source: ESC Avaya data from 3/1/2018 – 3/31/2018.

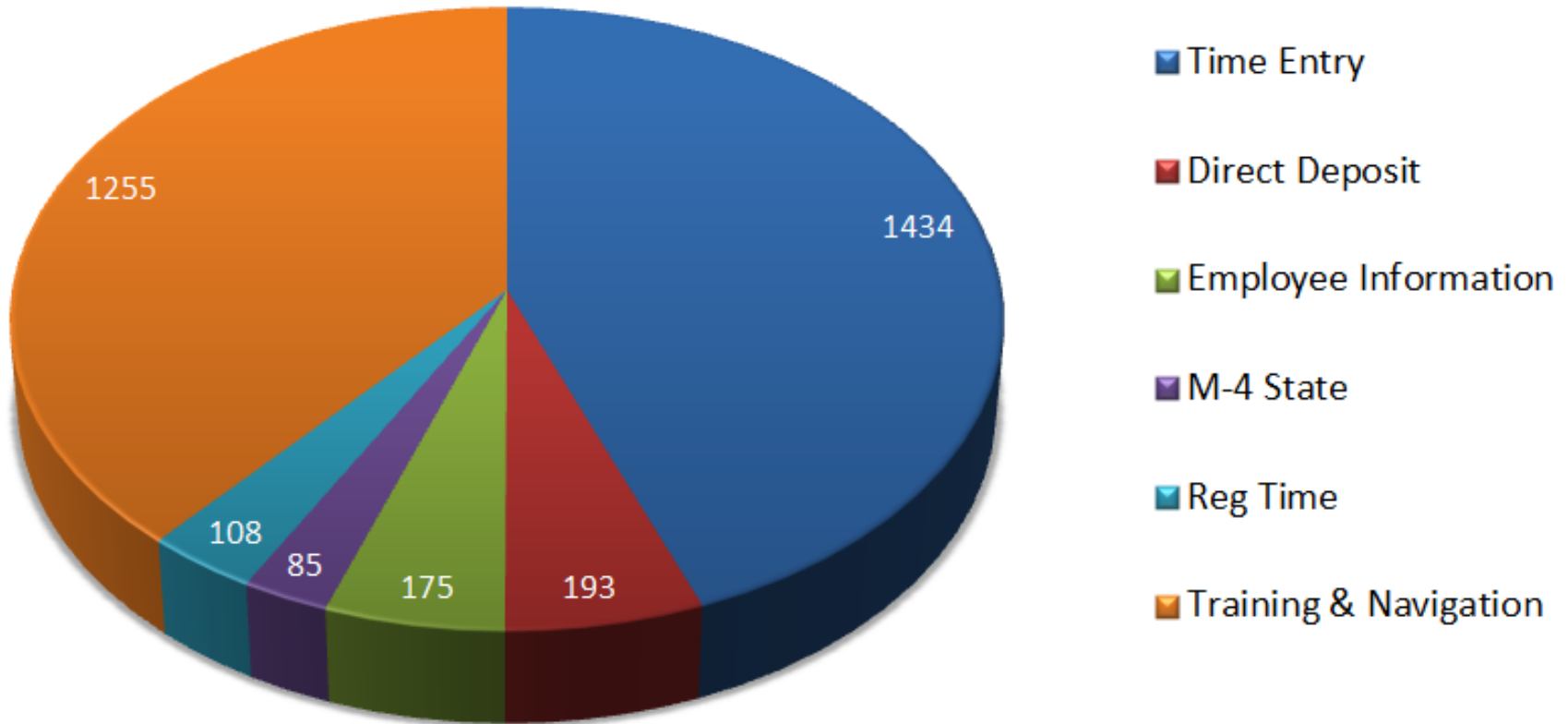


Inbound Inquiries by Secretariat



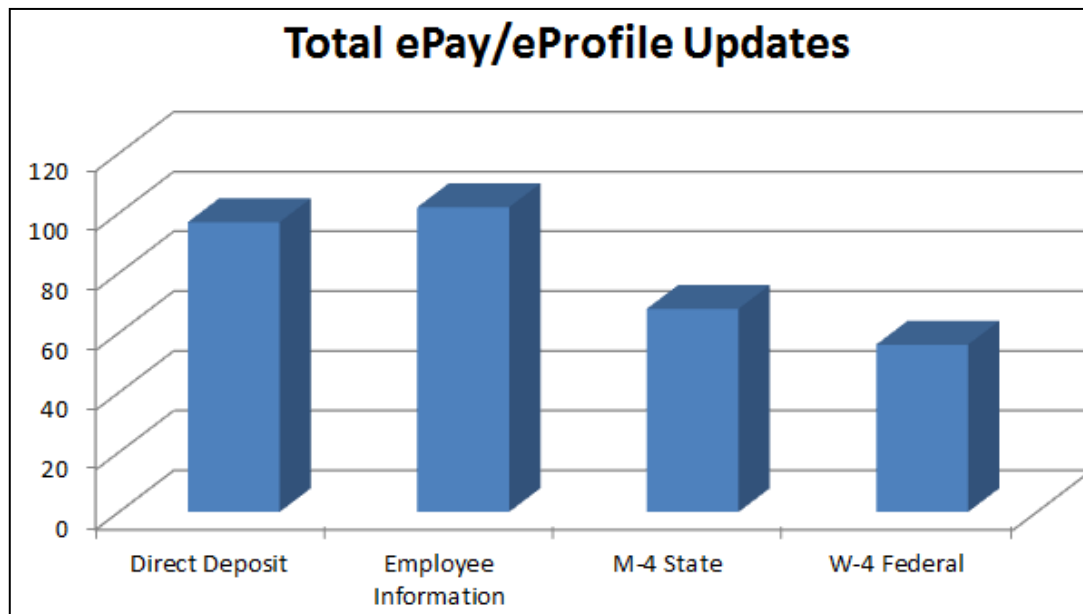
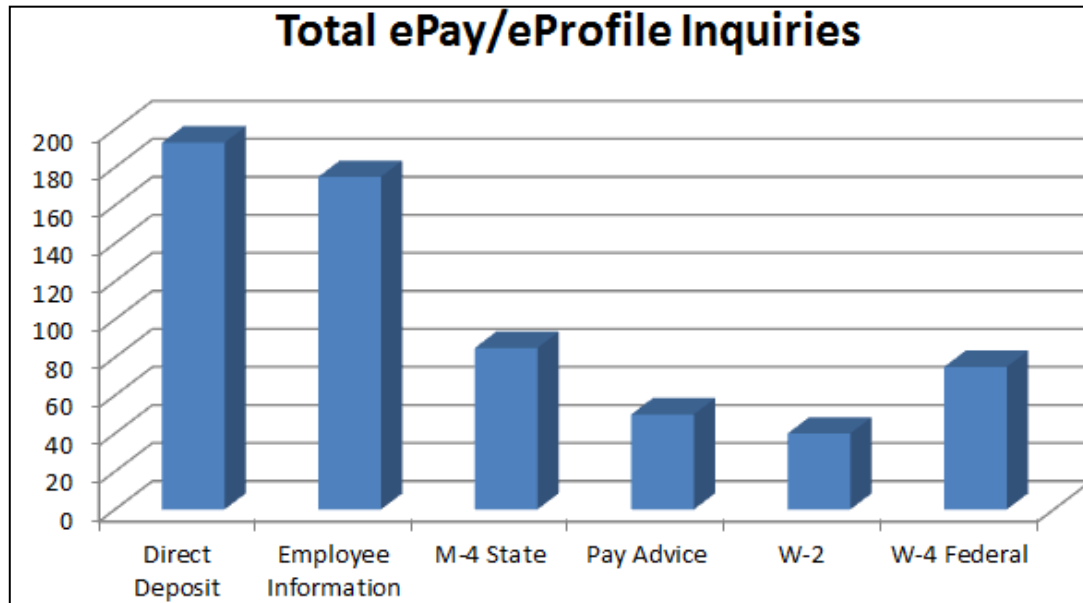
Types of Inquiries Received

Top Inquiry Classifications (Excluding Password Resets)

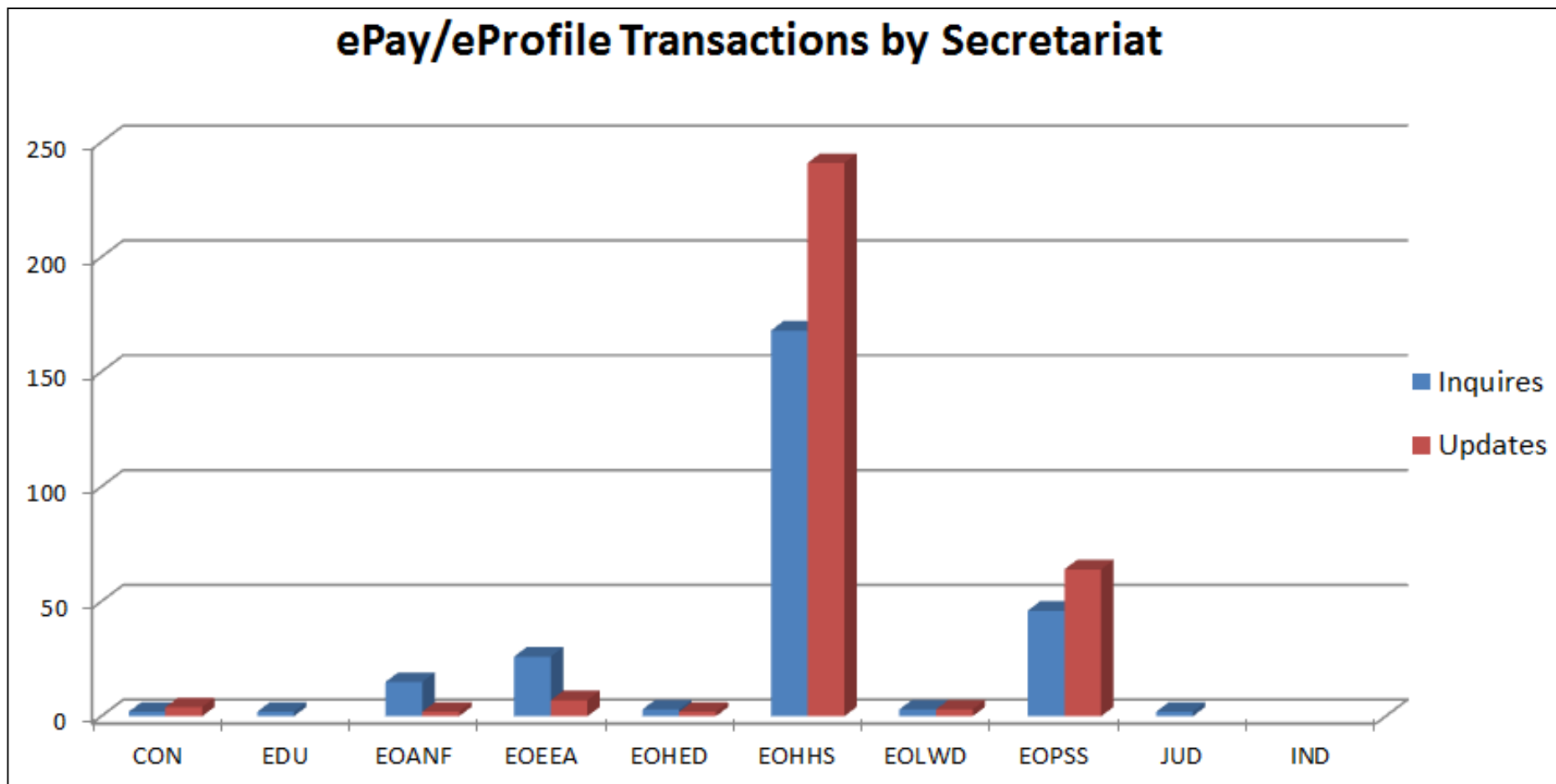


Source: ESC Footprints data from 3/1/2018 – 3/31/2018.

ePay/eProfile Transactions



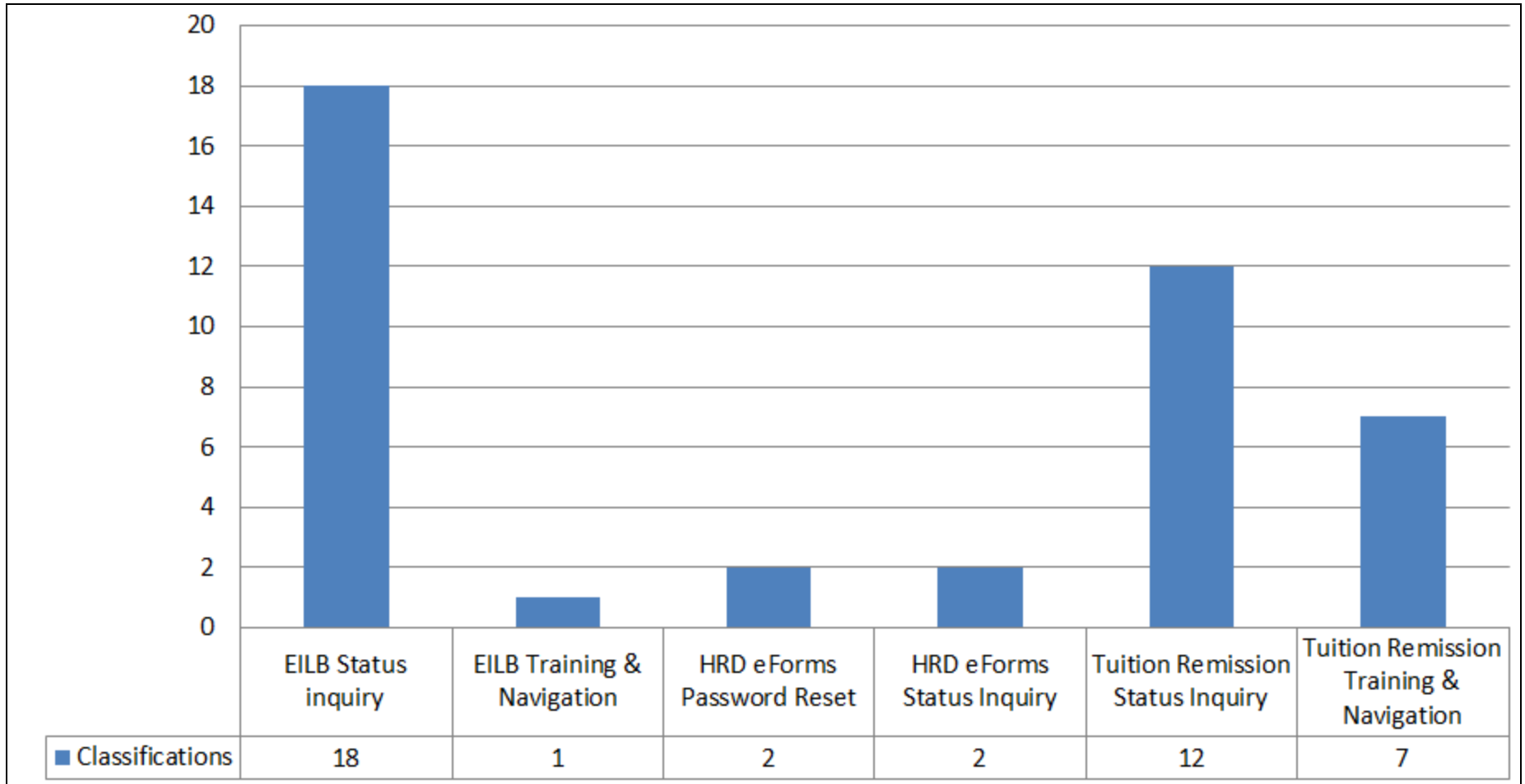
ePay/eProfile Transactions by Secretariat



Source: ESC Footprints data from 3/1/2018 – 3/31/2018



eServices Inquiries



Source: ESC Footprints data from 3/1/2018 – 3/31/2018.



Case Resolution Time

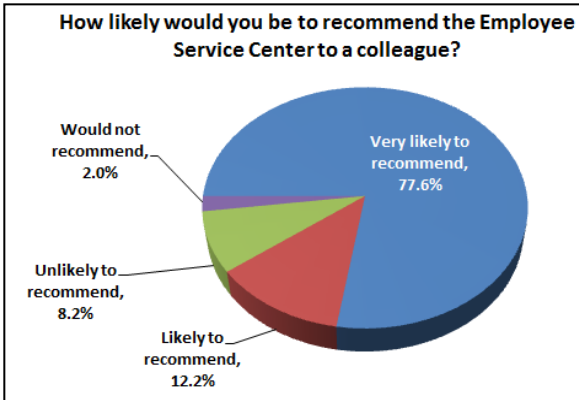
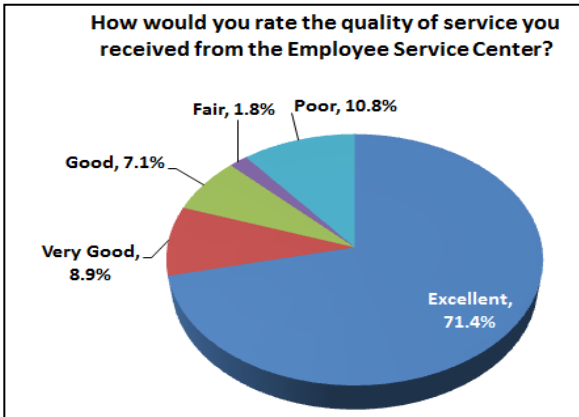
SLA Metric	Target	Current Period 3/01/2018 – 3/31/2018	Previous Period 2/01/2018 – 2/28/2018	Previous Year March 2017
Average case resolution time – password resets and e-mail updates (Time owned by ESC)	98% within 1 day	99.28%	99.72%	99.68%
Average case resolution time – inquiries and requests (Time owned by ESC)	75% within 1 day 90% within 3 days	93.7% within 1 Day and 95.8% within 3 Days	95.2% within 1 Day and 97.3% within 3 Days	93.1% within 1 Day 96.7% within 3 Days

Source: ESC Footprints data from 3/1/2018 – 3/31/2018.



Customer Satisfaction Survey Results

SLA Metric	Target	Current Period 3/01/2018 – 3/31/2018	Previous Period 2/01/2018 – 2/28/2018	March 2017
Customer satisfaction (Based on automated survey upon ticket closure.)	80% of customers rate overall satisfaction good to excellent	87.5% rated good to Excellent (0.802% response rate)	91.4% rated good to excellent (1.171% response rate)	83.9% rated good to excellent (1.109% response rate)



Selected Monthly Comments:

- Paul was very patient and helpful.
- None that I can think of. You already have so many helpful services.
- Customer service people are GREAT its your computer program. Its NOT user FRIENDLY.
- I deal with Marie quite a bit and she is always does a great job and has a great attitude.
- Angela, was courteous, knowledgeable, patient, professional and very helpful, she explained all my questions.

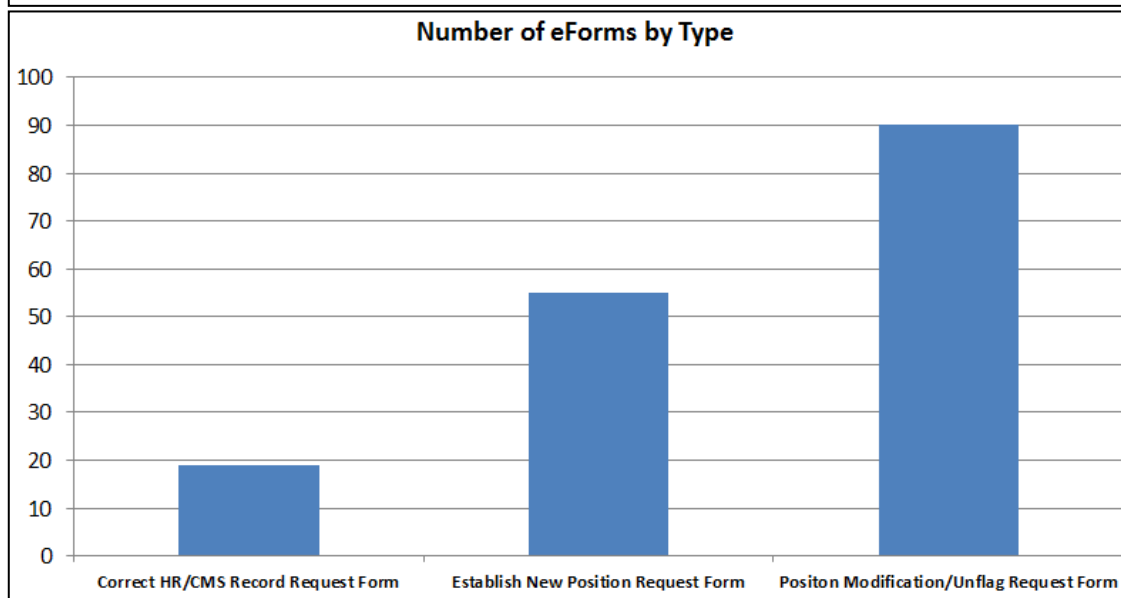
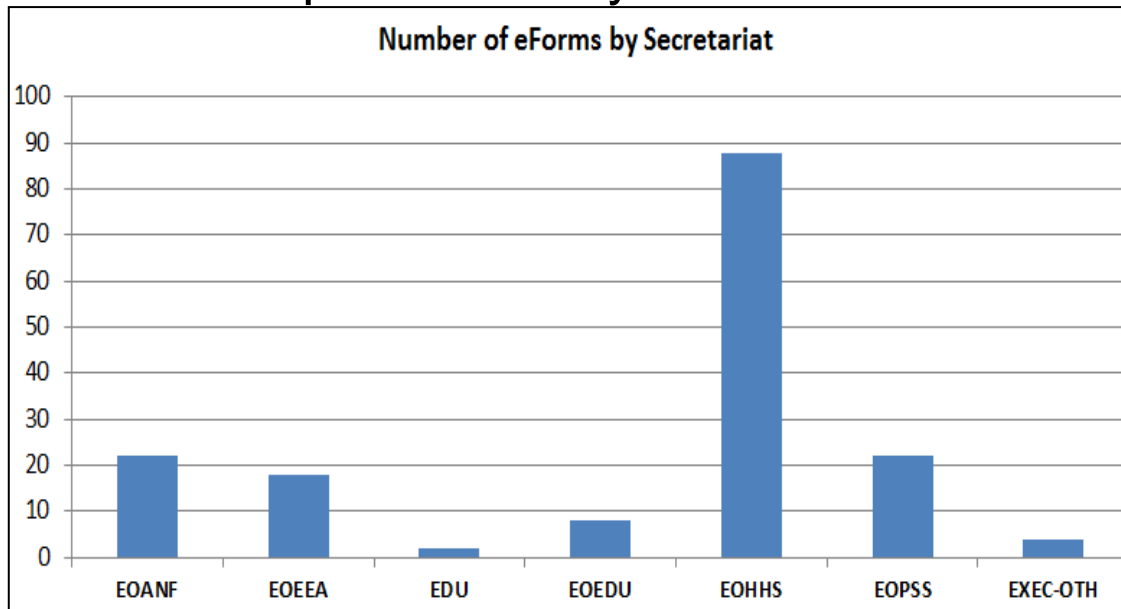
Source: ESC Customer Satisfaction Survey; survey link is provided on ticket closure notice and is voluntary. Survey results shown were collected between 3/1/2018 – 3/31/2018.

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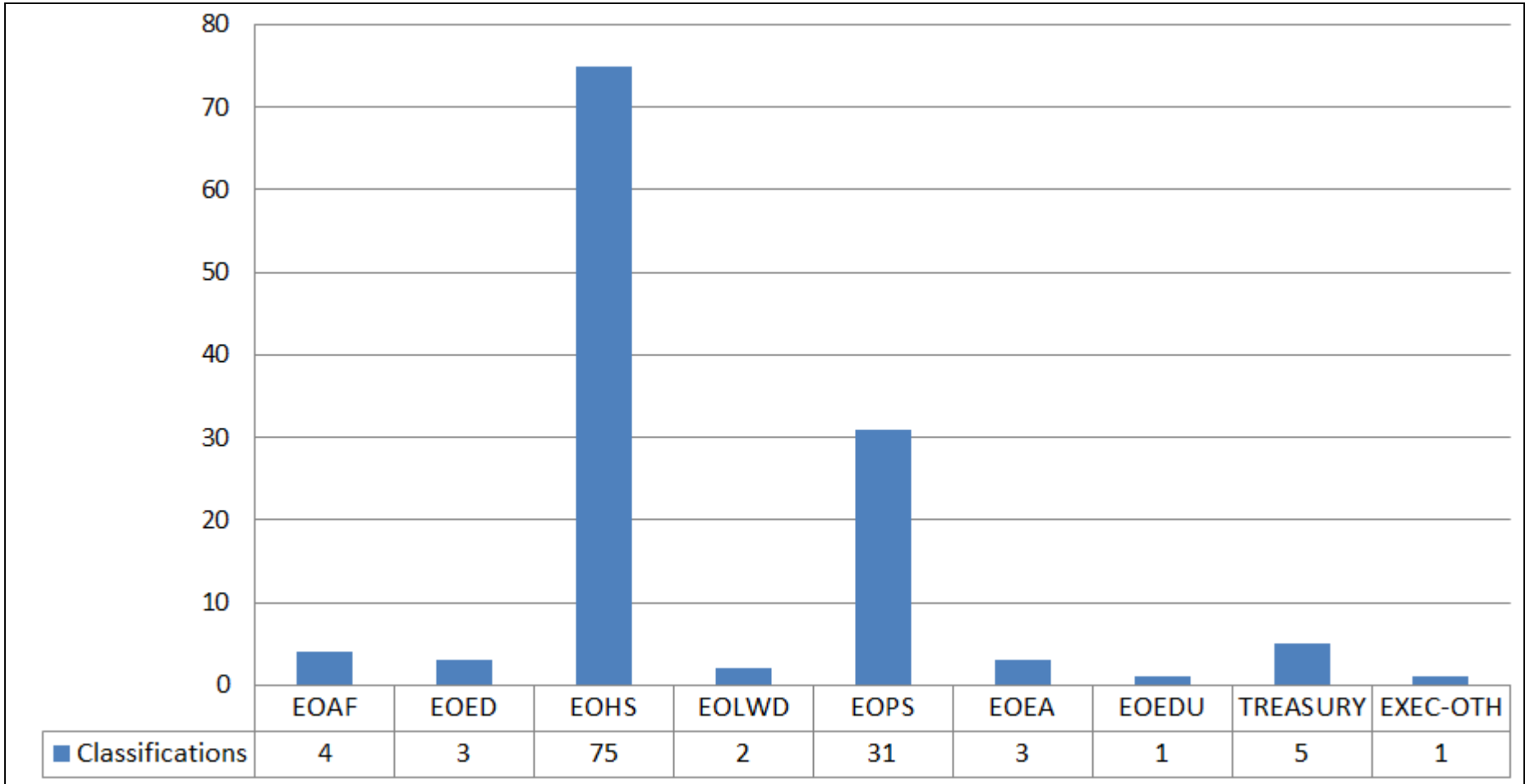


Position Management

Total number of eForms processed by ESC: 179



Tuition Remission Submissions per Secretariat

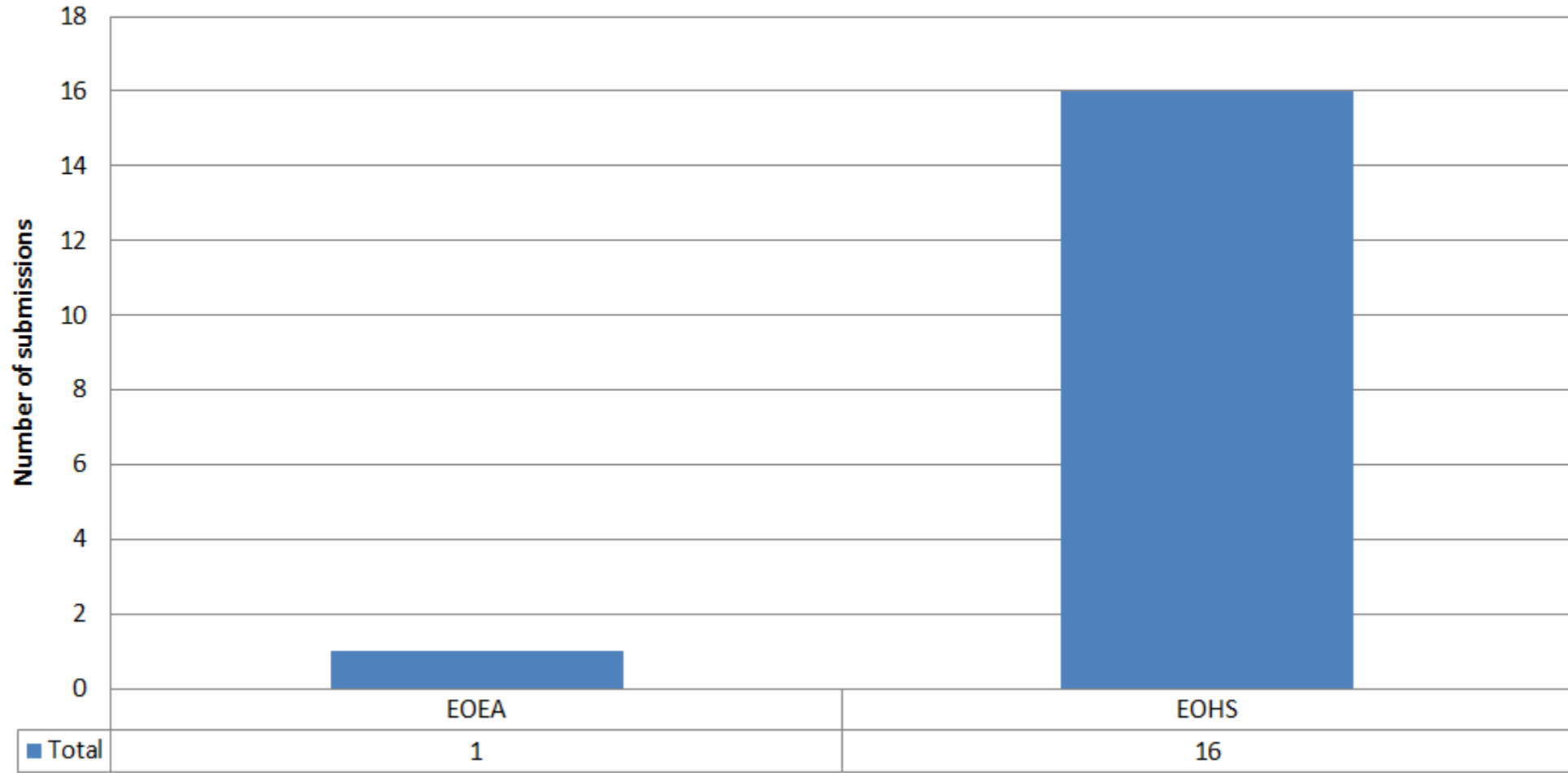


Source: OnBase - Hyland Unity Client Reporting data from 3/1/2018 – 3/31/2018.



EILB Enrollment Period Submissions

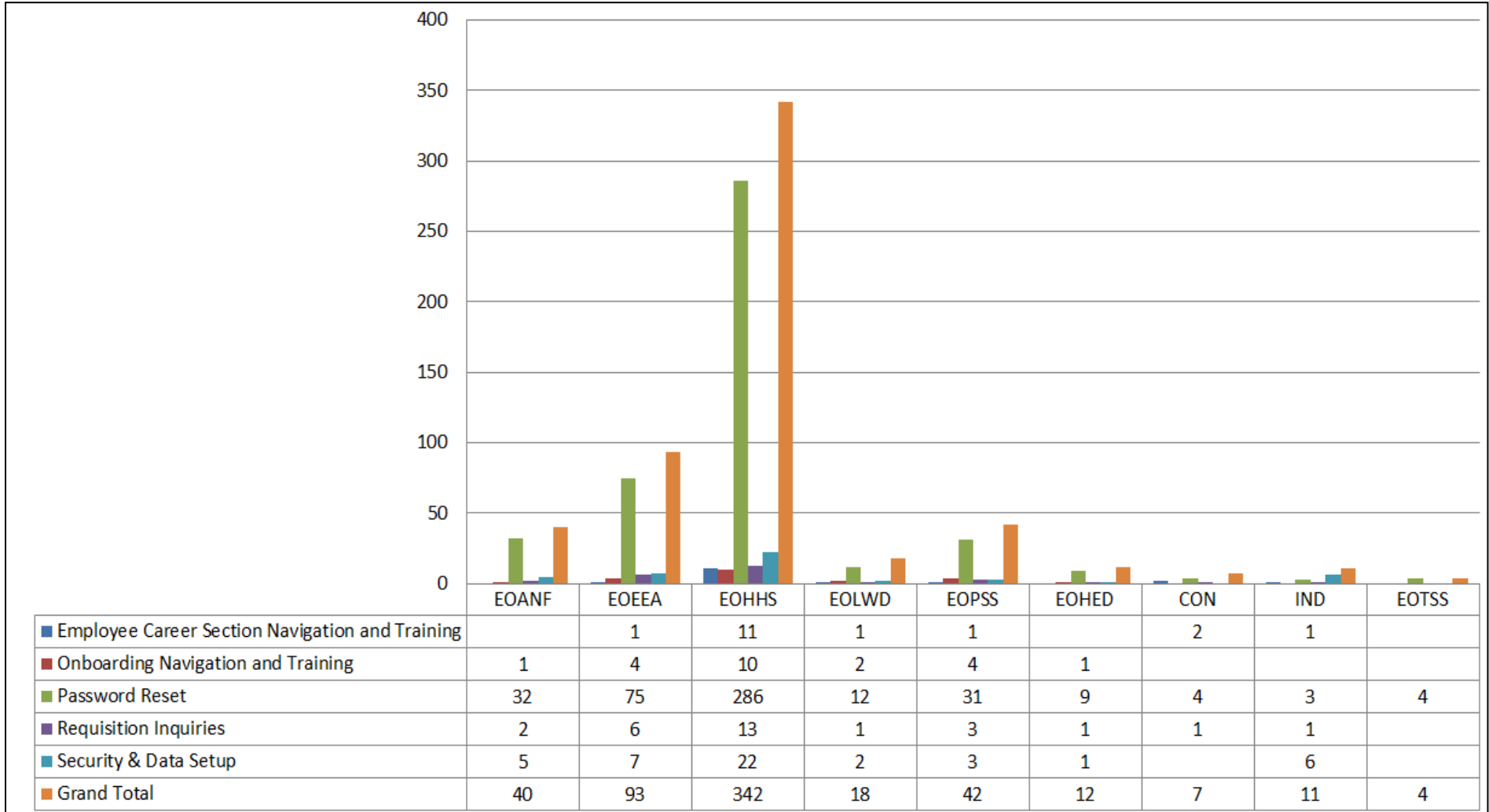
Completed EILB Submissions



Source: OnBase - Hyland Unity Client Reporting data from 3/1/2018 – 3/31/2018.



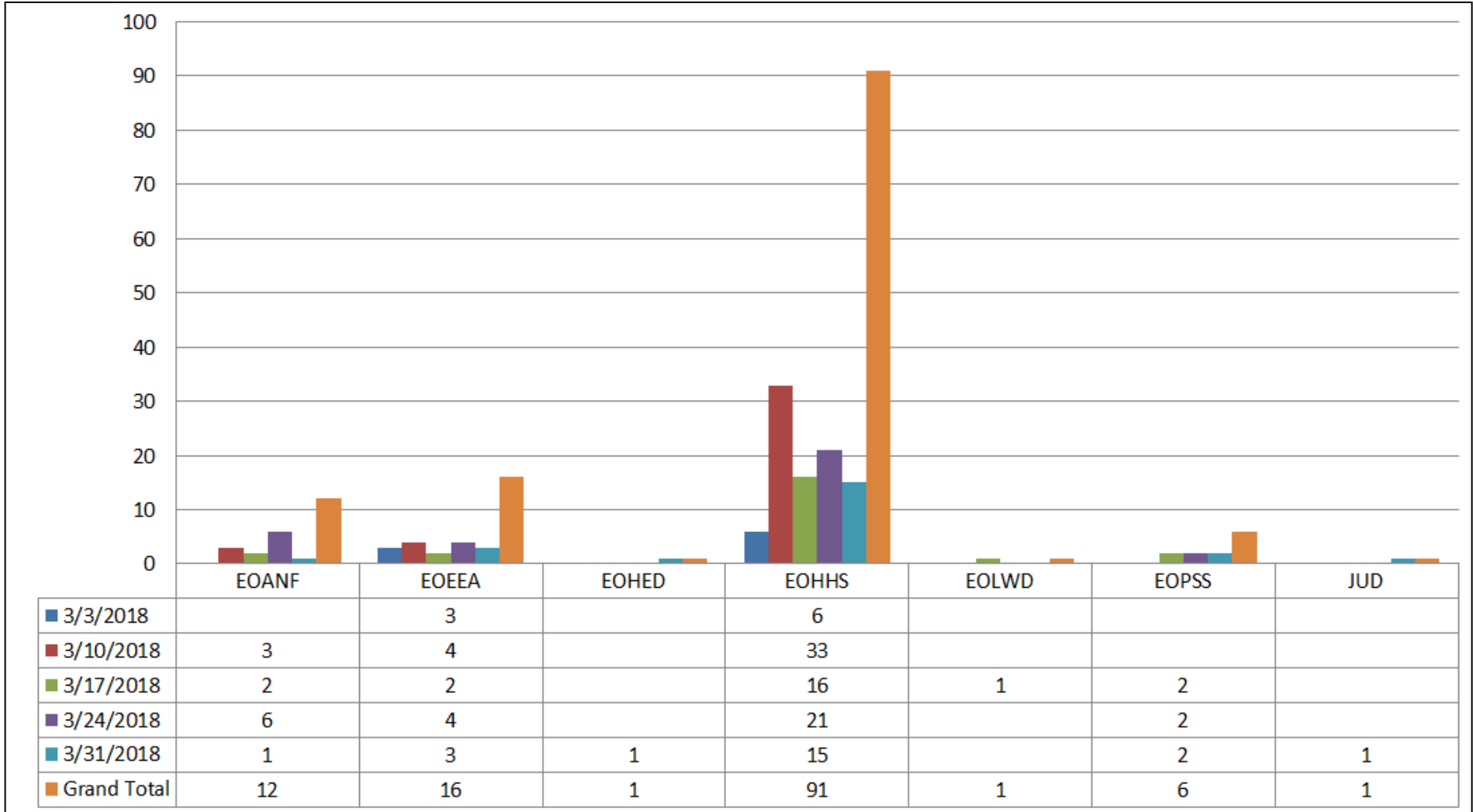
MassCareers Top 5 Most Frequent Classifications by Secretariat



Source: ESC Footprints data from 3/1/2018 – 3/31/2018.



Tickets Forwarded to Agency HR/Payroll



Source: ESC Footprints data from 3/1/2018 – 3/31/2018. 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	134	MCB-Mass Commission For The Blind	137
AGR-Department Of Agricultural Resources	111	DOR-Department of Revenue	1550	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	79
ANF-Eo Administration & Finance	235	DPH-Department Of Public Health	2956	MIL-Massachusetts National Guard	10163
APC-Appeals Court	110	DPU-Department Of Public Utilities	158	MMP-Massachusetts Marketing Partnership	17
ART-Mass Cultural Council	34	DSS-Department Of Children And Families	4305	MRC-Mass Rehabilitation Commission	930
ATB-Appellate Tax Board	23	DYS-Department Of Youth Services	870	OCD-Dept Of Housing And Community	255
BLC-Board of Library Comissioners	22	EDU-Executive Office Of Education	140	OHA-Massachusetts Office On Disability	14
BSS-Bureau Of State Buildings	16	EEC-Department Of Early Education	211	ORI-Office For Refugees And Immigrants	14
CAD-Commission Against Discrimination	77	EED-Executive Office Of Housing & Economic Development	57	OSC-Office Of The Comptroller	126
CDA-Massachusetts Emergency Management Agency	88	EHS-Executive Office of Health and Human Services	1954	OSD-Division Of Operational Services	93
CHE-Soldiers' Home In Massachusetts	325	ELD-Department Of Elder Affairs	59	PAR-Parole Board	170
CHS-Department of Criminal Justice Information Systems	38	ENE-Department Of Energy Resources	63	POL-State Police	2634
CJT-Criminal Justice Training Council	553	ENV-Executive Office Of Energy and Environmental Affairs	307	REG-Division Of Professional Licensure	248
CME-Chief Medical Examiner	87	EOL-Executive Office Of Workforce Development	1104	RGT-Department Of Higher Education	66
CPC-Committee for Public Counsel Services	729	EPS-Executive Office Of Public Safety and Security	197	SCA-Office Of Consumer Affairs And Business Regulations	27
CSC-Civil Service Commission	6	EQE-Department Of Environmental Protection	680	SDA-Sheriffs Department Association	3
CSW-Commission On Status Of Women	2	FWE-Department Of Fish And Game	326	SEA-Department Of Business And Technology	10
DAC-Disabled Persons Protection Commission	42	GIC-Group Insurance Commission	54	SOR-Sex Offender Registry	50
DAP-Capital Asset Management And Maintenance	406	HCF-Health Care Finance & Policy	150	SRB-State Reclamation Board	144
DCR-Department Conservation And Recreation	1156	HLY-Soldiers' Home In Holyoke	346	TAC-Department Of Telecommunications	24
DFS-Department Of Fire Services	656	HPC-Health Policy Commission	73	TRB-Teachers Retirement Board	97
DMH-Department of Mental Health	3563	HRD-Human Resources Division	130	TRE-Office Of The State Treasurer	262
DMR-Health and Human Services	6463	ITD-Information Techology Division	539	VET-Department Of Veterans Service	66
DOB-Division Of Banks	163	LIB-George Fingold Library	11	VVA-Victim And Witness Assistance	22
DOC-Department of Corrections	4534	LOT-Lottery And Gaming Commission	405	WEL-Department Of Transitional Assistance	1664
DOE-Department Of Elementary & Secondary Education	467		Grand Total:		54118



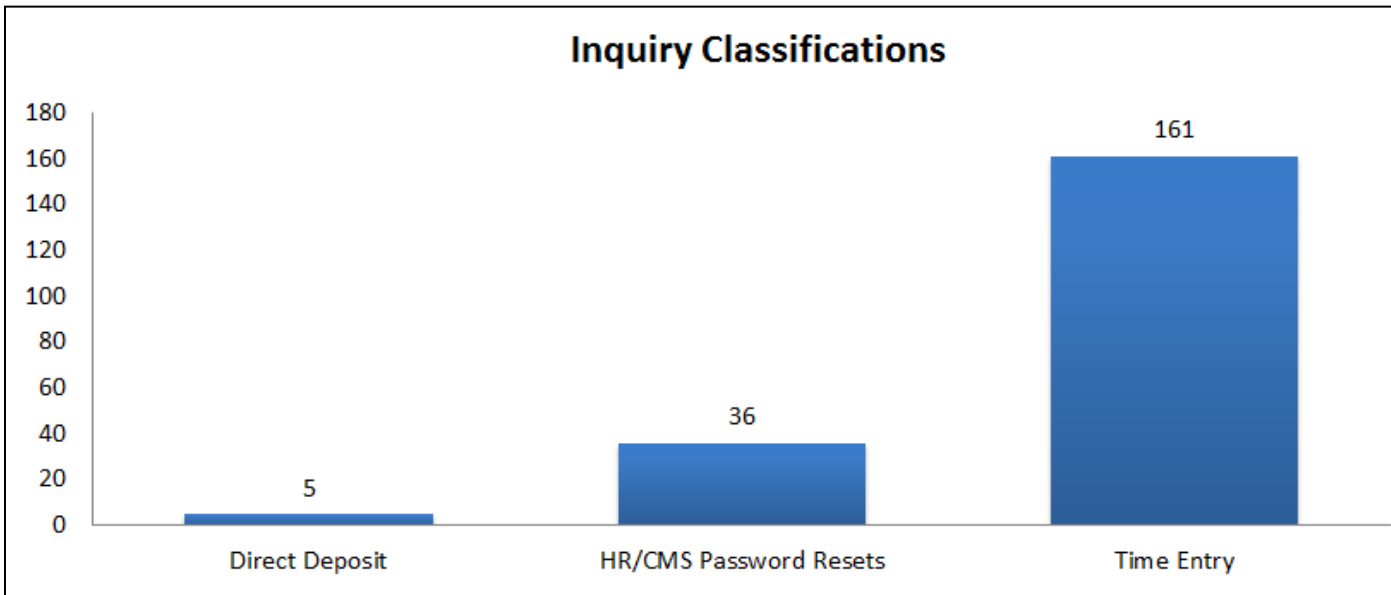
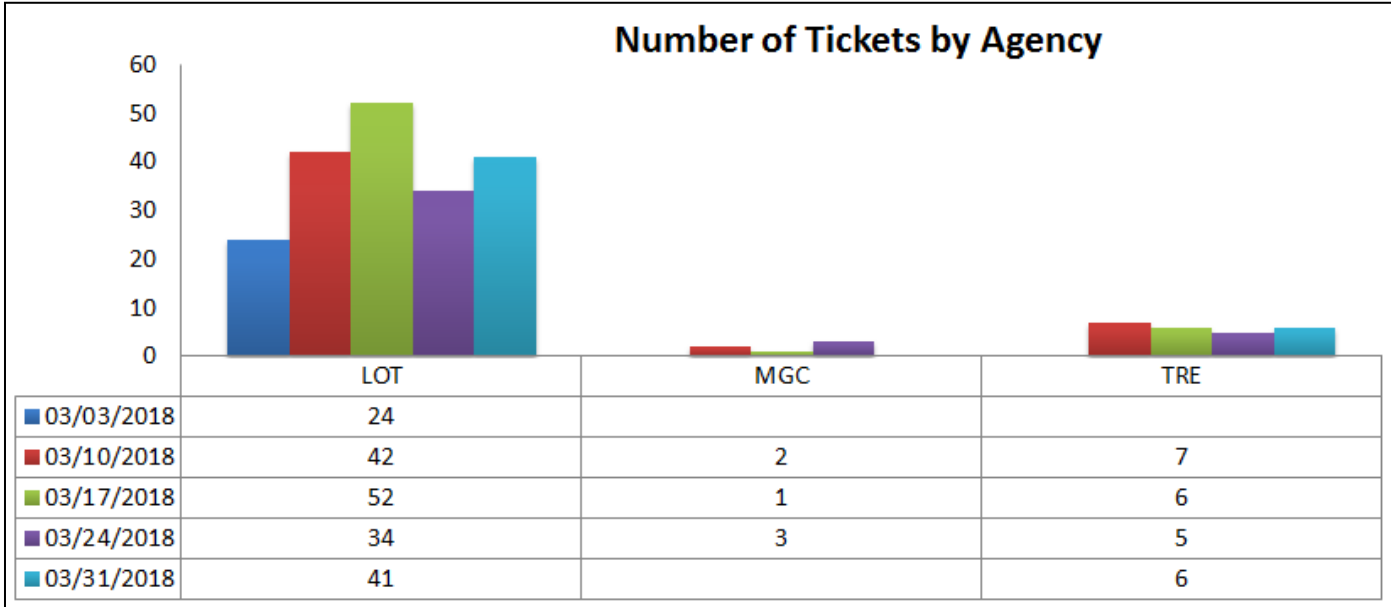
Appendix: Inquiries by Agency

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

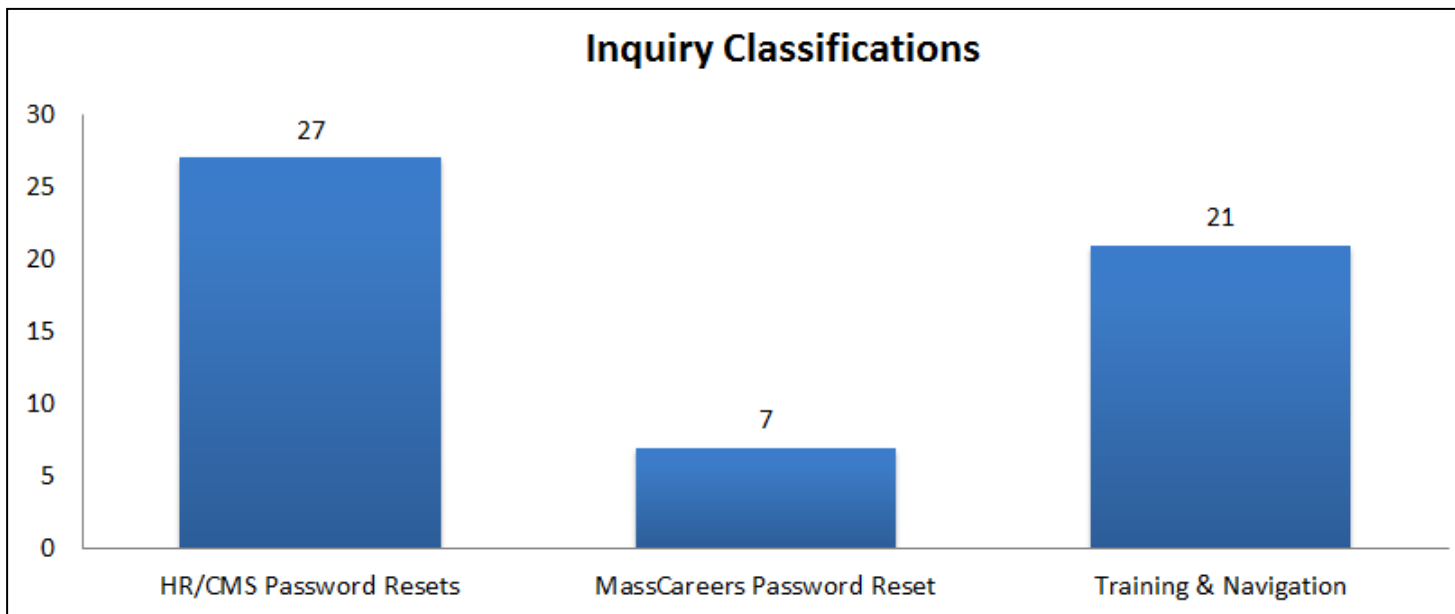
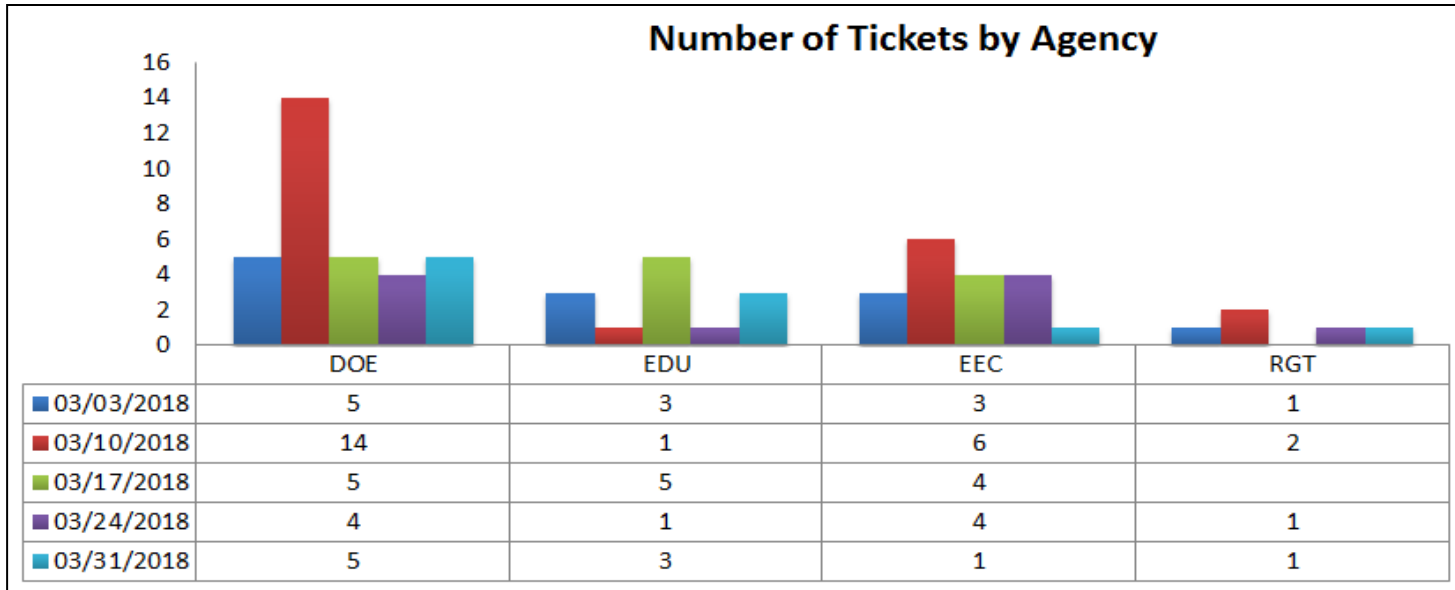
ADD – Developmental Disabilities Council	CSC – Civil Service Commission
CSW – Commission On Status Of Women	LIB – George Fingold Library
SDA – Sheriffs Department Association	VWA – Victim And Witness Assistance



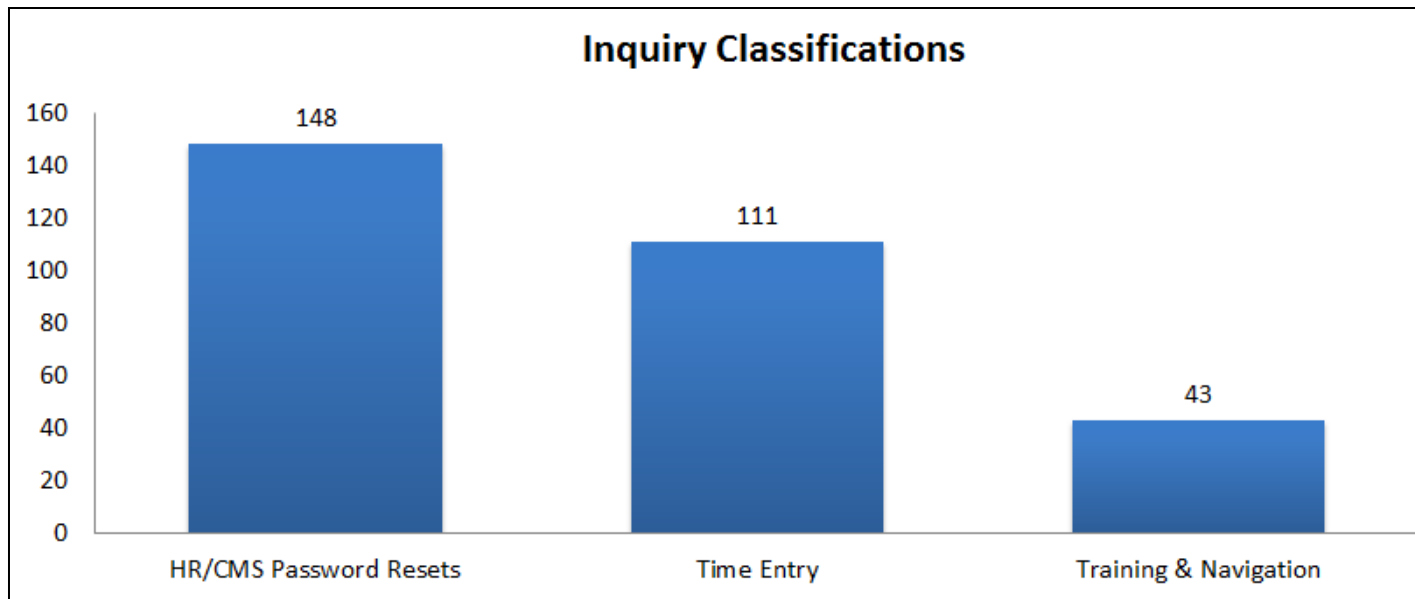
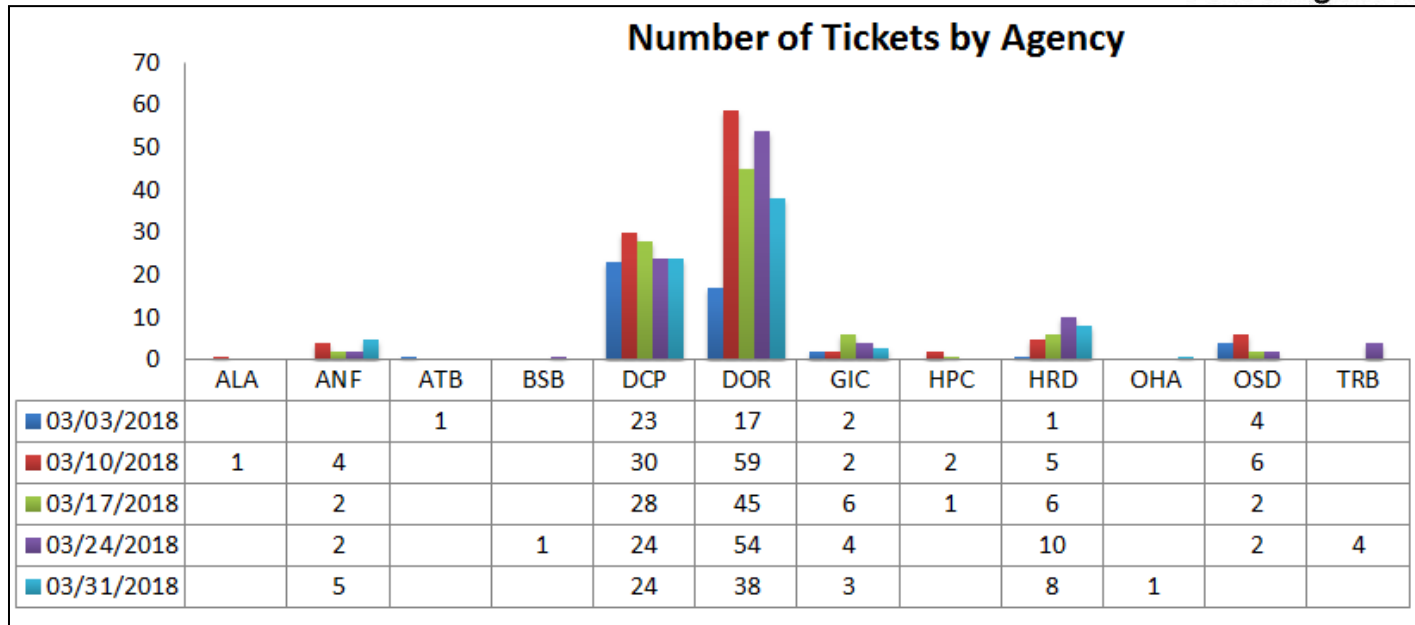
CON Agencies



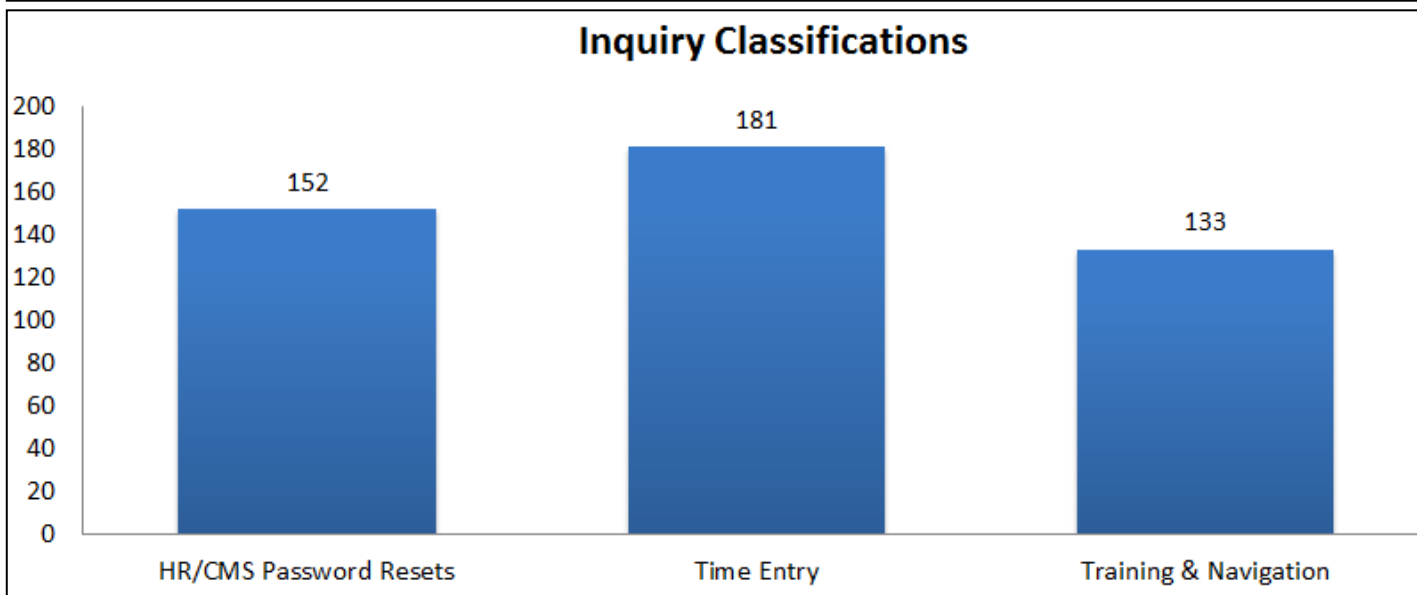
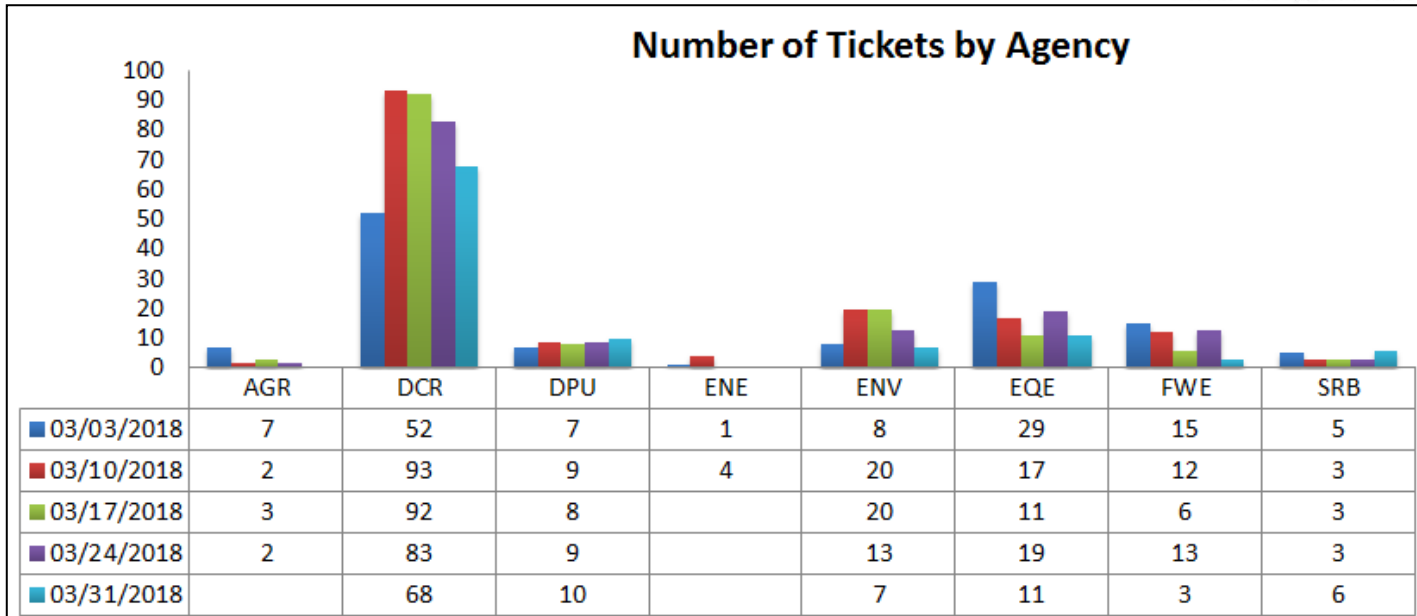
EDU Secretariat Agencies



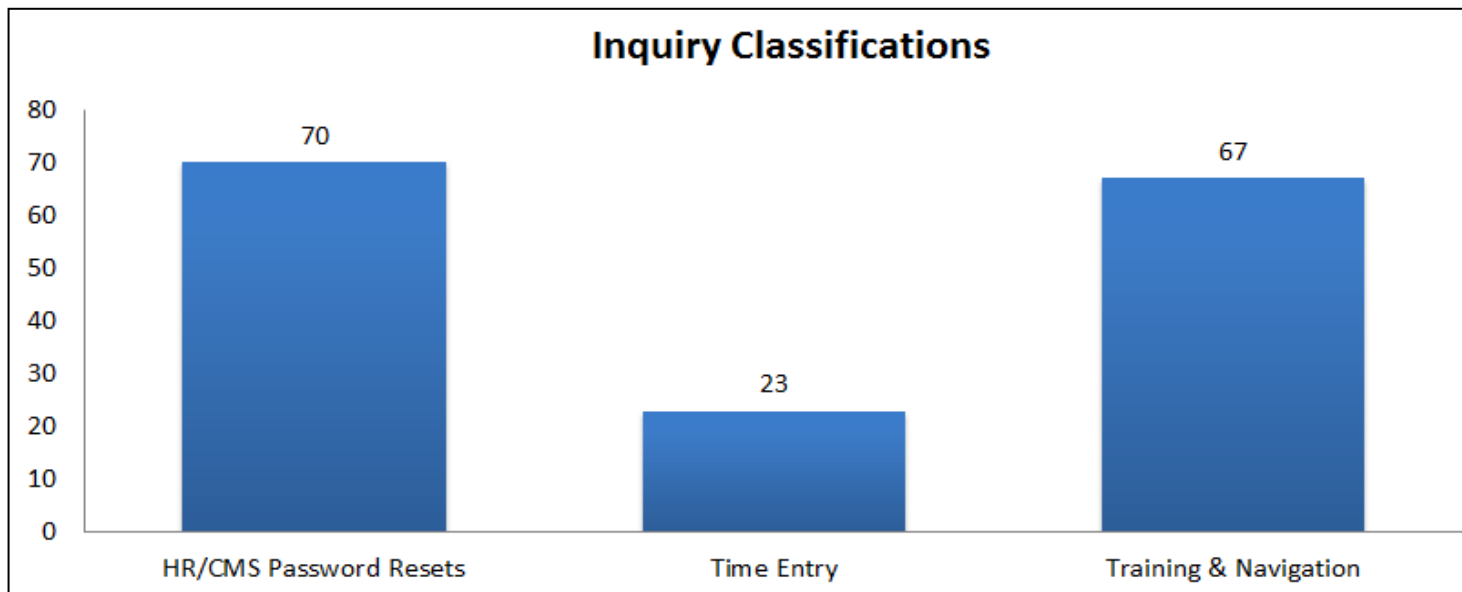
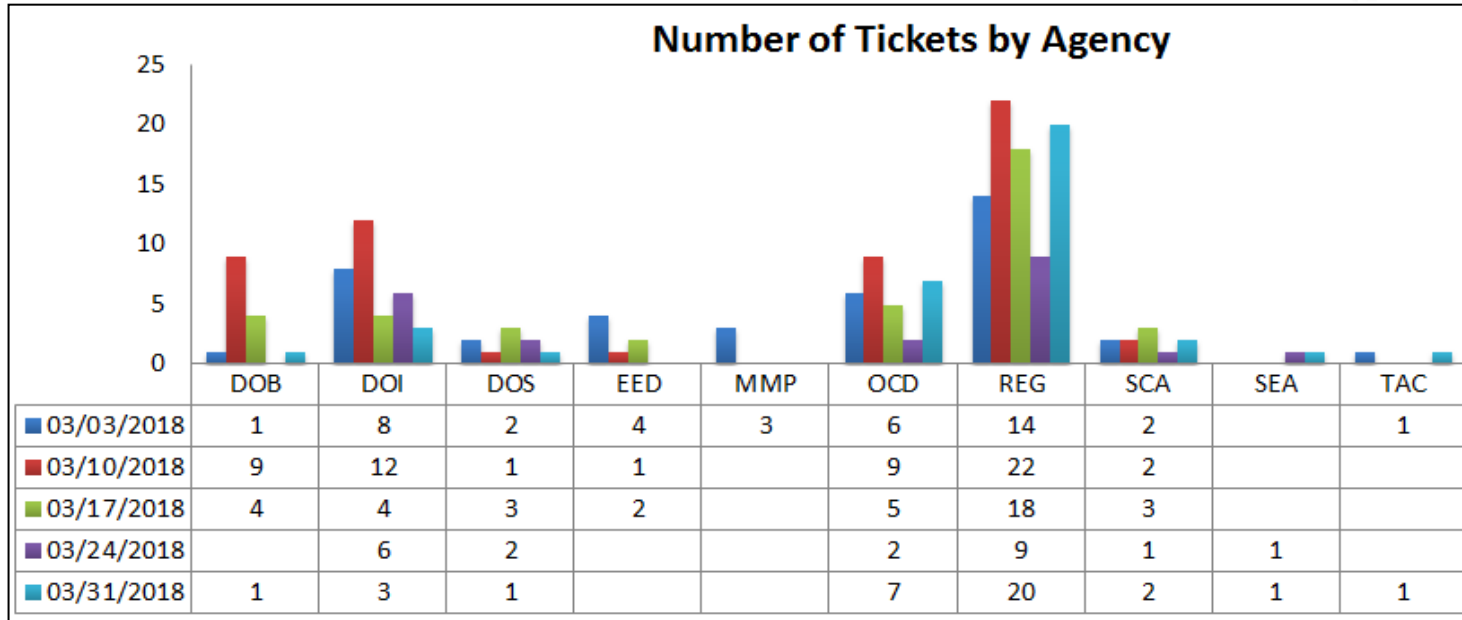
EOANF Secretariat Agencies



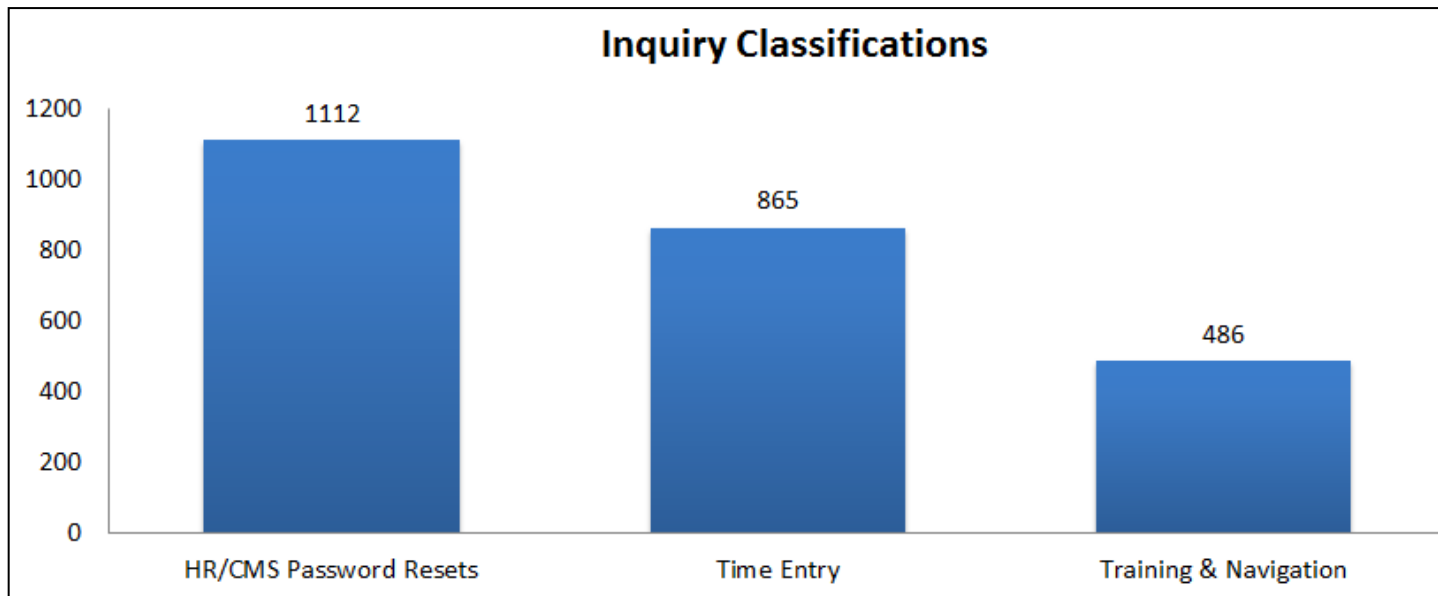
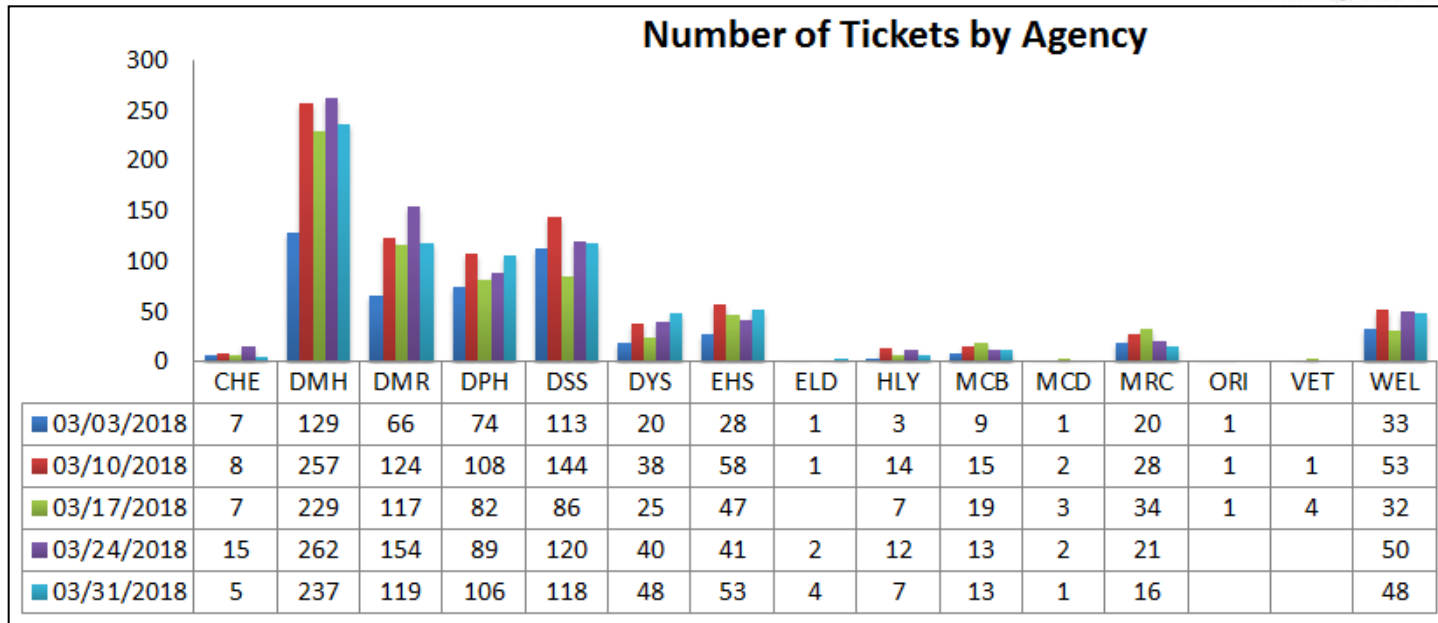
EOEEA Secretariat Agencies

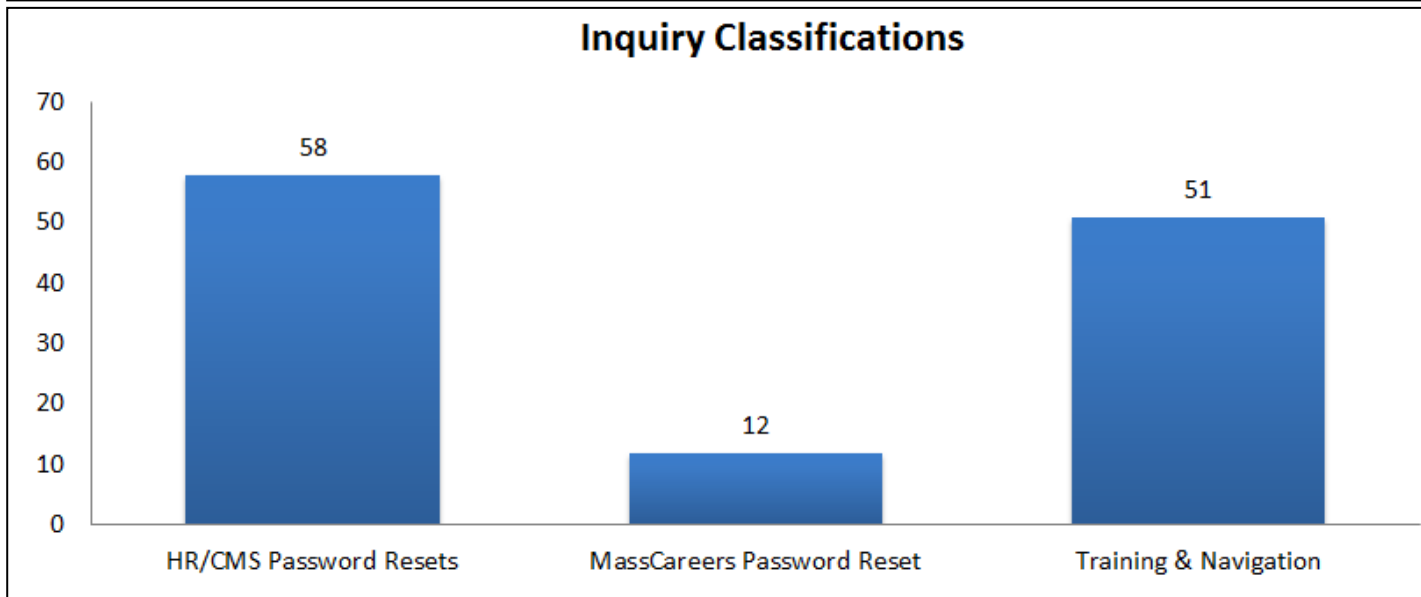
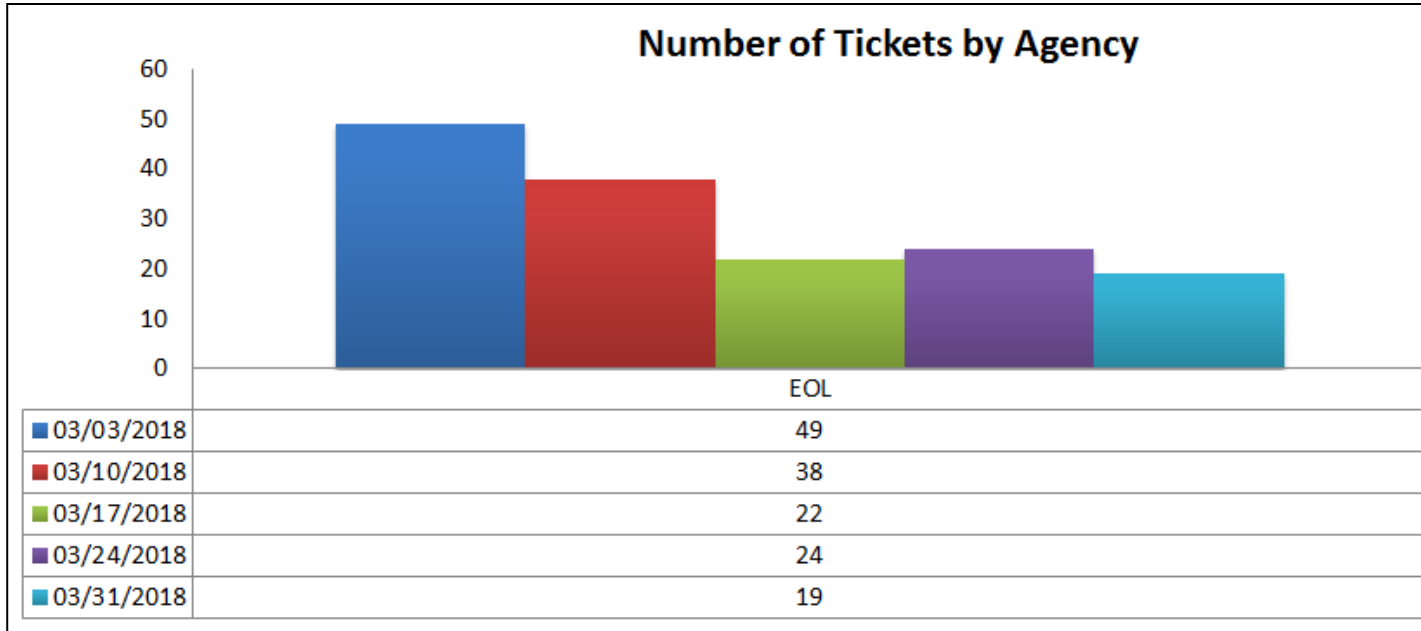


EOHED Secretariat Agencies

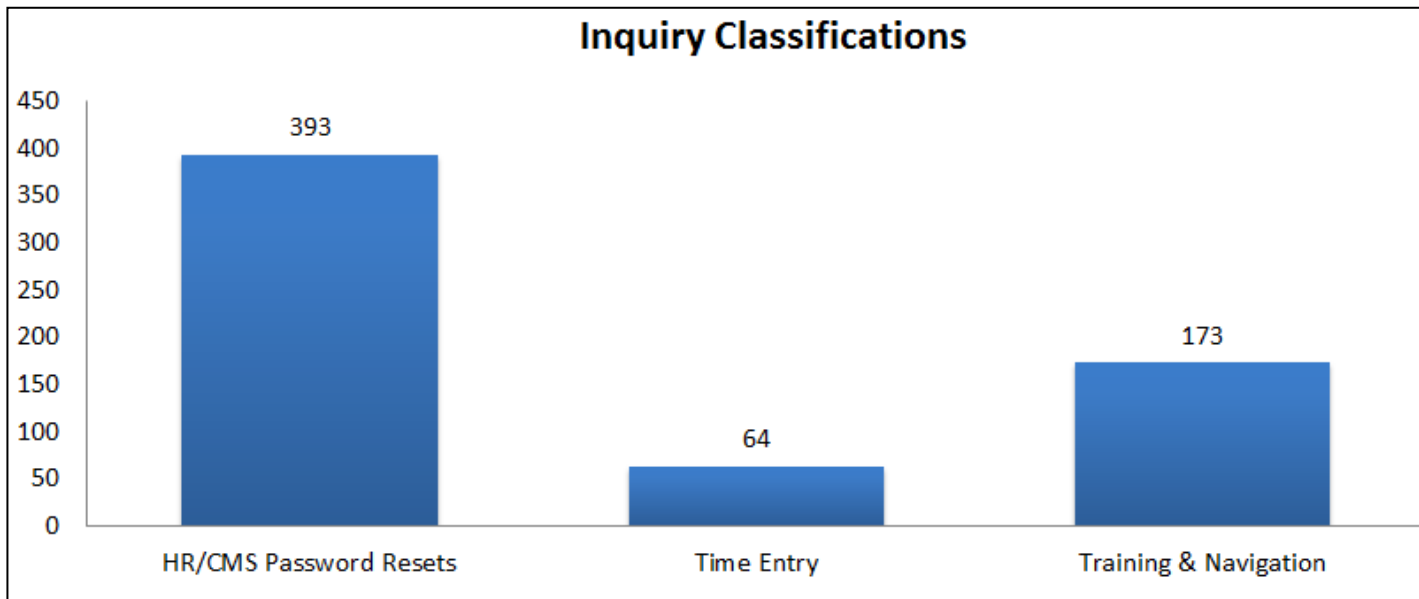
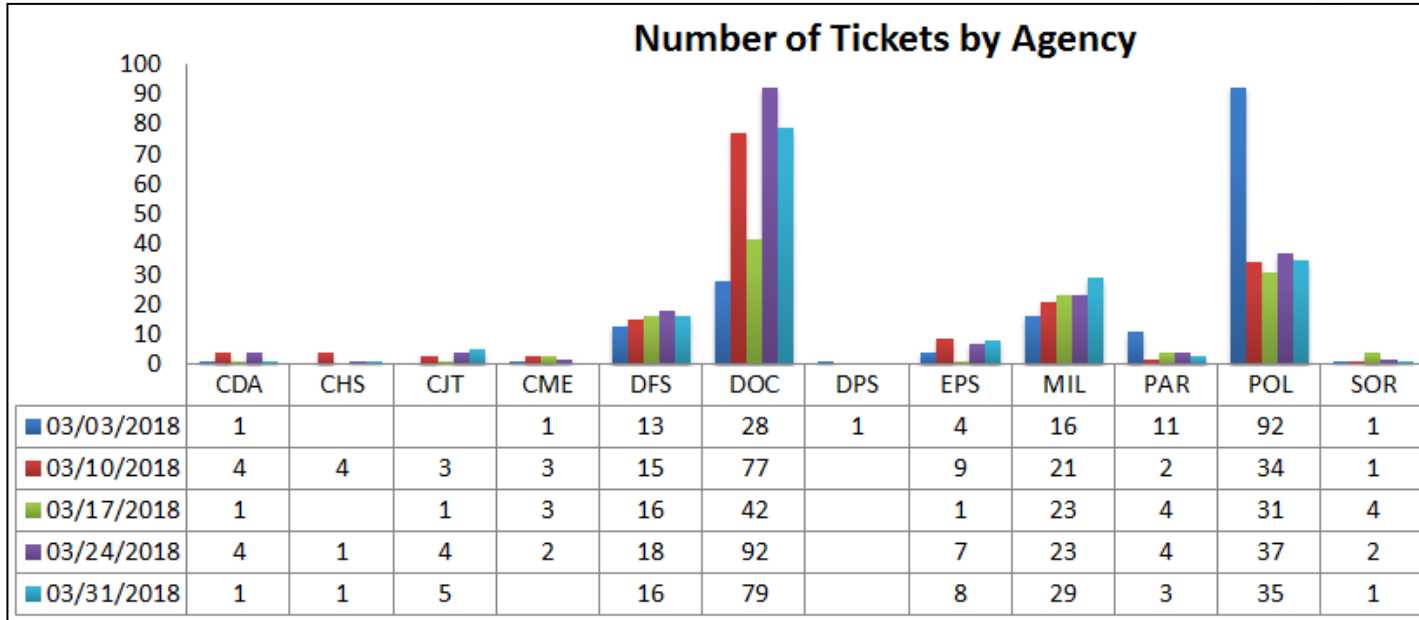


EOHHS Secretariat Agencies

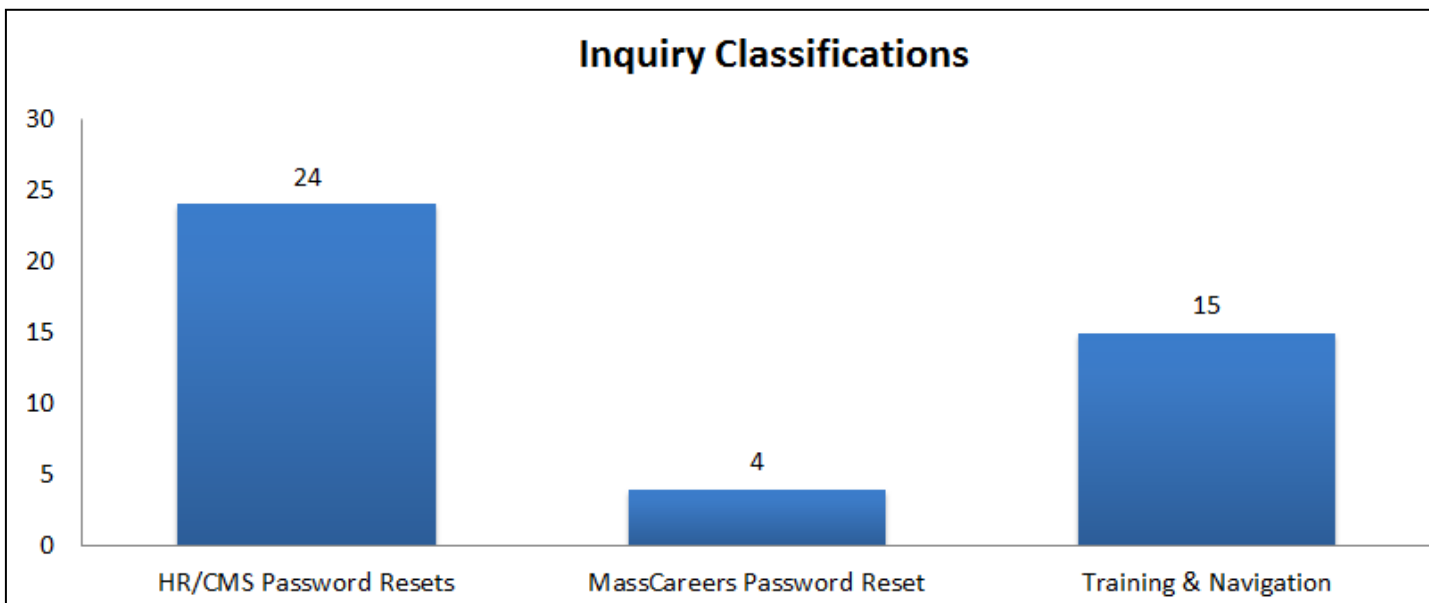
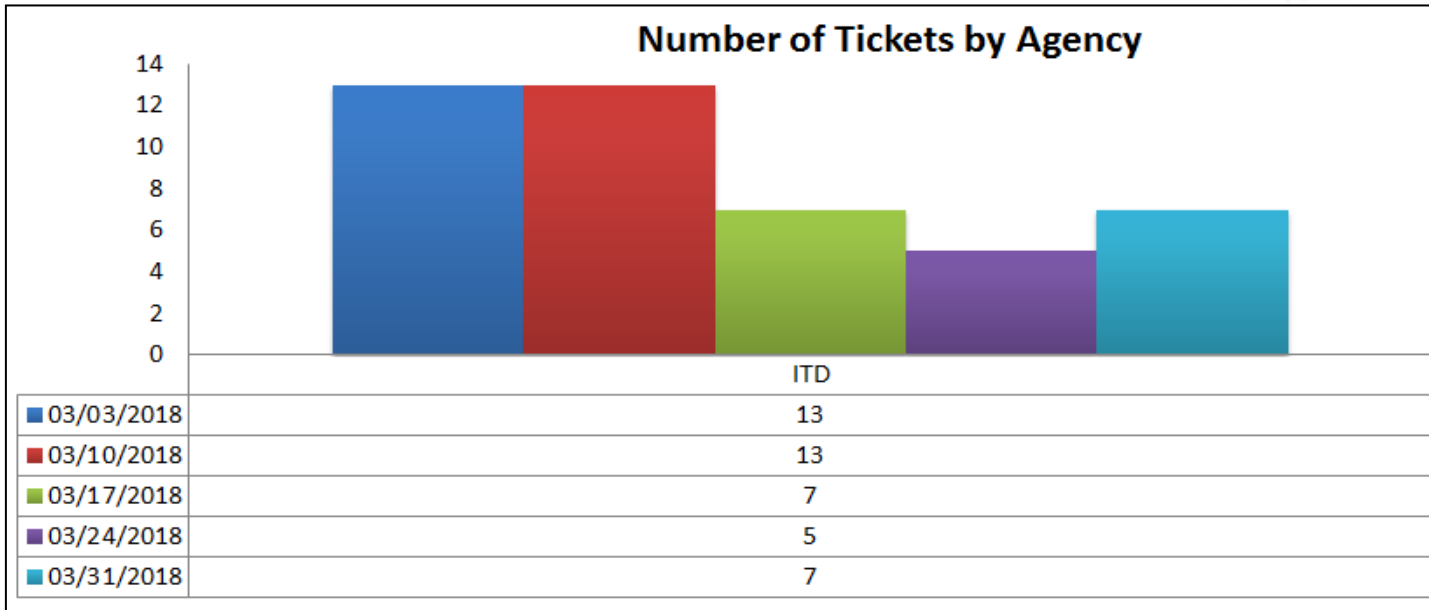




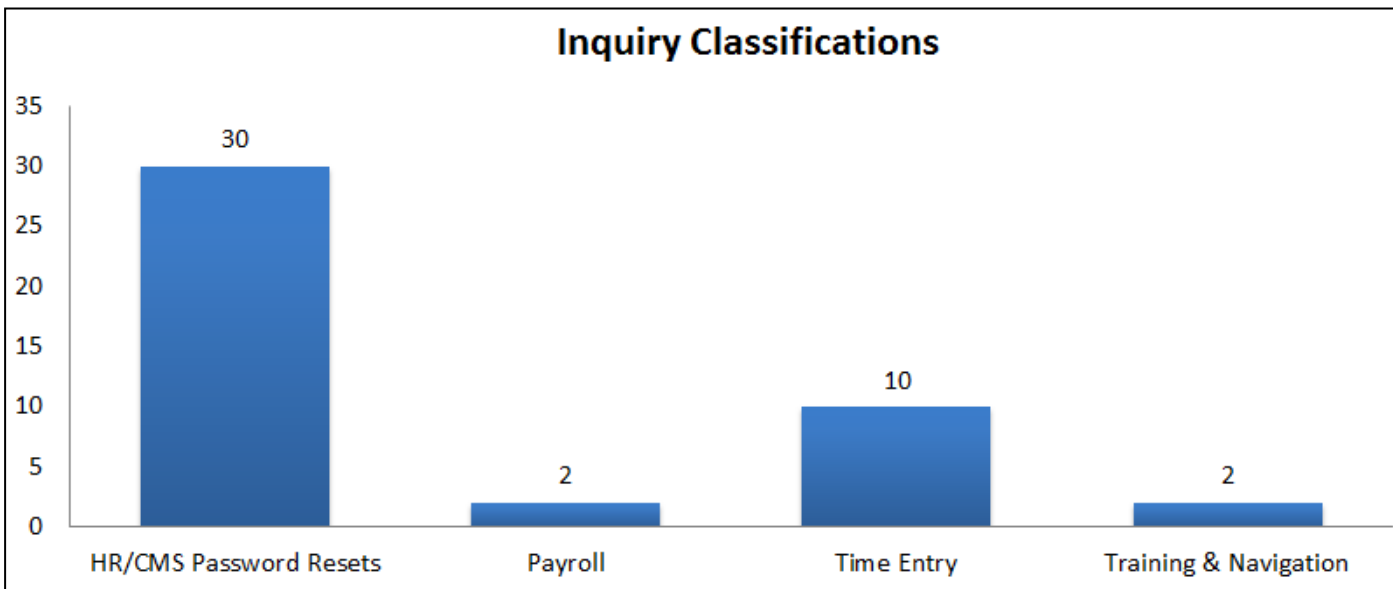
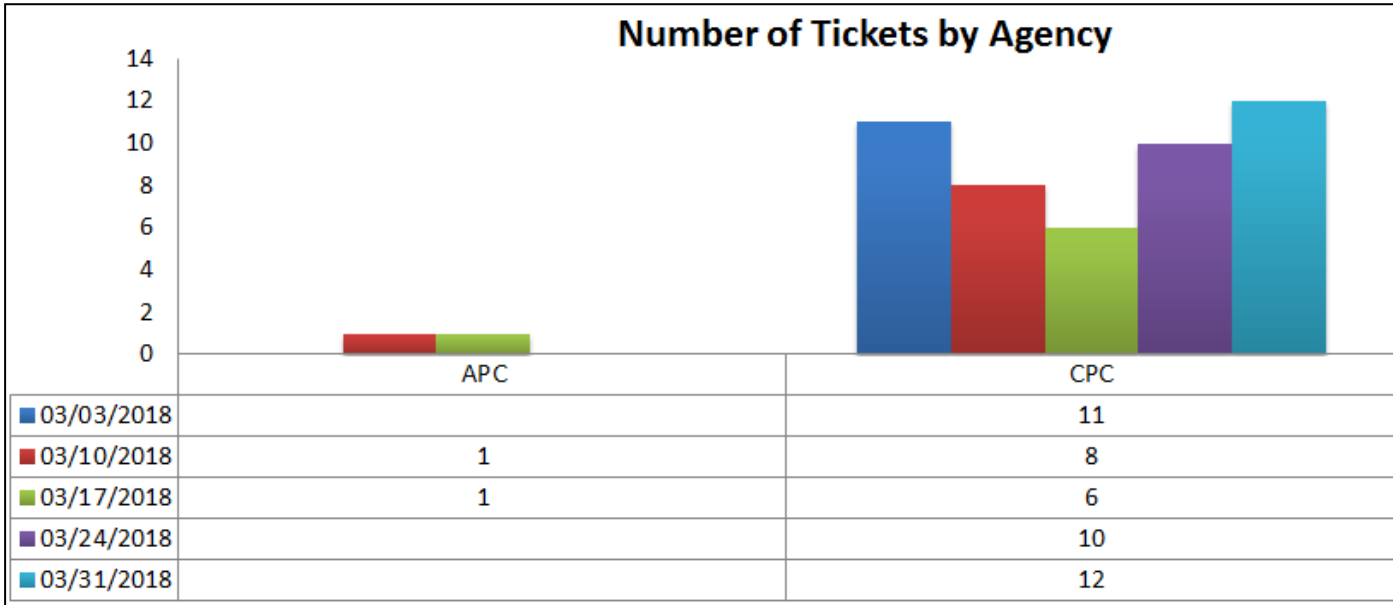
EOPSS Secretariat Agencies



EOTSS Secretariat Agencies



JUD Agencies



Independent Tickets and Classification

