



# ESC Service Charter Scorecard

October 29, 2017 – December 2, 2017



# Table of Contents

	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
Case Resolution Time	12
Customer Satisfaction Survey Results	13
Position Management	14
Tuition Remission Submissions by Secretariat	15
MassCareers Classifications by Secretariat	16
Tickets Forwarded to Agency HR/Payroll	17
Scorecard Schedule	18
Appendix: Agencies Served	19
Appendix: Inquiries by Agency	20-34



# Service Delivery Overview

## October 29, 2017 – December 2, 2017

### Executive Summary

Total # Agencies Served: 79

Total # Employees Served: 54,079

Total calls received: 8,348

Average Call Wait Time: 00:48

Total email requests received: 435

Total FAX requests received: 163

Number of Transactions processed by ESC: 7,687

Total tickets opened: 7,477

Total tickets closed within 3 days: 7,317

Total tickets remain open beyond 3 days: 160

% tickets remain open beyond 3 days: 2.13%

% of Employees served by the ESC: 14.21%

### Staffing

Area	Staffing as of 12/2/2017	Staffing as of 10/28/2017
Customer Service/Intake	4	4
Customer Service/MassCareers	4	4
Processing & Outreach	11	12
Senior Staff	2	2
Total	21	22

### Activities/Information

- Update: Starting in 2018 we will be reporting on true calendar months, instead on a per Pay Period basis.
- Due to Veteran Day Holiday falling on a Saturday there was a spike in Total calls received and Total tickets opened.

**Source:** ESC Avaya CMS & Footprints Reports, data from 10/29/2017 – 12/2/2017.

**\*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

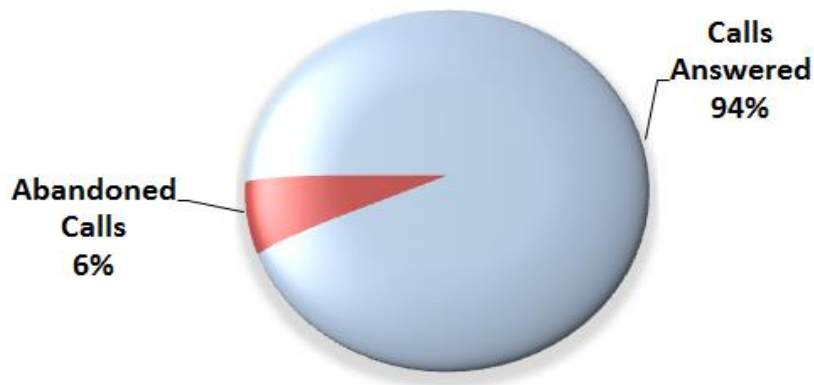
Metric	Target	Current Period Performance 10/29/17 – 12/2/17	Previous Period Performance 10/01/17 – 10/28/17	Trend
Average wait time – Answered Calls (Days operational)	Will not exceed 3 minutes 90% of the time; Will not exceed 2 minutes 50% of the time	0:48 seconds	0:59 seconds	
Average case resolution time – password resets and e-mail updates (Time owned by ESC)	98% within 1 day	99.09%	99.71%	
Average case resolution time – inquiries and requests (Time owned by ESC)	75% within 1 day 90% within 3 days	94.2% within 1 Day and 96.7% within 3 Days	93.9% within 1 Day and 96.6% 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	93.6% rated good to excellent (2.327% response rate)	97.2% rated good to excellent (1.912% response rate)	
Percent of notification runs executed to completion: <ul style="list-style-type: none"> <li>All: Reminder Report Time</li> <li>Employees: Unreported time - 1<sup>st</sup> &amp; 2<sup>nd</sup> notice</li> <li>Approvers: Unapproved reported time - 1<sup>st</sup> &amp; 2<sup>nd</sup> notice</li> <li>Agency HR/Payroll: Over/Under scheduled hours and unapproved Payable Time notifications -1<sup>st</sup> &amp; 2<sup>nd</sup> notice</li> <li>Failsafe outreach to Agy. HR/PY and signatories</li> <li>Failsafe outreach to CTR and CHRO</li> </ul>	95%	100%	100%	
Secretariat ad hoc reports produced within established timeframes: <ul style="list-style-type: none"> <li>Simple*: 3 business days</li> <li>Complex*: 7 business days</li> </ul>	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

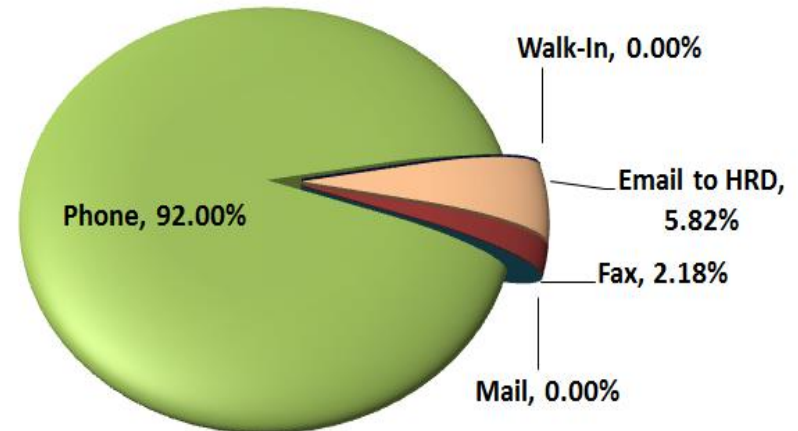
SLA Metric	Target Level	Current Period 10/29/17 to 12/2/17	Previous Period 10/01/17 to 10/28/17	November 2016
Average Wait Time – Answered Calls (Days operational)	Will not exceed 3 minutes 90% of the time	0:48 seconds	0:59 seconds	0:57 seconds

## Abandoned Calls



Total = 8,348 calls

## Ticket Source



Total = 7,477 Tickets

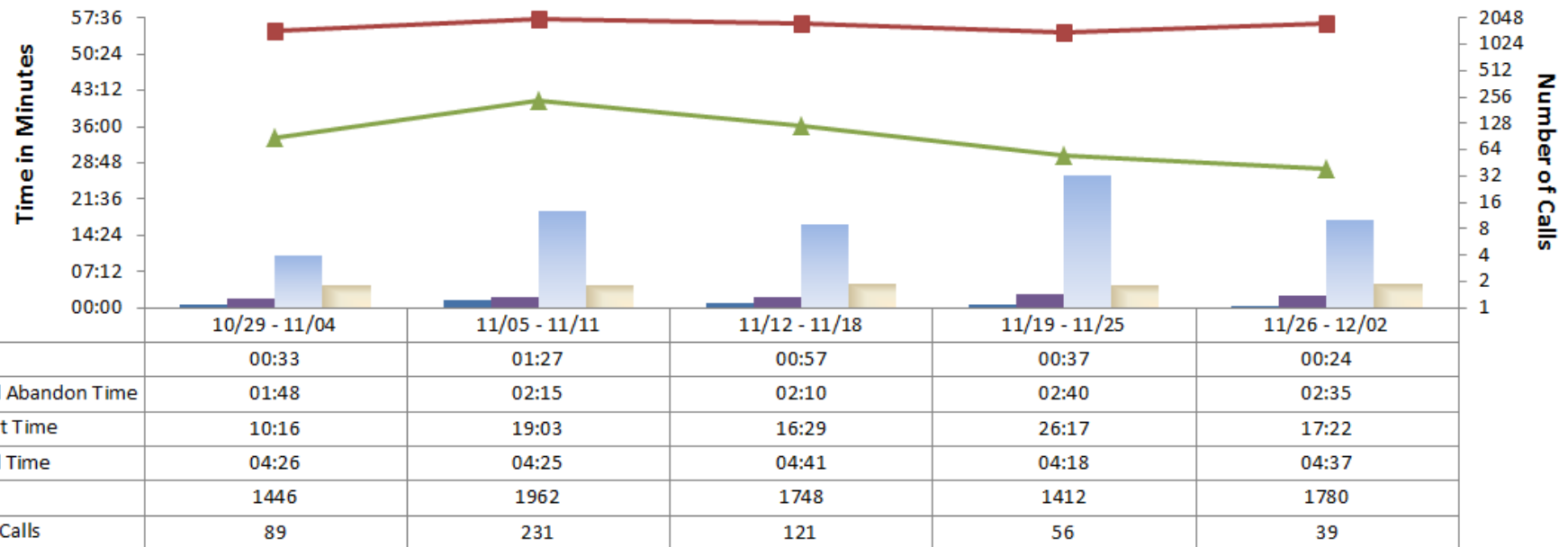
**Source:** ESC Footprints & Avaya data from 10/29/2017 – 12/2/2017.

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



# Inbound Call Data

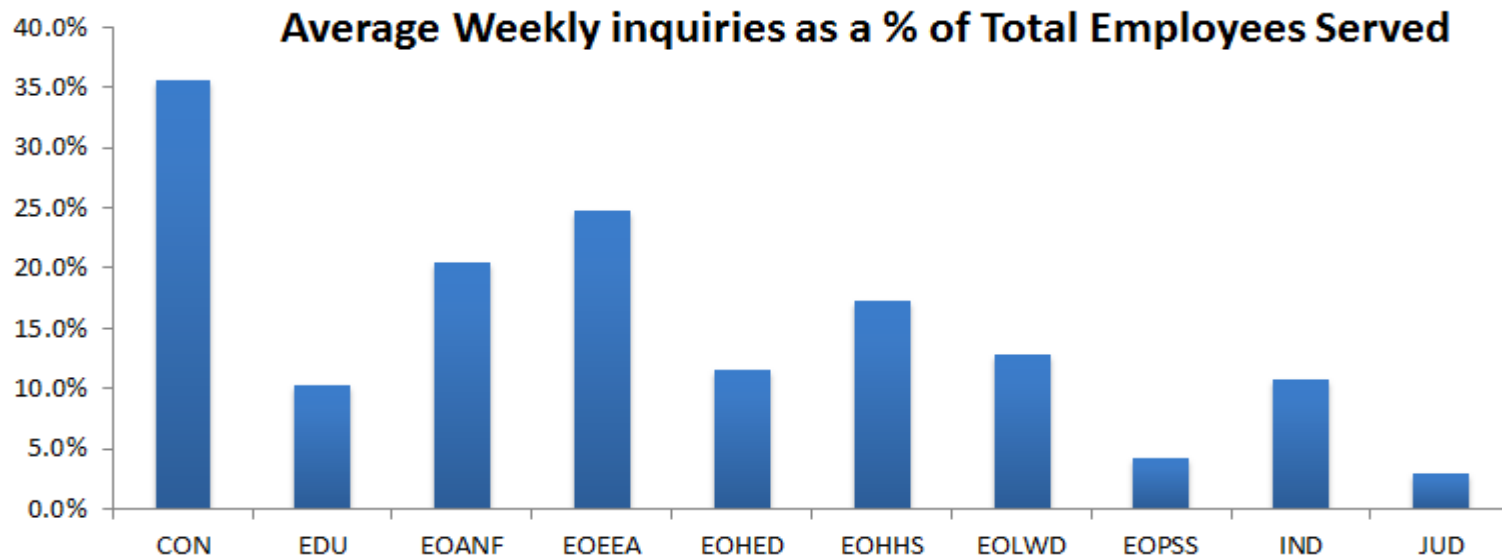
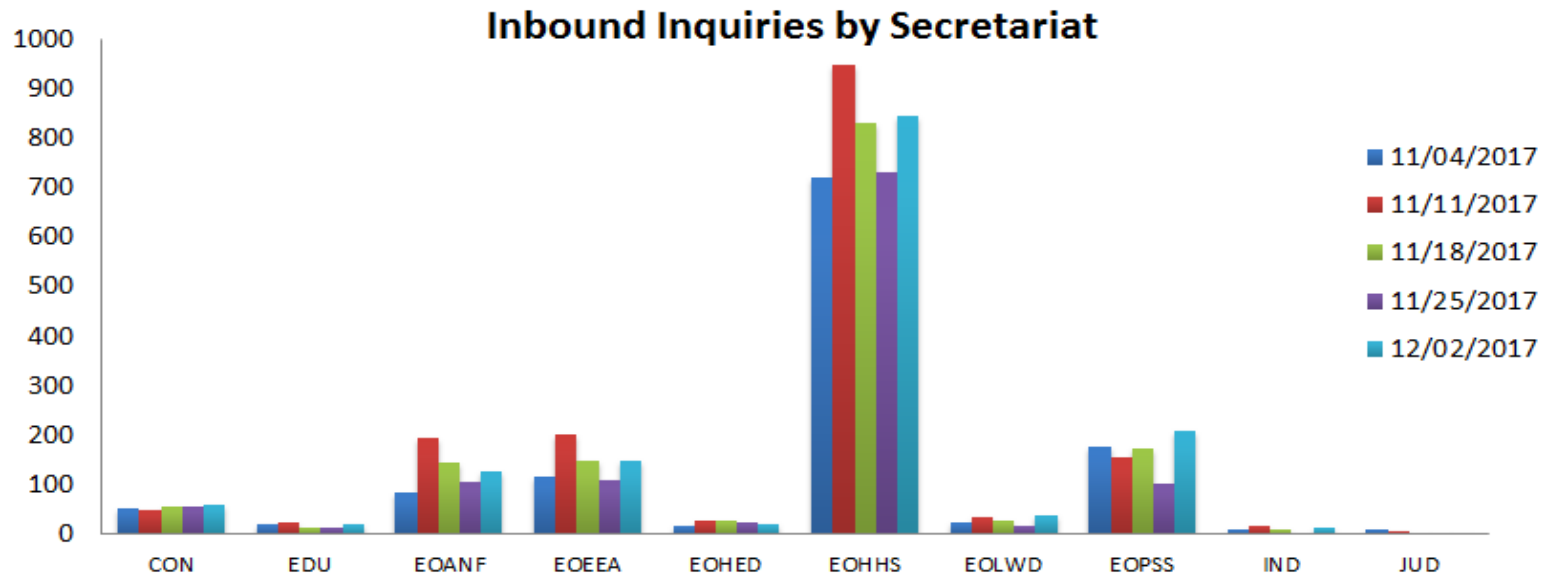
**Wait Time, Call Volumes, & Abandonment Rates**



**Source:** ESC Avaya data from 10/29/2017 – 12/2/2017.

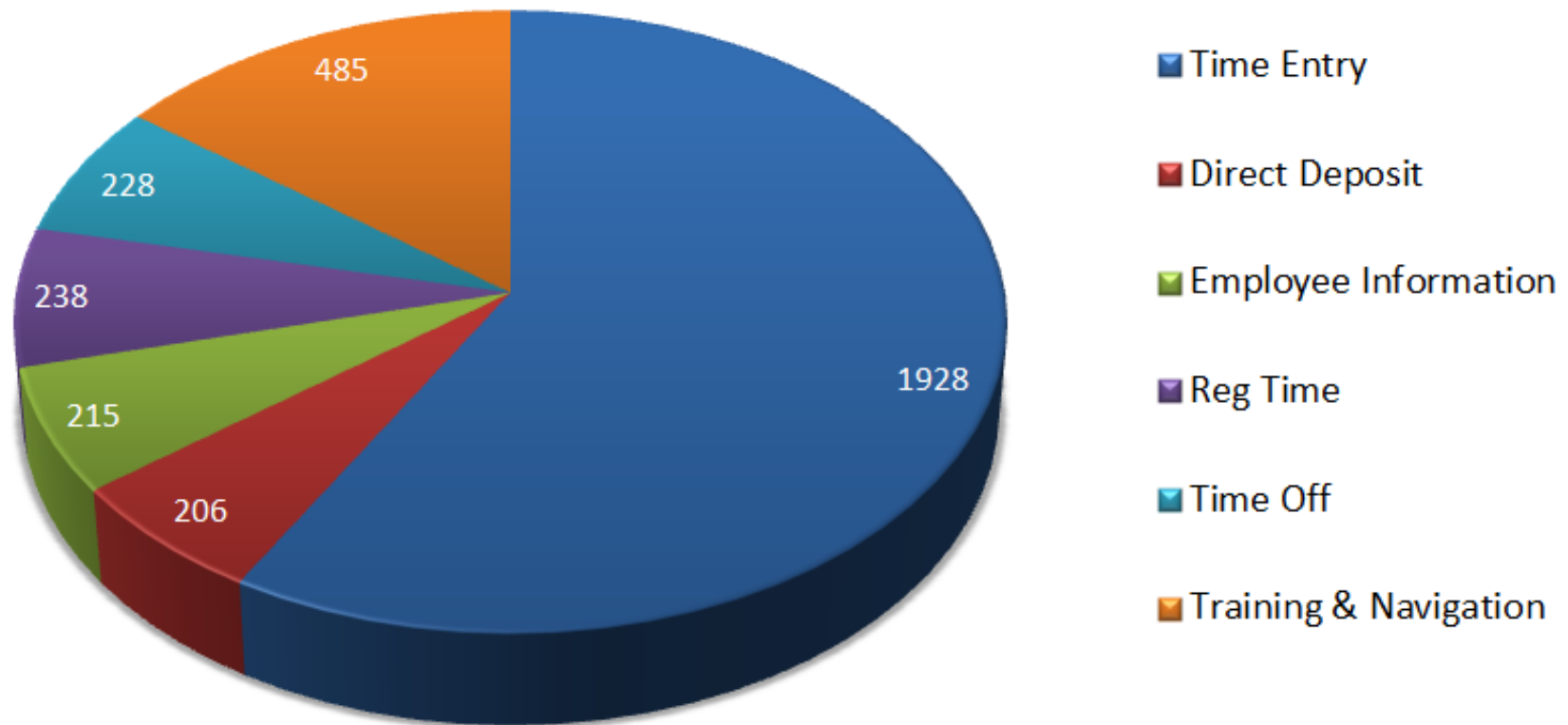


# Inbound Inquiries by Secretariat



# Types of Inquiries Received

## Top Inquiry Classifications (Excluding Password Resets)

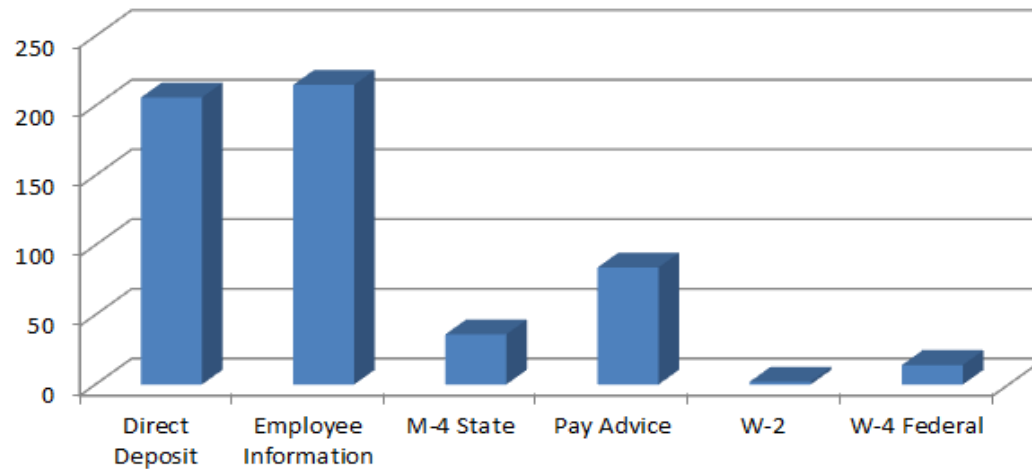


**Source:** ESC Footprints data from 10/29/2017 – 12/2/2017.

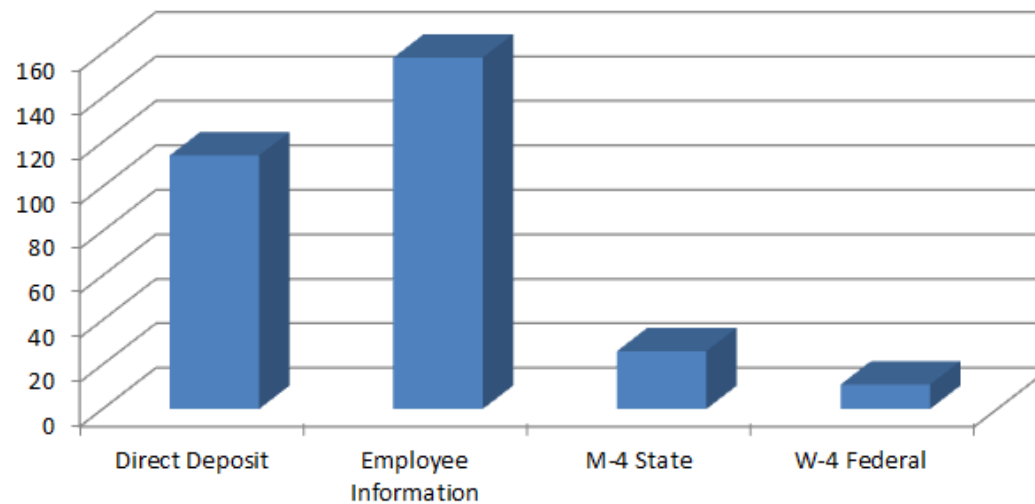


# ePay/eProfile Transactions

## Total ePay/eProfile Inquiries

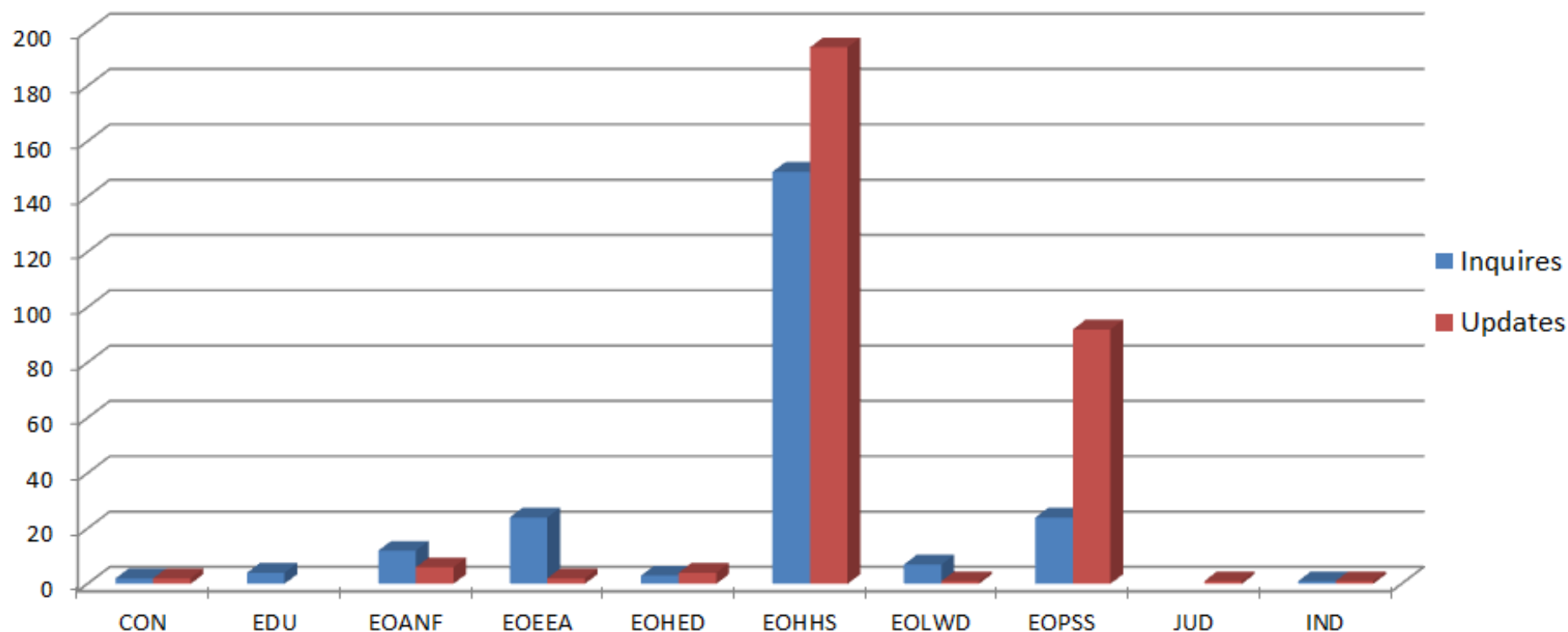


## Total ePay/eProfile Updates



# ePay/eProfile Transactions by Secretariat

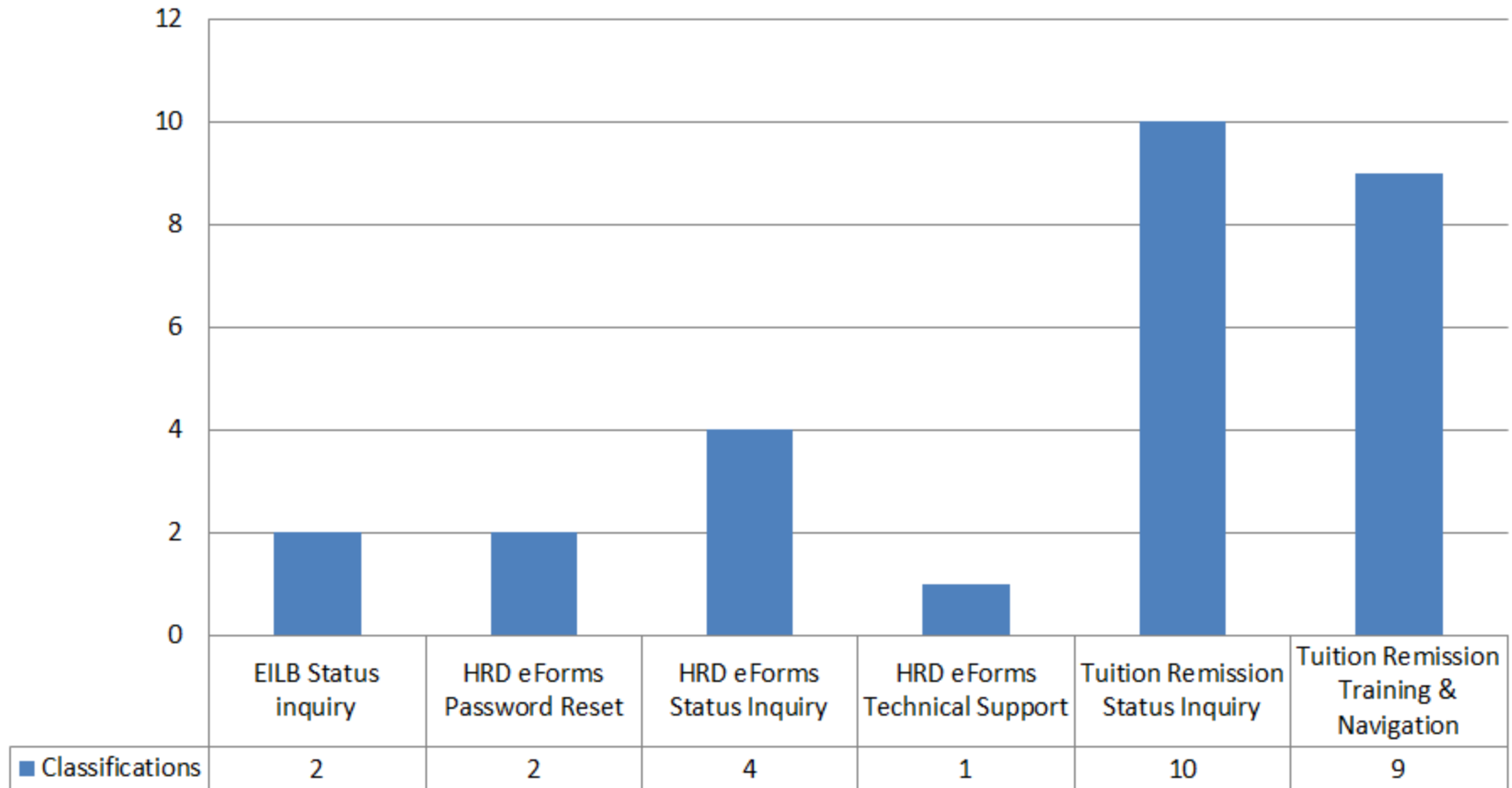
## ePay/eProfile Transactions by Secretariat



**Source:** ESC Footprints data from 10/29/2017 – 12/2/2017.



# eServices Inquiries



**Source:** ESC Footprints data from 10/29/2017 – 12/2/2017.



# Case Resolution Time

SLA Metric	Target	Current Period 10/29/2017 – 12/2/2017	Previous Period 10/01/2017 – 10/28/2017	Previous Year November 2016
Average case resolution time – password resets and e-mail updates (Time owned by ESC)	98% within 1 day	99.09%	99.71%	99.65%
Average case resolution time – inquiries and requests (Time owned by ESC)	75% within 1 day 90% within 3 days	94.2% within 1 Day and 96.7% within 3 Days	93.9% within 1 Day and 96.6% within 3 Days	93.0% within 1 Day 95.6% within 3 Days

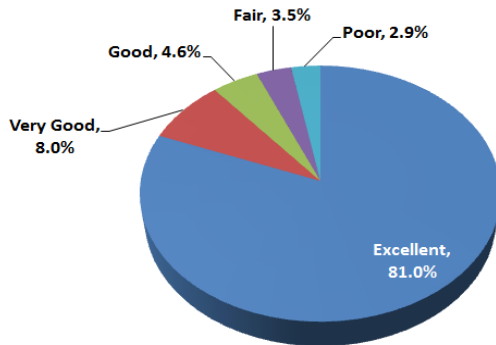
**Source:** ESC Footprints data from 10/29/2017 – 12/2/2017.



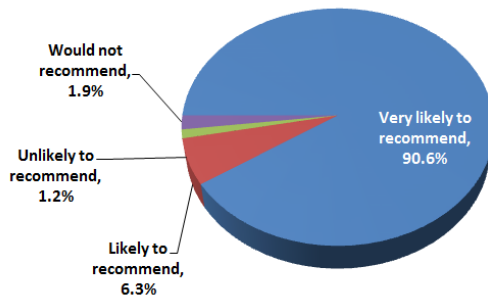
# Customer Satisfaction Survey Results

SLA Metric	Target	Current Period 10/29/2017 – 12/2/2017	Previous Period 10/01/2017 – 10/28/2017	November 2016
<b>Customer satisfaction</b>  (Based on automated survey upon ticket closure.)	80% of customers rate overall satisfaction good to excellent	93.6% rated good to excellent  (2.327% response rate)	97.2% rated good to excellent  (1.912% response rate)	95% rated good to excellent  (1.473% response rate)

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



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



## Selected Monthly Comments:

- I'm satisfied with the time it took to receive a response.
- No need for anything different. Everything went very smoothly.
- The folks that answer the phone are friendly and very professional
- The person who assisted me was very courteous and helpful. How nice it was, to be able to converse with a human being, instead of a machine!
- Given the number of times a day, every day, that ESC staff have to help people with their passwords, I think it's amazing that people are as helpful and courteous as they are.

**Source:** ESC Customer Satisfaction Survey; survey link is provided on ticket closure notice and is voluntary. Survey results shown were collected between 10/29/2017 – 12/2/2017.

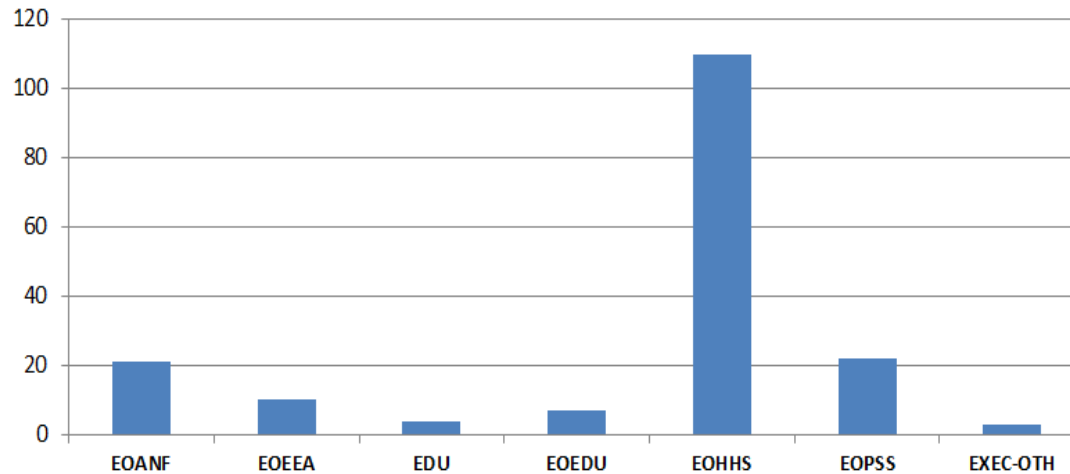
The Commonwealth of Massachusetts



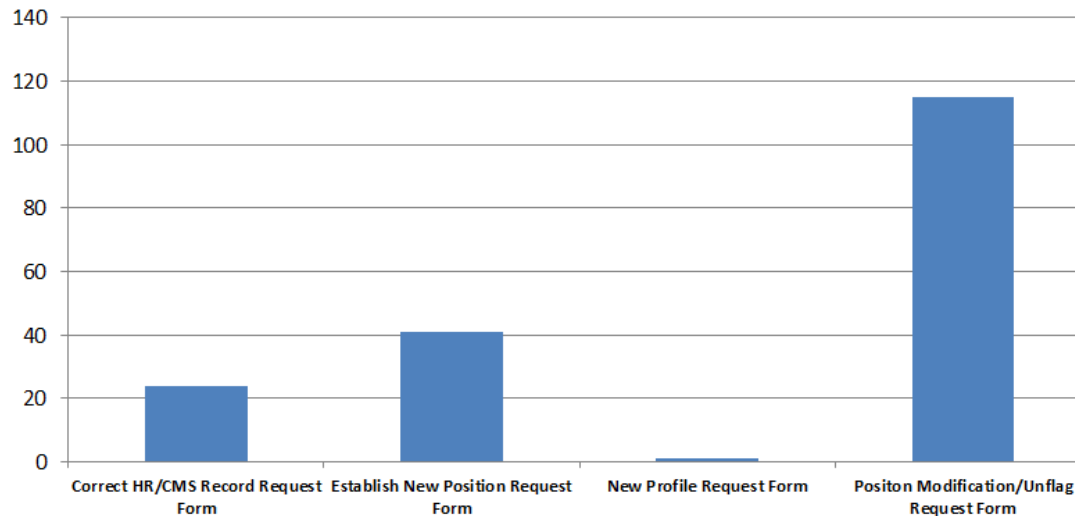
# Position Management

Total number of eForms processed by ESC: 178

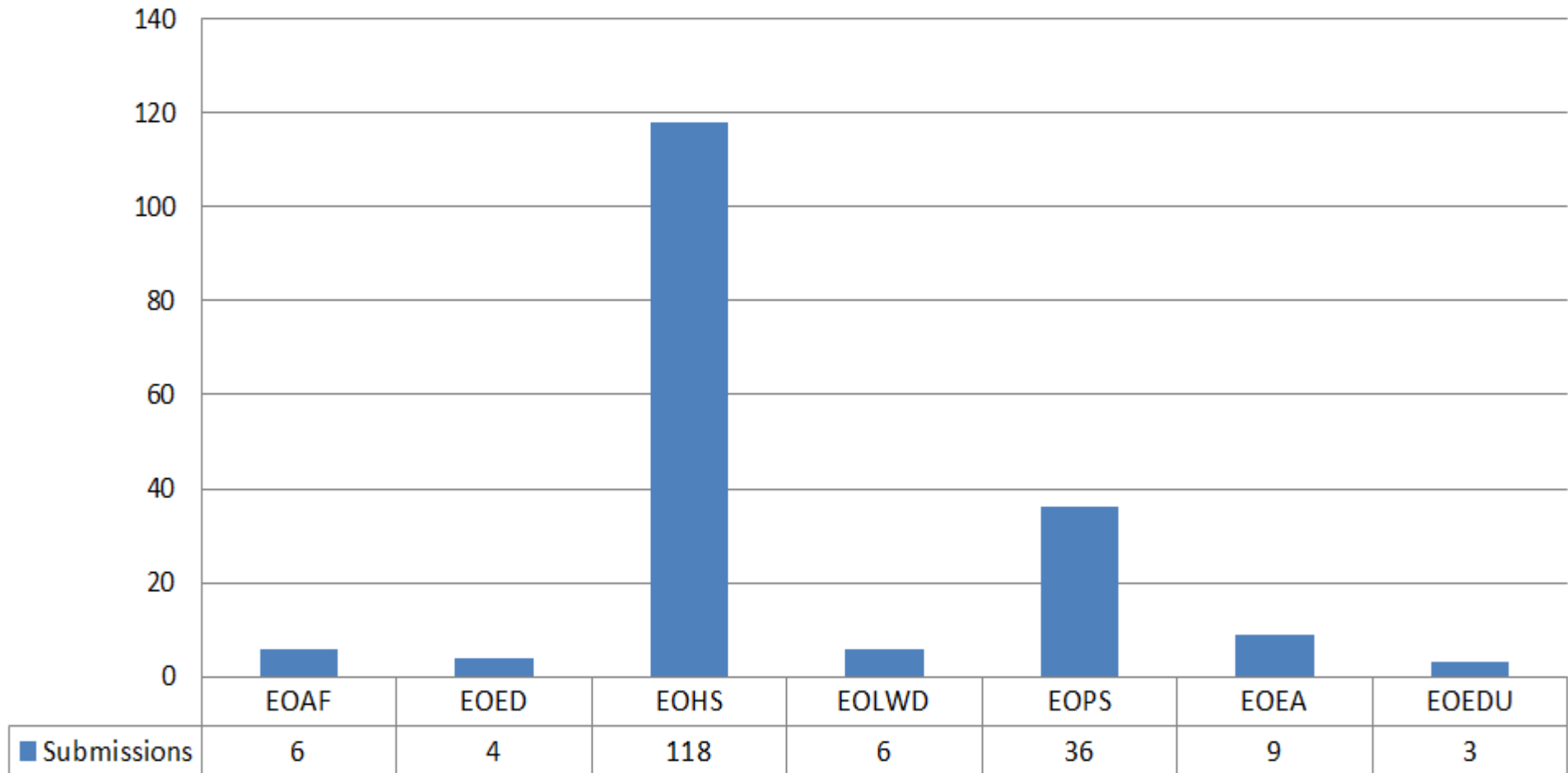
Number of eForms by Secretariat



Number of eForms by Type



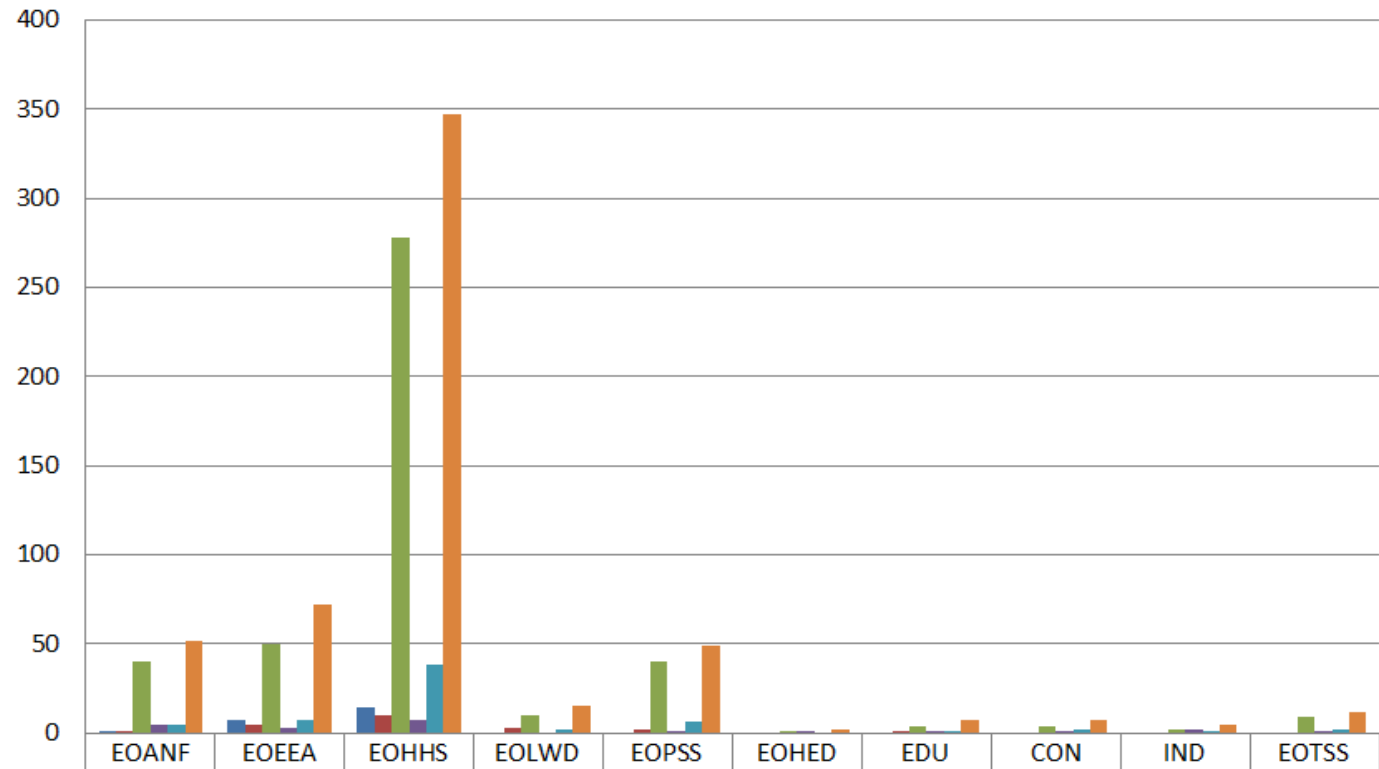
# Tuition Remission Submissions per Secretariat



**Source:** OnBase - Hyland Unity Client Reporting data from 10/29/2017 – 12/2/2017.



# MassCareers Top 5 Most Frequent Classifications by Secretariat



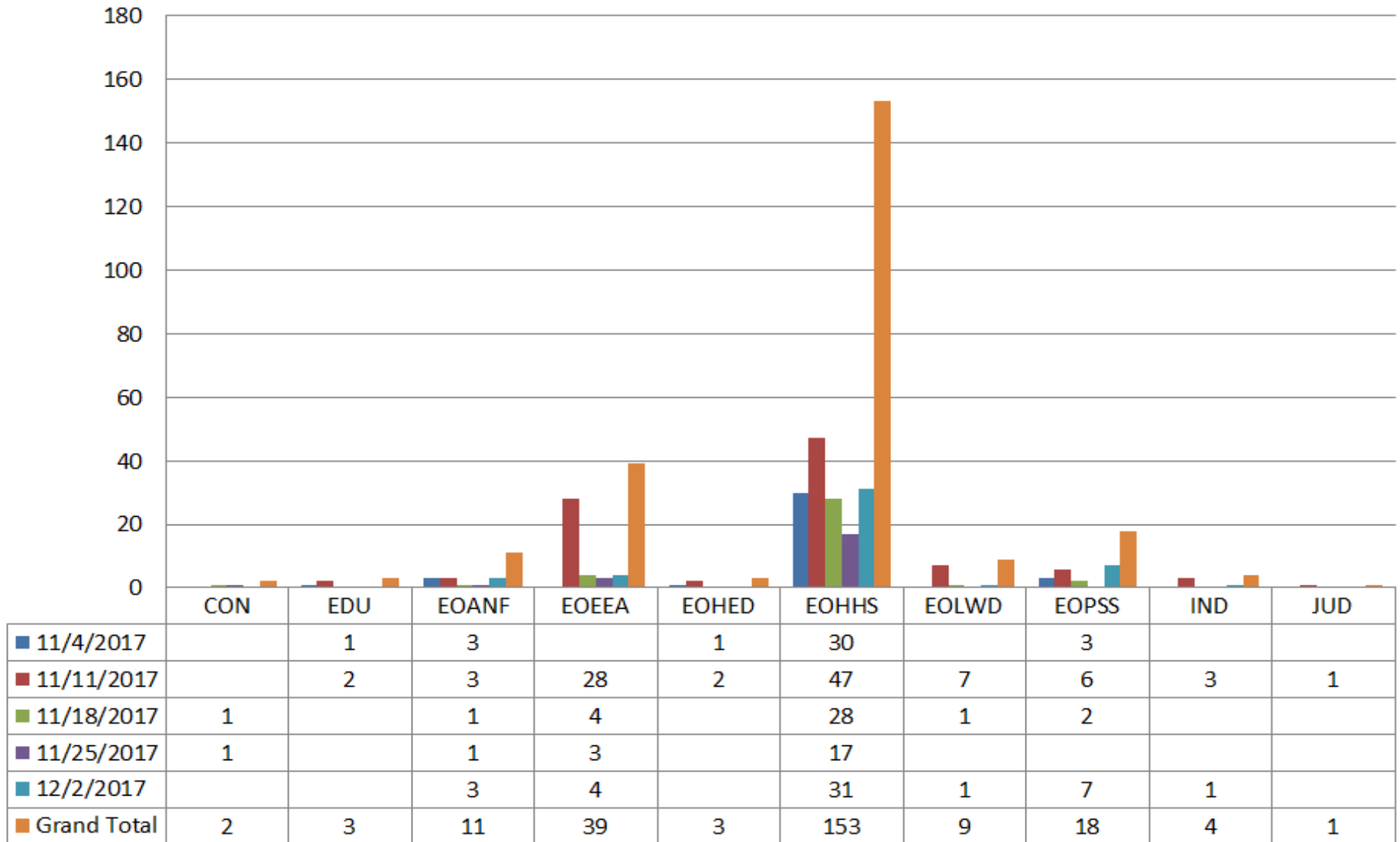
	EOANF	EOEEA	EOHHS	EOLWD	EOPSS	EOHED	EDU	CON	IND	EOTSS
Employee Career Section Navigation and Training	1	7	14							
Onboarding Navigation and Training	1	5	10	3	2		1			
Password Reset	40	50	278	10	40	1	4	4	2	9
Requisition Inquiries	5	3	7		1	1	1	1	2	1
Security & Data Setup	5	7	38	2	6		1	2	1	2
Grand Total	52	72	347	15	49	2	7	7	5	12

**Source:** ESC Footprints data from 10/29/2017 – 12/2/2017.





# Tickets Forwarded to Agency HR/Payroll



Source: ESC Footprints data from 10/29/2017 – 12/2/2017.



# 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

<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	137	MCB-Mass Commission For The Blind	136
AGR-Department Of Agricultural Resources	110	DOR-Department Of Revenue	1483	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	88
ANF-Eo Administration & Finance	239	DPH-Department Of Public Health	2982	MIL-Massachusetts National Guard	10132
APC-Appeals Court	110	DPU-Department Of Public Utilities	163	MMP-Massachusetts Marketing Partnership	16
ART-Mass Cultural Council	32	DSS-Department Of Children And Families	4219	MRC-Mass Rehabilitation Commission	971
ATB-Appellate Tax Board	19	DYS-Department Of Youth Services	872	OCD-Dept Of Housing And Community	263
BLC-Board of Library Comissioners	22	EDU-Executive Office Of Education	152	OHA-Massachusetts Office On Disability	15
BSB-Bureau Of State Buildings	14	EEC-Department Of Early Education	203	ORI-Office For Refugees And Immigrants	16
CAD-Commission Against Discrimination	77	EED-Executive Office Of Housing & Economic Development	56	OSC-Office Of The Comptroller	132
CDA-Massachusetts Emergency Management Agency	94	EHS-Executive Office Of Health and Human Services	1907	OSD-Division Of Operational Services	94
CHE-Soldiers' Home In Massachusetts	327	ELD-Department Of Elder Affairs	59	PAR-Parole Board	172
CHS-Department Of Criminal Justice Information Systems	40	ENE-Department Of Energy Resources	62	POL-State Police	2678
CJT-Criminal Justice Training Council	530	ENV-Executive Office Of Energy and Environmental Affairs	307	REG-Division Of Professional Licensure	263
CME-Chief Medical Examiner	94	EOL-Executive Office Of Workforce Development	1122	RGT-Department Of Higher Education	63
CPC-Committee for Public Counsel Services	740	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	672	SDA-Sheriffs Department Association	3
CSW-Commission On Status Of Women	2	FWE-Department Of Fish And Game	332	SEA-Department Of Business And Technology	11
DAC-Disabled Persons Protection Commission	42	GIC-Group Insurance Commission	55	SOR-Sex Offender Registry	50
DCP-Capital Asset Management And Maintenance	410	HCF-Health Care Finance & Policy	148	SRB-State Reclamation Board	147
DCR-Department Conservation And Recreation	1133	HLY-Soldiers' Home In Holyoke	338	TAC-Department Of Telecommunications	23
DFS-Department Of Fire Services	678	HPC-Health Policy Commission	74	TRB-Teachers Retirement Board	98
DMH-Department of Mental Health	3579	HRD-Human Resources Division	124	TRE-Office Of The State Treasurer	257
DMR-Health and Human Services	6443	ITD-Information Techology Division	530	VET-Department Of Veterans Service	67
DOB-Division Of Banks	165	LIB-George Fingold Library	11	VWA-Victim And Witness Assistance	21
DOC-Department of Corrections	4571	LOT-Lottery And Gaming Commission	403	WEL-Department Of Transitional Assistance	1667
DOE-Department Of Elementary & Secondary Education	468	<b>Grand Total:</b>			<b>54079</b>



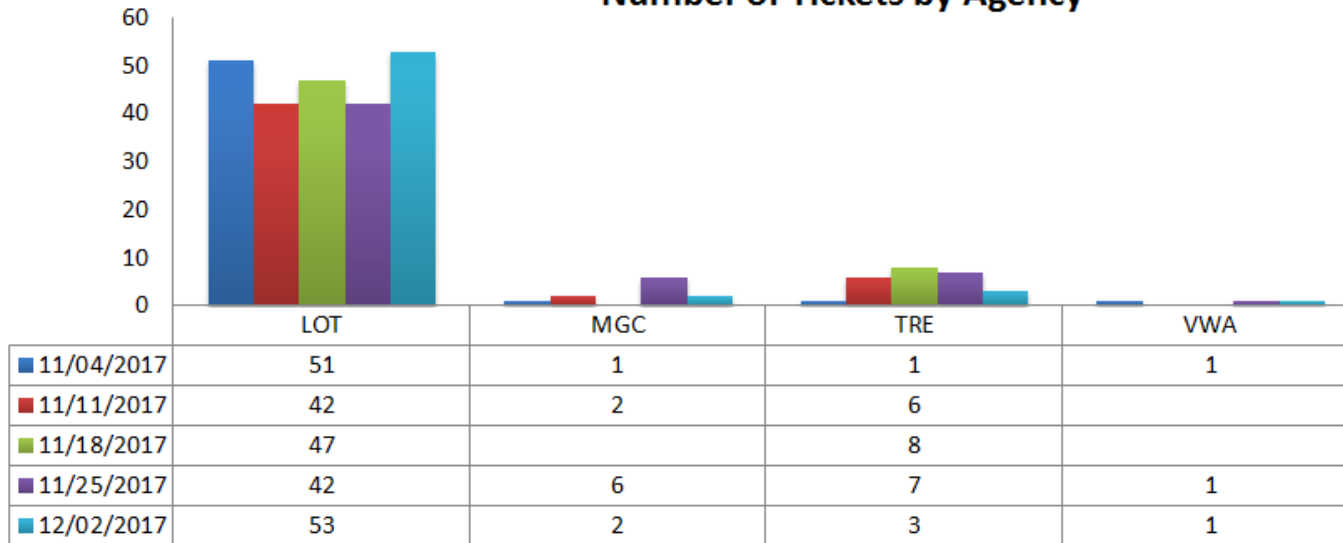
# Appendix: Inquiries by Agency

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

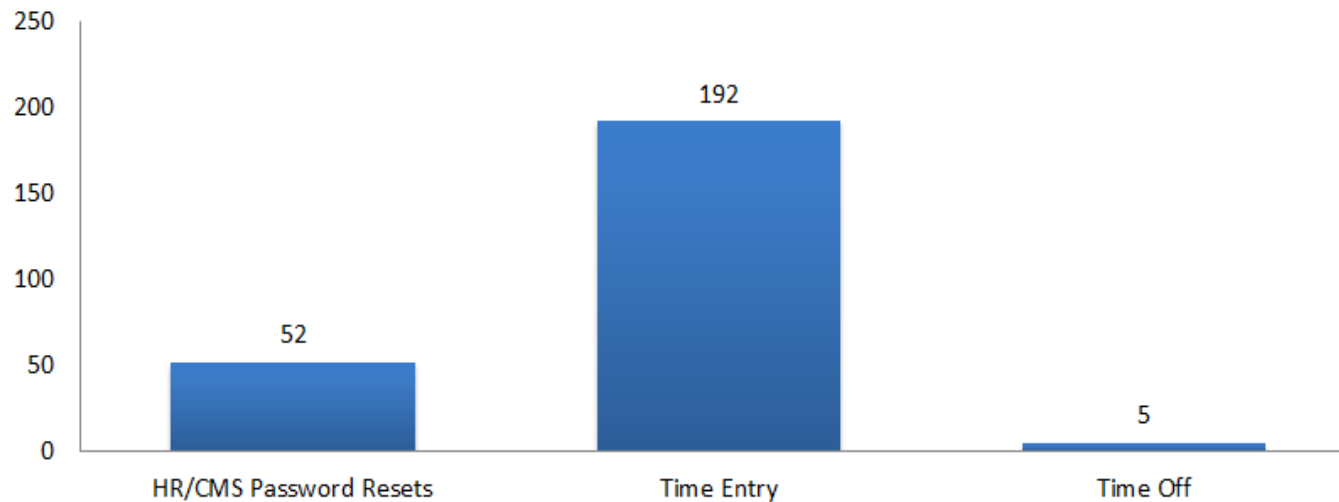
<b>CSC - Civil Service Commission</b>	<b>CSW - Commission On Status Of Women</b>
<b>DAC - Disabled Persons Protection Commission</b>	<b>MMP - Massachusetts Marketing Partnership</b>
<b>ORI - Office For Refugees And Immigrants</b>	<b>SDA - Sheriffs Department Association</b>
<b>SEA - Department Of Business And Technology</b>	

# CON Agencies

**Number of Tickets by Agency**

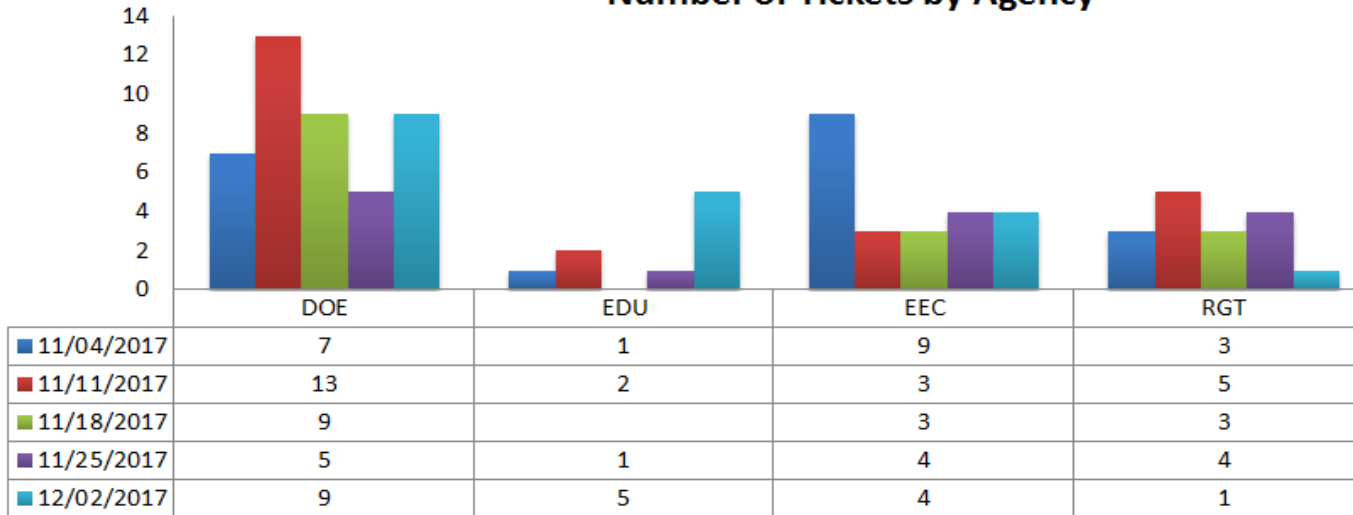


**Inquiry Classifications**

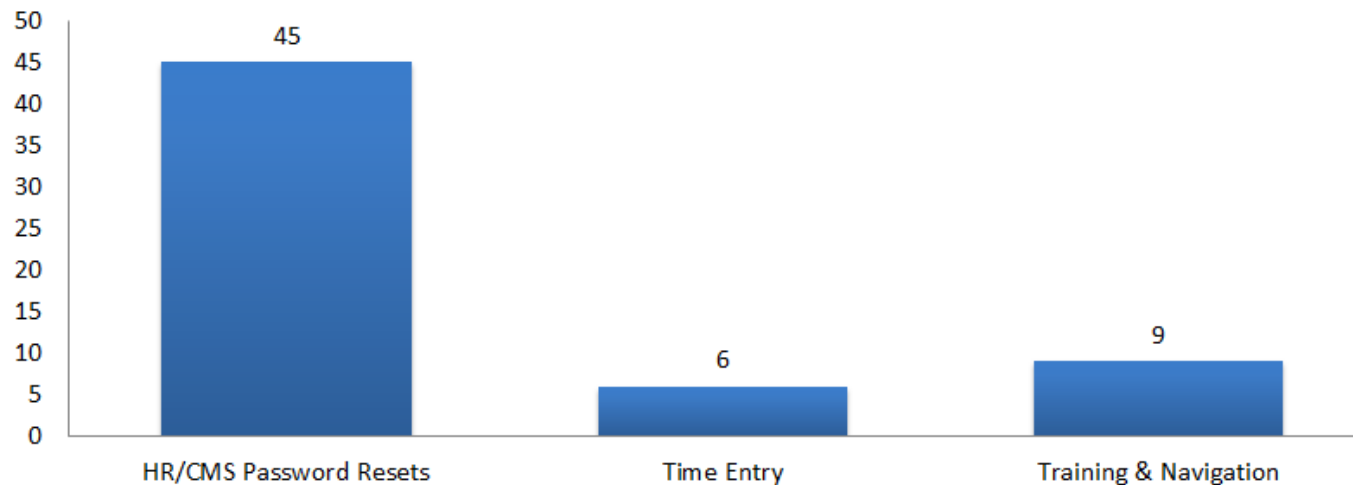


# EDU Secretariat Agencies

**Number of Tickets by Agency**

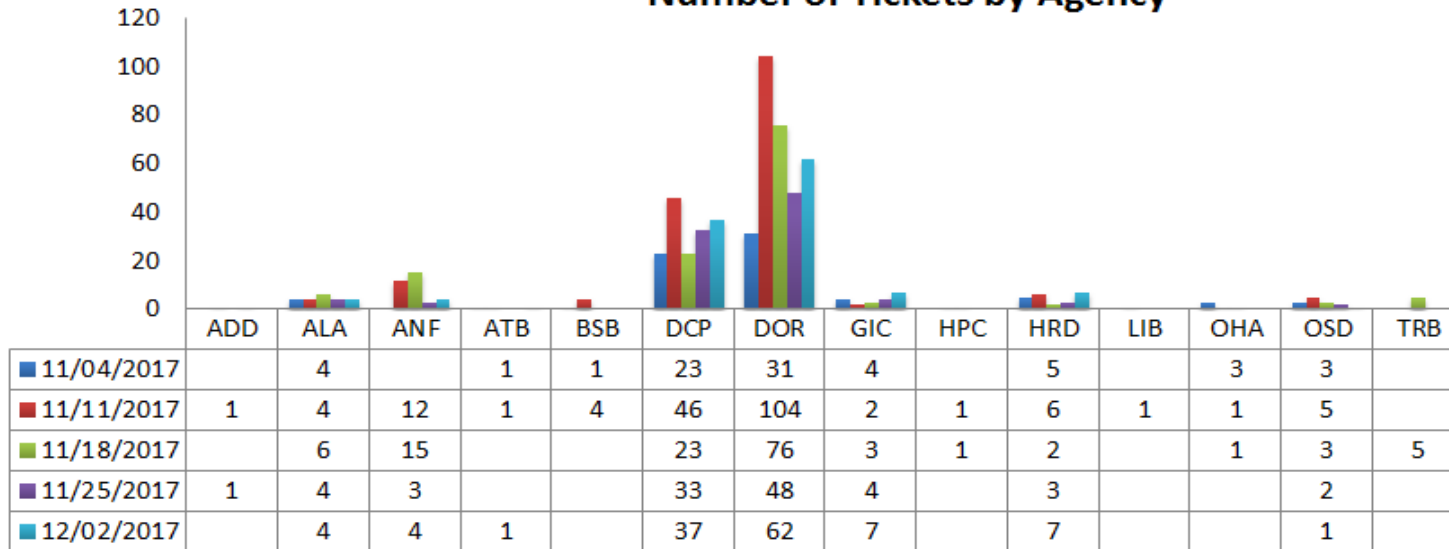


**Inquiry Classifications**

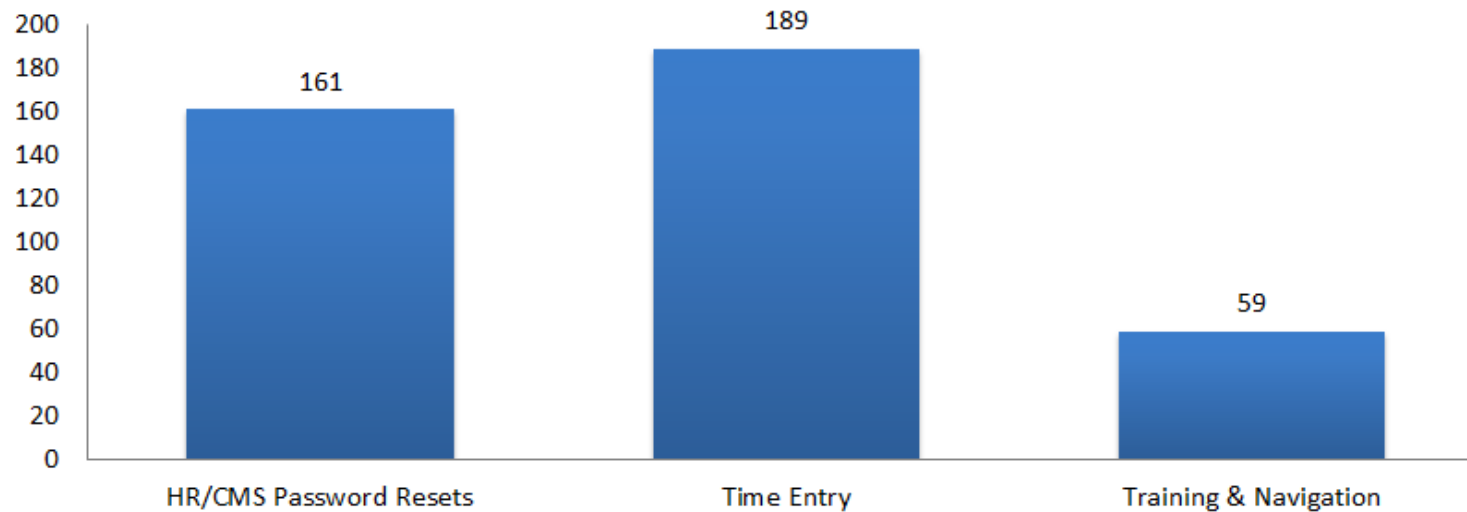


# EOANF Secretariat Agencies

Number of Tickets by Agency

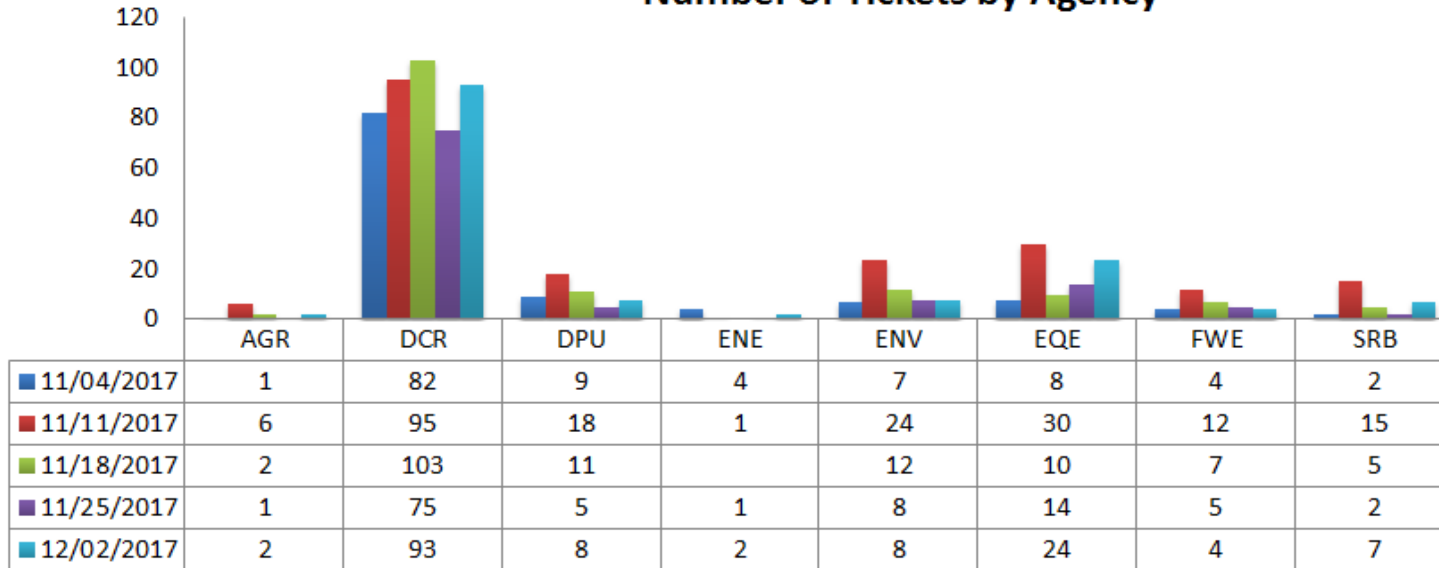


Inquiry Classifications

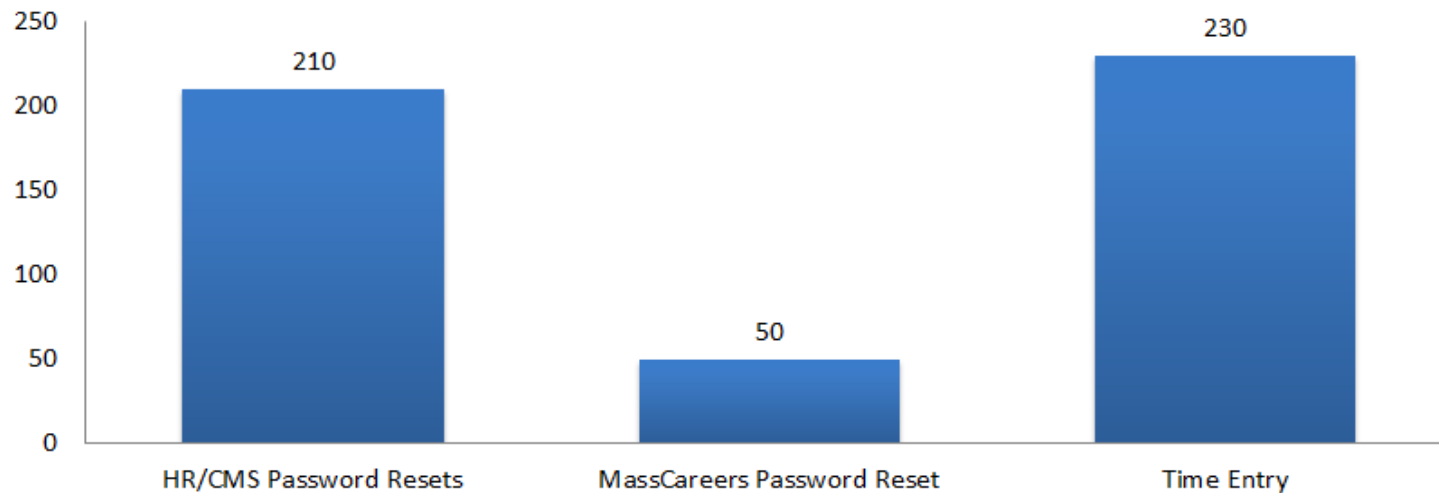


# EOEEA Secretariat Agencies

Number of Tickets by Agency



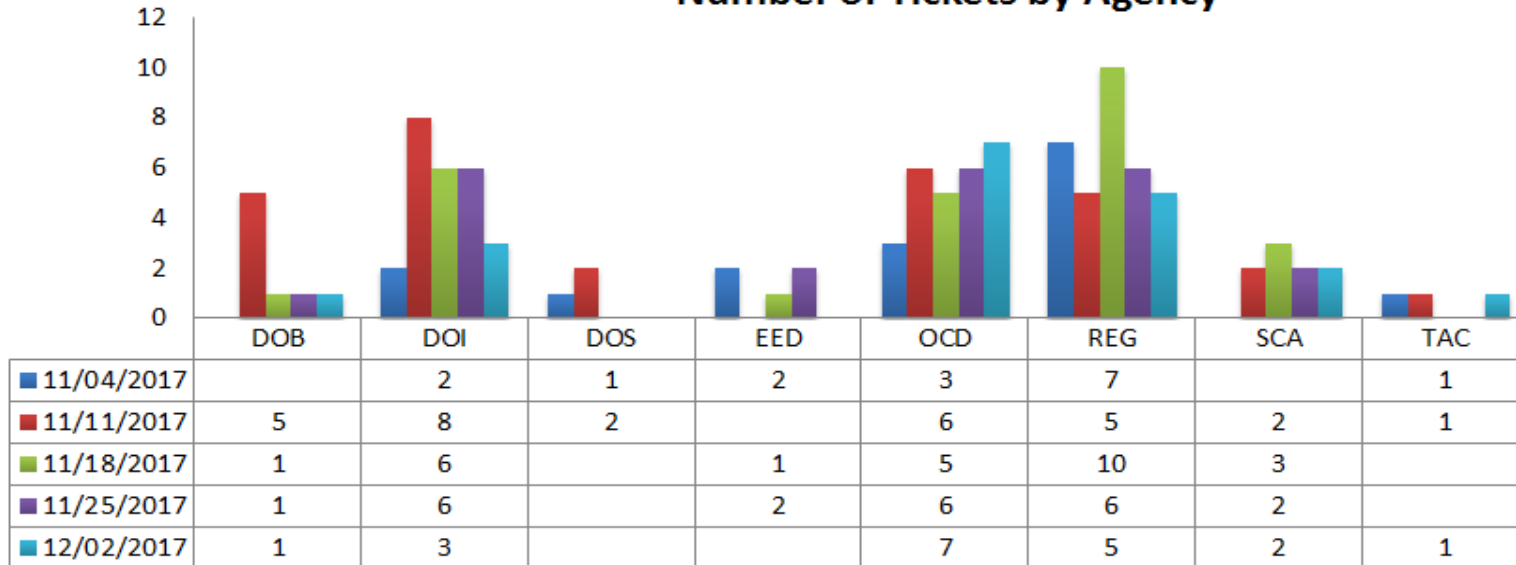
Inquiry Classifications



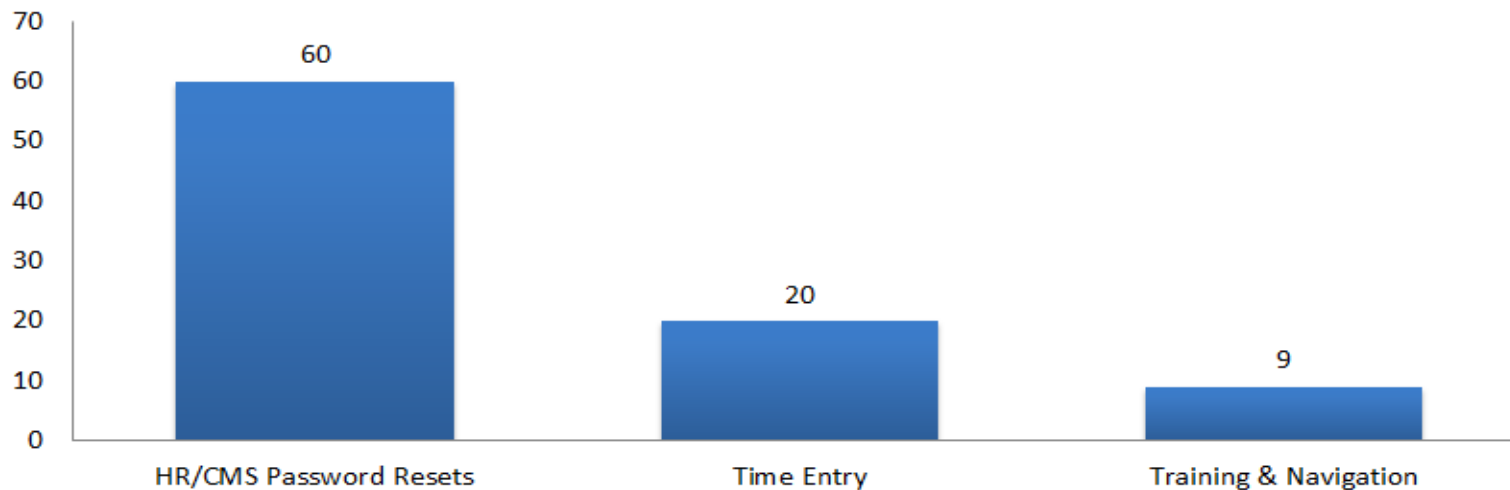


# EOHED Secretariat Agencies

**Number of Tickets by Agency**

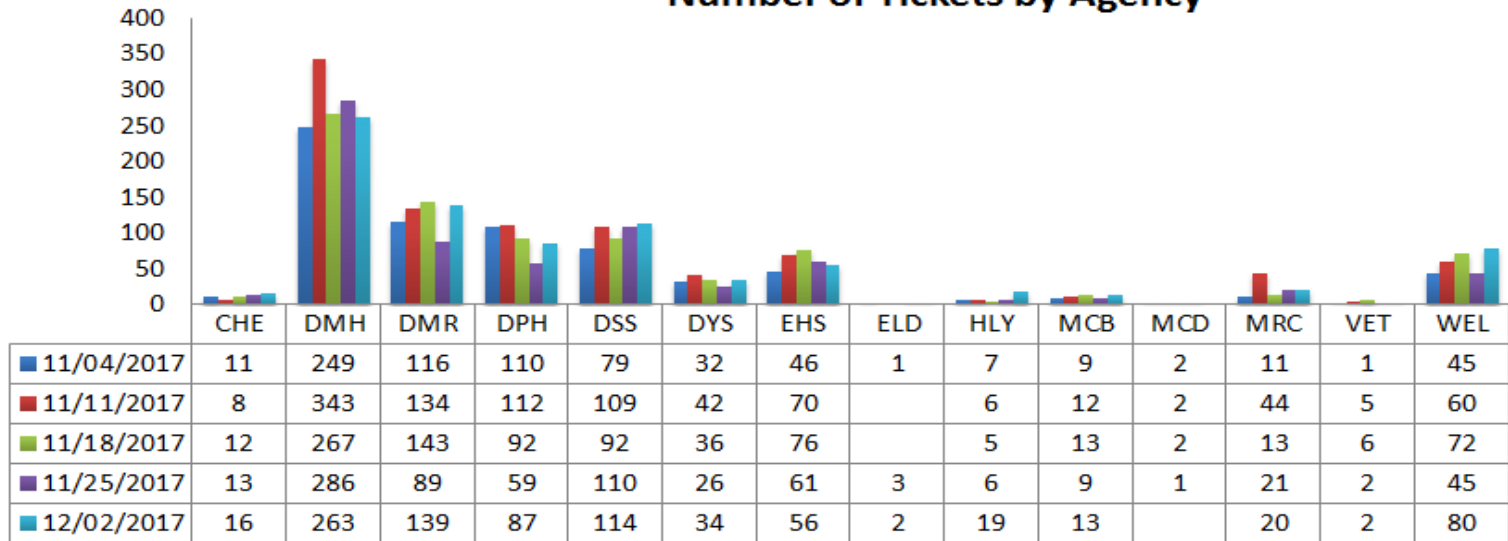


**Inquiry Classifications**

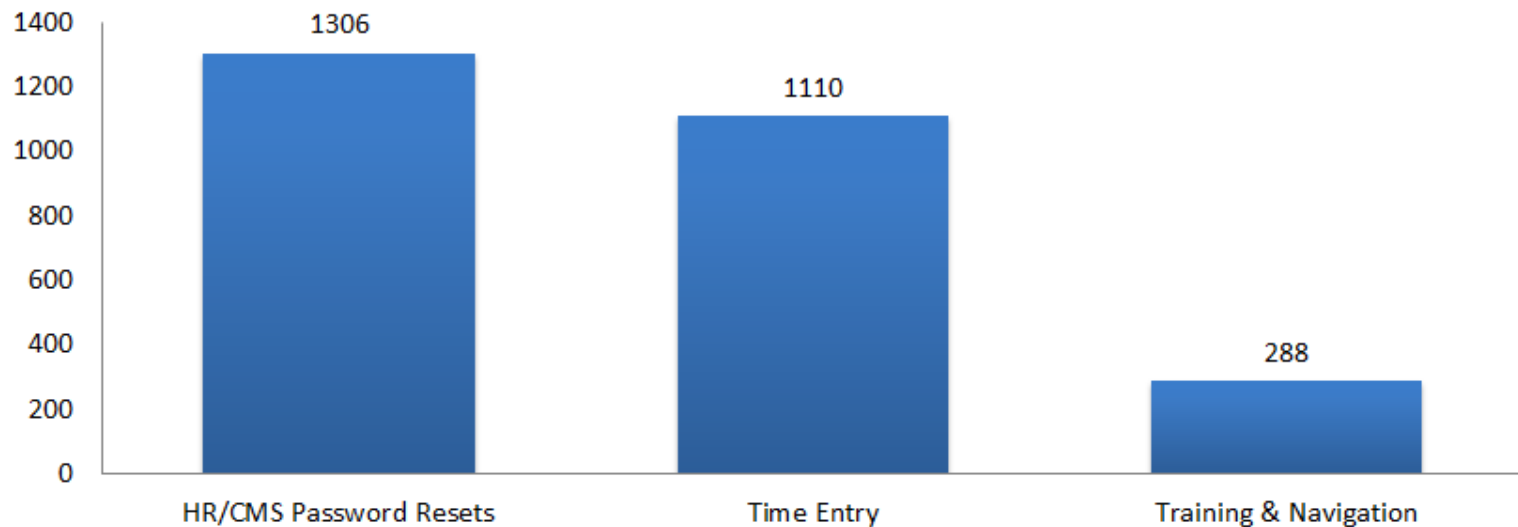


# EOHHS Secretariat Agencies

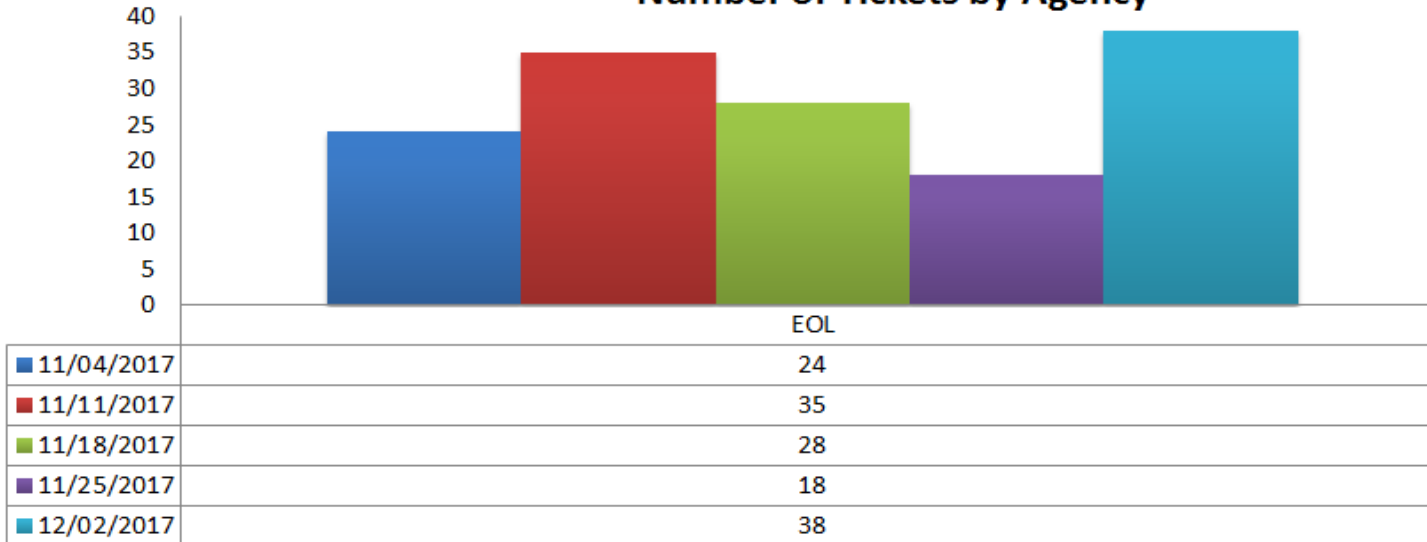
**Number of Tickets by Agency**



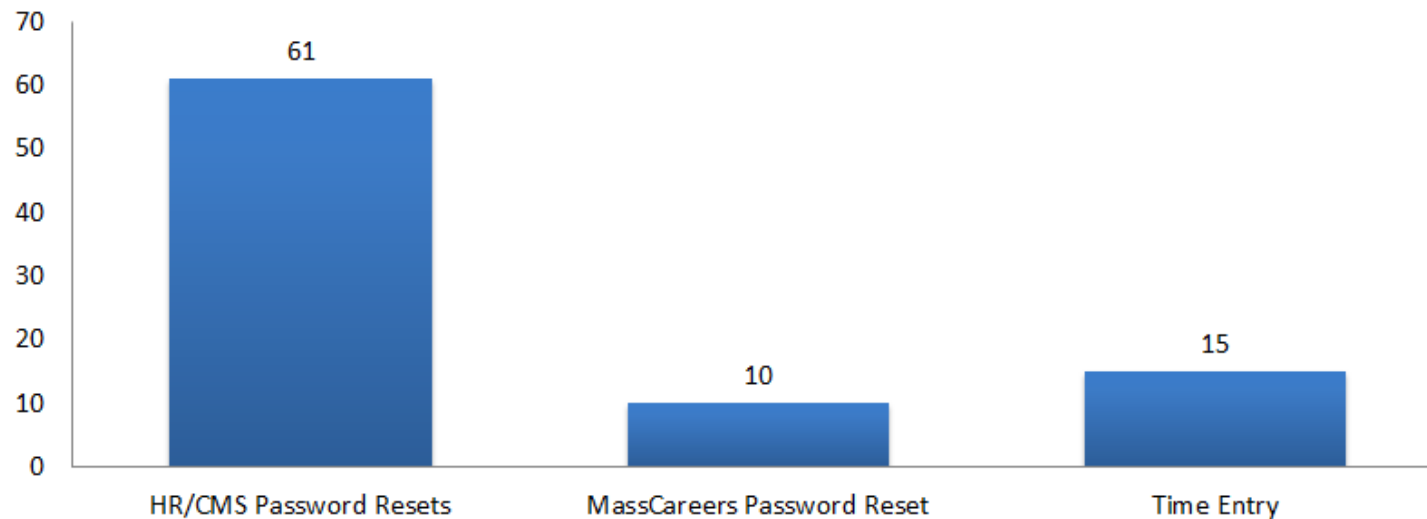
**Inquiry Classifications**



**Number of Tickets by Agency**

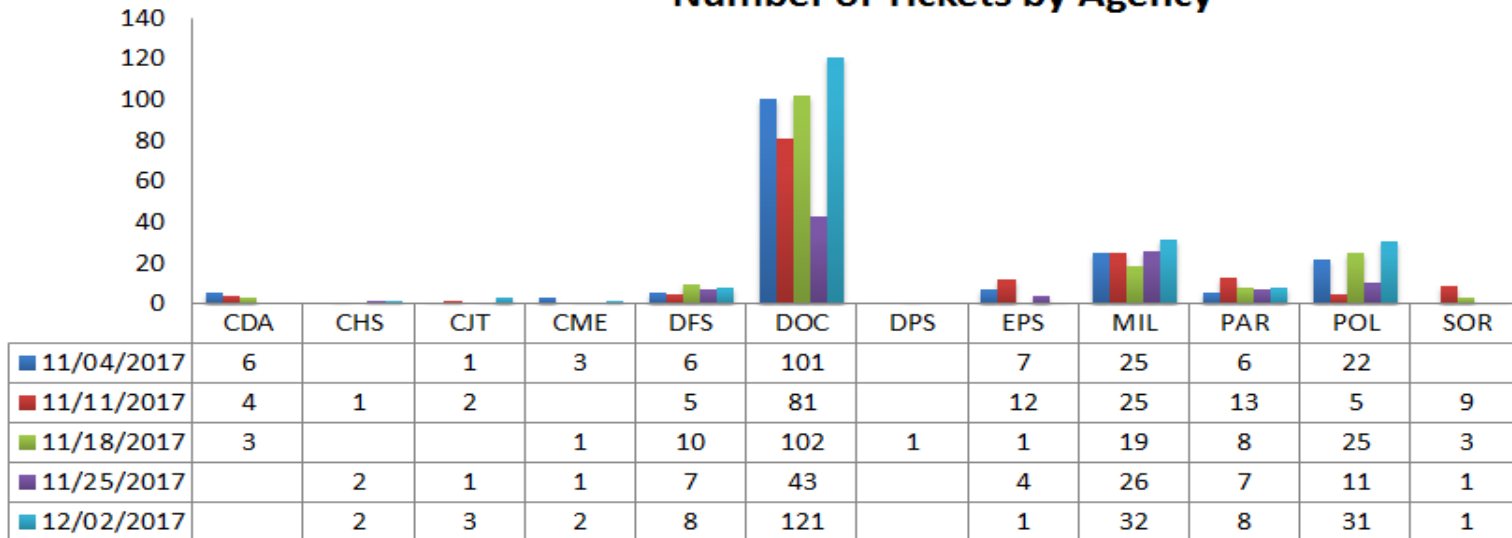


**Inquiry Classifications**

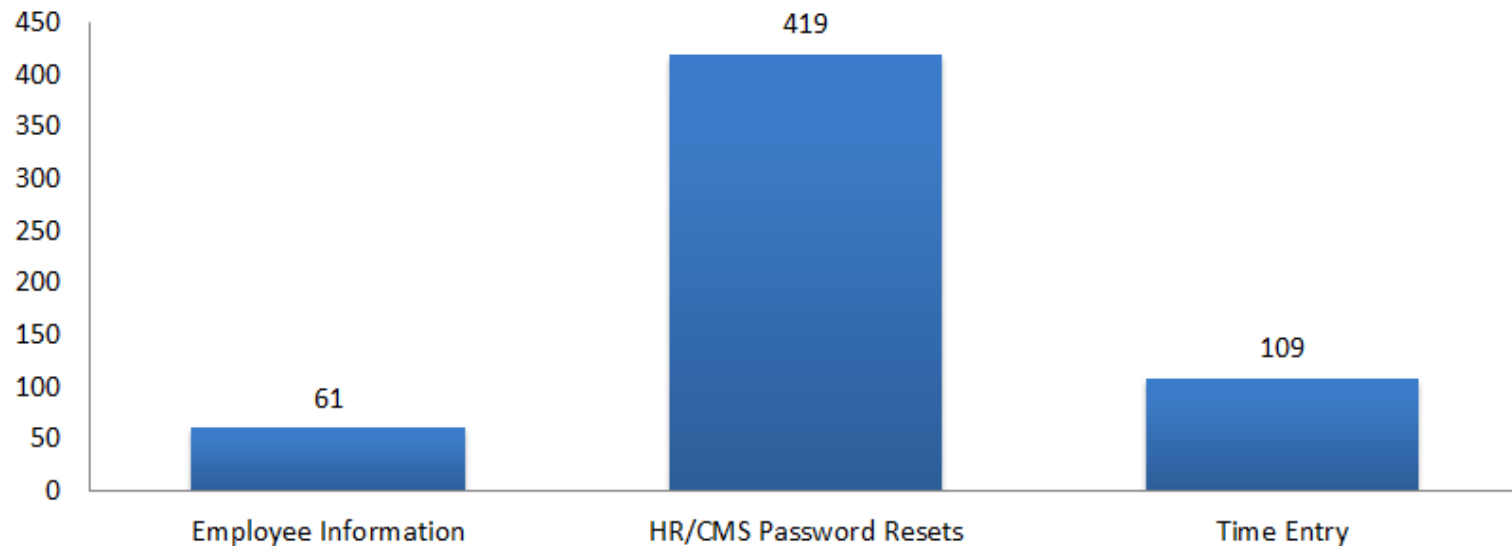


# EOPSS Secretariat Agencies

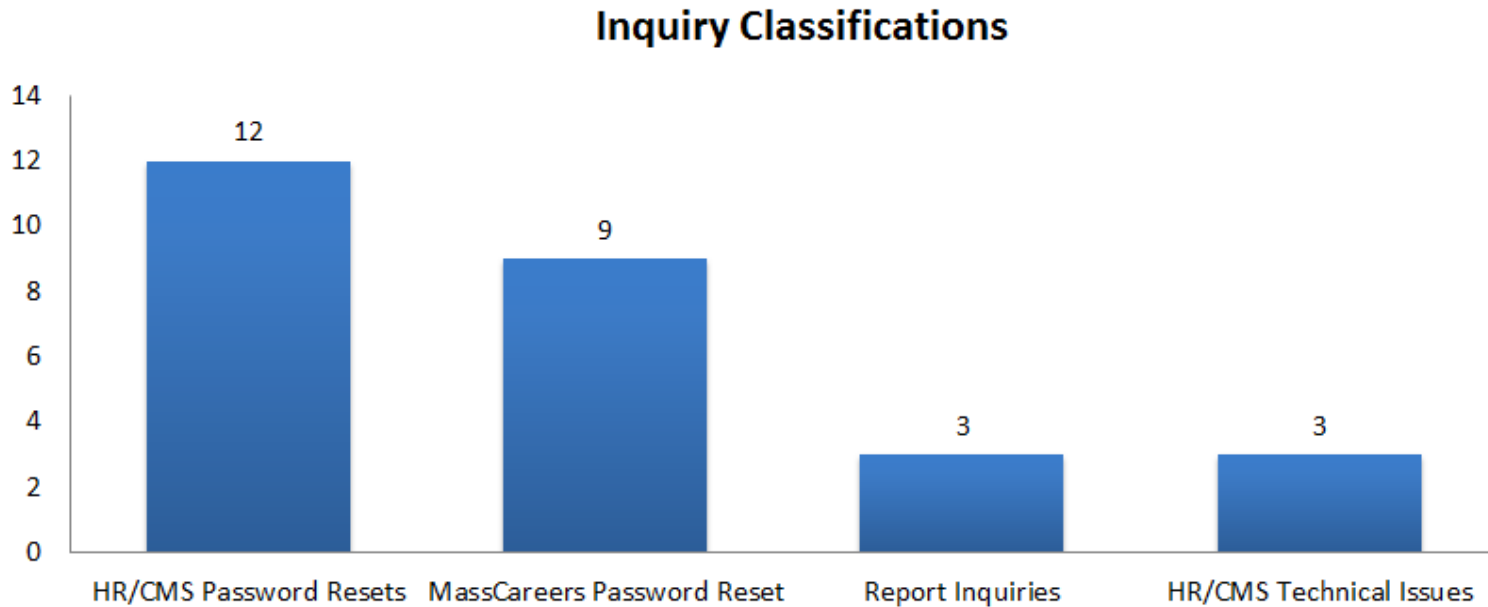
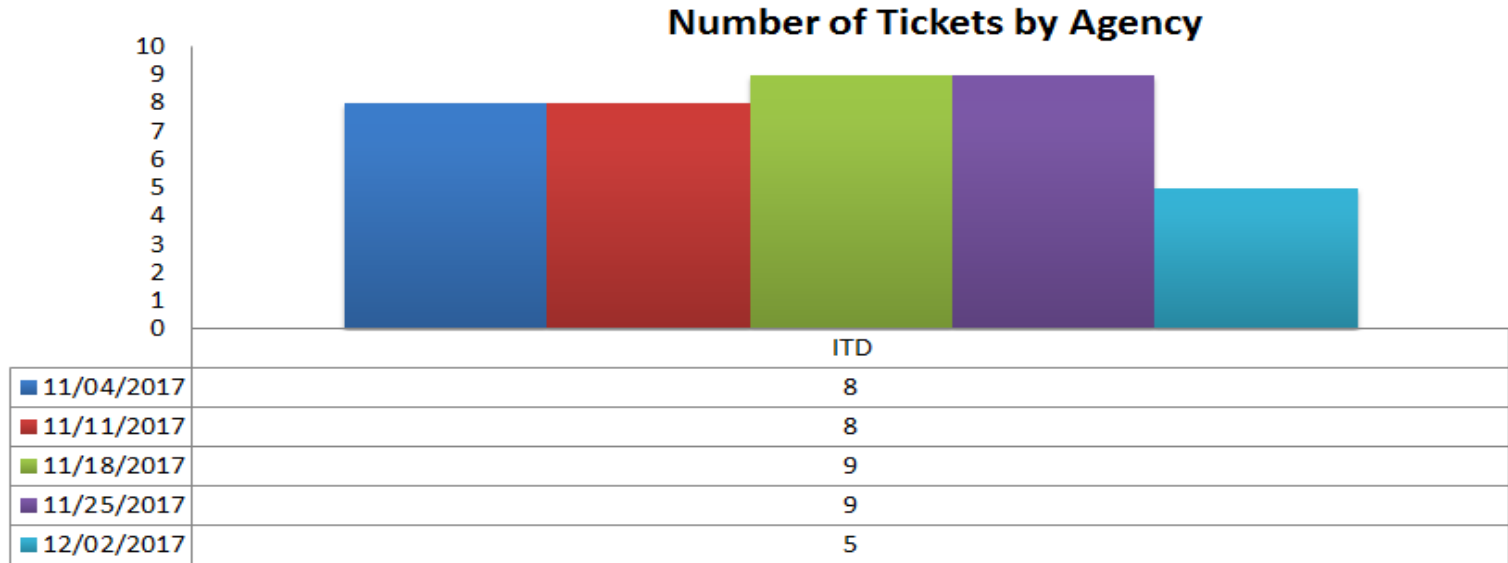
**Number of Tickets by Agency**



**Inquiry Classifications**

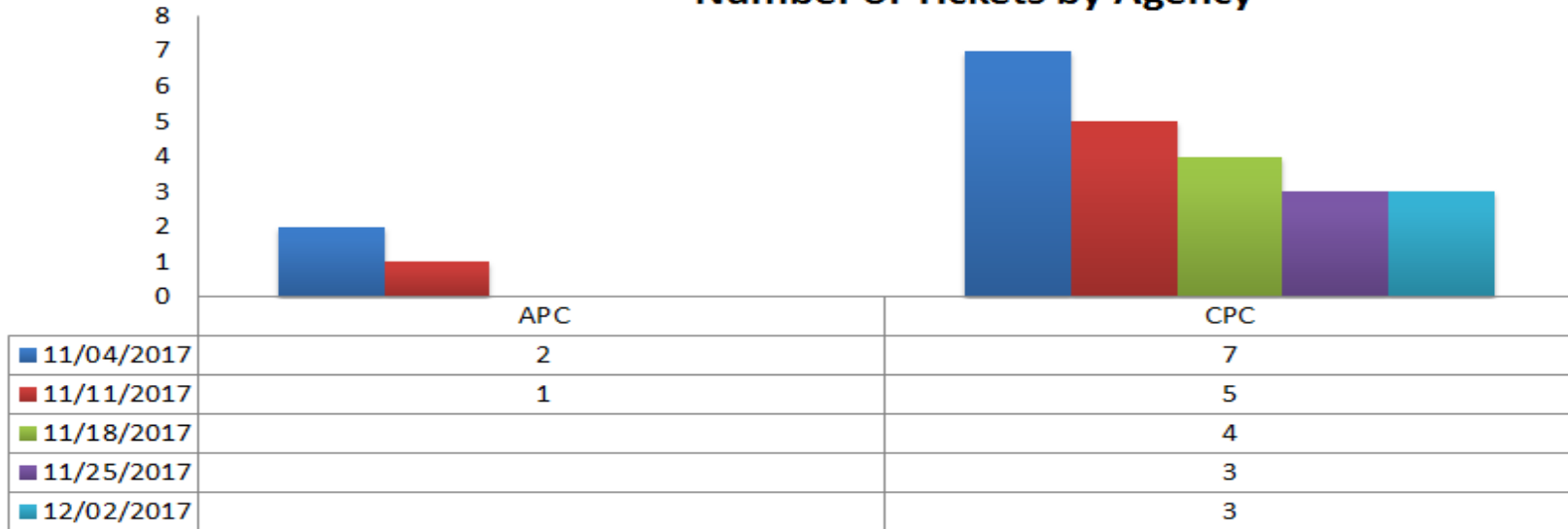


# EOTSS Secretariat Agencies

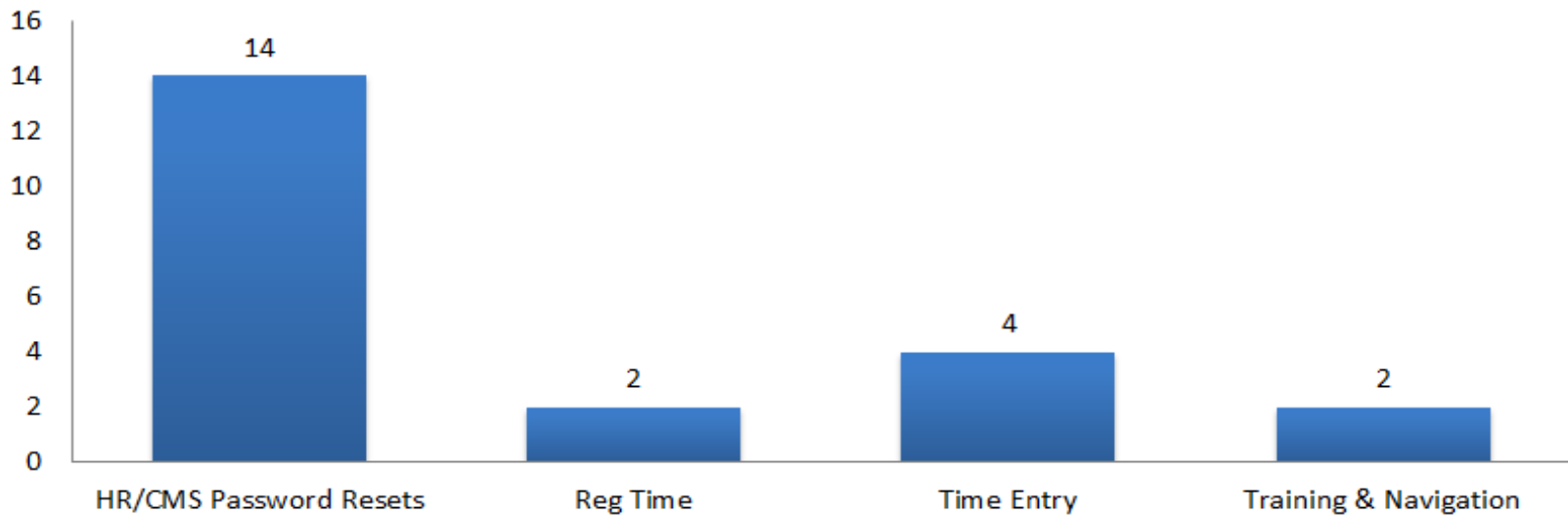


# JUD Agencies

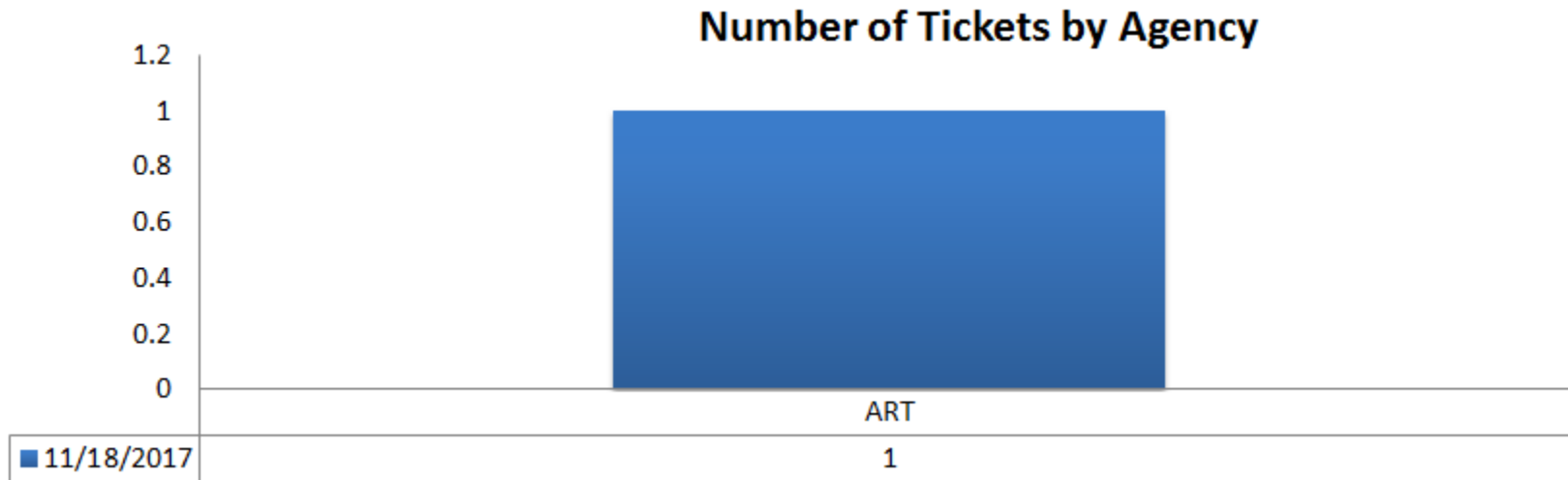
**Number of Tickets by Agency**



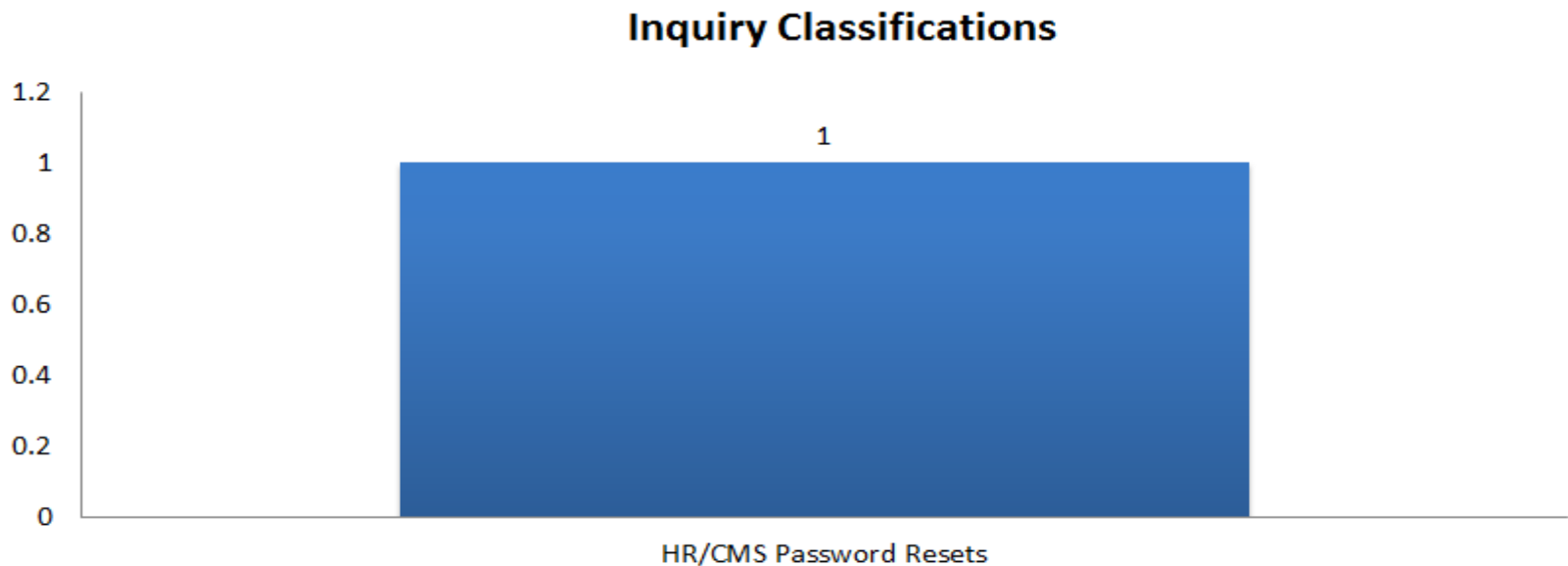
**Inquiry Classifications**



# ART Tickets and Classification

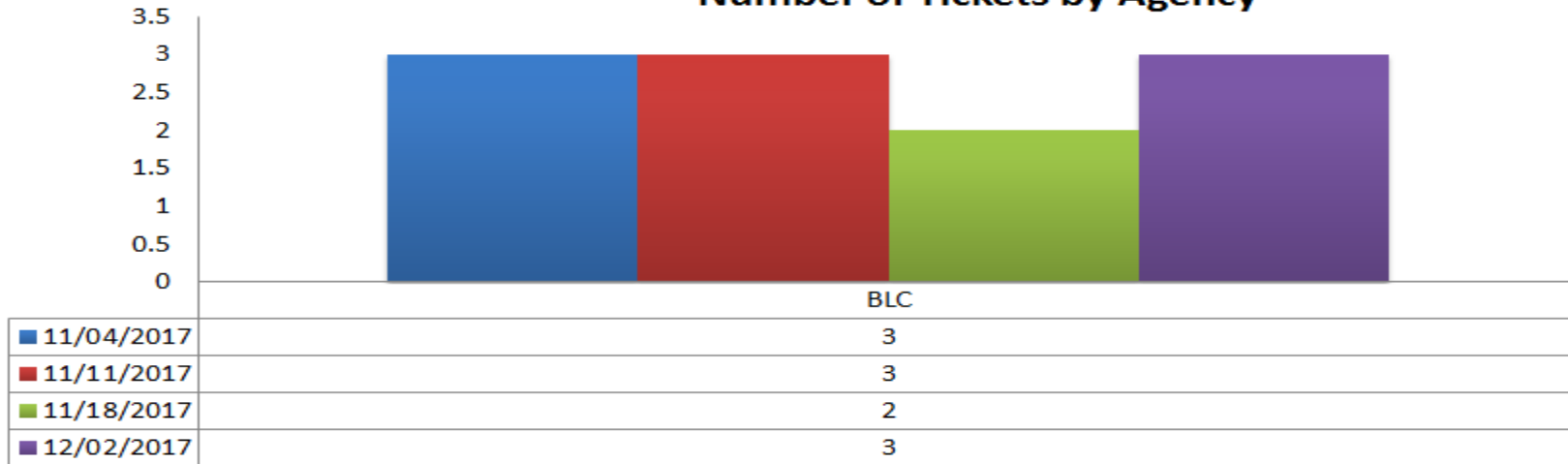


There were no requests the week of 11/4, 11/11, and 11/25, 12/2.



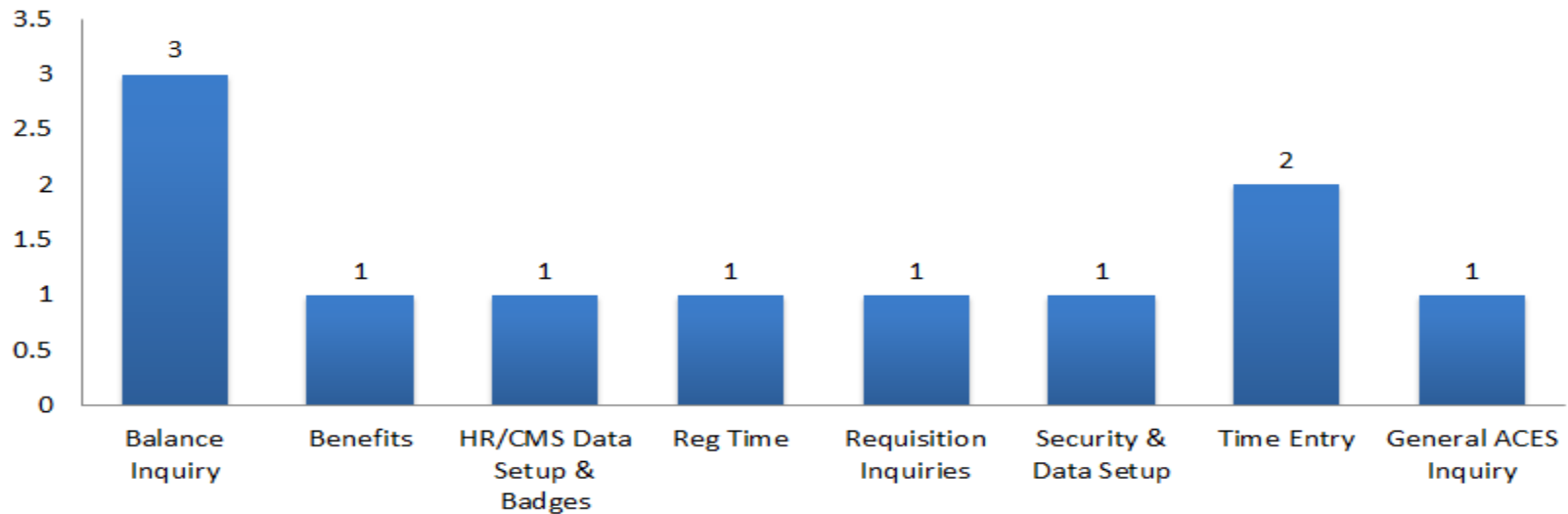
# BLC Tickets and Classification

**Number of Tickets by Agency**



There were no requests the week of 11/25.

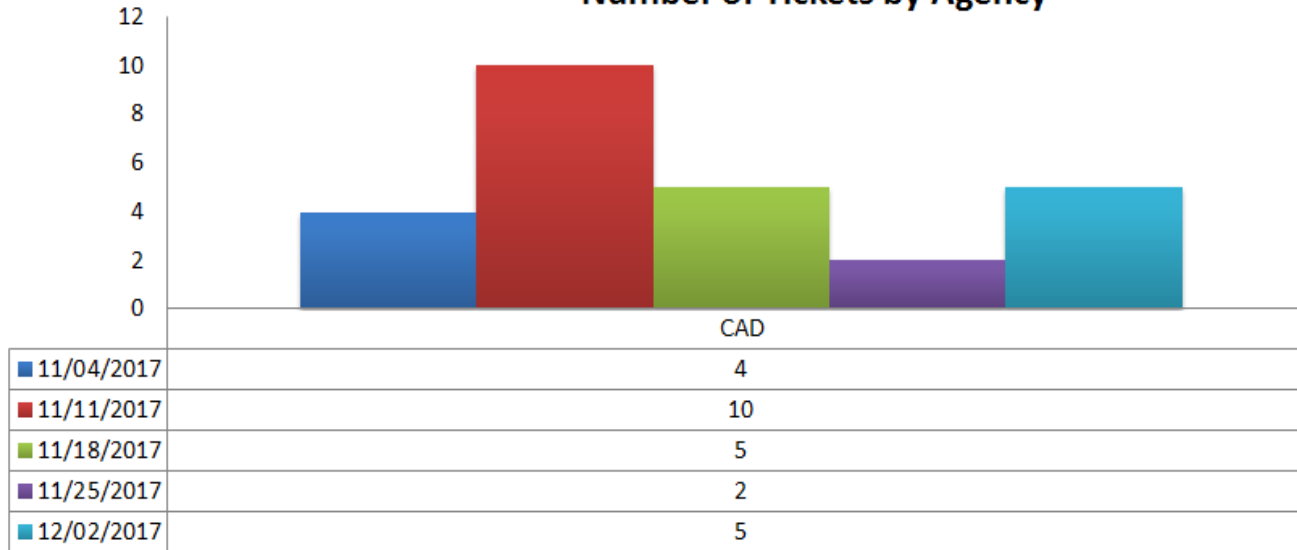
**Inquiry Classifications**



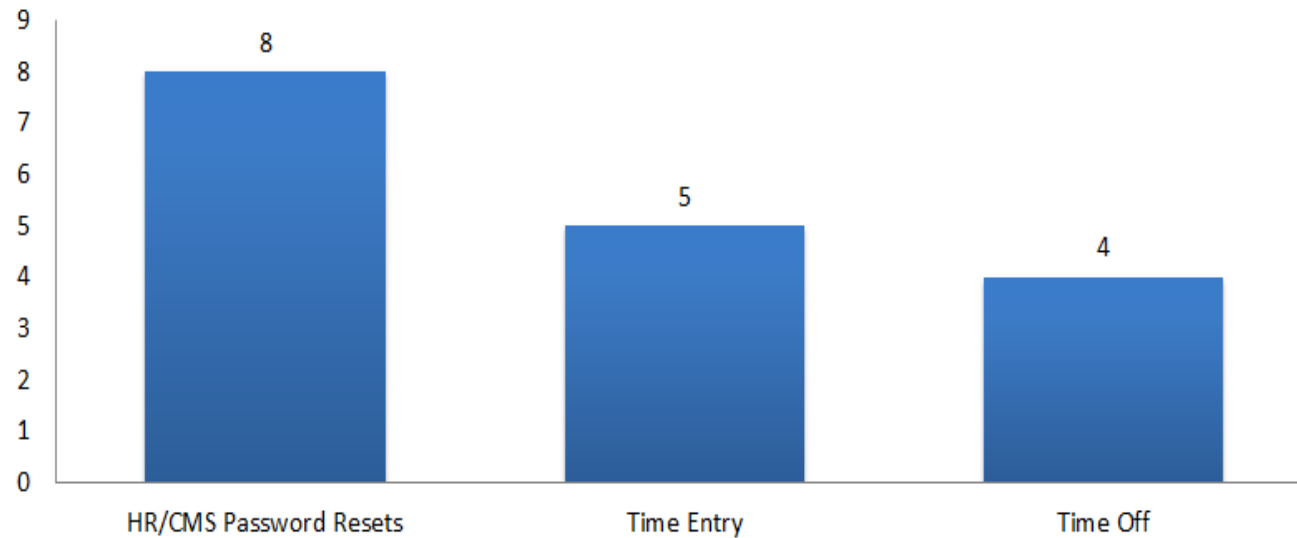


# CAD Tickets and Classification

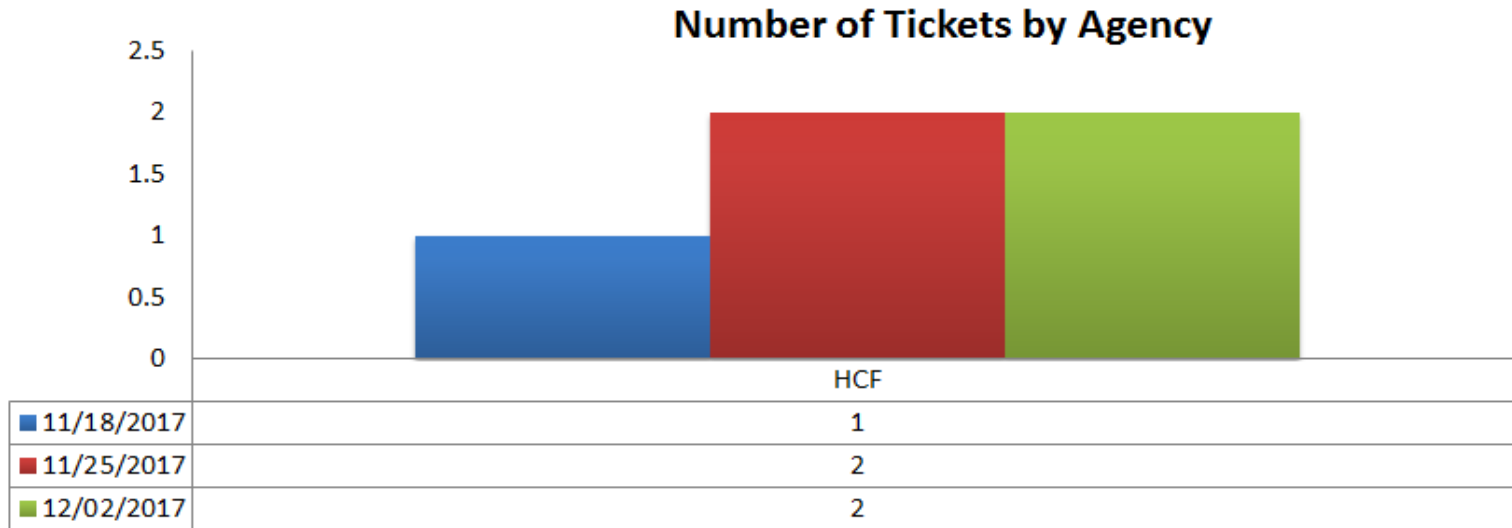
Number of Tickets by Agency



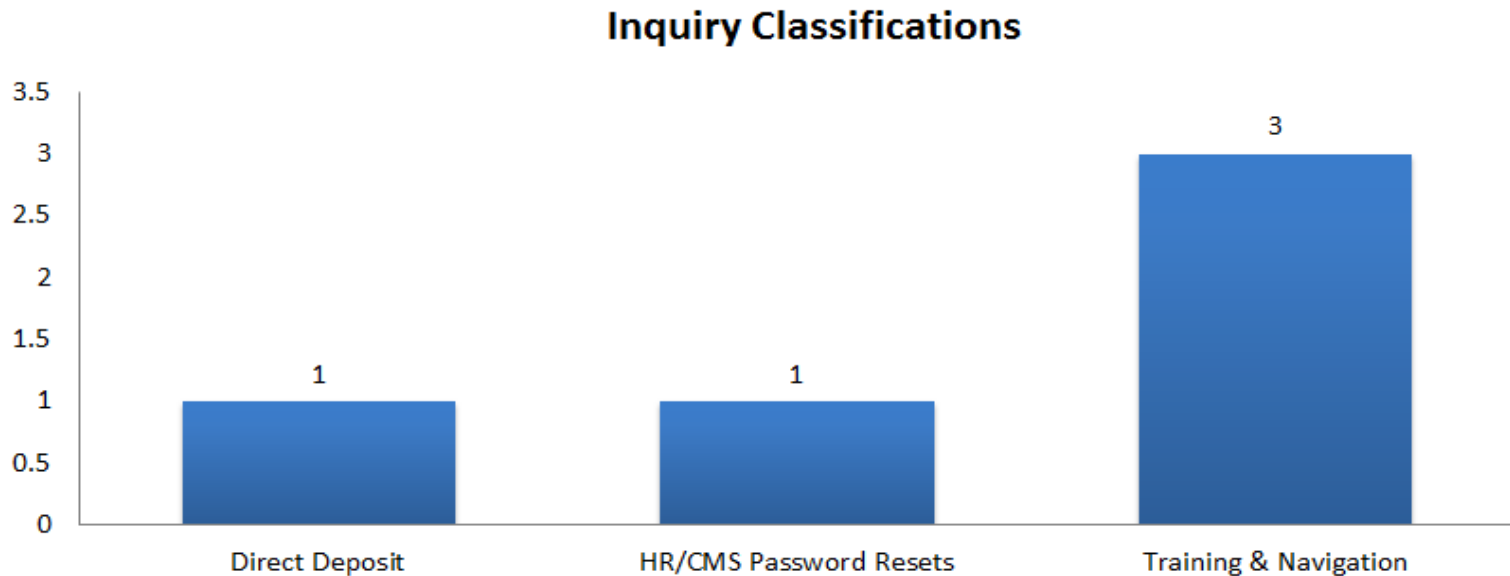
Inquiry Classifications



# HCF Tickets and Classification

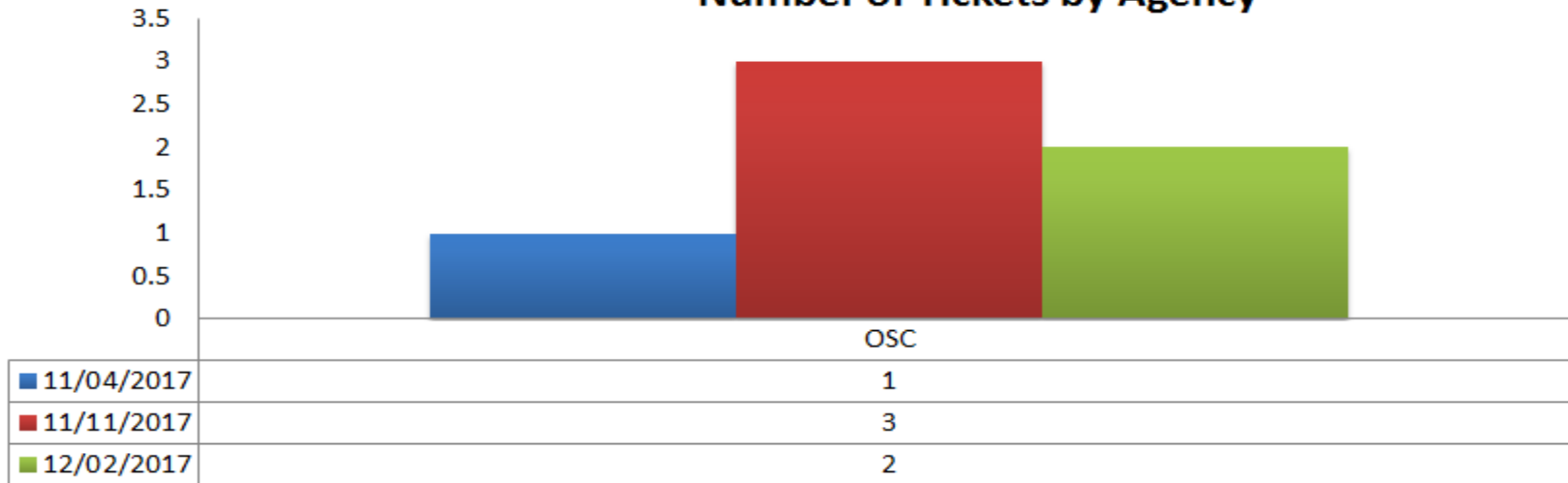


There were no requests the week of 11/4 and 11/11.



# OSC Tickets and Classification

**Number of Tickets by Agency**



There were no requests the week of 11/18 and 11/25.

**Inquiry Classifications**

