



The Commonwealth of Massachusetts



ESC Service Charter Scorecard

April 30, 2017 – May 27, 2017



The Commonwealth of Massachusetts

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Service Delivery Overview

April 30, 2017 – May 27, 2017

Executive Summary

Total # Agencies Served: 79

Total # Employees Served: 54,269

Total calls received: 6,125

Average Call Wait Time: 01:49

Total email requests received: 590

Total FAX requests received: 107

Number of Transactions processed by ESC: 9,651

Total outbound contacts: 3,690

Total tickets opened: 5,640

Total tickets closed within 3 days: 5,564

Total tickets remain open beyond 3 days: 76

% tickets remain open beyond 3 days: 1.35%

% of Employees served by the ESC: 17.78%

Staffing

Area	Staffing as of 5/27/2017	Staffing as of 4/29/2017
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 4/30/2017 – 5/27/2017.

***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



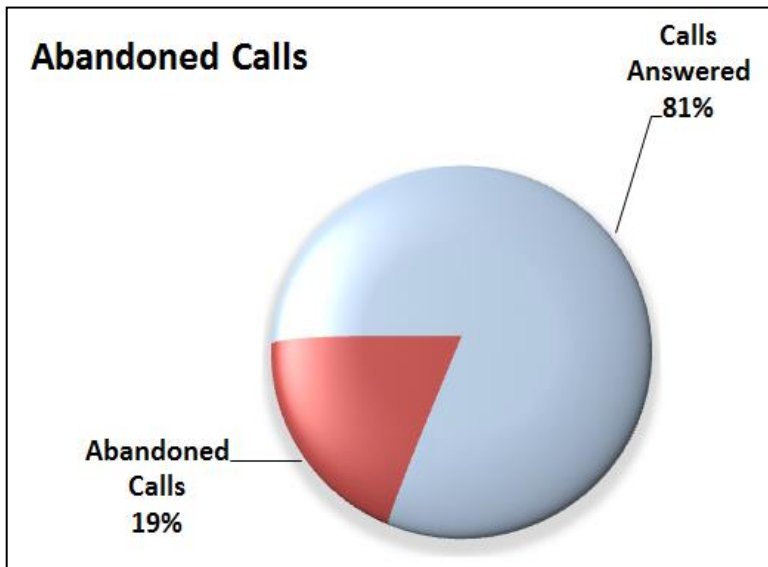
Delivering HR Services That Matter

Metric	Target	Current Period Performance 4/30/17 – 5/27/17	Previous Period Performance 4/02/17 – 4/29/17	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	1:49 seconds	1:37 seconds	
Average case resolution time – password resets and e-mail updates (Time owned by ESC)	98% within 1 day	99.68%	99.77%	
Average case resolution time – inquiries and requests (Time owned by ESC)	75% within 1 day 90% within 3 days	94.7% within 1 Day and 97.3% within 3 Days	93.9% within 1 Day and 96.2% 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	93.7% rated good to excellent (1.135% response rate)	85.1% rated good to excellent (1.453% 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	

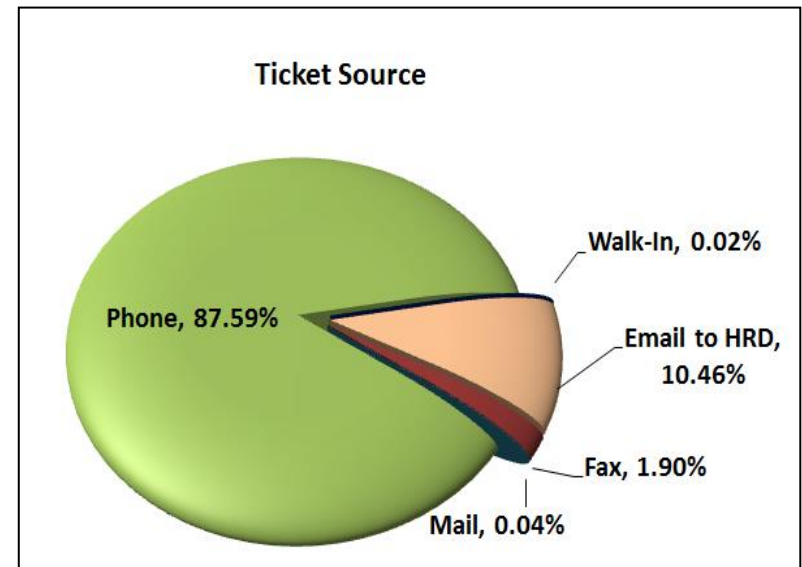


Inbound Call Data

SLA Metric	Target Level	Current Period 4/30/17 to 5/27/17	Previous Period 4/02/17 to 4/29/17	May 2016
Average Wait Time – Answered Calls (Days operational)	Will not exceed 3 minutes 90% of the time	1:49 seconds	1:37 seconds	0:22 seconds



Total = 6,125 calls



Total = 5,640 Tickets

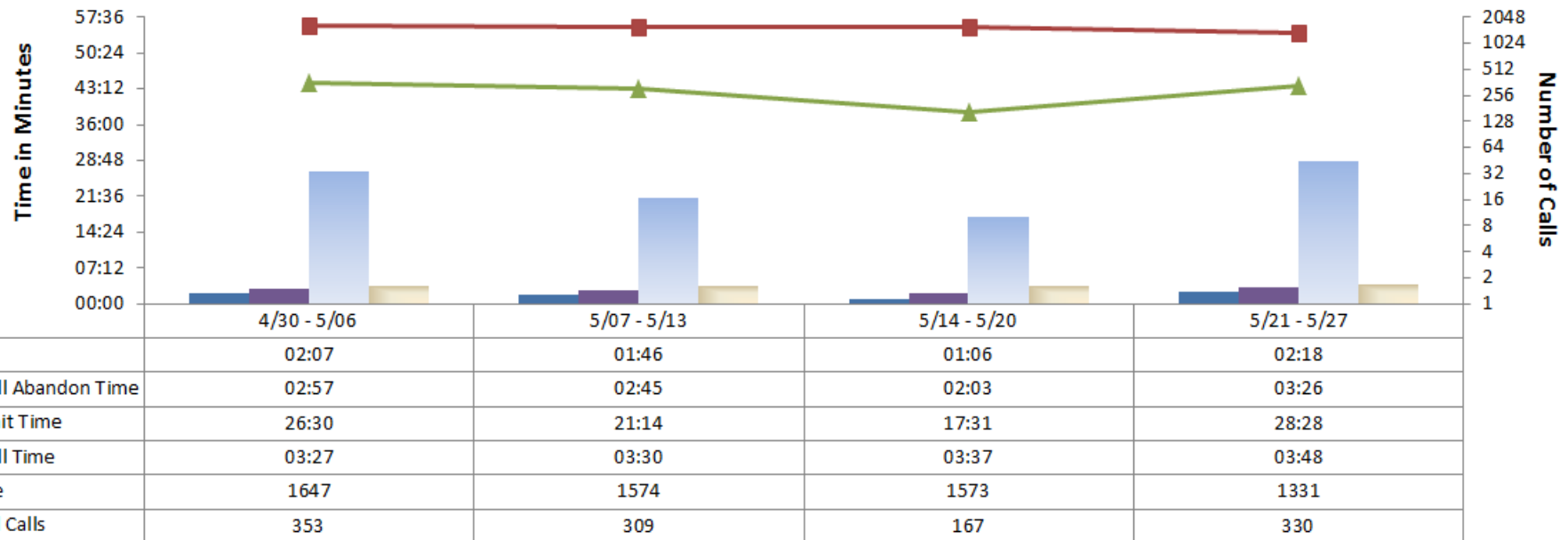
Source: ESC Footprints & Avaya data from 4/30/2017 – 5/27/2017.

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



Inbound Call Data

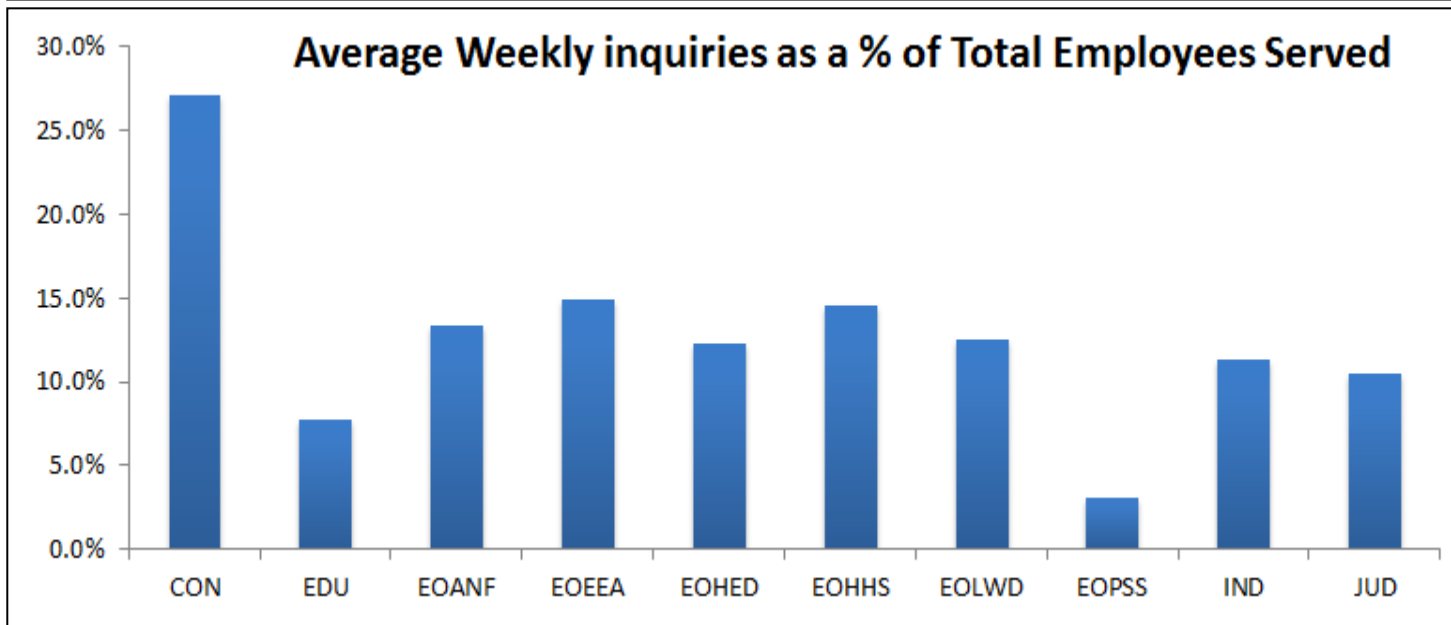
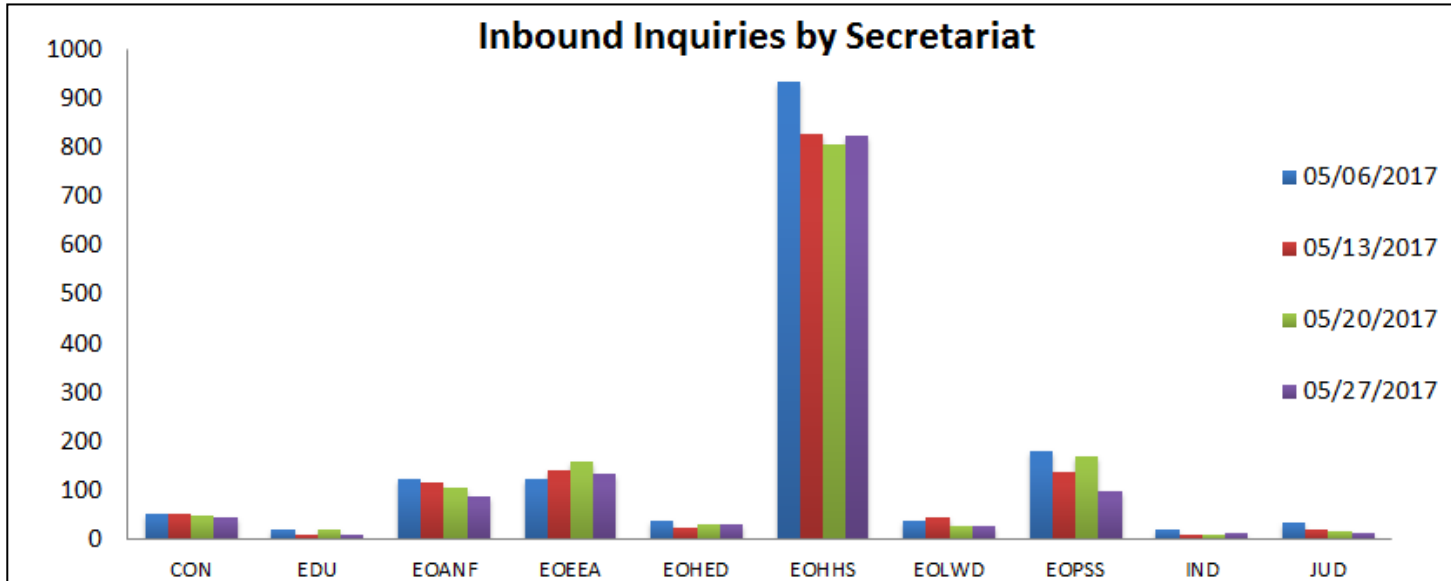
Wait Time, Call Volumes, & Abandonment Rates



Source: ESC Avaya data from 4/30/2017 – 5/27/2017.

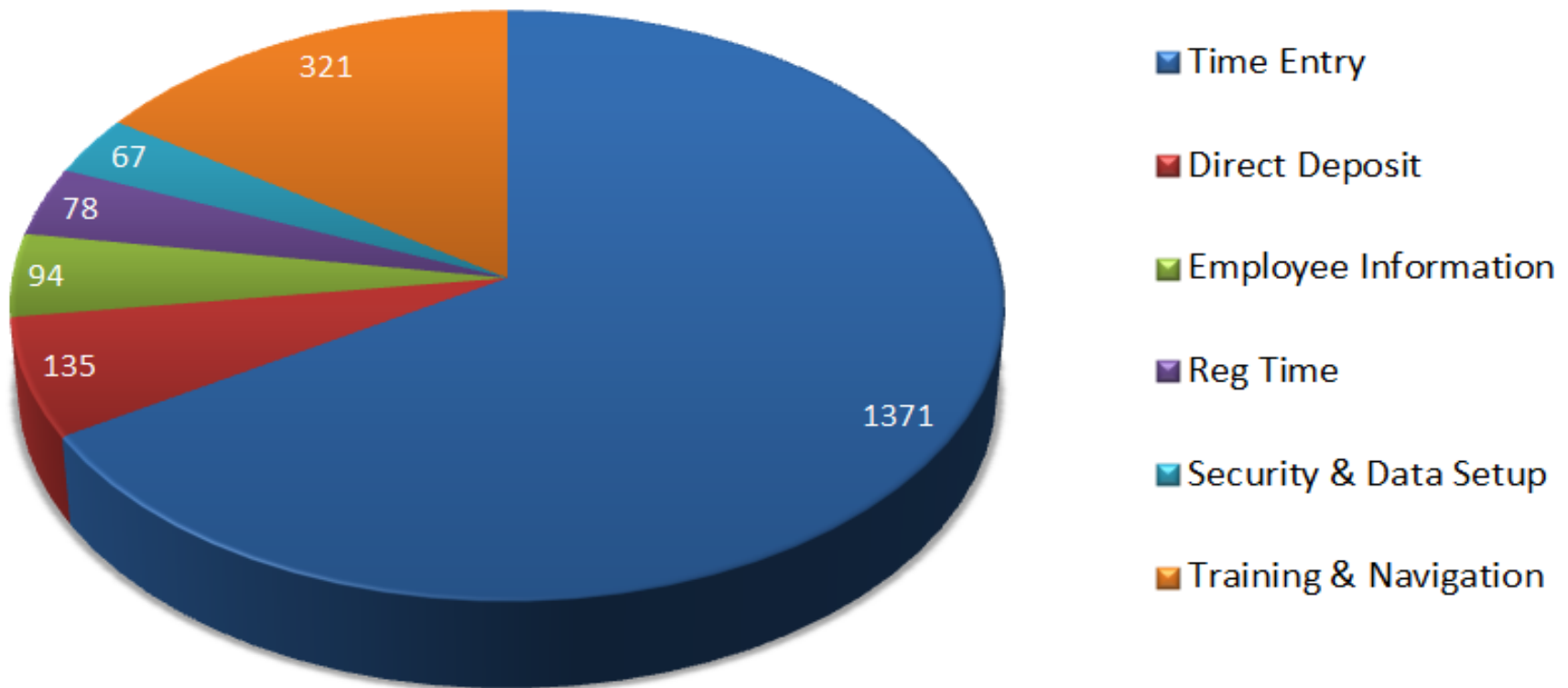


Inbound Inquiries by Secretariat



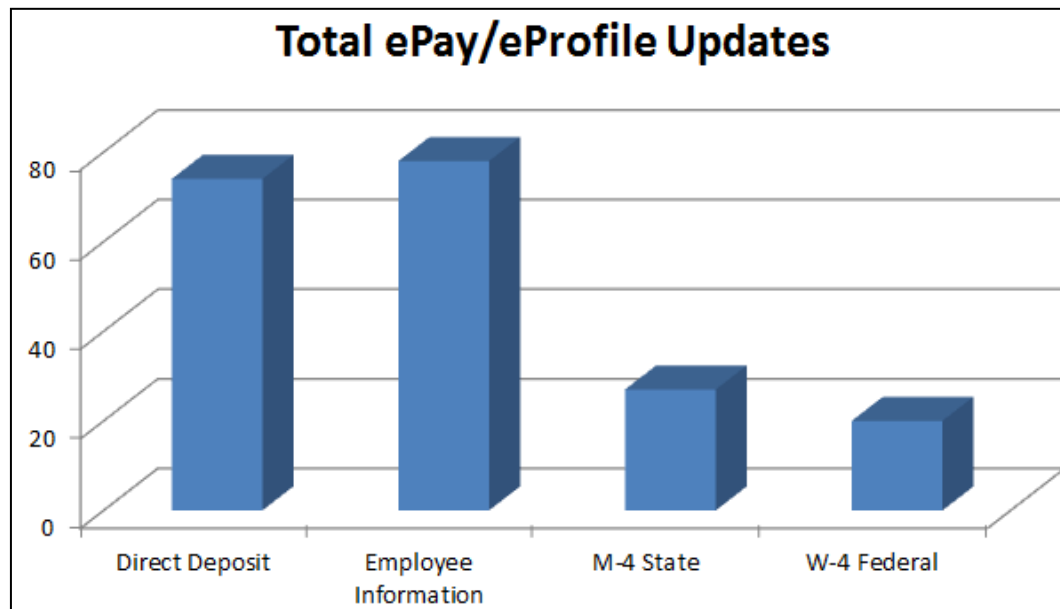
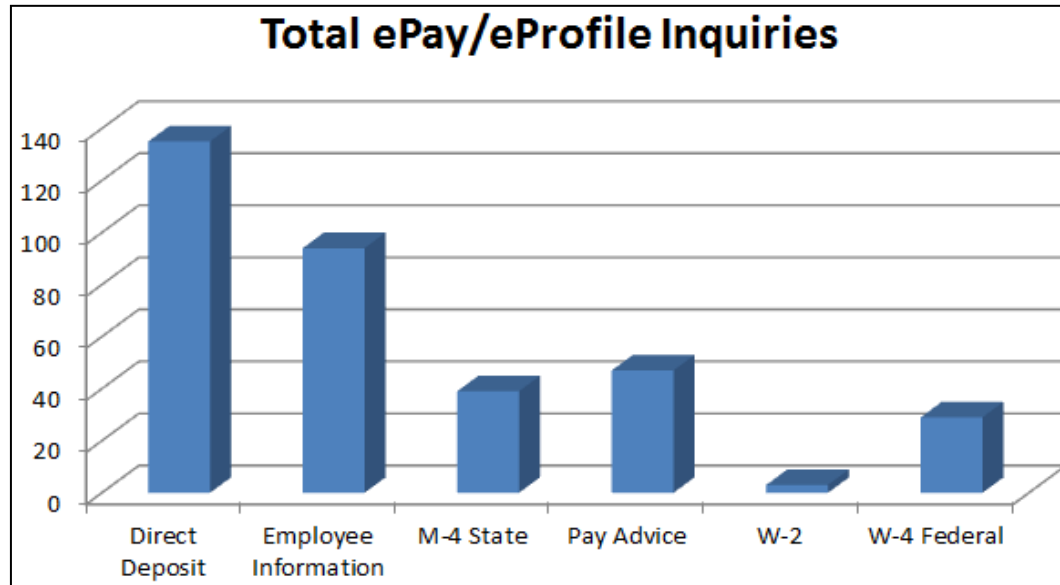
Types of Inquiries Received

Top Inquiry Classifications (Excluding Password Resets)

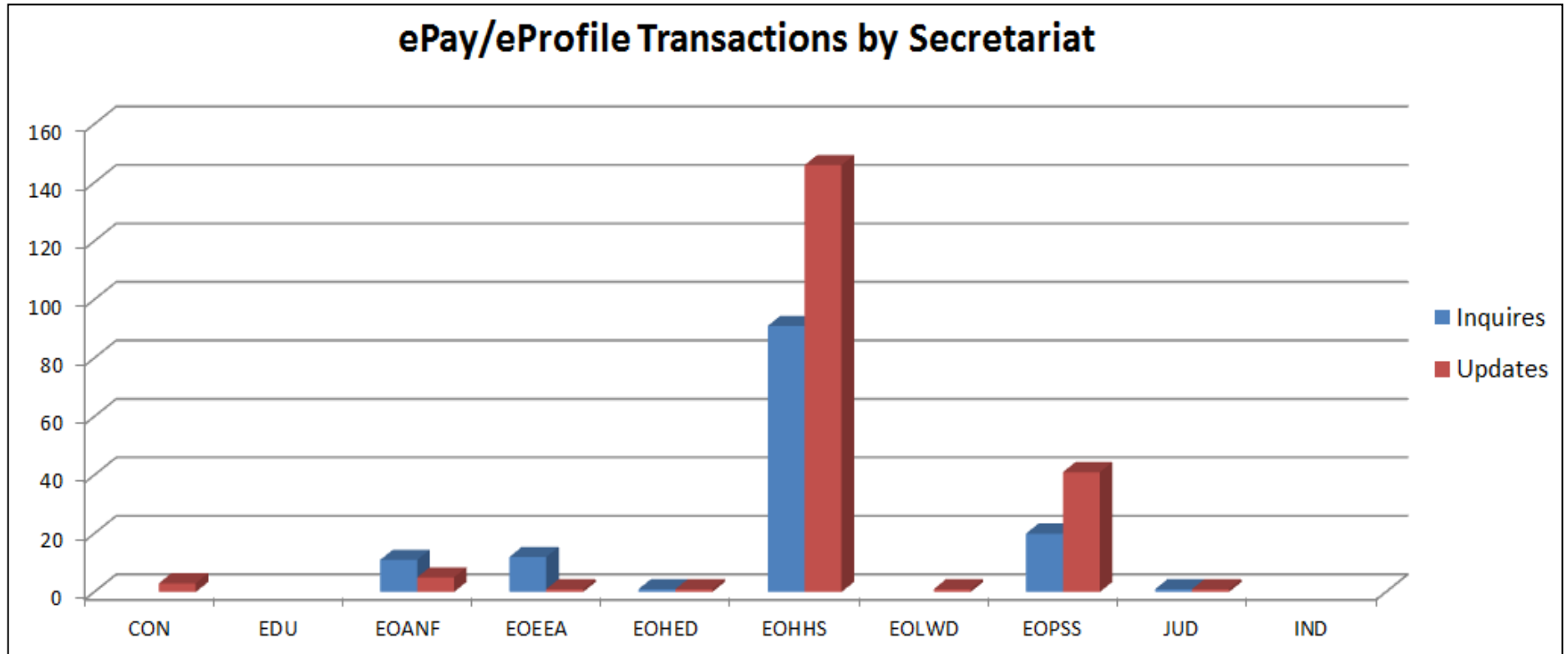


Source: ESC Footprints data from 4/30/2017 – 5/27/2017.

ePay/eProfile Transactions

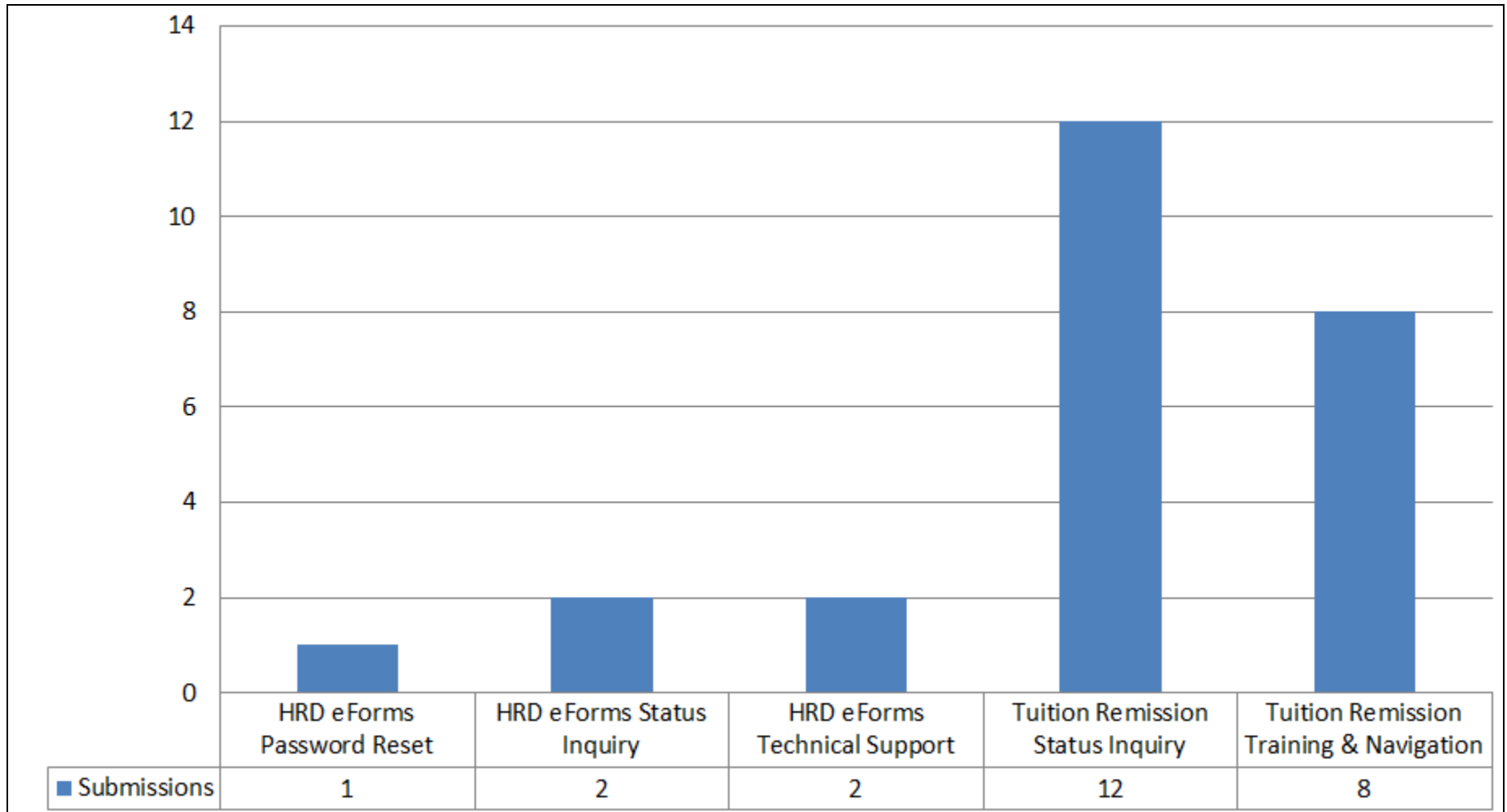


ePay/eProfile Transactions by Secretariat



Source: ESC Footprints data from 4/30/2017 – 5/27/2017.

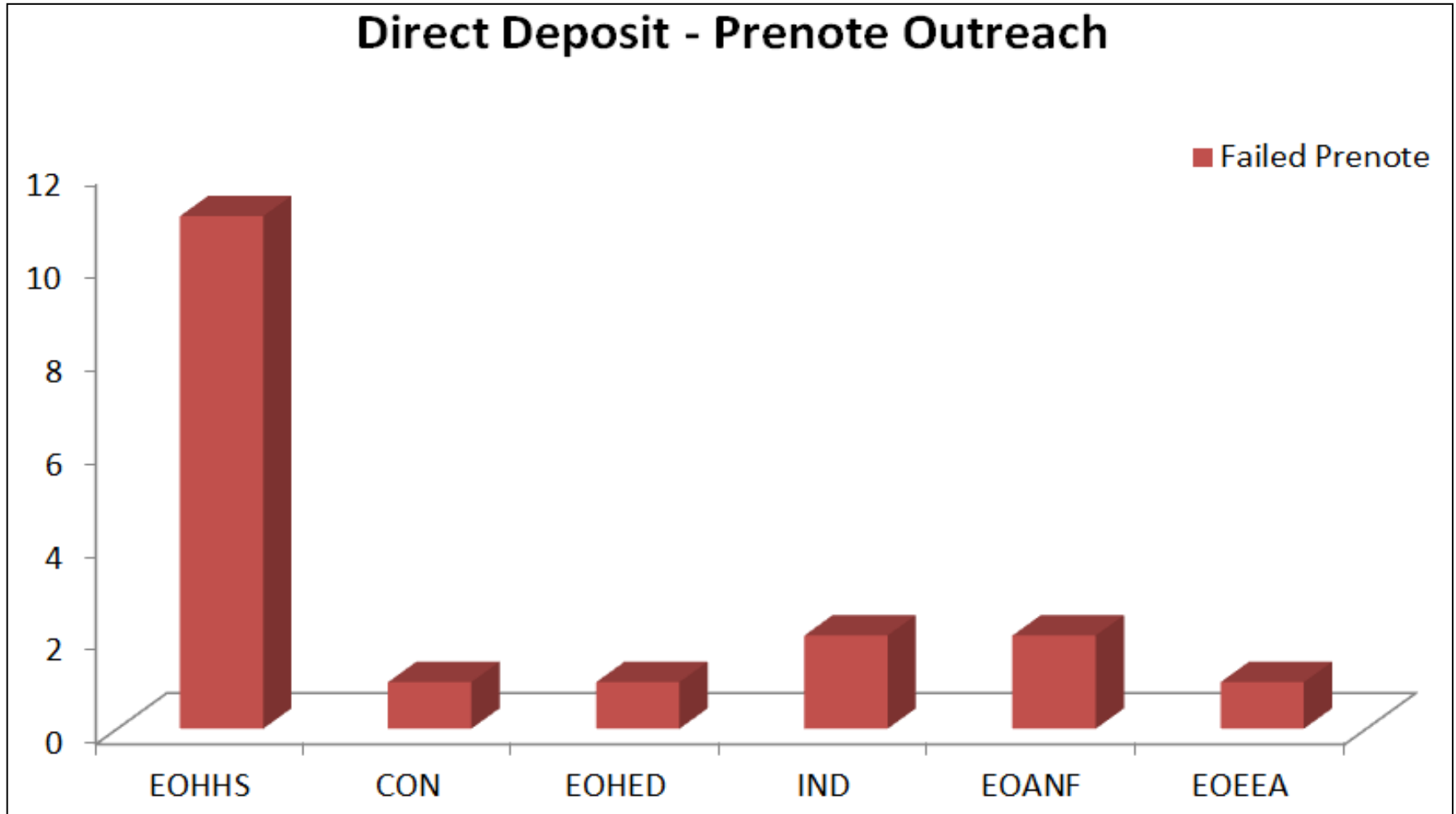
eServices Inquiries



Source: ESC Footprints data from 4/30/2017 – 5/27/2017.



Direct Deposit-Prenote Outreach



Source: ESC data 4/30/2017 – 5/27/2017.

Case Resolution Time

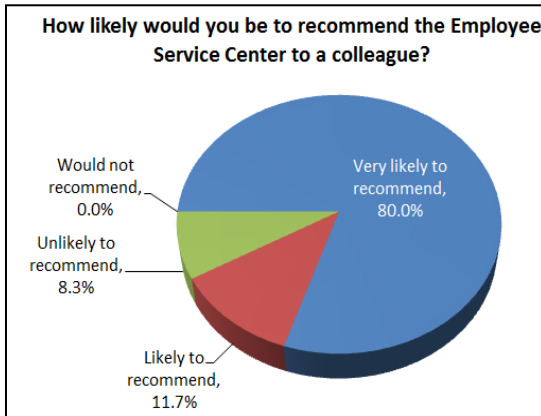
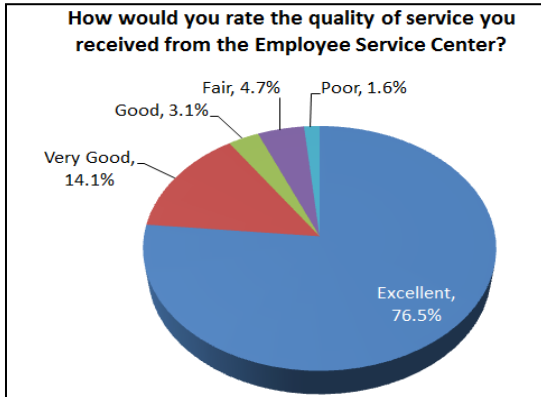
SLA Metric	Target	Current Period 4/30/2017 – 5/27/2017	Previous Period 4/02/2017 – 4/29/2017	Previous Year May 2016
Average case resolution time – password resets and e-mail updates (Time owned by ESC)	98% within 1 day	99.68%	99.77%	99.65%
Average case resolution time – inquiries and requests (Time owned by ESC)	75% within 1 day 90% within 3 days	94.7% within 1 Day and 97.3% within 3 Days	93.9% within 1 Day and 96.2% within 3 Days	93.3% within 1 Day 96.3% within 3 Days

Source: ESC Footprints data from 4/30/2017 – 5/27/2017.



Customer Satisfaction Survey Results

SLA Metric	Target	Current Period 4/30/2017 – 5/27/2017	Current Period 4/02/2017 – 4/29/2017	May 2016
Customer satisfaction (Based on automated survey upon ticket closure.)	80% of customers rate overall satisfaction good to excellent	93.7% rated good to excellent (1.135% response rate)	85.1% rated good to excellent (1.453% response rate)	86% rated good to excellent (1.133% response rate)



Selected Monthly Comments:

- Outstanding, quick service. Online form was very easy to fill out....much better than the paper process!!!
- Your program has been doing a great job.
- Problem was resolved expeditiously in a kind and respectful manner. Very appreciative of the assistance and patience received from the Specialist..
- Angela was extremely helpful and her instructions were very clear. She was very pleasant to talk with.

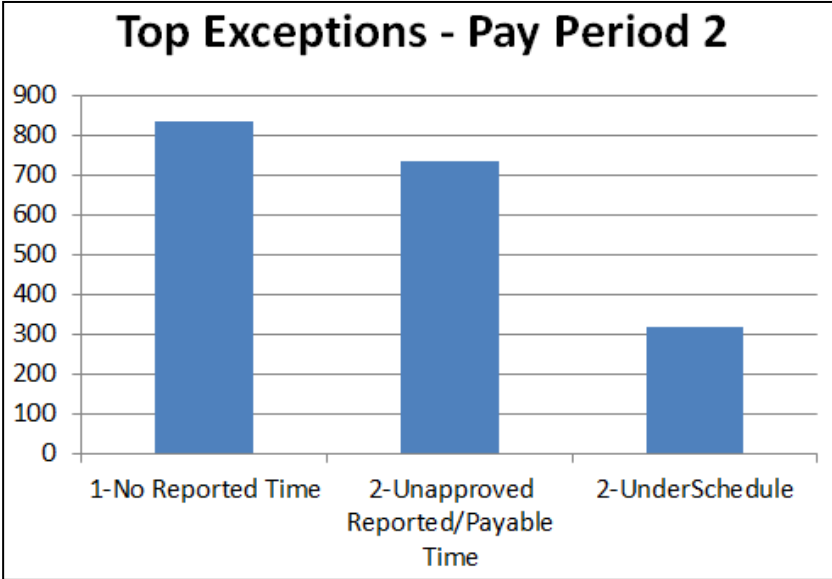
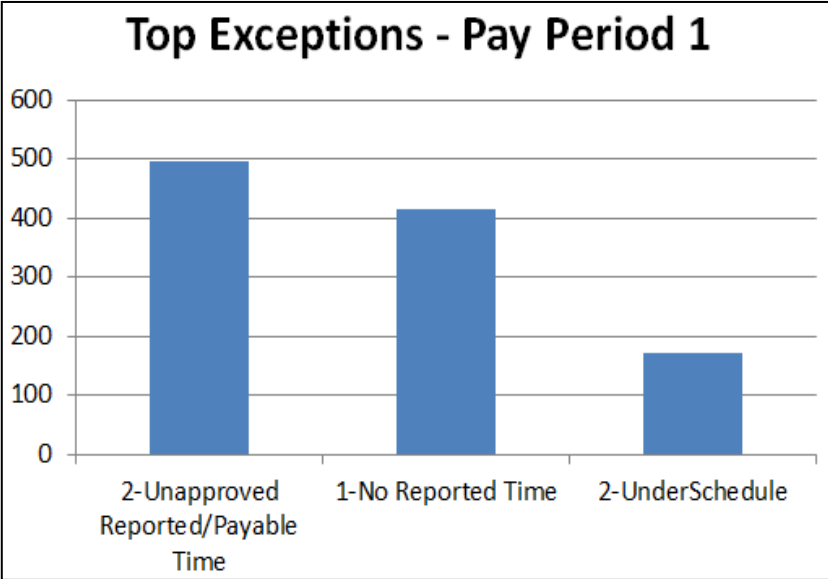
Source: ESC Customer Satisfaction Survey; survey link is provided on ticket closure notice and is voluntary. Survey results shown were collected between 4/30/2017 – 5/27/2017.

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Outbound Contact Percentages

SLA Metric	Target	Current Period 4/30/2017 – 5/27/2017	Previous Period 4/02/2017 – 4/29/2017
Percentage of approvers contacted with unresolved high exceptions requiring ESC intervention for resolution:	98% 85% holiday/emergency leave weeks	71.85%	65.23%



Source: ESC data from 4/30/2017 – 5/27/2017.

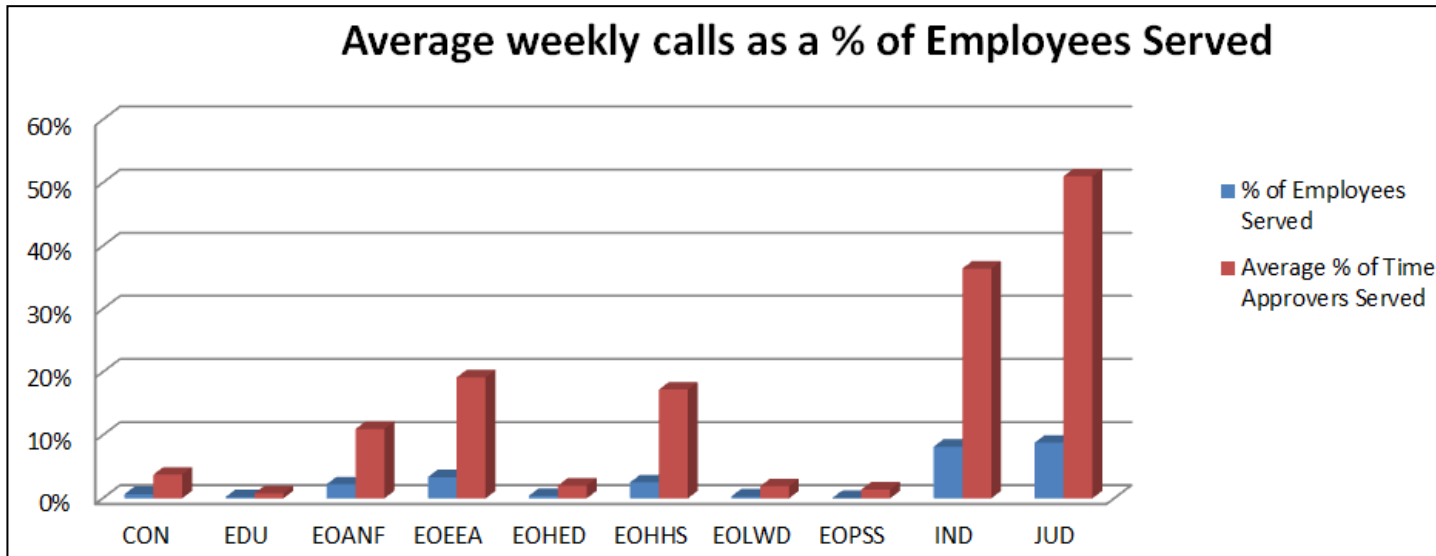
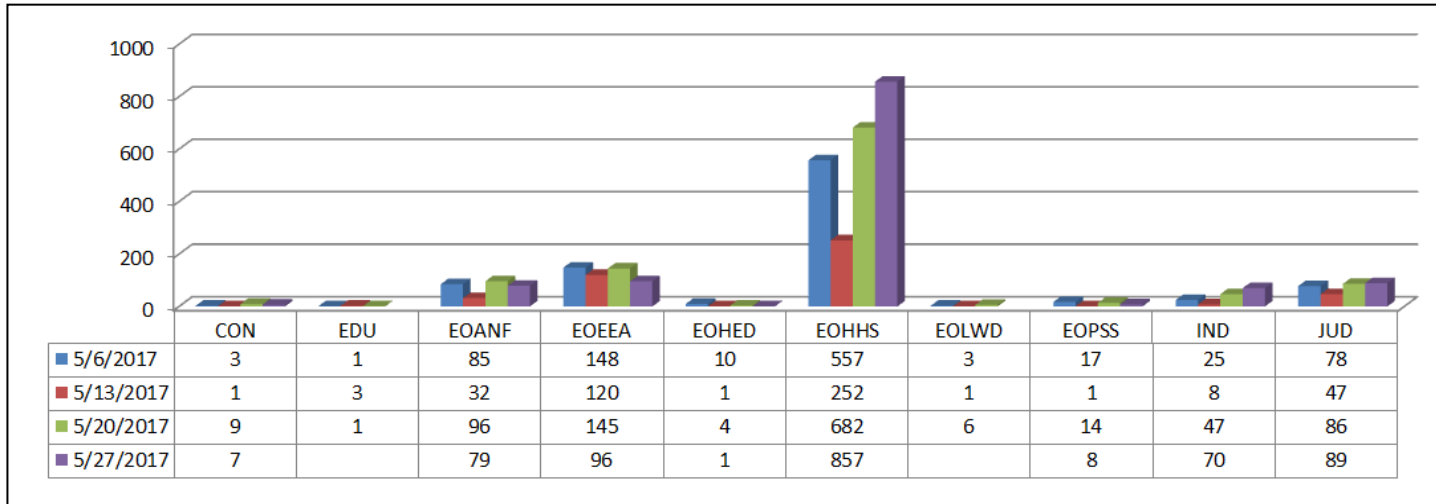
Outbound Exception Management Calls

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.



Delivering HR Services That Matter

EOHHS agencies continue to represent the largest volume of outbound calls from the ESC.



Source: ESC Exception Management System data 4/30/2017 – 5/27/2017.

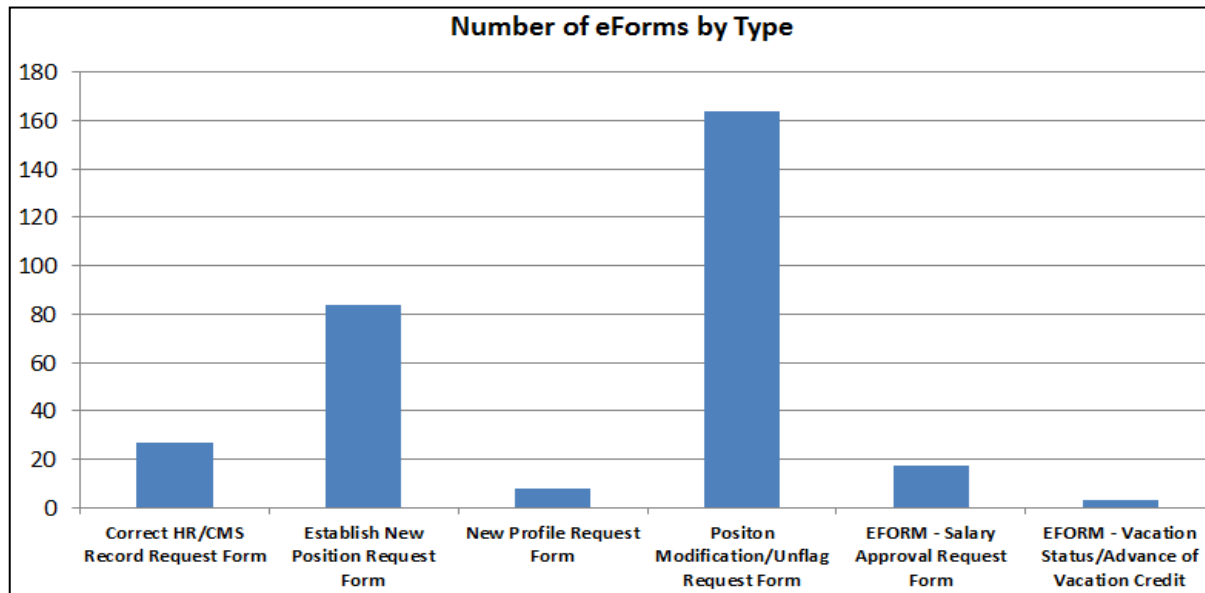
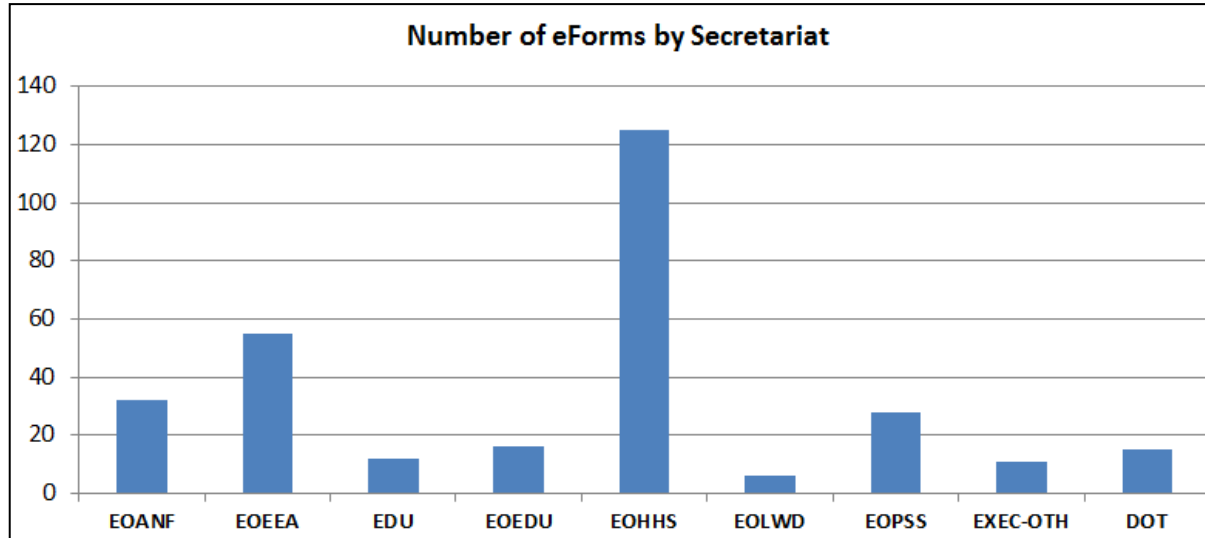
Average inquiries per employee is shown for comparison purposes and does not account for repeat contacts (i.e., calling an employee multiple times).



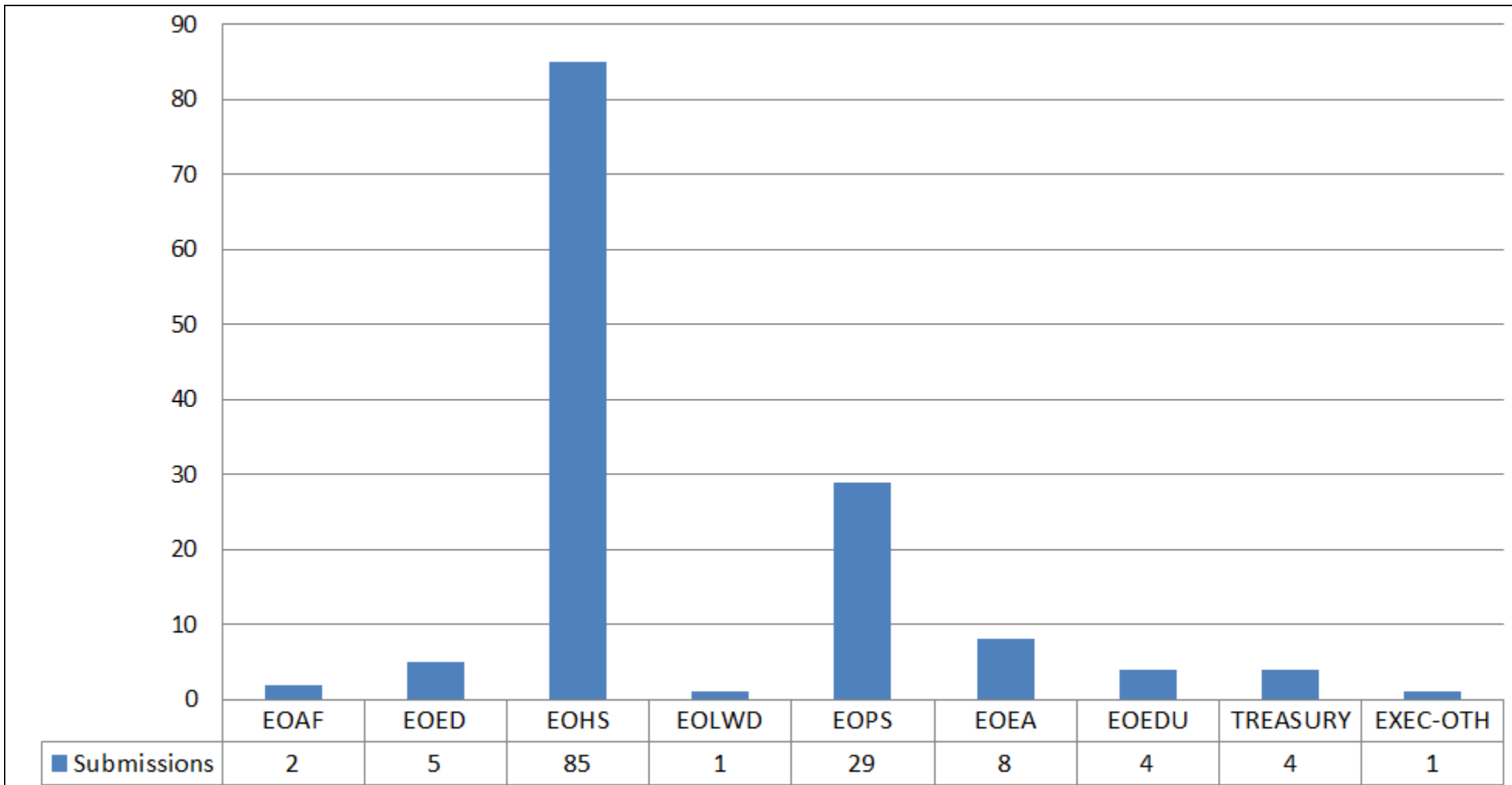
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Position Management

Total number of eForms processed by ESC: 303



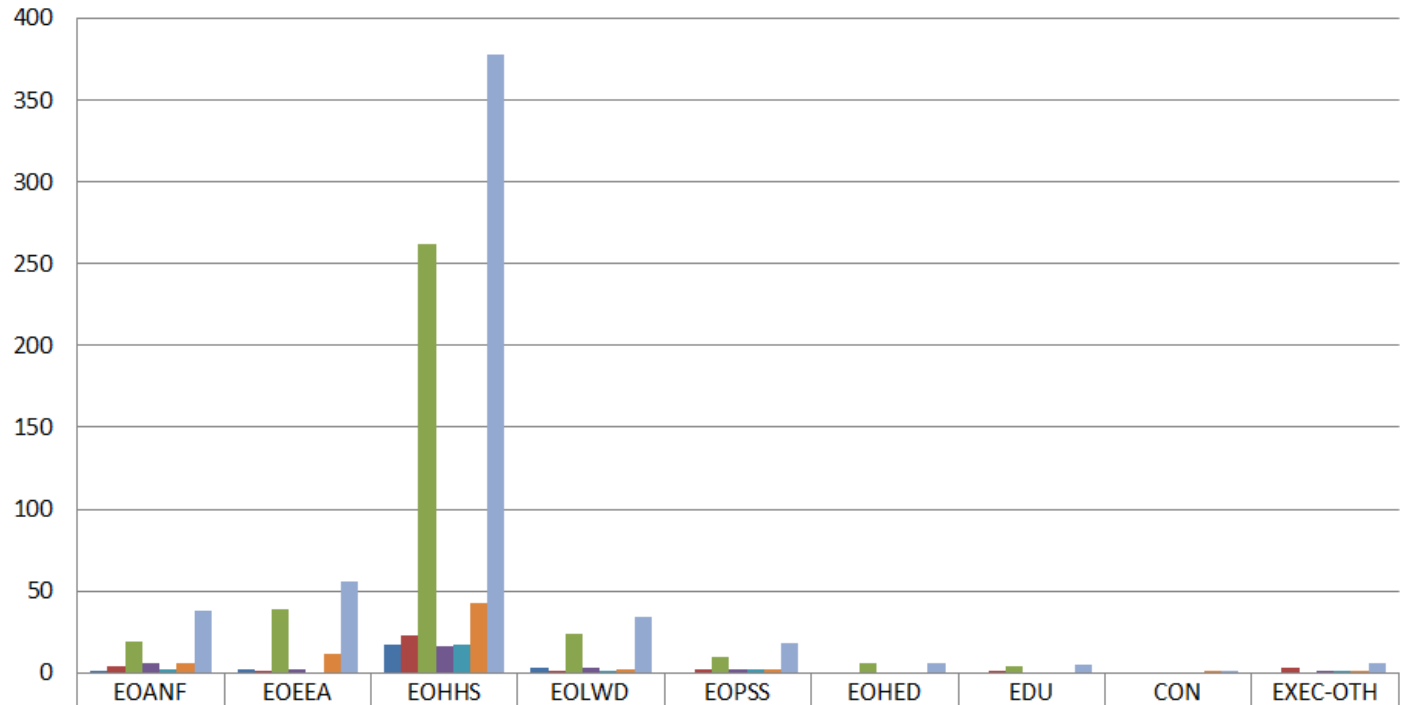
Tuition Remission Submissions per Secretariat



Source: OnBase - Hyland Unity Client Reporting data from 4/30/2017 – 5/27/2017.



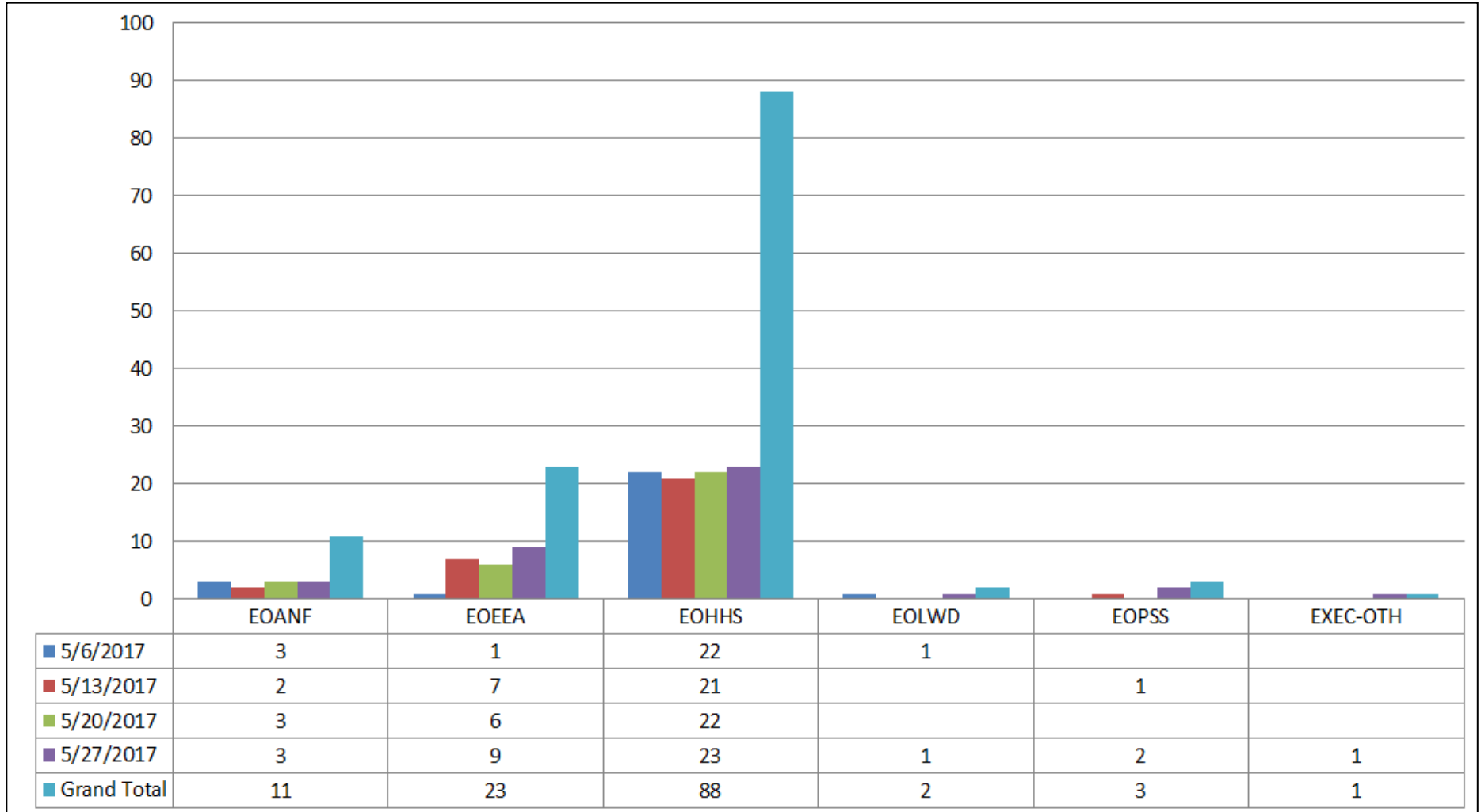
MassCareers Top 5 Most Frequent Classifications by Secretariat



Source: ESC Footprints data from 4/30/2017 – 5/27/2017.



Tickets Forwarded to Agency HR/Payroll



Source: ESC Footprints data from 4/30/2017 – 5/27/2017.



Review Schedule Service Charter Scorecard

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

<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	139	MCB-Mass Commission For The Blind	145
AGR-Department Of Agricultural Resources	107	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	86
ANF-Eo Administration & Finance	279	DPH-Department Of Public Health	3028	MIL-Massachusetts National Guard	9986
APC-Appeals Court	113	DPU-Department Of Public Utilities	162	MMP-Massachusetts Marketing Partnership	18
ART-Mass Cultural Council	30	DSS-Department Of Children And Families	4132	MRC-Mass Rehabilitation Commission	981
ATB-Appellate Tax Board	23	DYS-Department Of Youth Services	845	OCD-Dept Of Housing And Community	263
BLC-Board of Library Comissioners	22	EDU-Executive Office Of Education	84	OHA-Massachusetts Office On Disability	11
BSB-Bureau Of State Buildings	14	EEC-Department Of Early Education	194	ORI-Office For Refugees And Immigrants	20
CAD-Commission Against Discrimination	84	EED-Executive Office Of Housing & Economic Development	58	OSC-Office Of The Comptroller	139
CDA-Massachusetts Emergency Management Agency	94	EHS-Executive Office Of Health and Human Services	1554	OSD-Division Of Operational Services	103
CHE-Soldiers' Home In Massachusetts	332	ELD-Department Of Elder Affairs	60	PAR-Parole Board	164
CHS-Department of Criminal Justice Information Systems	42	ENE-Department Of Energy Resources	65	POL-State Police	2535
CJT-Criminal Justice Training Council	551	ENV-Executive Office Of Energy and Environmental Affairs	318	REG-Division Of Professional Licensure	261
CME-Chief Medical Examiner	92	EOL-Executive Office Of Workforce Development	1107	RGT-Department Of Higher Education	61
CPC-Committee for Public Counsel Services	738	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	684	SDA-Sheriffs Department Association	3
CSW-Commission On Status Of Women	2	FWE-Department Of Fish And Game	346	SEA-Department Of Business And Technology	11
DAC-Disabled Persons Protection Commission	35	GIC-Group Insurance Commission	52	SOR-Sex Offender Registry	48
DCP-Capital Asset Management And Maintenance	417	HCF-Health Care Finance & Policy	144	SRB-State Reclamation Board	168
DCR-Department Conservation And Recreation	1933	HLI-Soldiers' Home In Holyoke	338	TAC-Department Of Telecommunications	23
DFS-Department Of Fire Services	655	HPC-Health Policy Commission	74	TRB-Teachers Retirement Board	96
DMH-Department of Mental Health	3533	HRD-Human Resources Division	124	TRE-Office Of The State Treasurer	254
DMR-Health and Human Services	6460	ITD-Information Technology Division	449	VET-Department Of Veterans Service	63
DOB-Division Of Banks	169	LIB-George Fingold Library	11	VWA-Victim And Witness Assistance	18
DOC-Department of Corrections	4698	LOT-Lottery And Gaming Commission	394	WEL-Department Of Transitional Assistance	1655
DOE-Department Of Elementary & Secondary Education	471	Grand Total:			54269

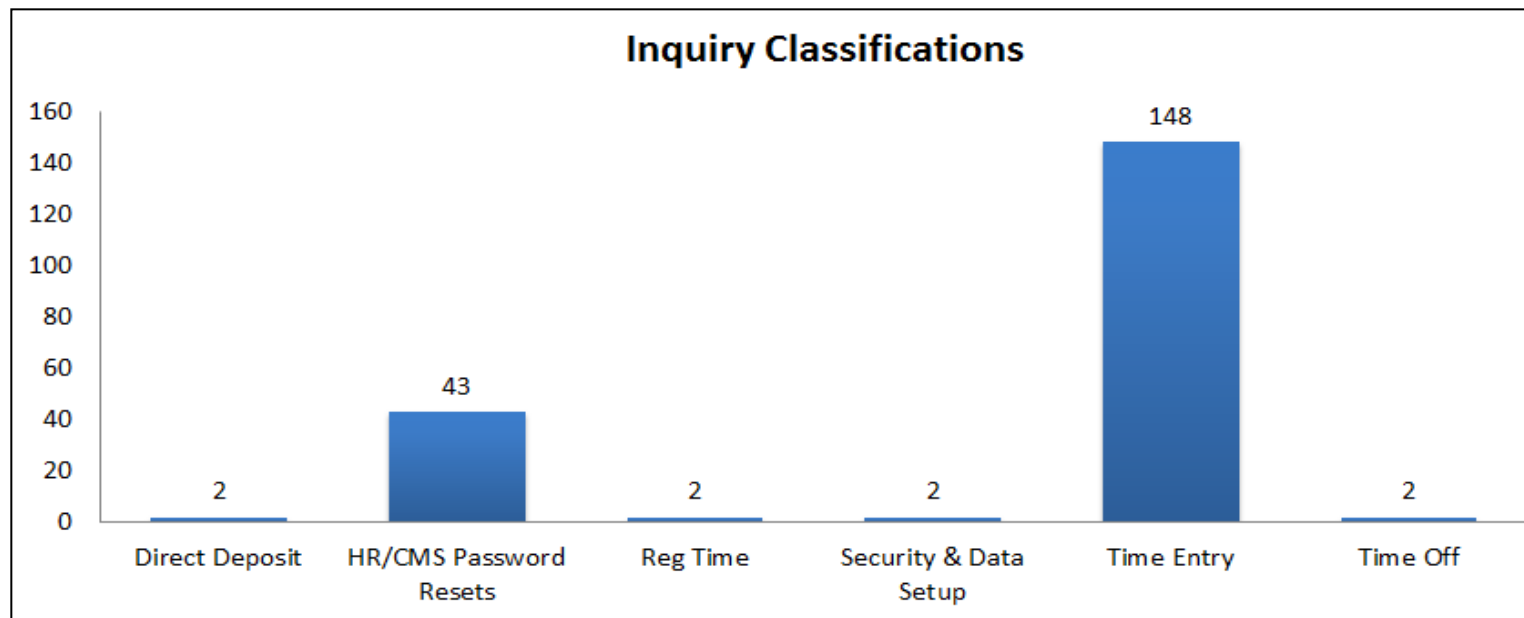
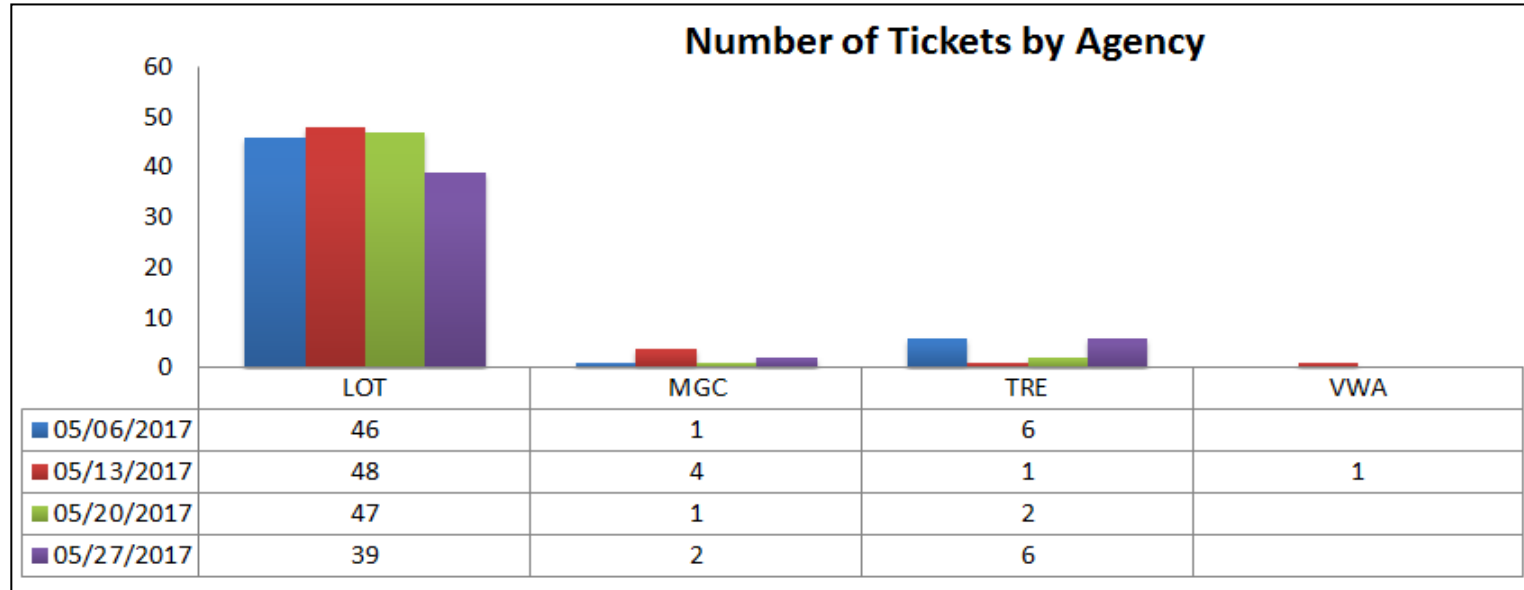


Appendix: Inquiries by Agency

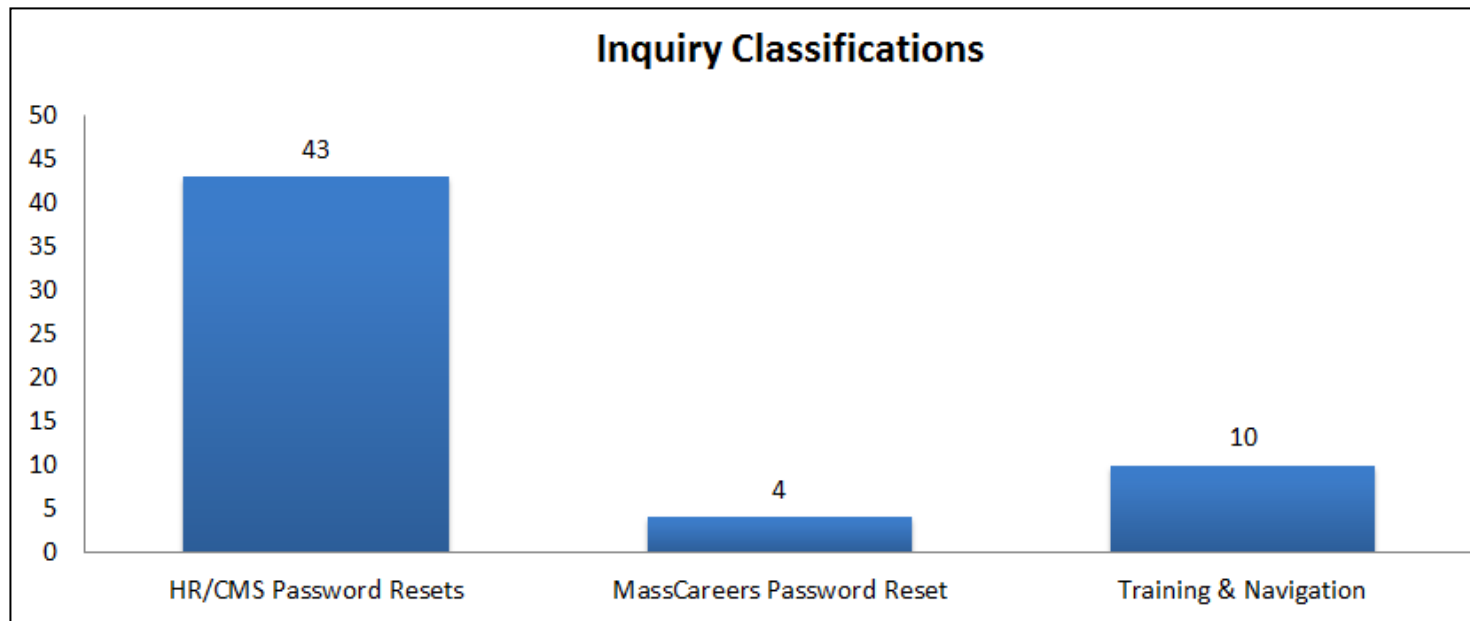
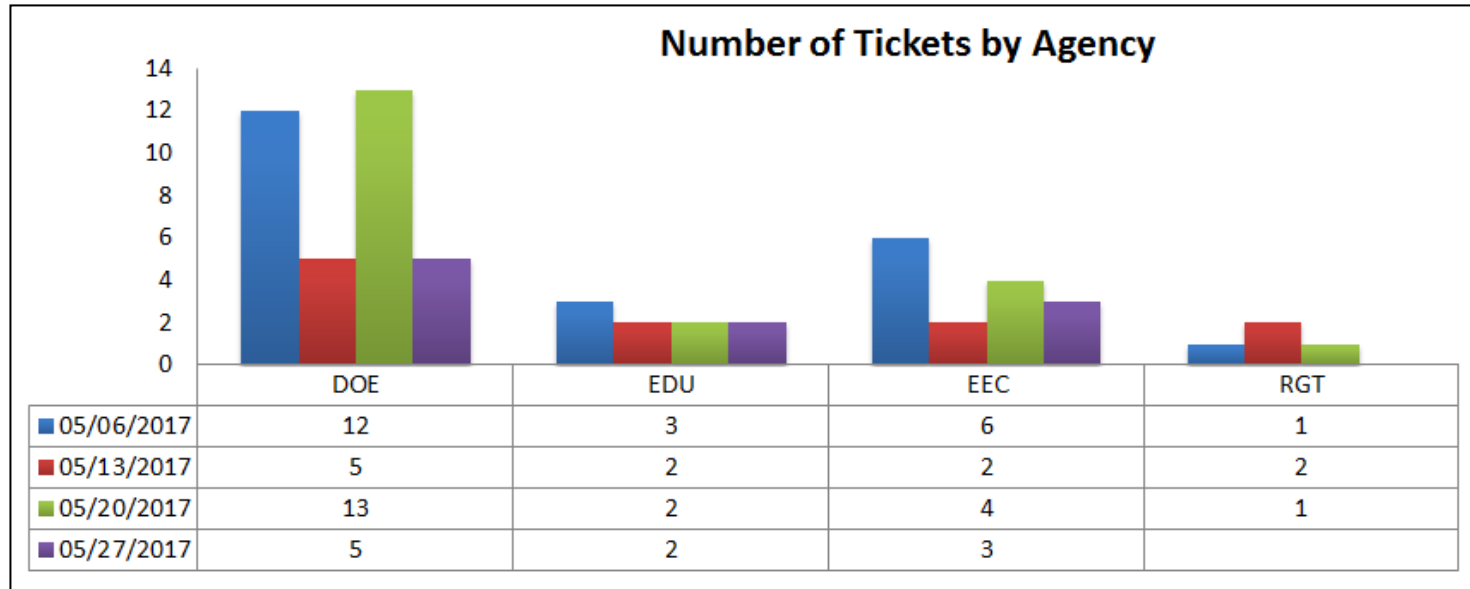
- Note: No inquiries were received for this service month from:

CSC - Civil Service Commission	CSW - Commission On Status Of Women
DAC - Disabled Persons Protection Commission	LIB - George Fingold Library
OHA - Massachusetts Office On Disability	SDA - Sheriffs Department Association
SEA - Department Of Business And Technology	

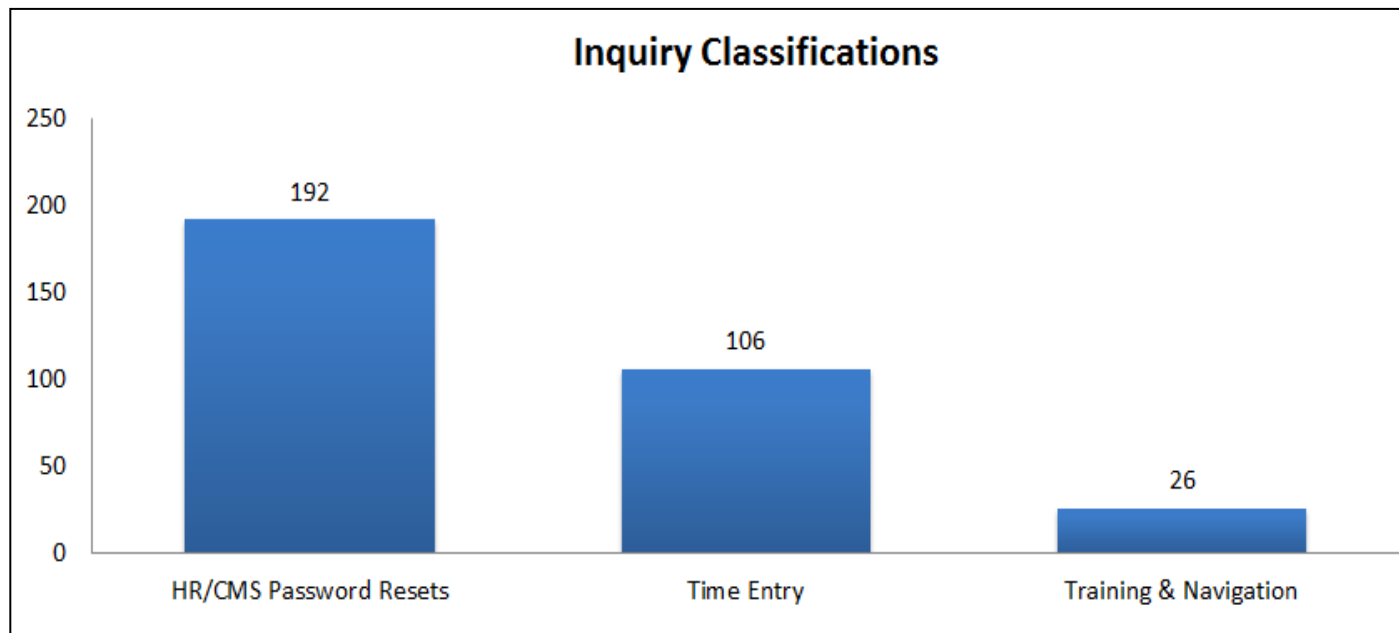
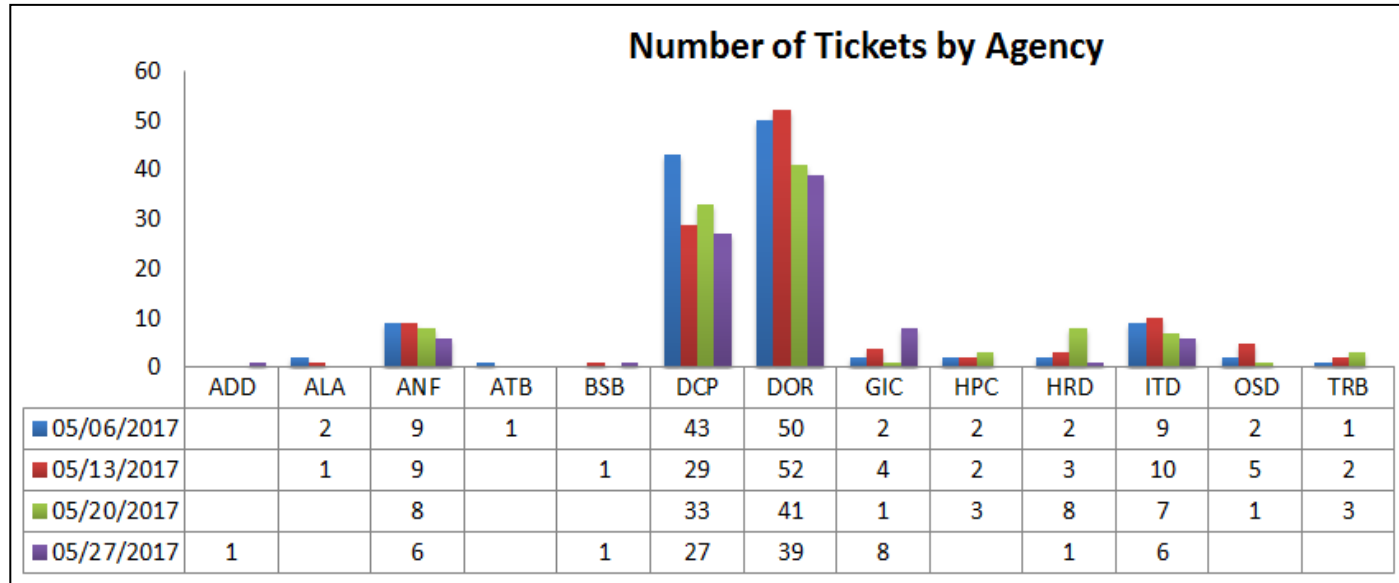
CON Agencies



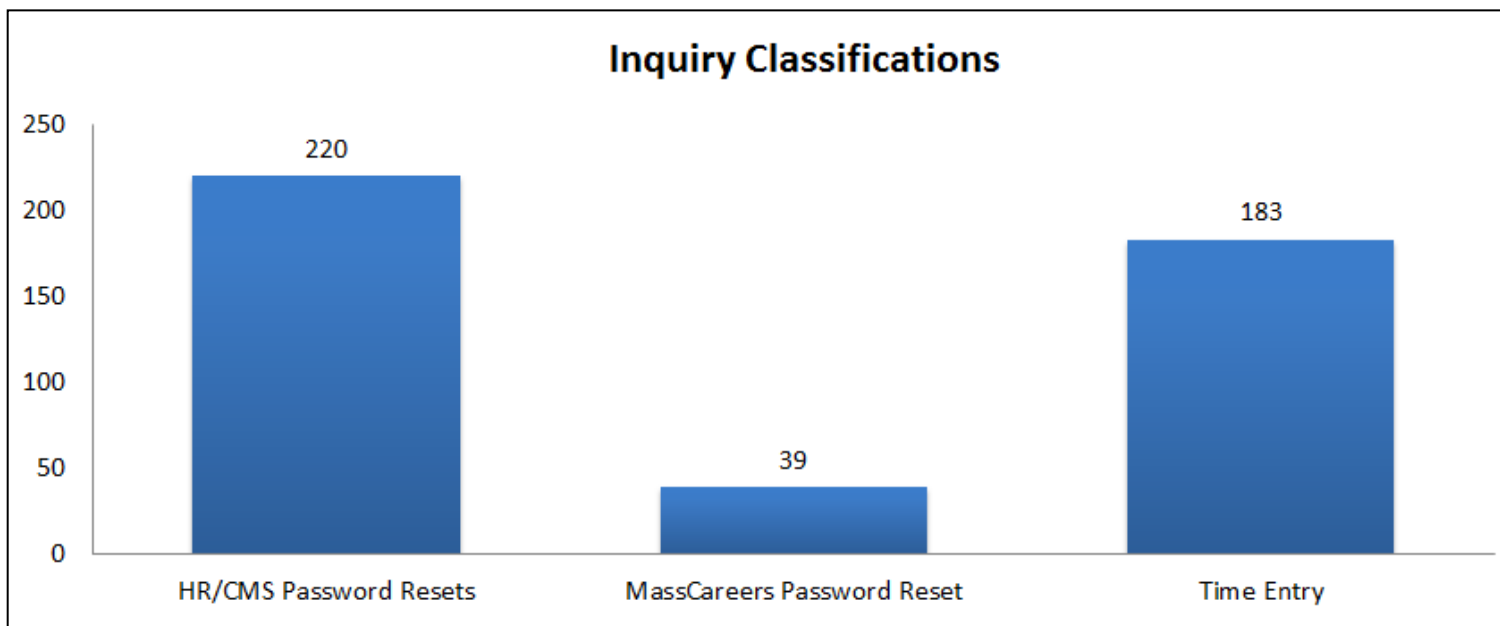
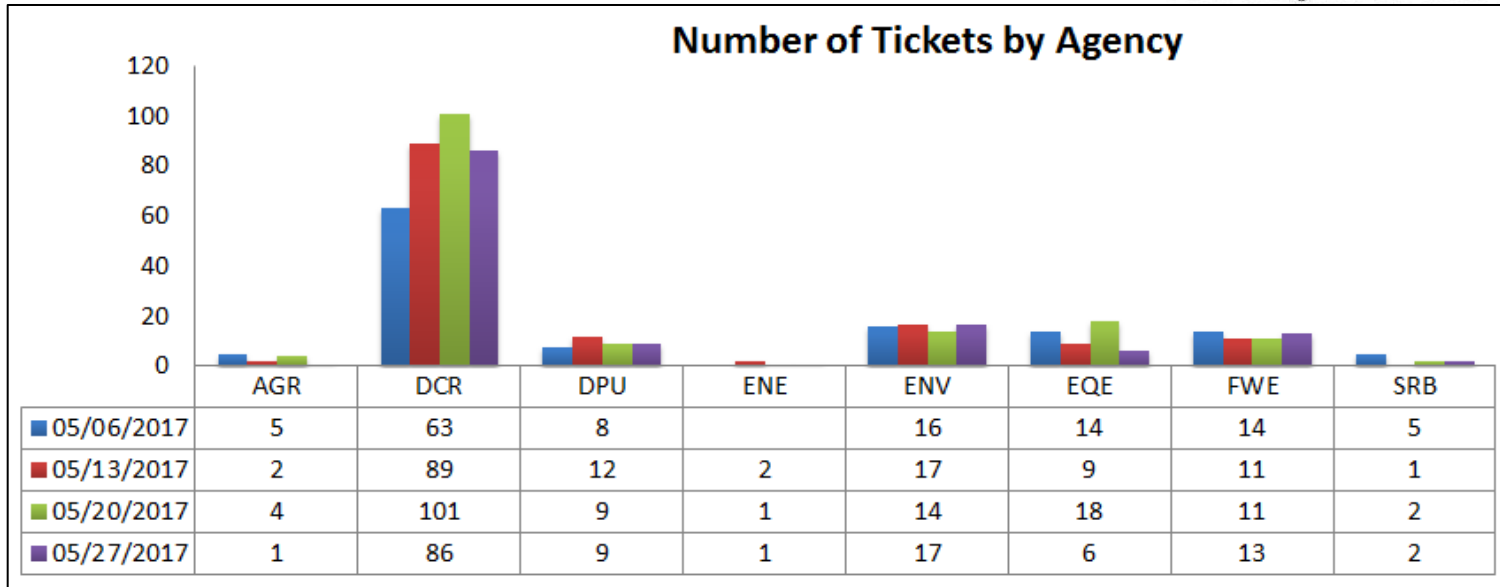
EDU Secretariat Agencies



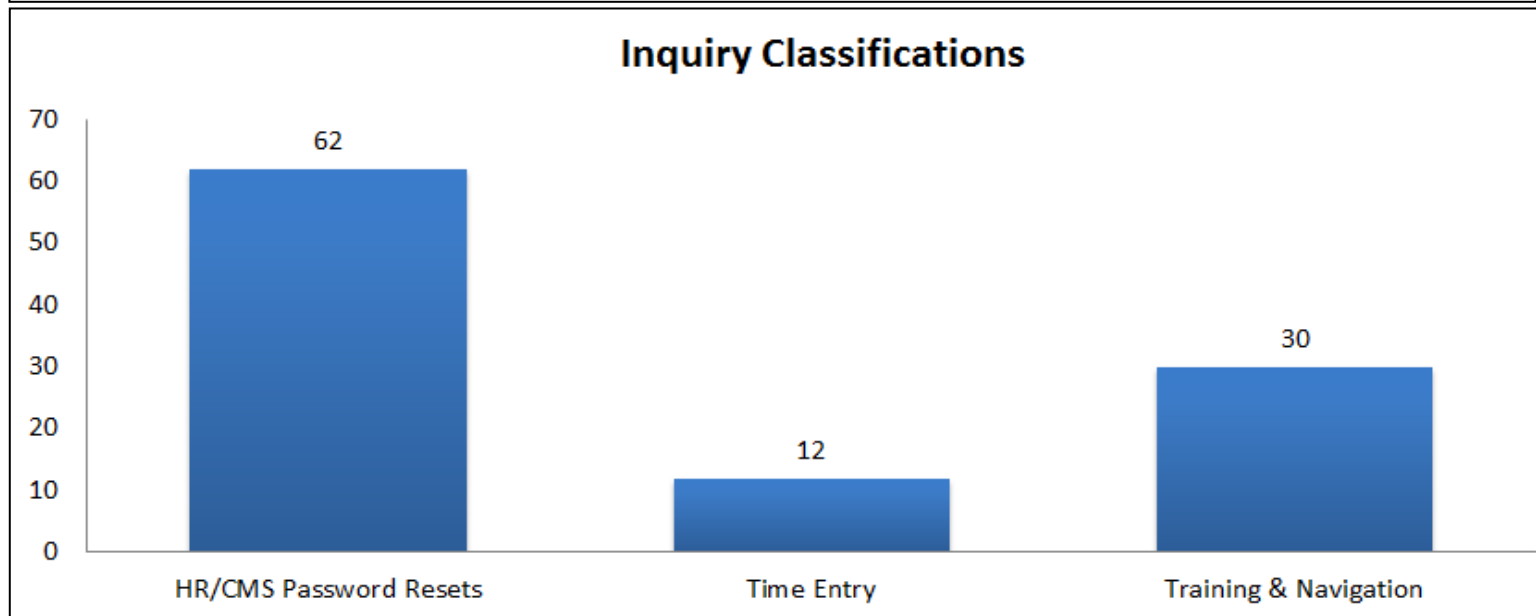
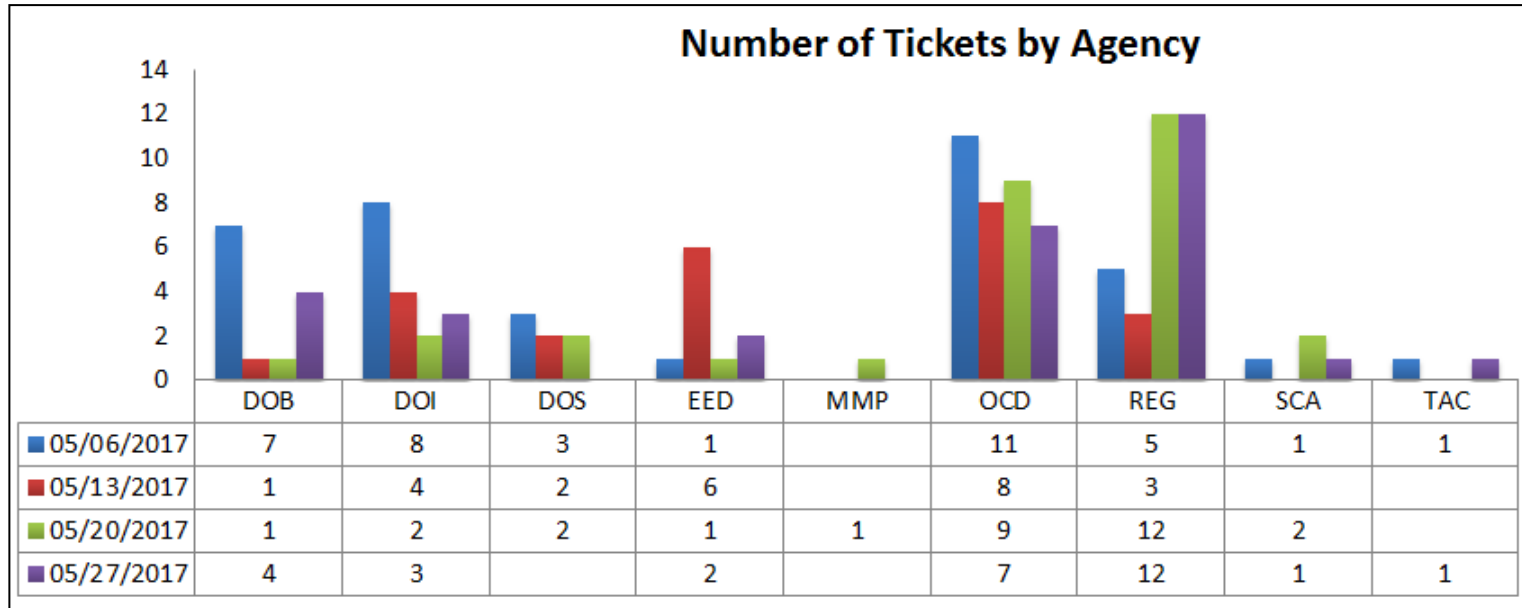
EOANF Secretariat Agencies



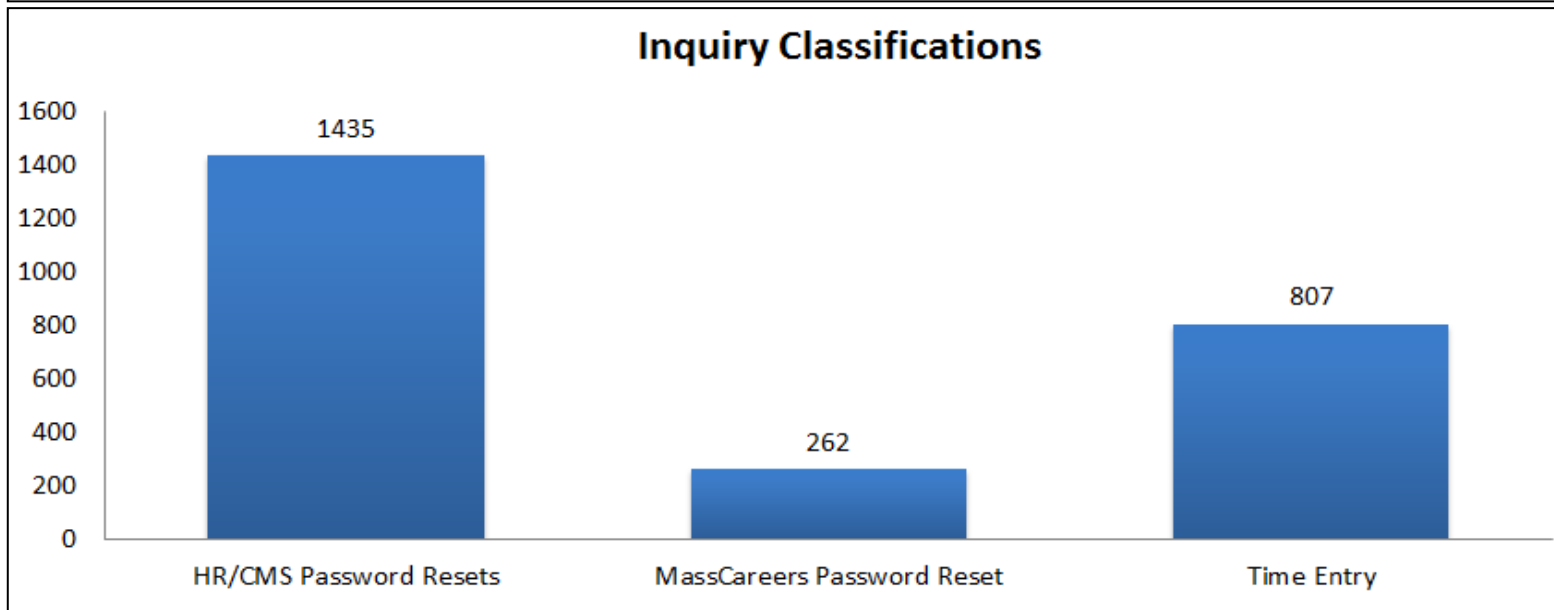
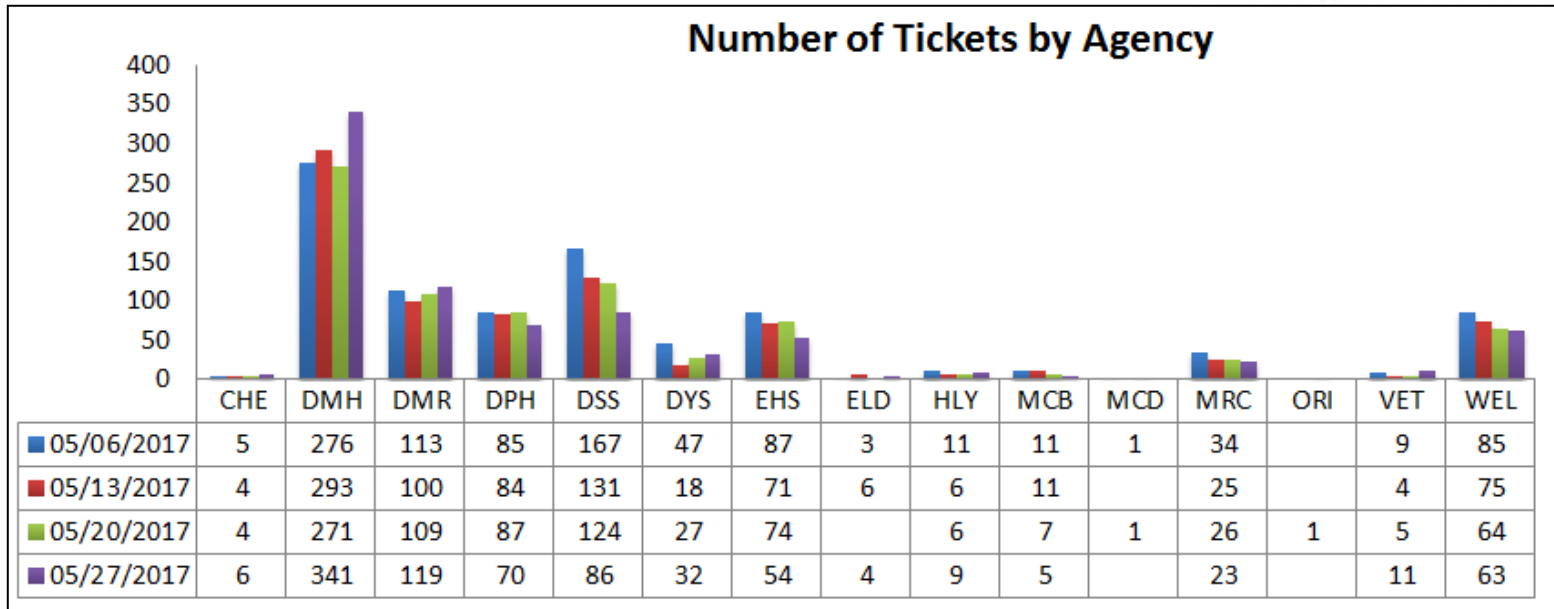
EOEEA Secretariat Agencies

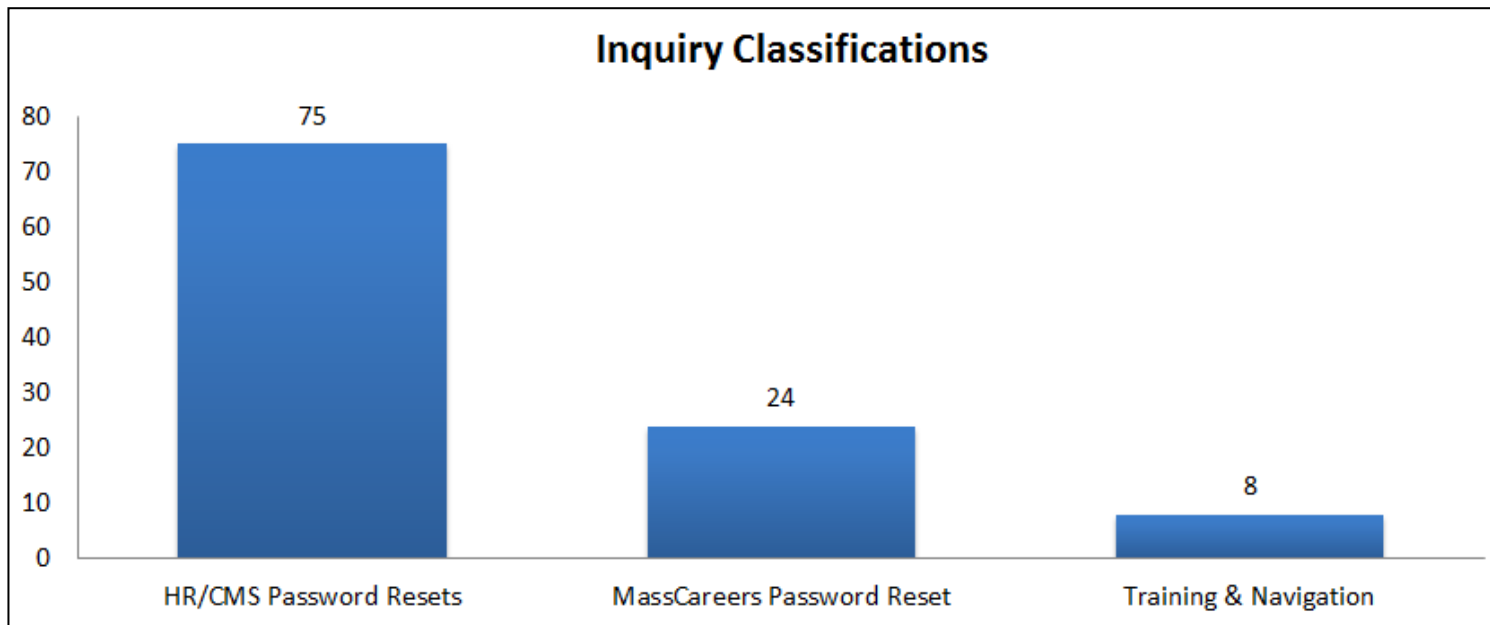
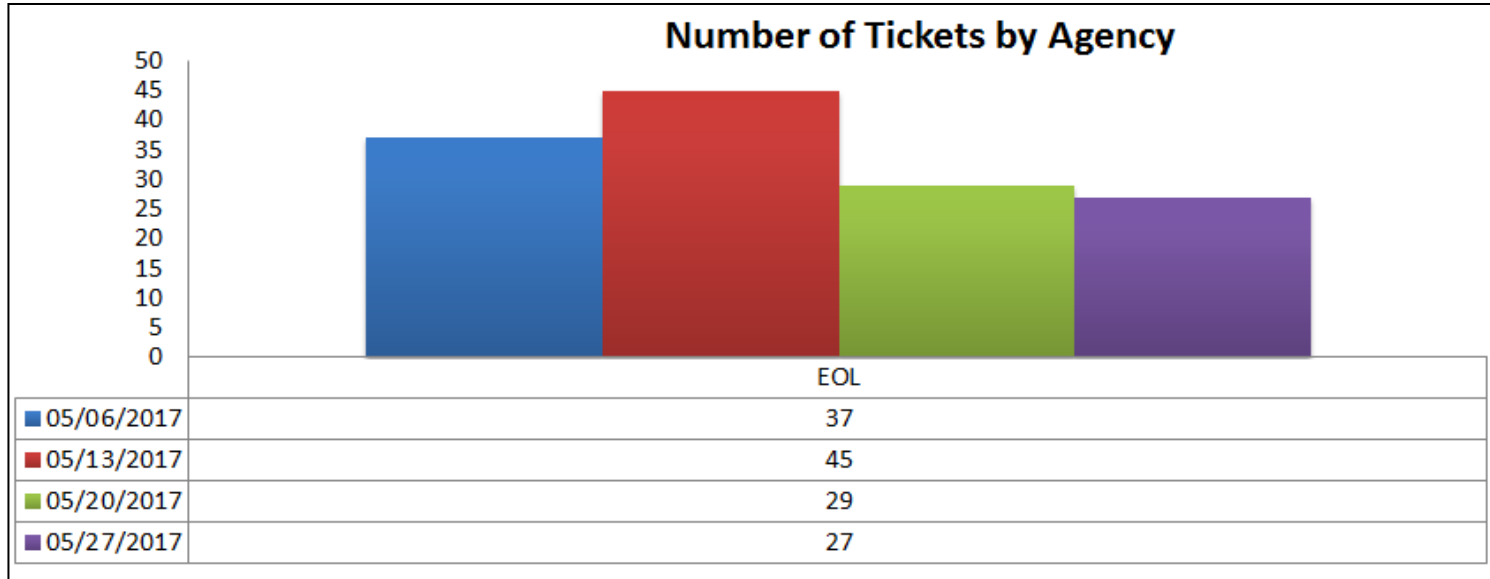


EOHED Secretariat Agencies

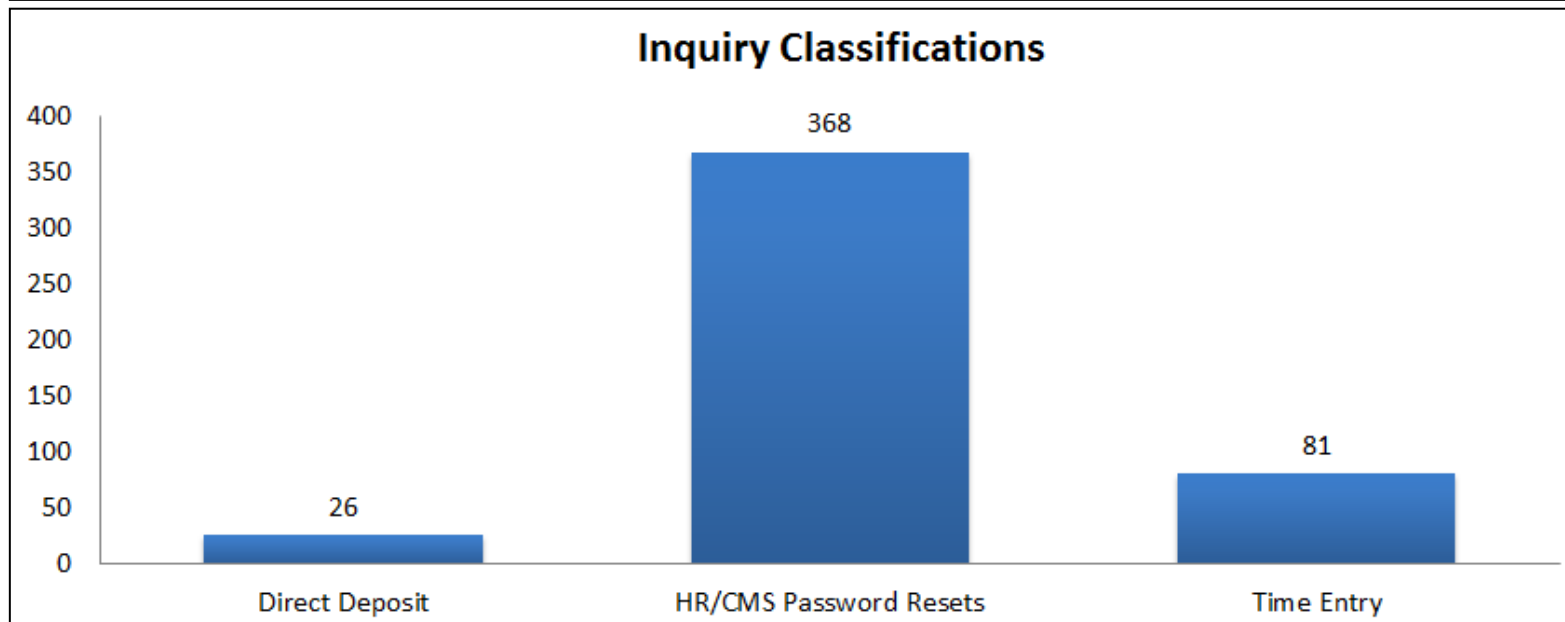
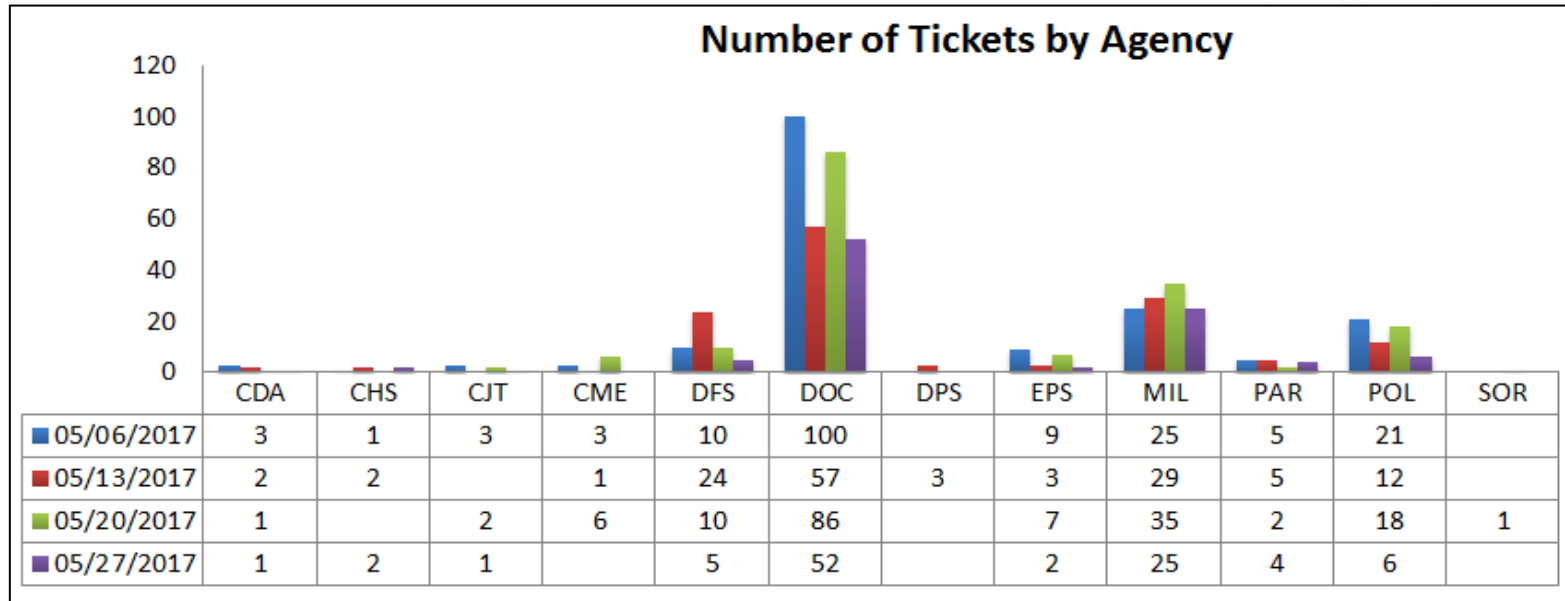


EOHHS Secretariat Agencies

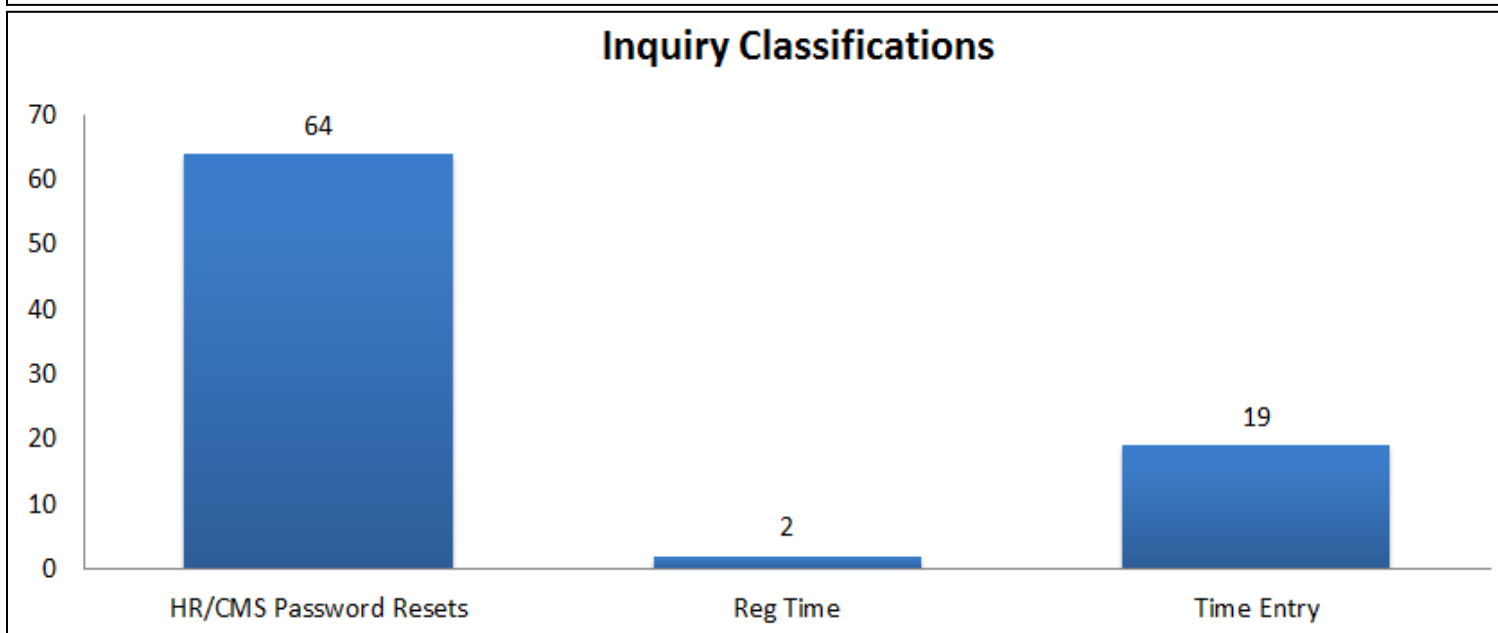
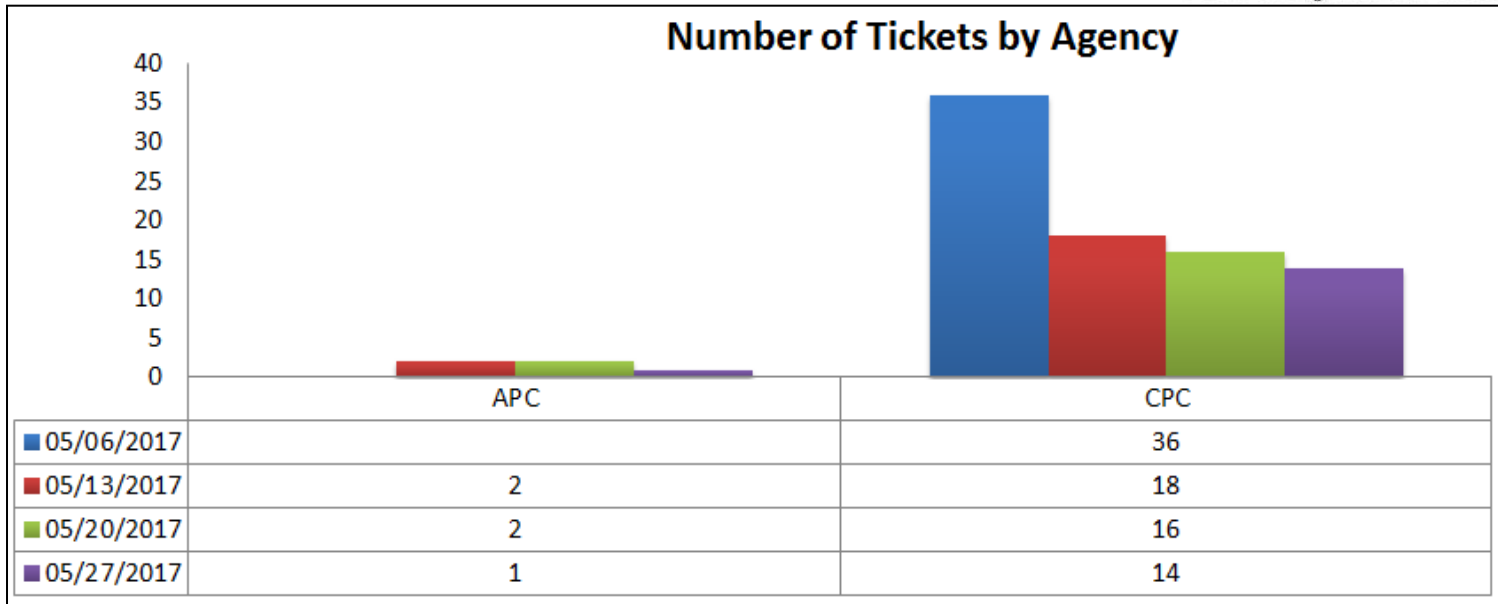




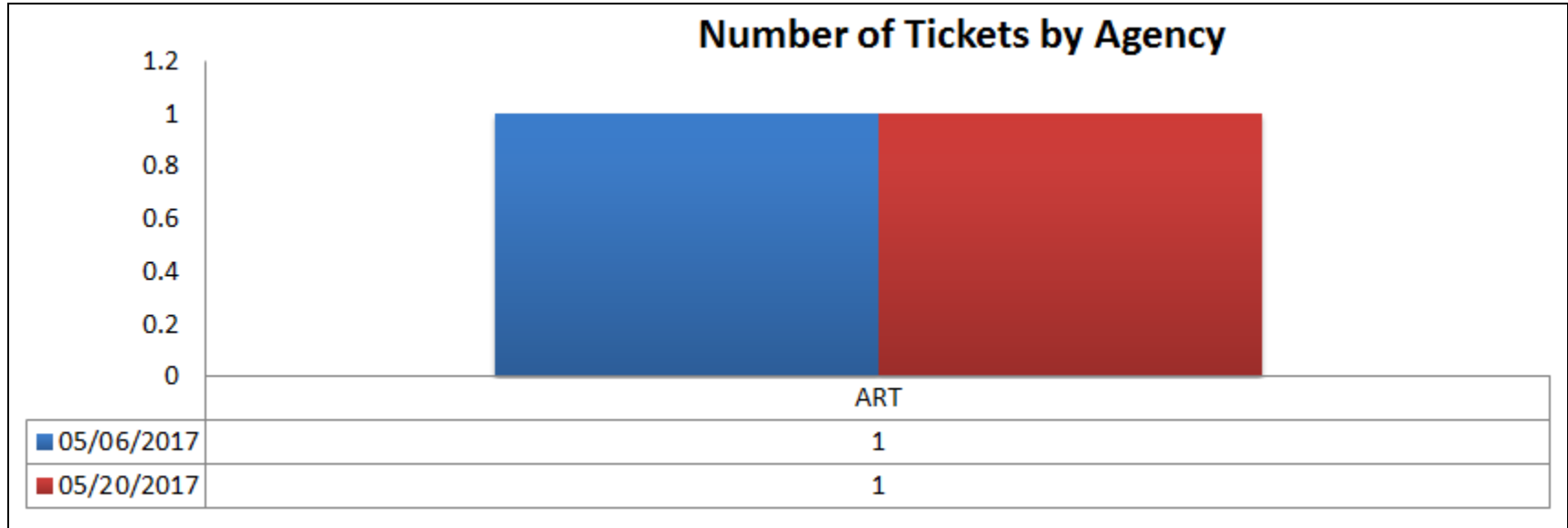
EOPSS Secretariat Agencies



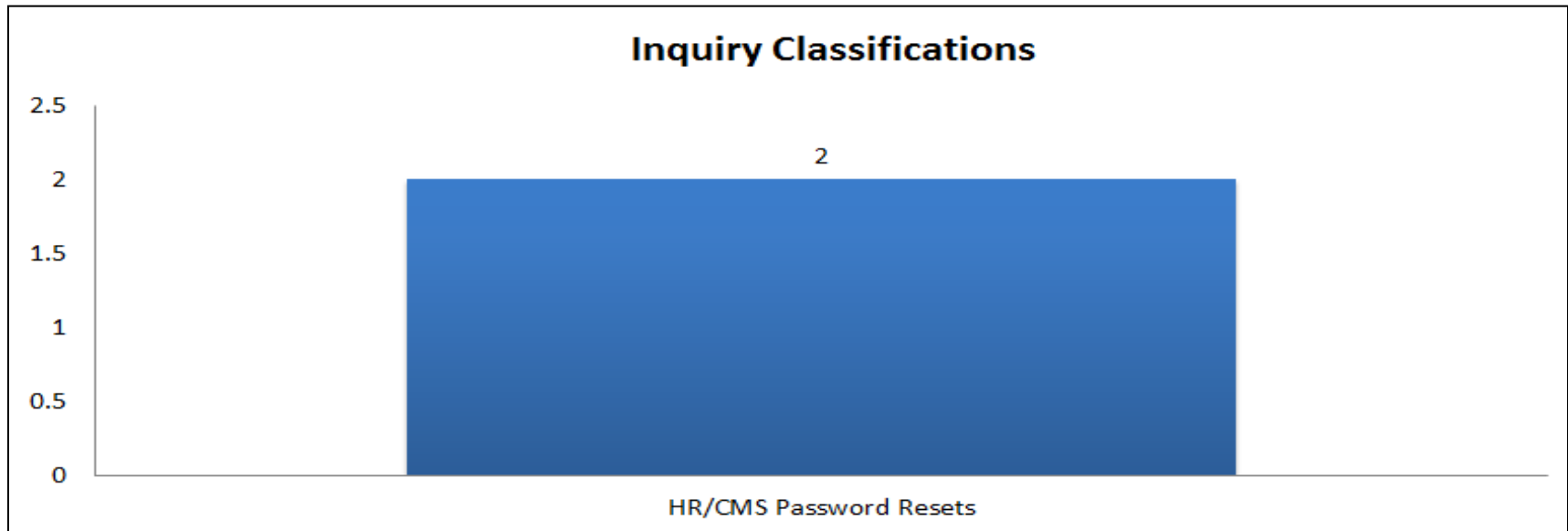
JUD Agencies



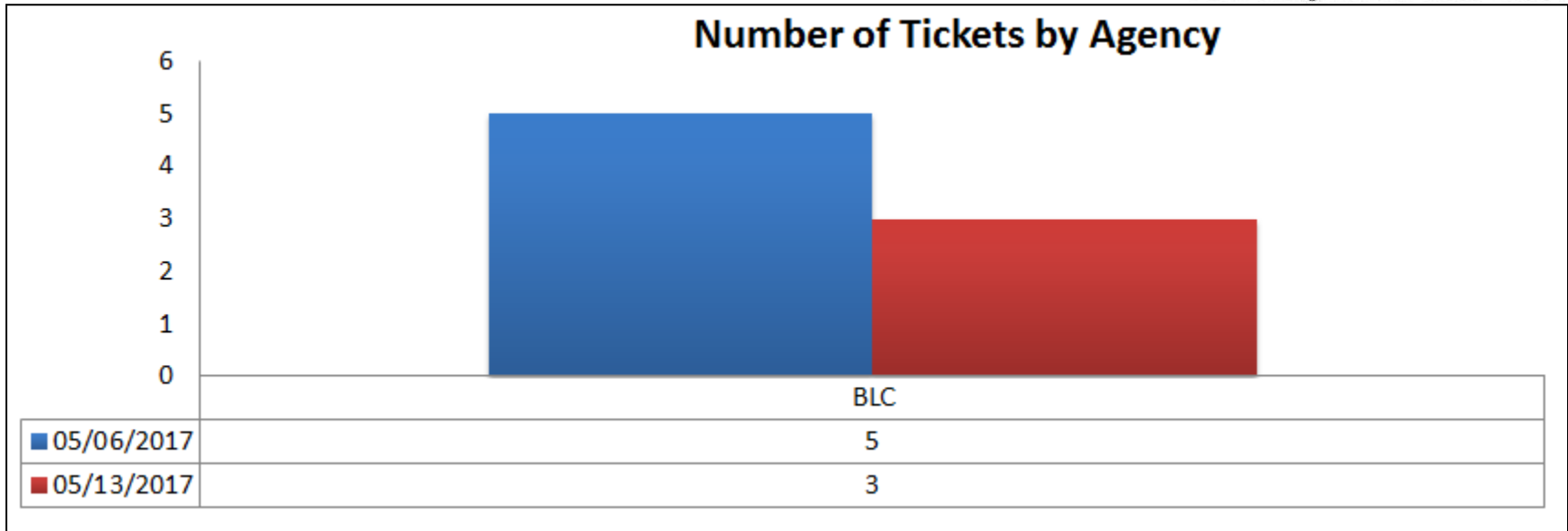
ART Tickets and Classification



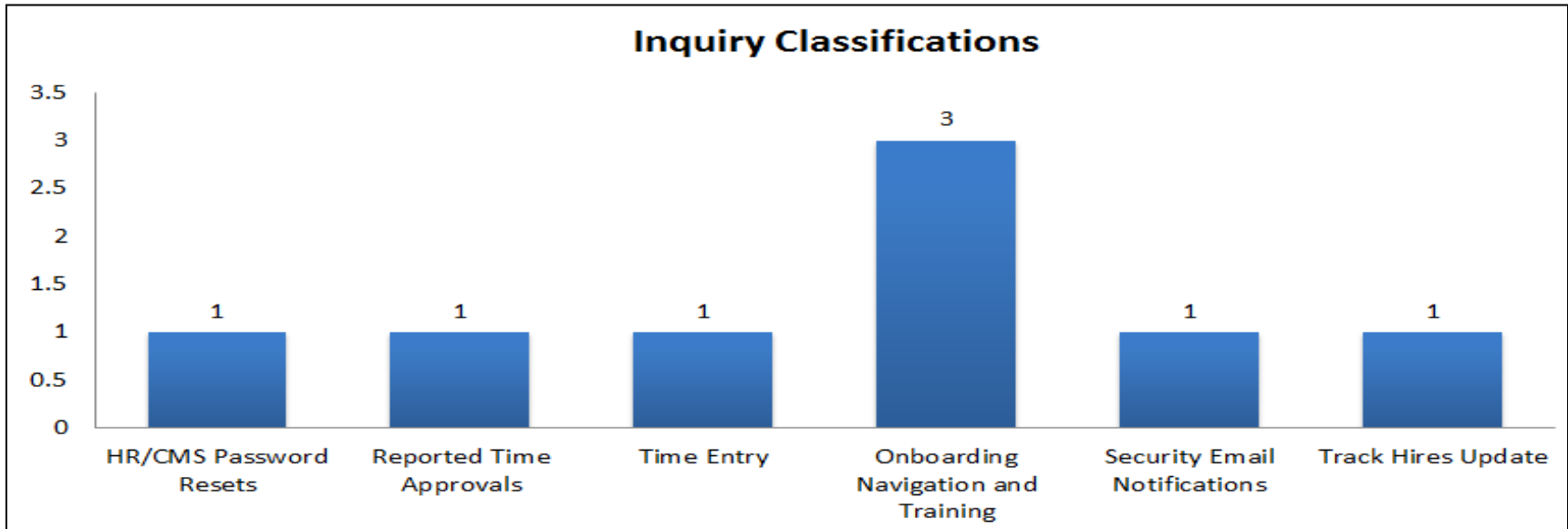
There were no requests the weeks of 5/13 & 5/27.



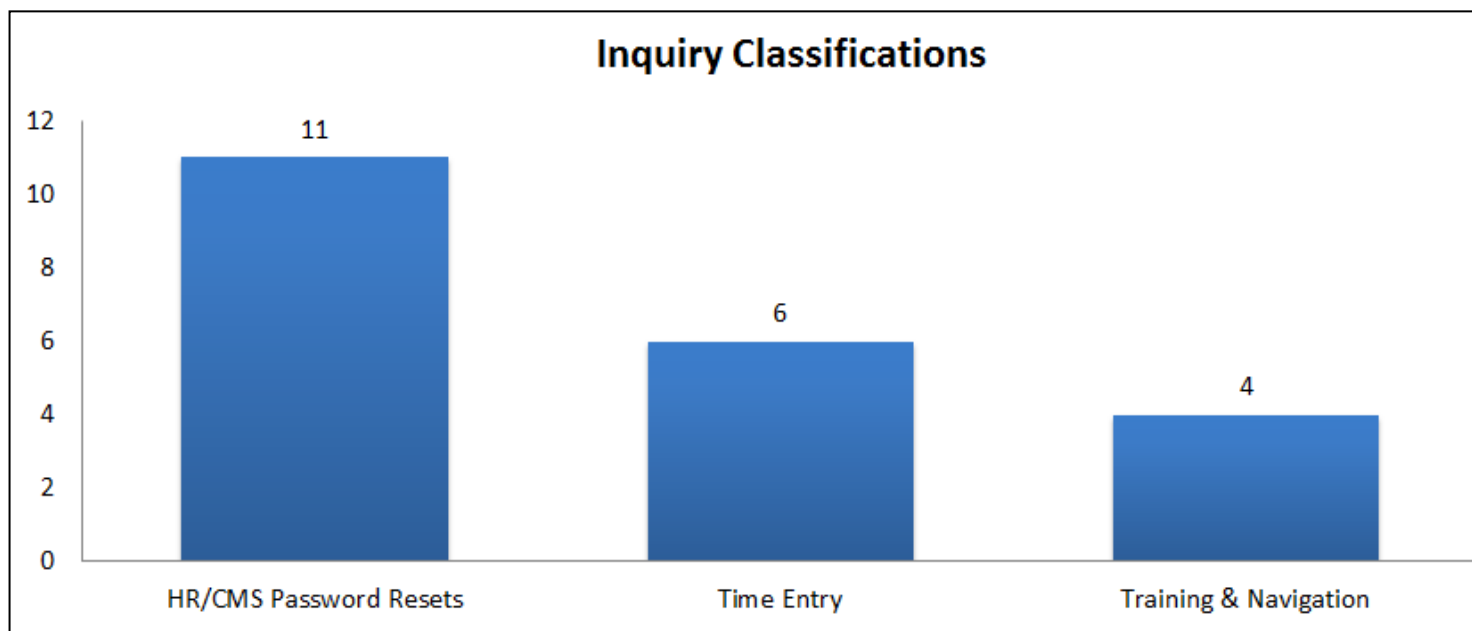
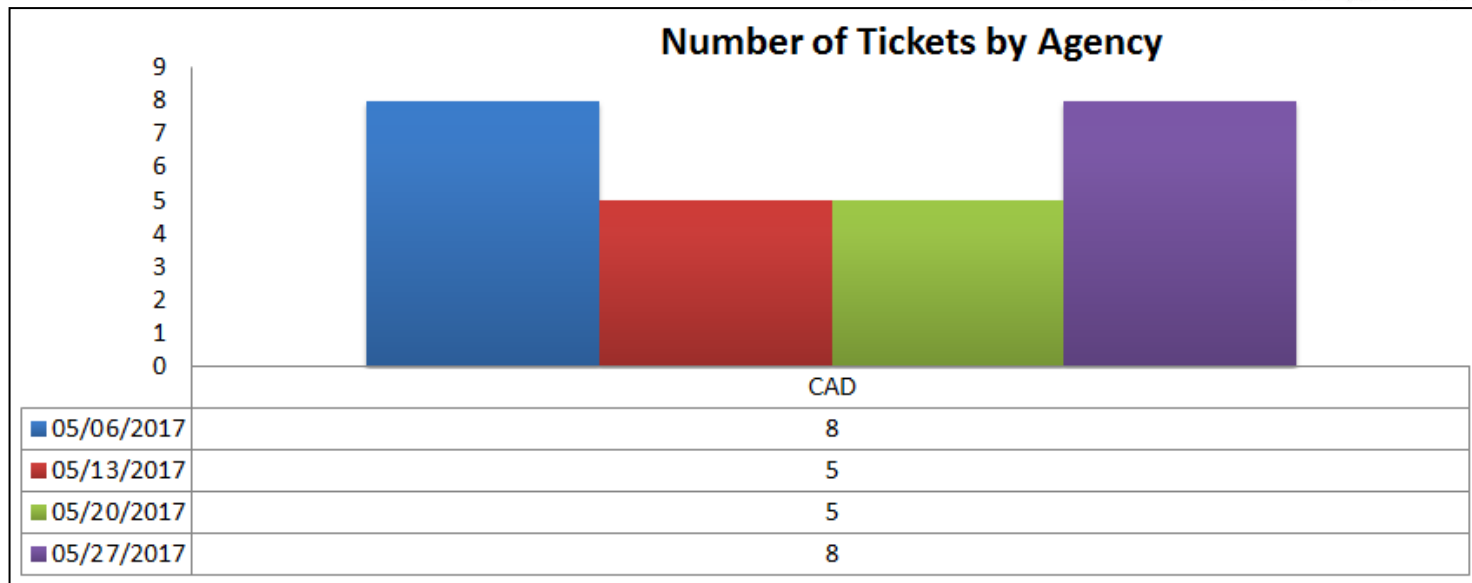
BLC Tickets and Classification



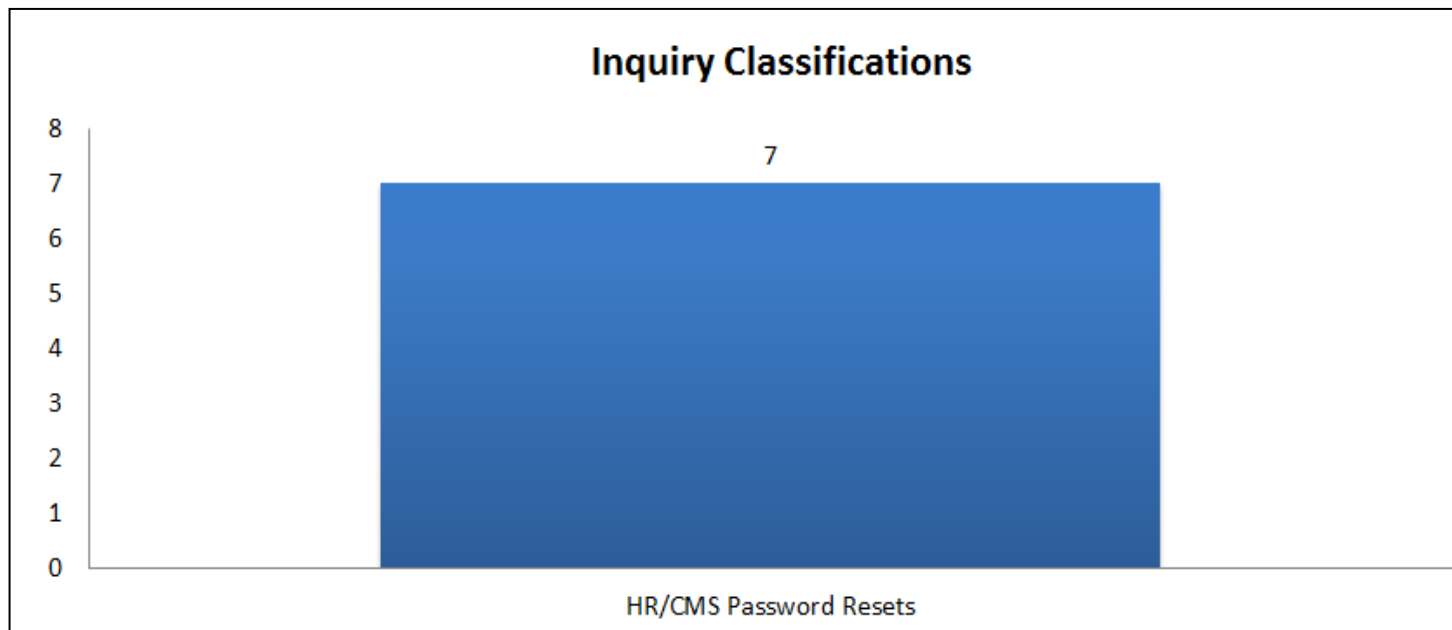
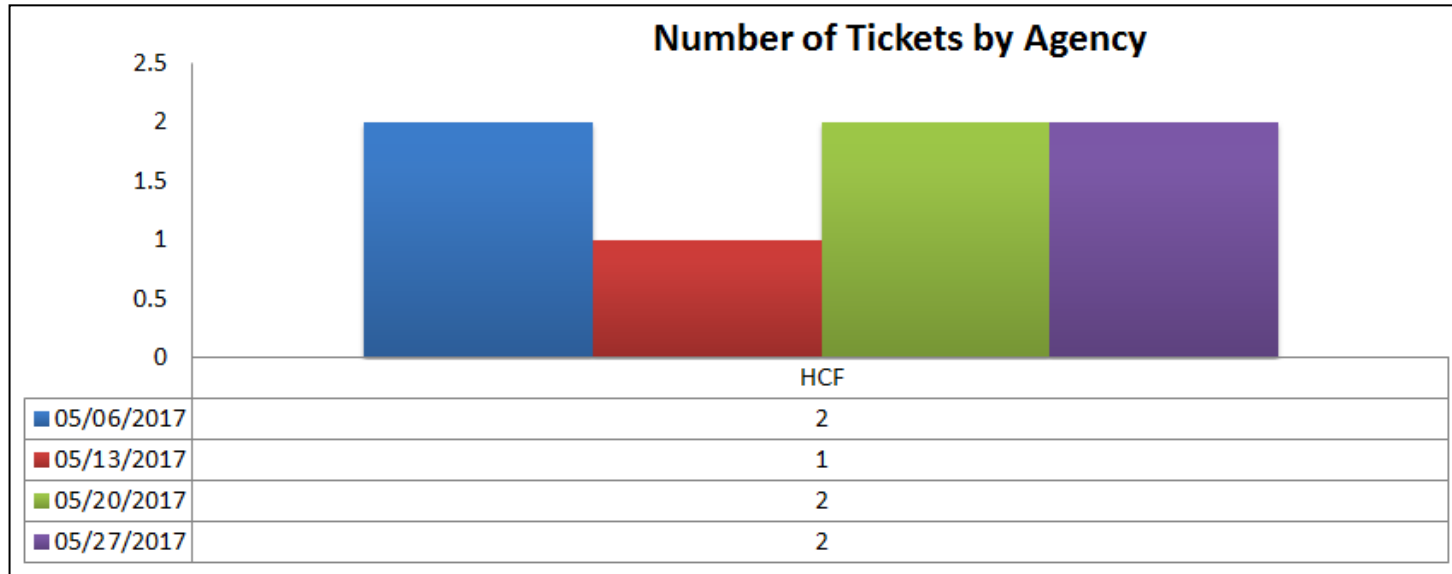
There were no requests the week of 5/20 & 5/27.



CAD Tickets and Classification



HCF Tickets and Classification



OSC Tickets and Classification

