



ESC Service Charter Scorecard

October 01, 2017 – October 28, 2017



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Service Delivery Overview

October 01, 2017 – October 28, 2017

Executive Summary

Total # Agencies Served: 79

Total # Employees Served: 54,057

Total calls received: 5,906

Average Call Wait Time: 00:59

Total email requests received: 310

Total FAX requests received: 130

Number of Transactions processed by ESC: 5,816

Total tickets opened: 5,595

Total tickets closed within 3 days: 5,499

Total tickets remain open beyond 3 days: 96

% tickets remain open beyond 3 days: 1.71%

% of Employees served by the ESC: 10.75%

Staffing

Area	Staffing as of 10/28/2017	Staffing as of 9/30/2017
Customer Service/Intake	4	4
Customer Service/MassCareers	4	4
Processing & Outreach	12	11
Senior Staff	2	2
Total	22	21

Activities

Source: ESC Avaya CMS & Footprints Reports, data from 10/01/2017 – 10/28/2017.

***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

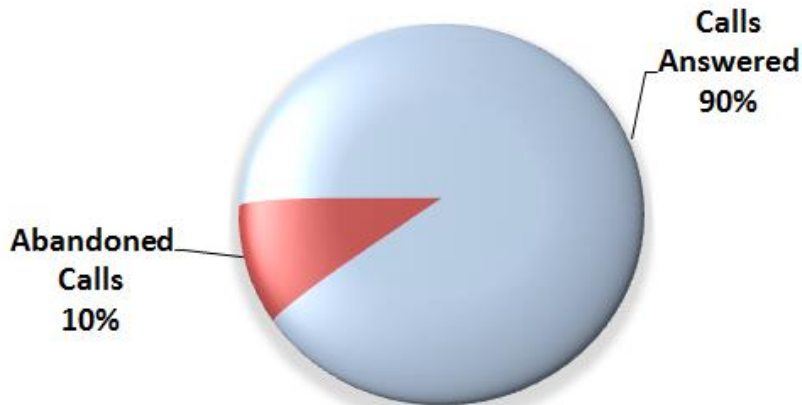
Metric	Target	Current Period Performance 10/01/17 – 10/28/17	Previous Period Performance 9/03/17 – 9/30/17	Trend
Average wait time – Answered Calls (Days operational)	Will not exceed 3 minutes 90% of the time; Will not exceed 2 minutes 50% of the time	0:59 seconds	1:25 seconds	
Average case resolution time – password resets and e-mail updates (Time owned by ESC)	98% within 1 day	99.71%	99.86%	
Average case resolution time – inquiries and requests (Time owned by ESC)	75% within 1 day 90% within 3 days	93.9% within 1 Day and 96.6% within 3 Days	94.6% within 1 Day and 97.5% 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	97.2% rated good to excellent (1.912% response rate)	94.6% rated good to excellent (1.376% 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

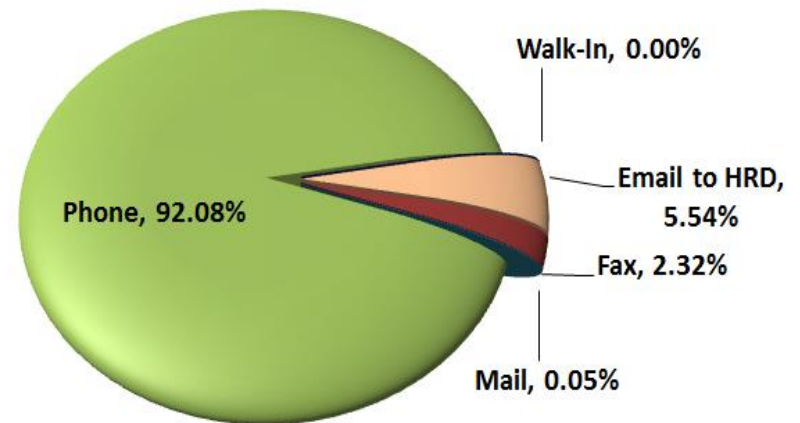
SLA Metric	Target Level	Current Period 10/01/17 to 10/28/17	Current Period 9/03/17 to 9/30/17	October 2016
Average Wait Time – Answered Calls (Days operational)	Will not exceed 3 minutes 90% of the time	0:59 seconds	1:25 seconds	0:44 seconds

Abandoned Calls



Total = 5,906 calls

Ticket Source



Total = 5,595 Tickets

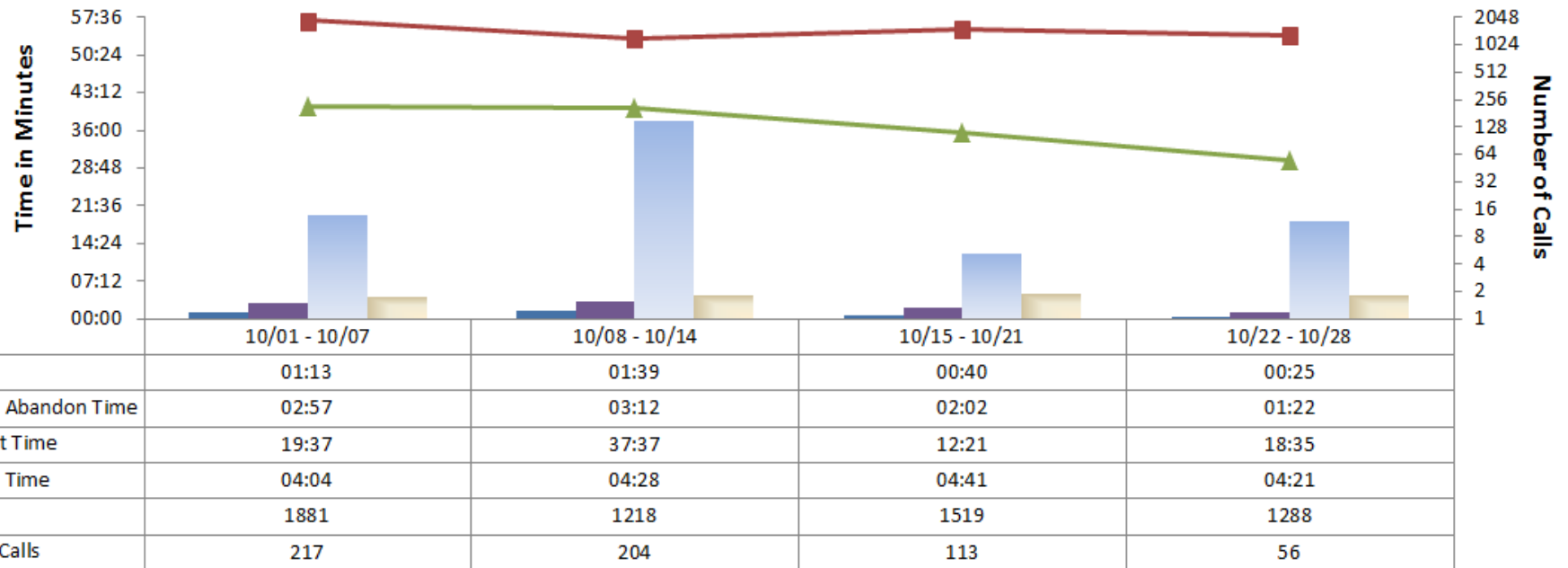
Source: ESC Footprints & Avaya data from 10/01/2017 – 10/28/2017.

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



Inbound Call Data

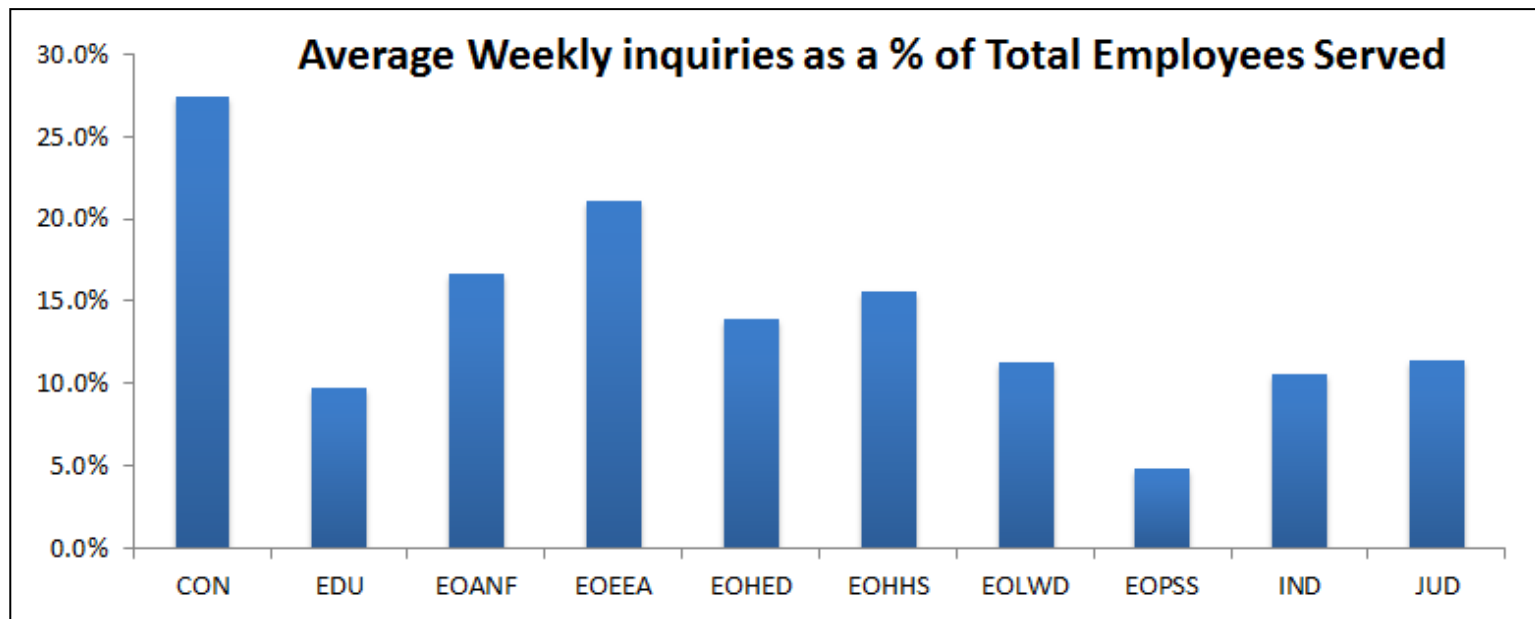
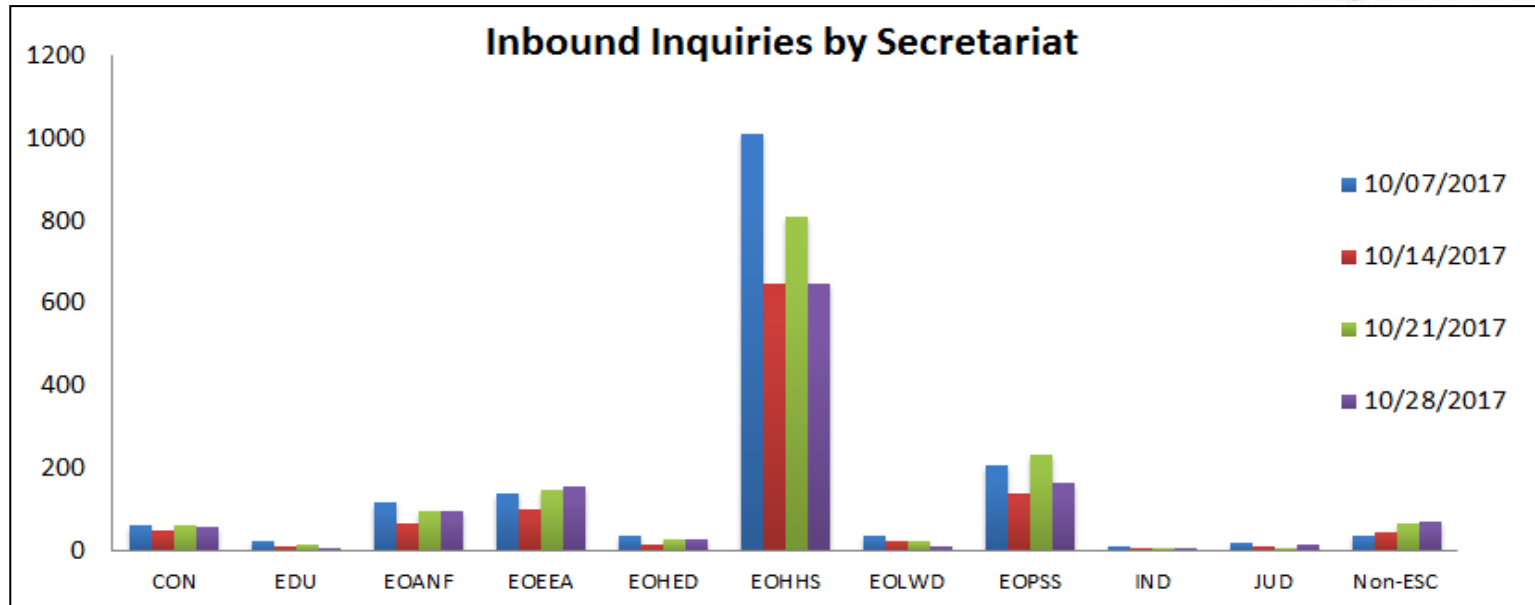
Wait Time, Call Volumes, & Abandonment Rates



Source: ESC Avaya data from 10/01/2017 – 10/28/2017.

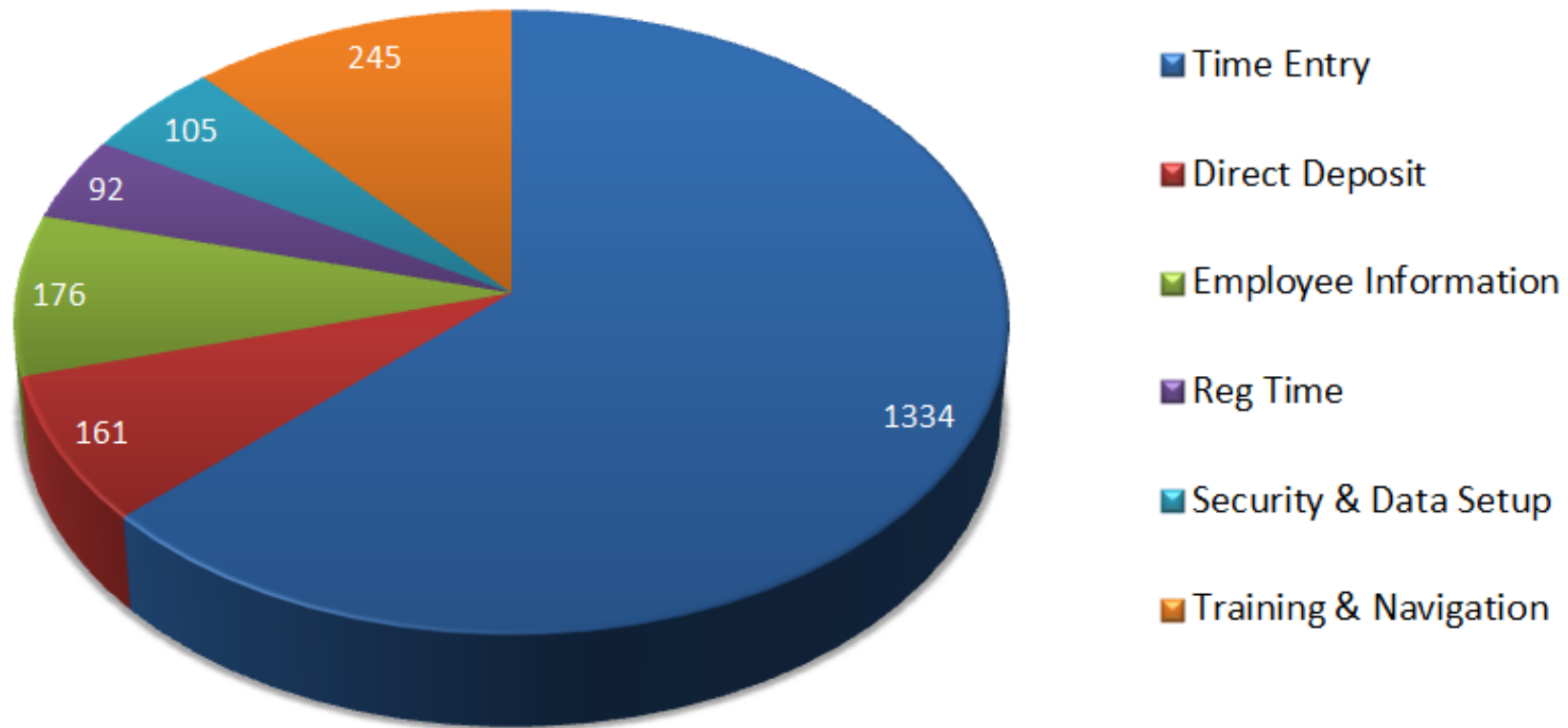


Inbound Inquiries by Secretariat



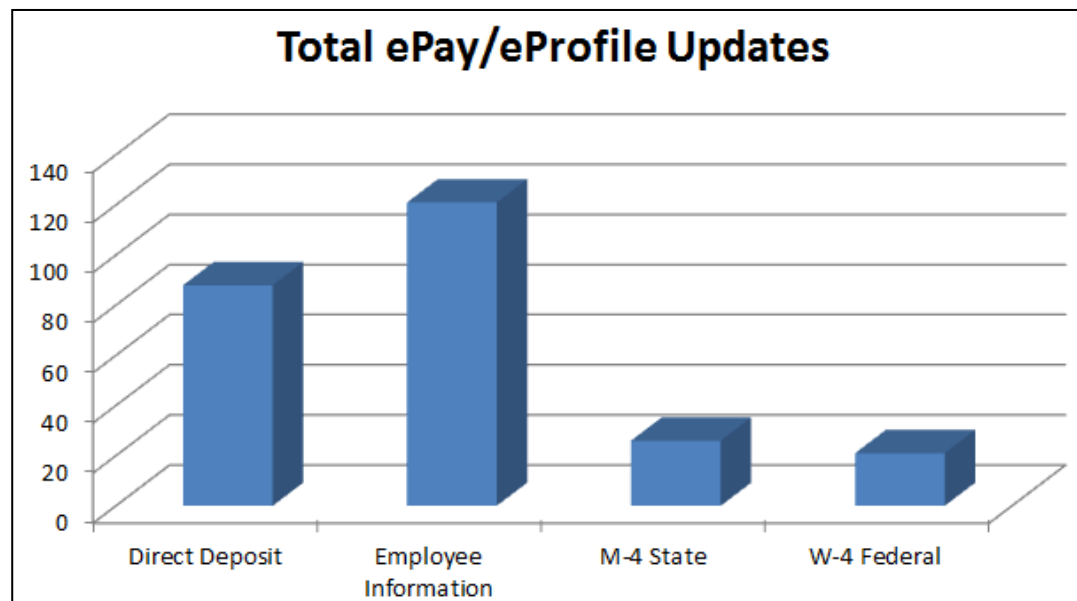
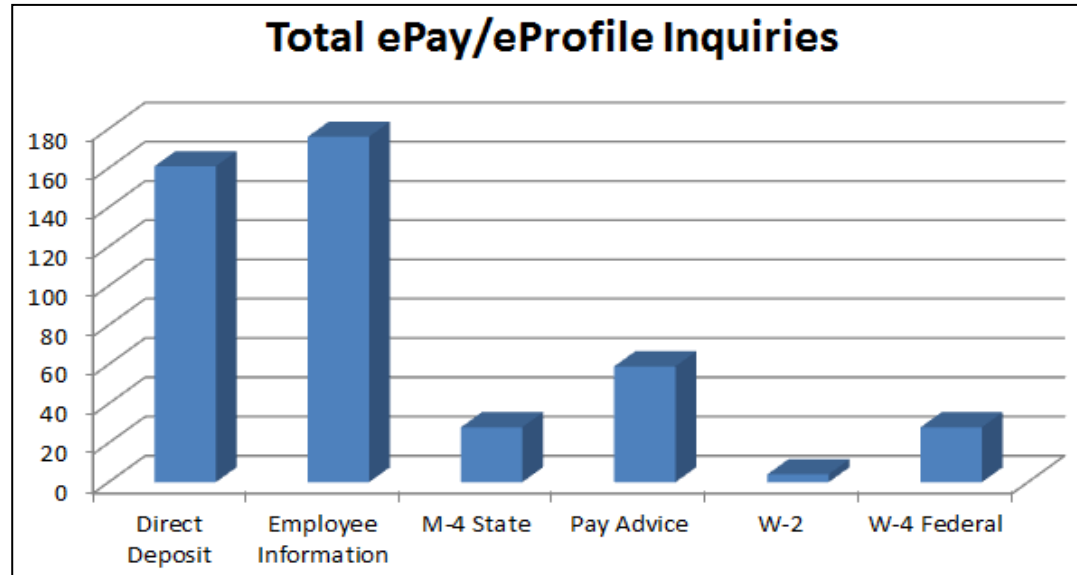
Types of Inquiries Received

Top Inquiry Classifications (Excluding Password Resets)



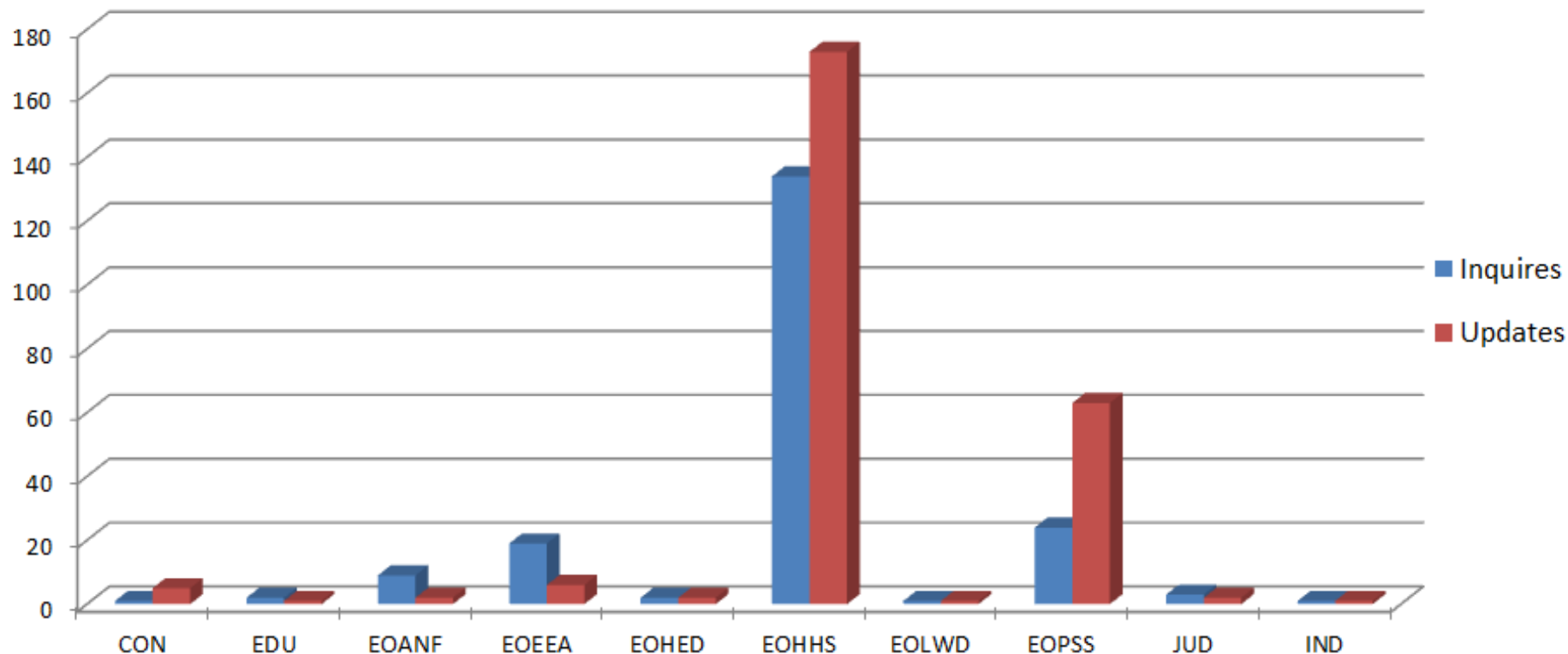
Source: ESC Footprints data from 10/01/2017 – 10/28/2017.

ePay/eProfile Transactions



ePay/eProfile Transactions by Secretariat

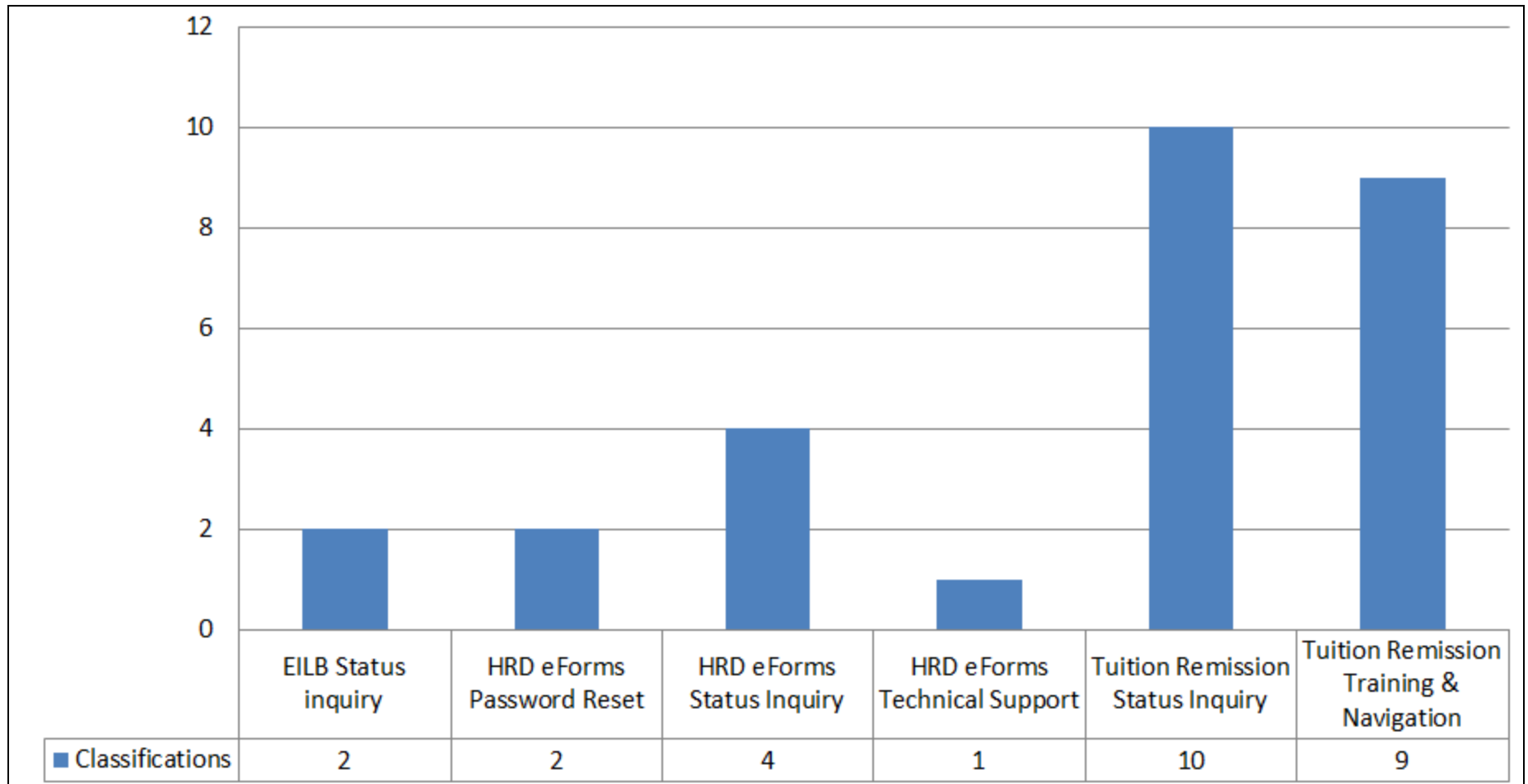
ePay/eProfile Transactions by Secretariat



Source: ESC Footprints data from 10/01/2017 – 10/28/2017.



eServices Inquiries



Source: ESC Footprints data from 10/01/2017 – 10/28/2017.



Case Resolution Time

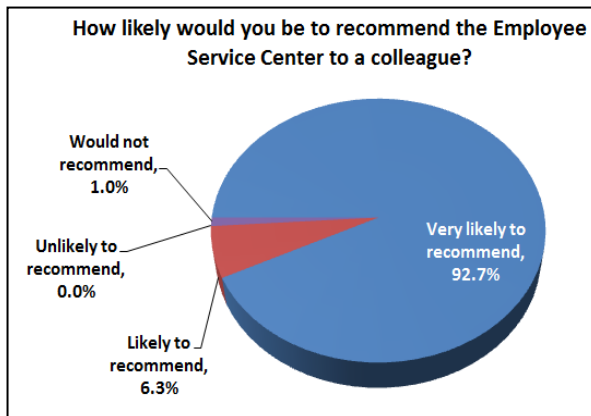
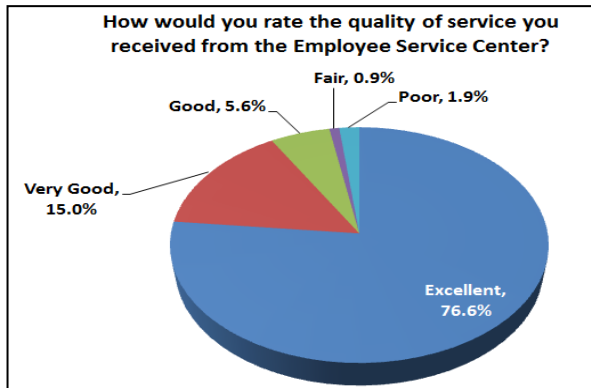
SLA Metric	Target	Current Period 10/01/2017 – 10/28/2017	Previous Period 9/03/2017 – 9/30/2017	Previous Year October 2016
Average case resolution time – password resets and e-mail updates (Time owned by ESC)	98% within 1 day	99.71%	99.86%	99.74%
Average case resolution time – inquiries and requests (Time owned by ESC)	75% within 1 day 90% within 3 days	93.9% within 1 Day and 96.6% within 3 Days	94.6% within 1 Day and 97.3% within 3 Days	91.8% within 1 Day 94.8% within 3 Days

Source: ESC Footprints data from 10/01/2017 – 10/28/2017.



Customer Satisfaction Survey Results

SLA Metric	Target	Current Period 10/01/2017 – 10/28/2017	Previous Period 9/03/2017 – 9/30/2017	October 2016
Customer satisfaction (Based on automated survey upon ticket closure.)	80% of customers rate overall satisfaction good to excellent	97.2% rated good to excellent (1.912% response rate)	94.6% rated good to excellent (1.376% response rate)	94% rated good to excellent (1.061% response rate)



Selected Monthly Comments:

- Please don't change anything. Your help was excellent.
- She was extremely courteous and helpful. You straightened out a tough situation for me!
- I spoke with Marie when I called this morning. I would just like to say that she was very helpful and pleasant and resolved my problem quickly.
- The Customer Service Reps I spoke with were very competent, polite and professional. They were great!

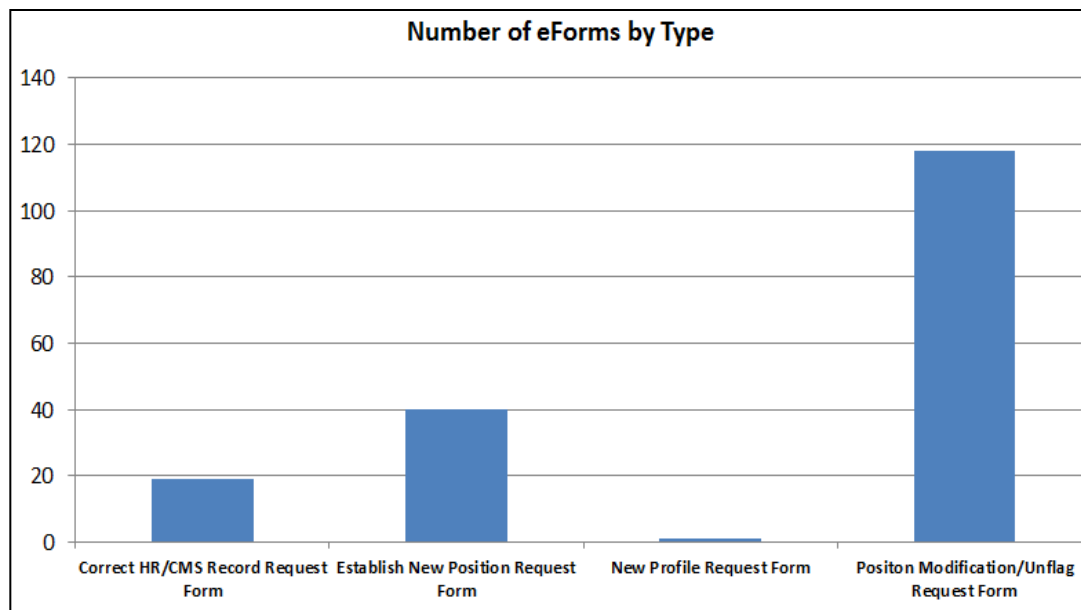
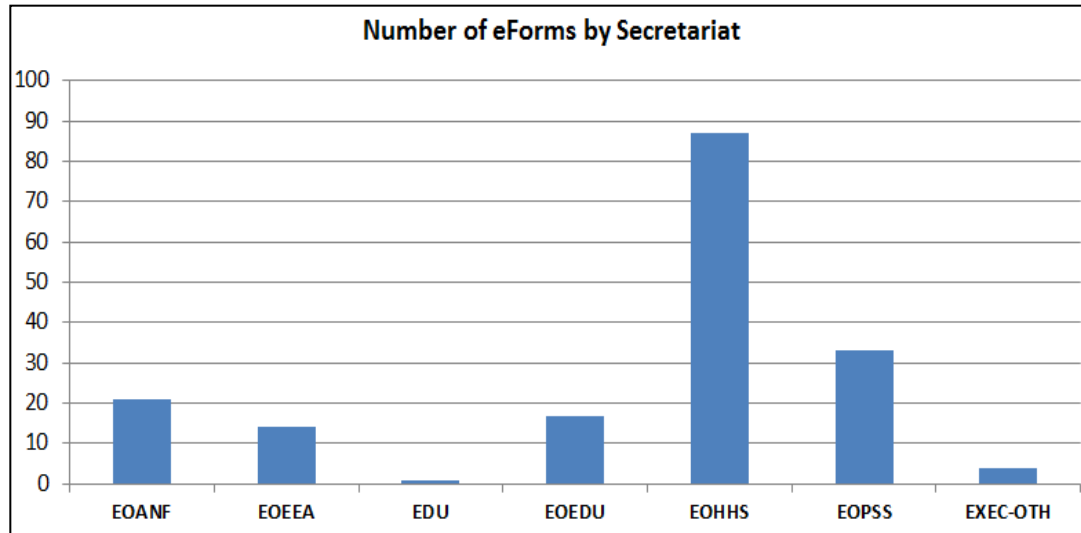
Source: ESC Customer Satisfaction Survey; survey link is provided on ticket closure notice and is voluntary. Survey results shown were collected between 10/01/2017 – 10/28/2017.

The Commonwealth of Massachusetts

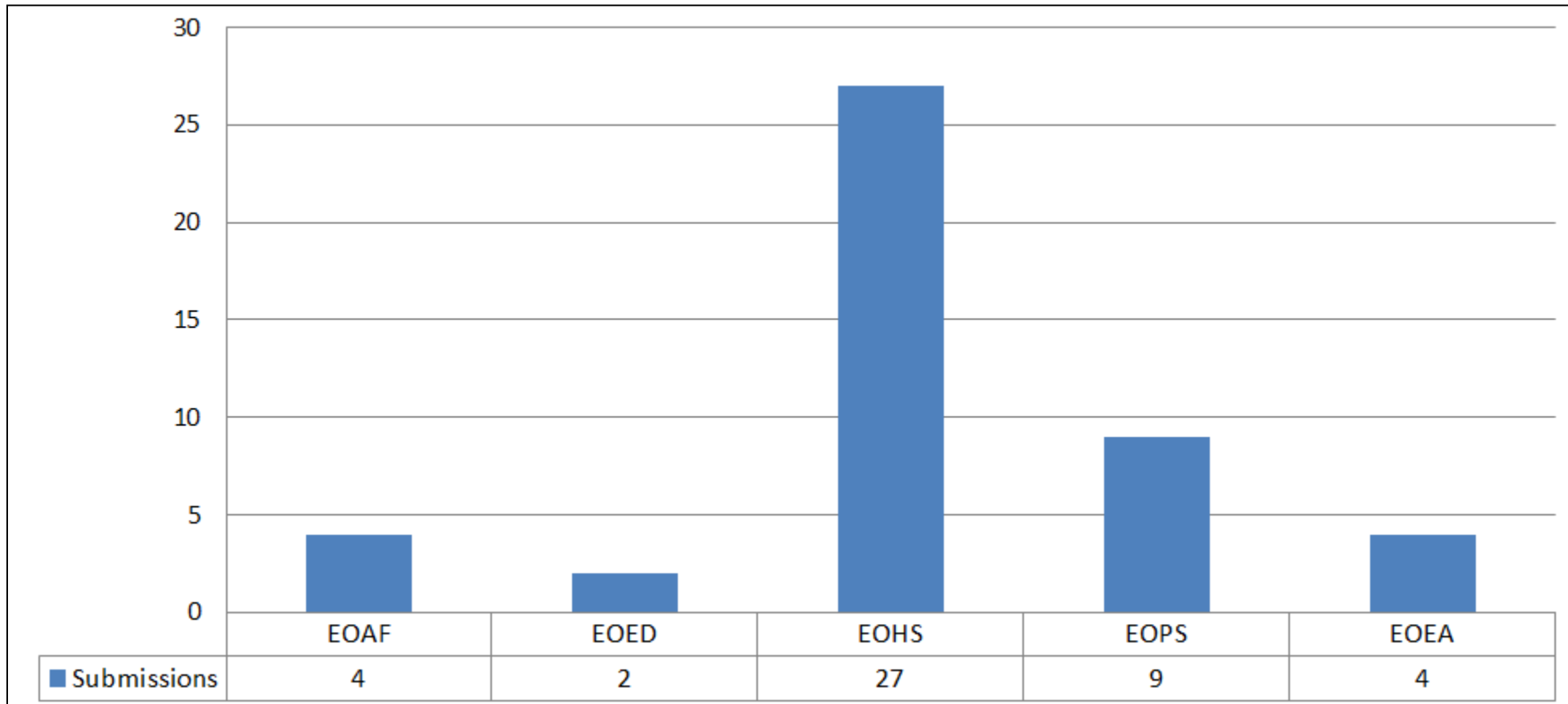


Position Management

Total number of eForms processed by ESC: 178



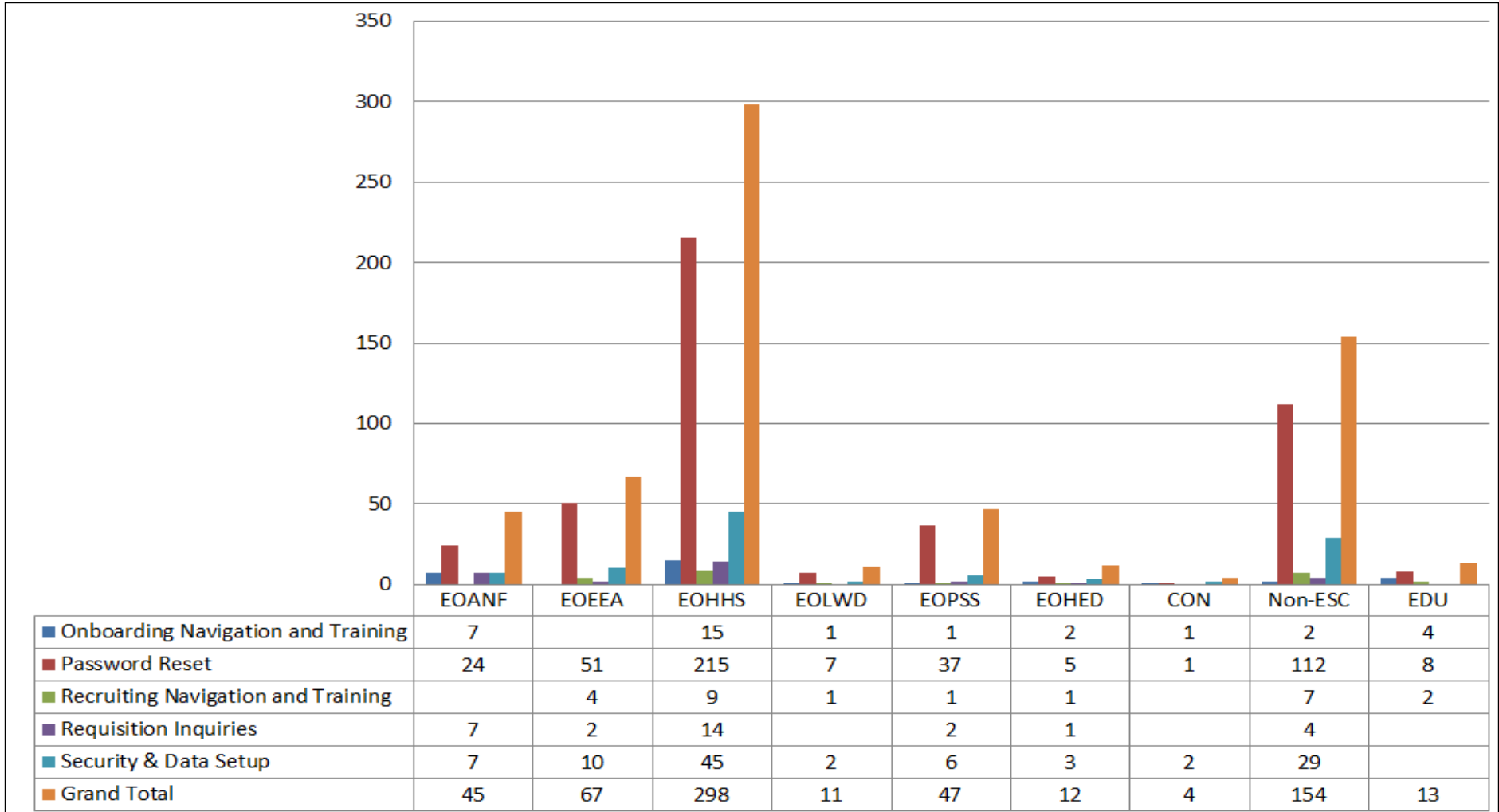
Tuition Remission Submissions per Secretariat



Source: OnBase - Hyland Unity Client Reporting data from 10/01/2017 – 10/28/2017.



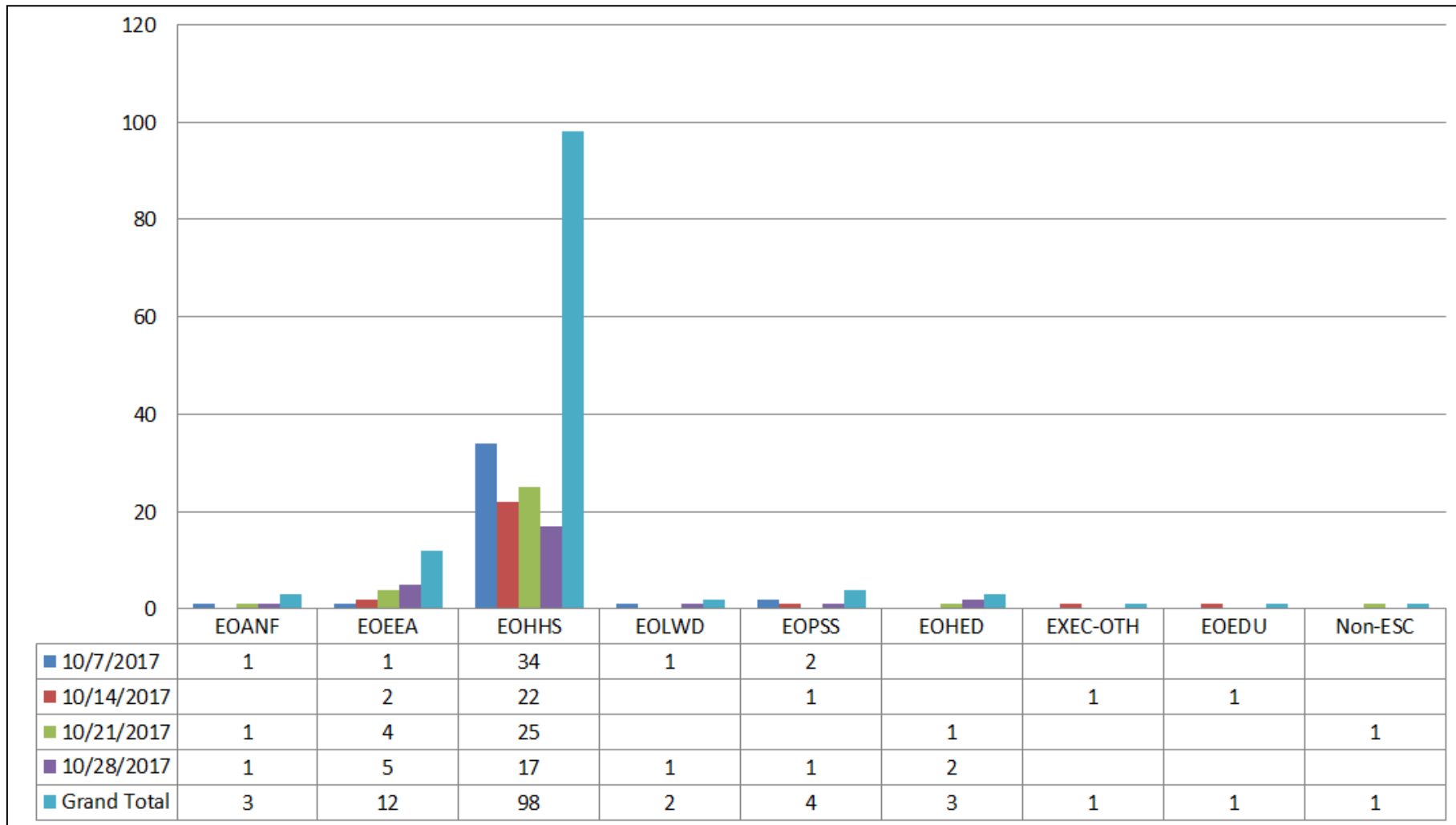
MassCareers Top 5 Most Frequent Classifications by Secretariat



Source: ESC Footprints data from 10/01/2017 – 10/28/2017.



Tickets Forwarded to Agency HR/Payroll



Source: ESC Footprints data from 10/01/2017 – 10/28/2017.

Review Schedule Service Charter Scorecard

Service Month*		
Start Date	End Date	Report Available
10/1/2017	10/28/2017	11/15/2017
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	8/16/2017
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

Agencies Served	Employees	Agencies Served	Employees	Agencies Served	Employees
ADD-Developmental Disabilities Council	17	DOI-Division Of Insurance	136	MCB-Mass Commission For The Blind	139
AGR-Department Of Agricultural Resources	110	DOR-Department Of Revenue	1484	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	87
ANF-Eo Administration & Finance	277	DPH-Department Of Public Health	3002	MIL-Massachusetts National Guard	10126
APC-Appeals Court	108	DPU-Department Of Public Utilities	164	MMP-Massachusetts Marketing Partnership	17
ART-Mass Cultural Council	32	DSS-Department Of Children And Families	4184	MRC-Mass Rehabilitation Commission	975
ATB-Appellate Tax Board	19	DYS-Department Of Youth Services	859	OCD-Dept Of Housing And Community	265
BLC-Board of Library Commissioners	22	EDU-Executive Office Of Education	153	OHA-Massachusetts Office On Disability	13
BSB-Bureau Of State Buildings	15	EEC-Department Of Early Education	201	ORI-Office For Refugees And Immigrants	18
CAD-Commission Against Discrimination	77	EED-Executive Office Of Housing & Economic Development	57	OSC-Office Of The Comptroller	131
CDA-Massachusetts Emergency Management Agency	92	EHS-Executive Office Of Health and Human Services	1882	OSD-Division Of Operational Services	98
CHE-Soldiers' Home In Massachusetts	329	ELD-Department Of Elder Affairs	56	PAR-Parole Board	172
CHS-Department Of Criminal Justice Information Systems	40	ENE-Department Of Energy Resources	63	POL-State Police	2681
CJT-Criminal Justice Training Council	523	ENV-Executive Office Of Energy and Environmental Affairs	307	REG-Division Of Professional Licensure	262
CME-Chief Medical Examiner	94	EOL-Executive Office Of Workforce Development	1087	RGT-Department Of Higher Education	64
CPC-Committee for Public Counsel Services	744	EPS-Executive Office Of Public Safety and Security	196	SCA-Office Of Consumer Affairs And Business Regulations	26
CSC-Civil Service Commission	6	EQE-Department Of Environmental Protection	674	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	41	GIC-Group Insurance Commission	53	SOR-Sex Offender Registry	50
DCP-Capital Asset Management And Maintenance	412	HCF-Health Care Finance & Policy	147	SRB-State Reclamation Board	146
DCR-Department Conservation And Recreation	1213	HLI-Soldiers' Home In Holyoke	339	TAC-Department Of Telecommunications	23
DFS-Department Of Fire Services	633	HPC-Health Policy Commission	73	TRB-Teachers Retirement Board	96
DMH-Department Of Mental Health	3578	HRD-Human Resources Division	126	TRE-Office Of The State Treasurer	254
DMR-Health and Human Services	6469	ITD-Information Technology Division	487	VET-Department Of Veterans Service	69
DOB-Division Of Banks	165	LIB-George Fingold Library	11	VWA-Victim And Witness Assistance	20
DOC-Department Of Corrections	4591	LOT-Lottery And Gaming Commission	402	WEL-Department Of Transitional Assistance	1656
DOE-Department Of Elementary & Secondary Education	471	Grand Total:			54057



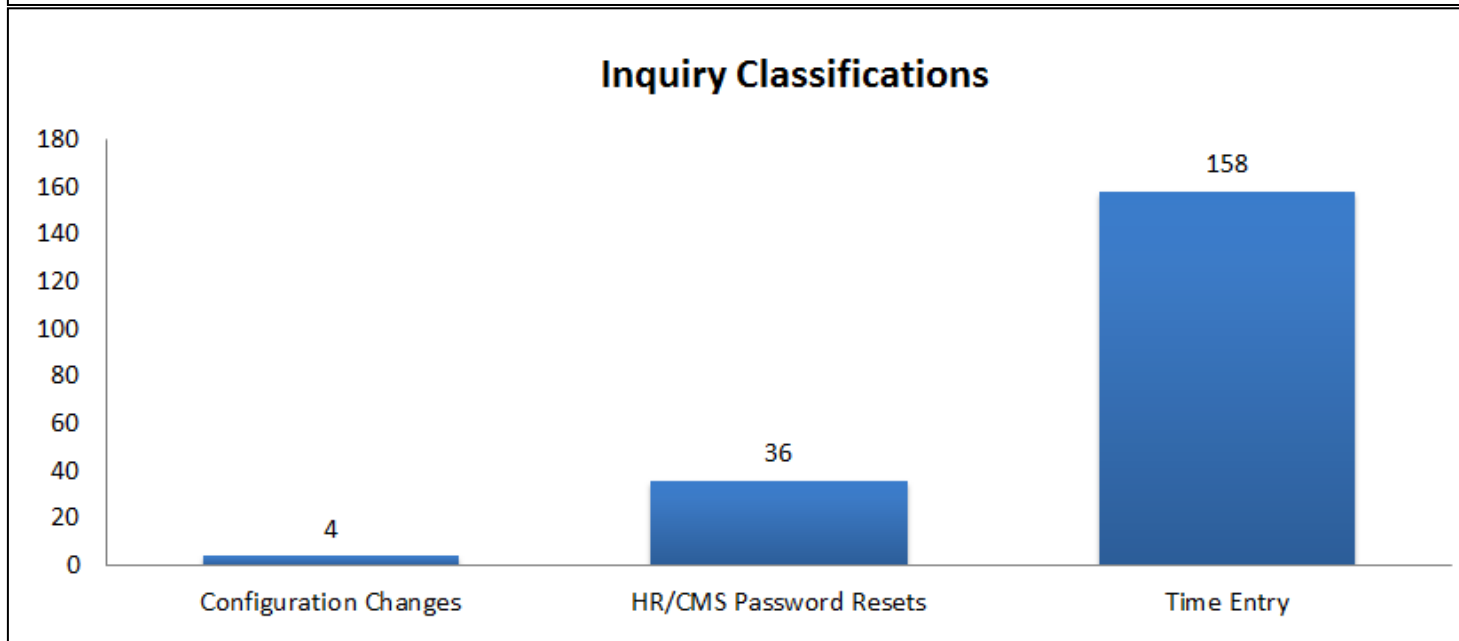
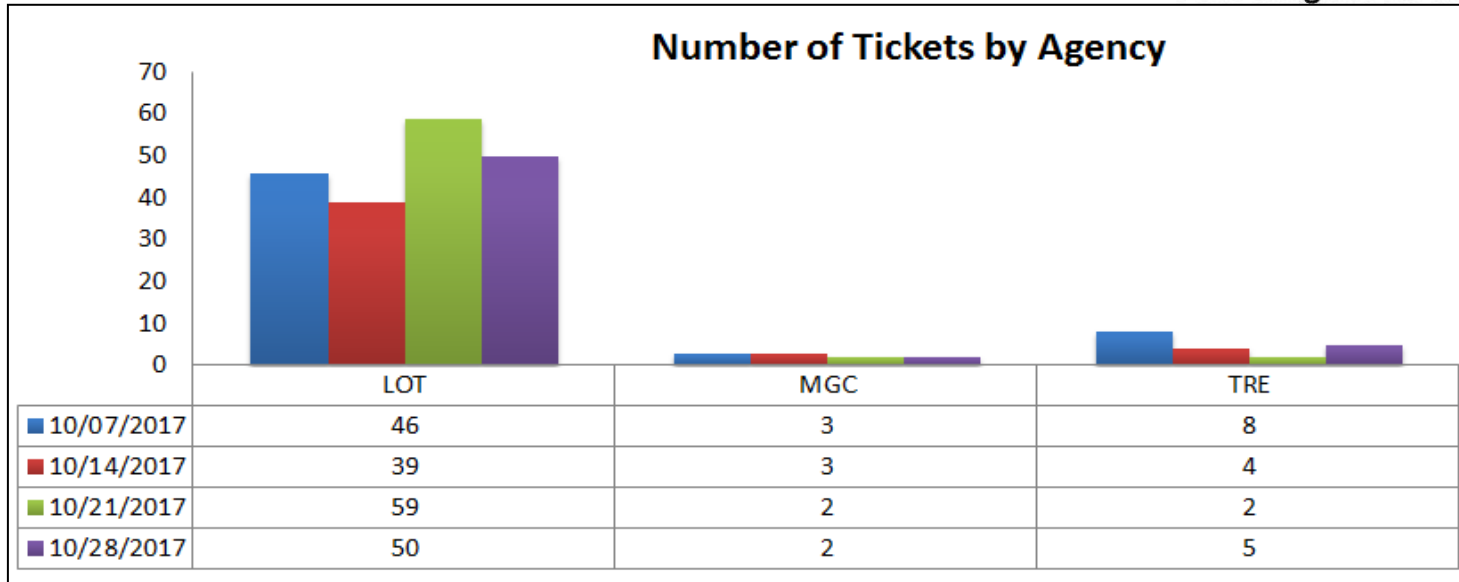
Appendix: Inquiries by Agency

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

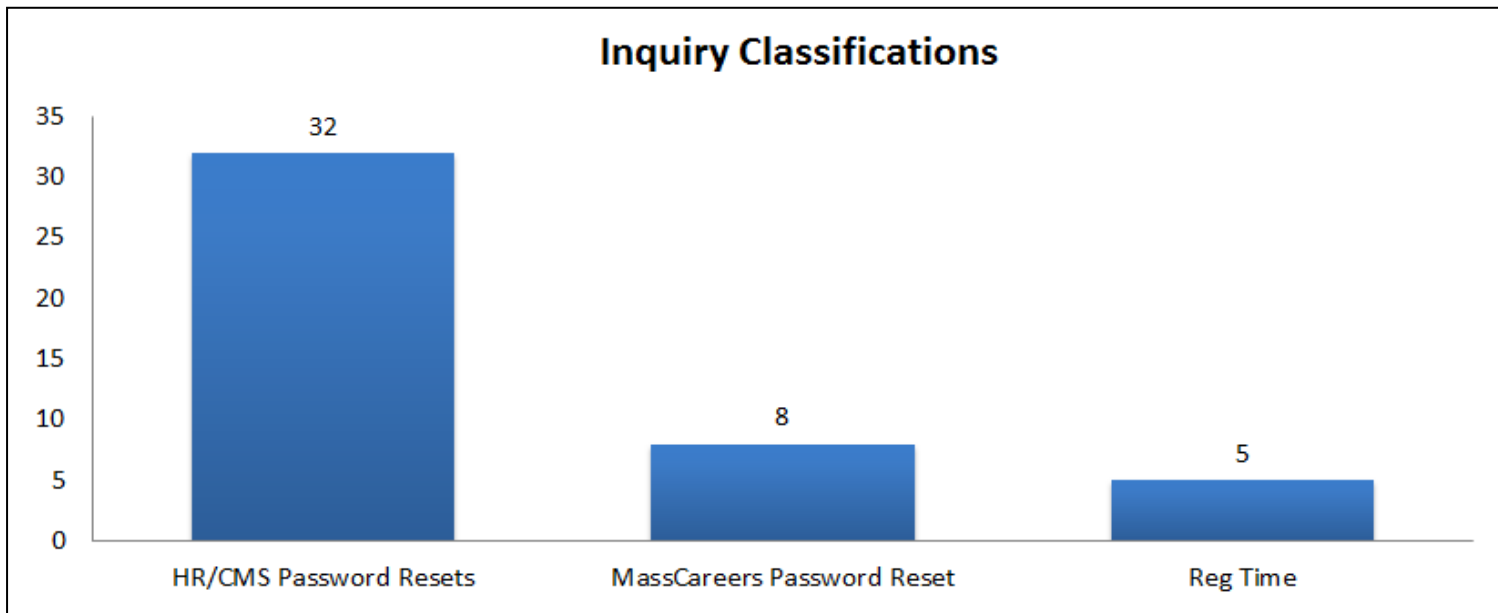
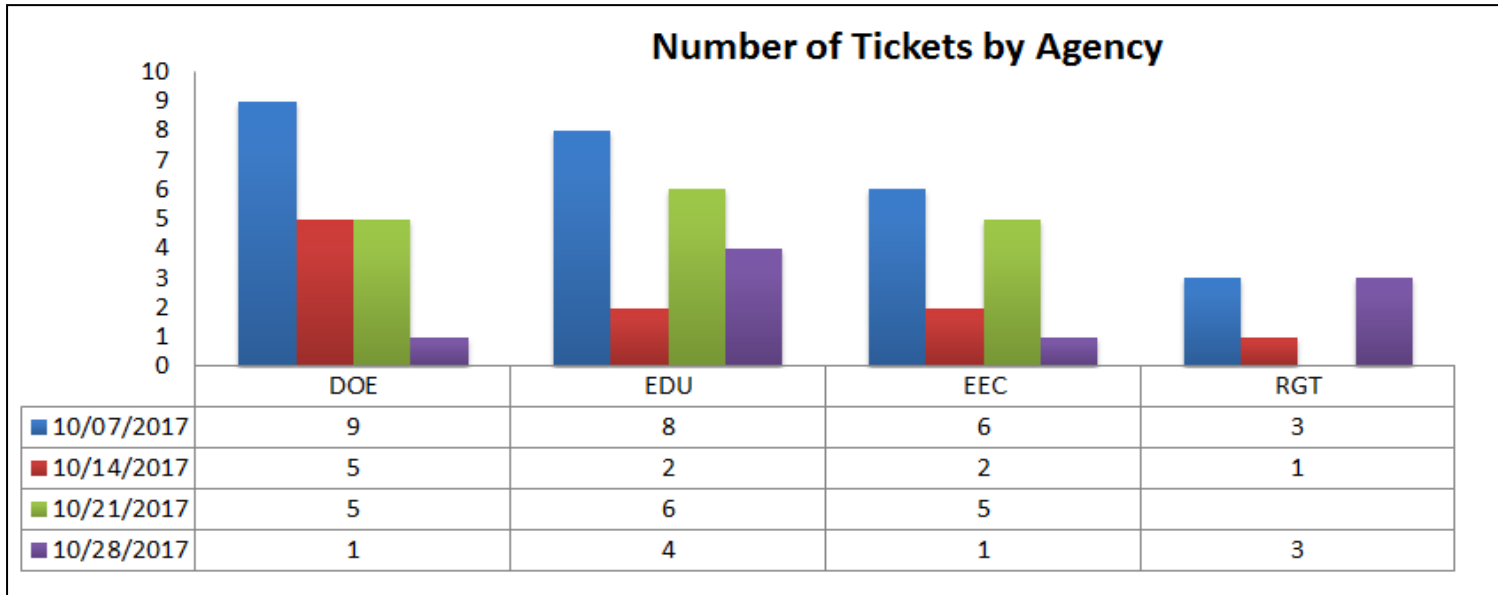
ART – Mass Cultural Council	CSC - Civil Service Commission
CSW - Commission On Status Of Women	LIB – George Fingold Library
MMP - Massachusetts Marketing Partnership	SDA - Sheriffs Department Association
TAC - Department Of Telecommunications	



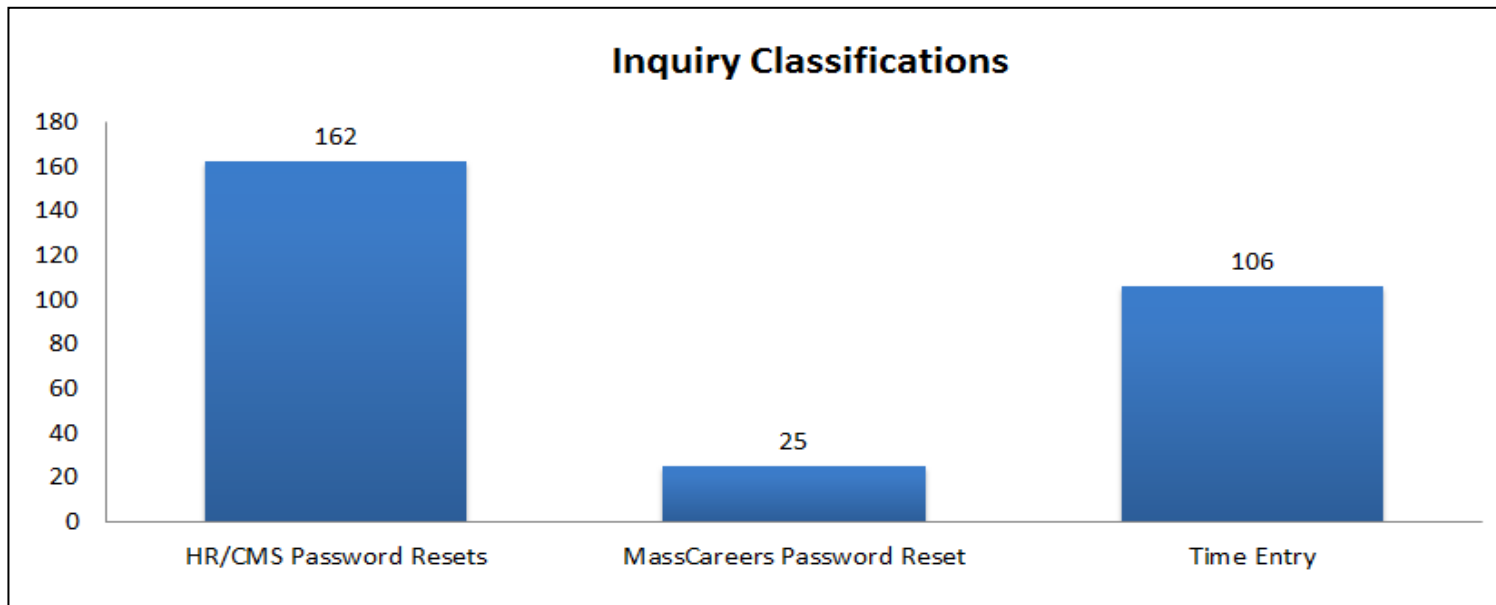
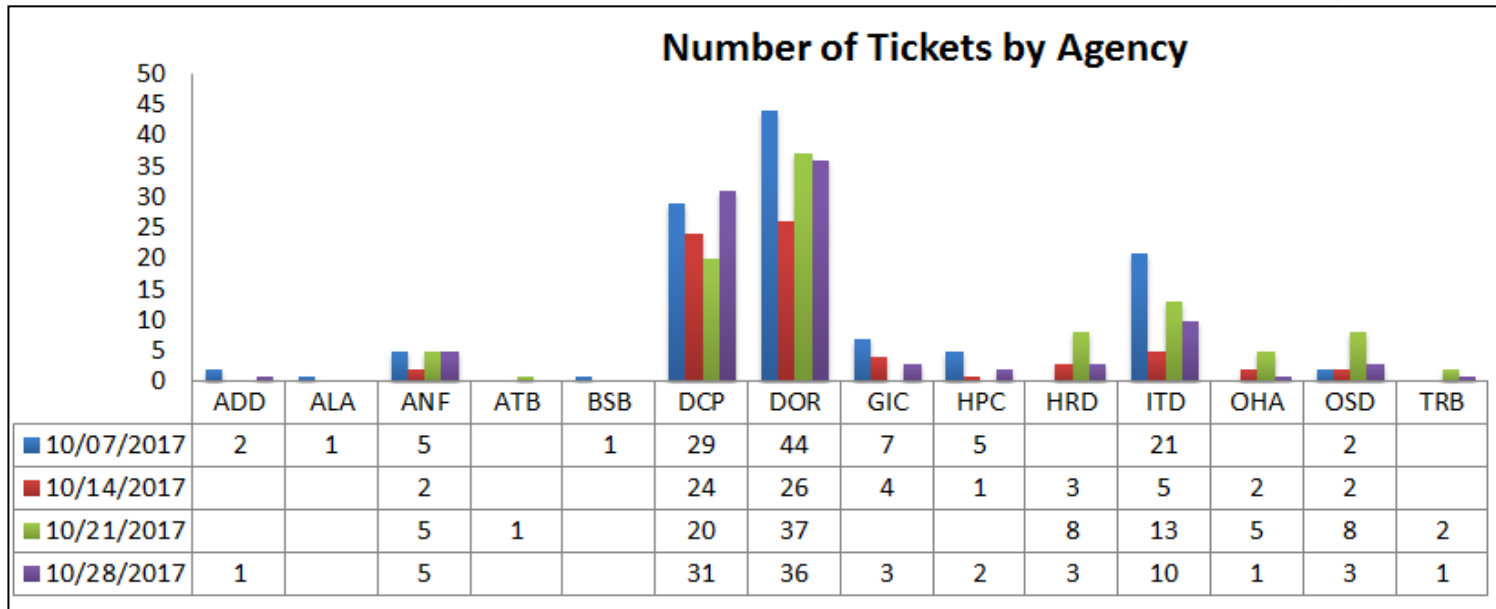
CON Agencies



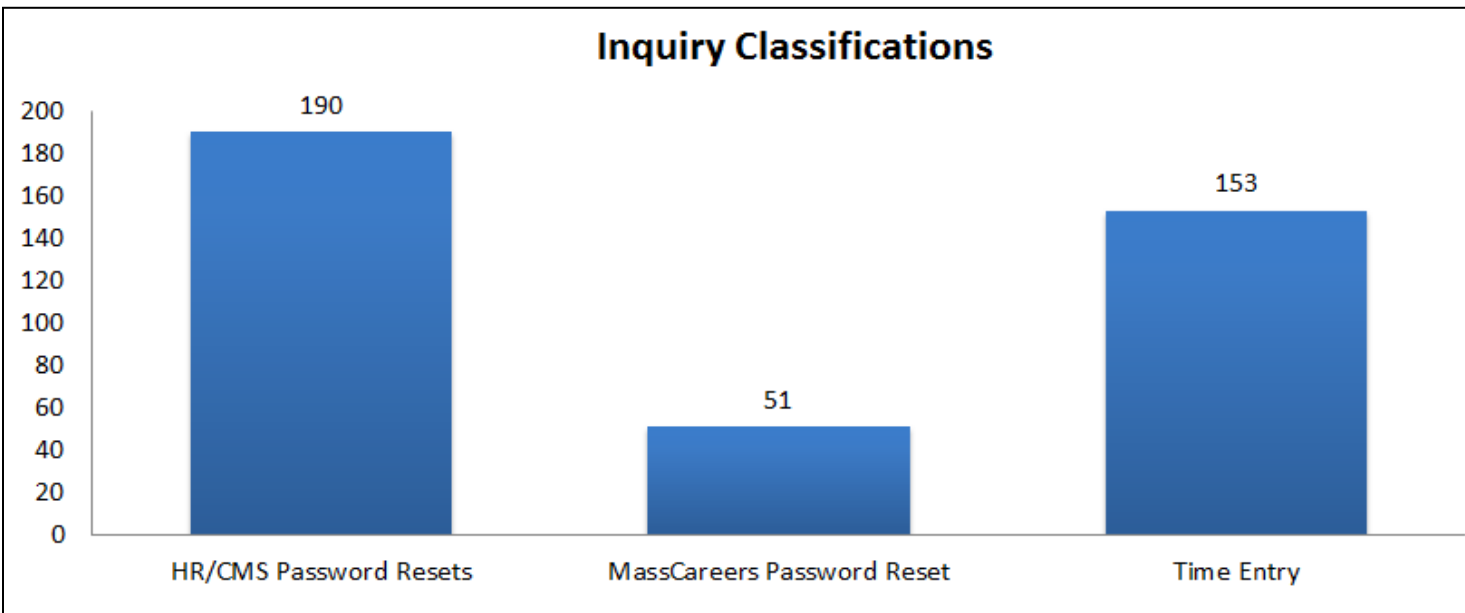
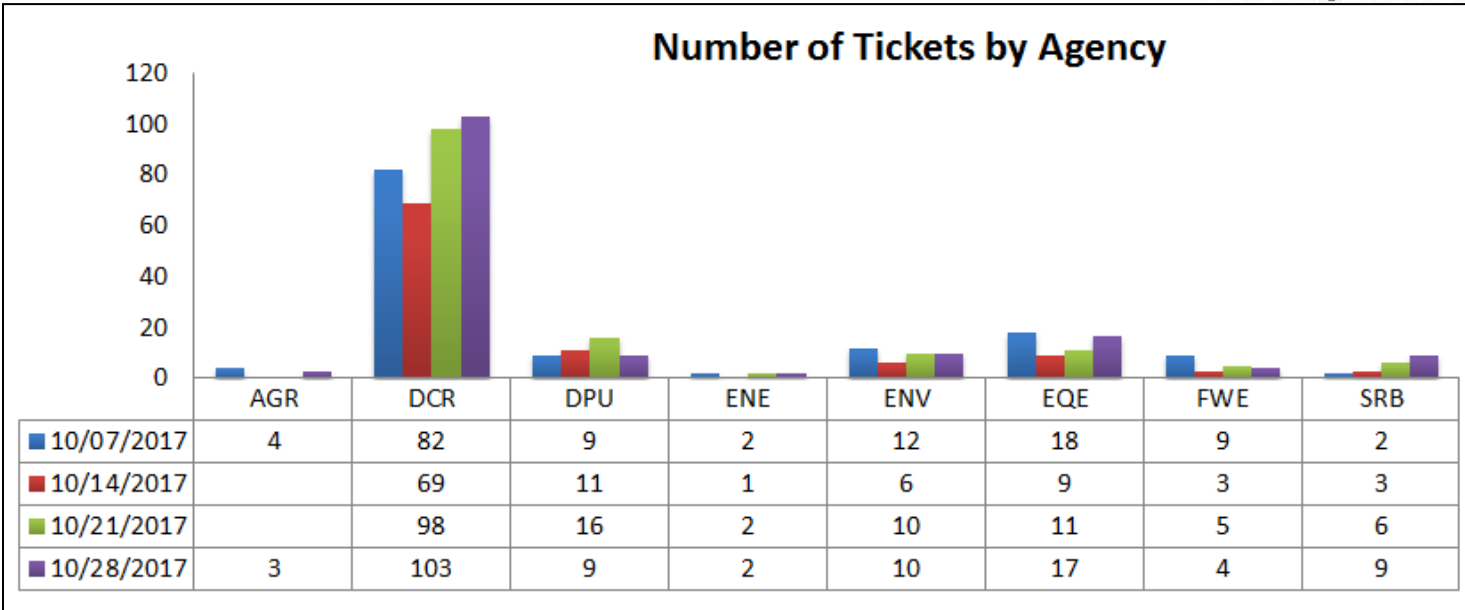
EDU Secretariat Agencies



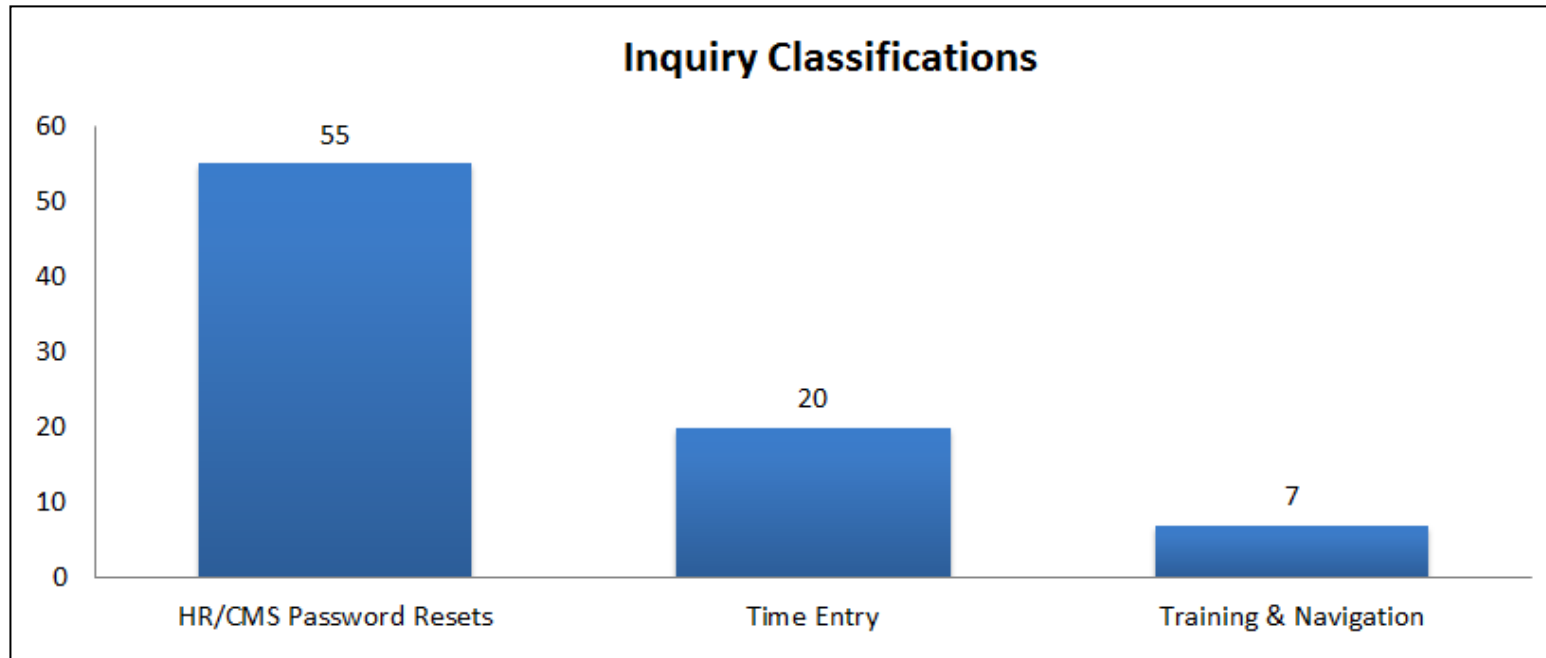
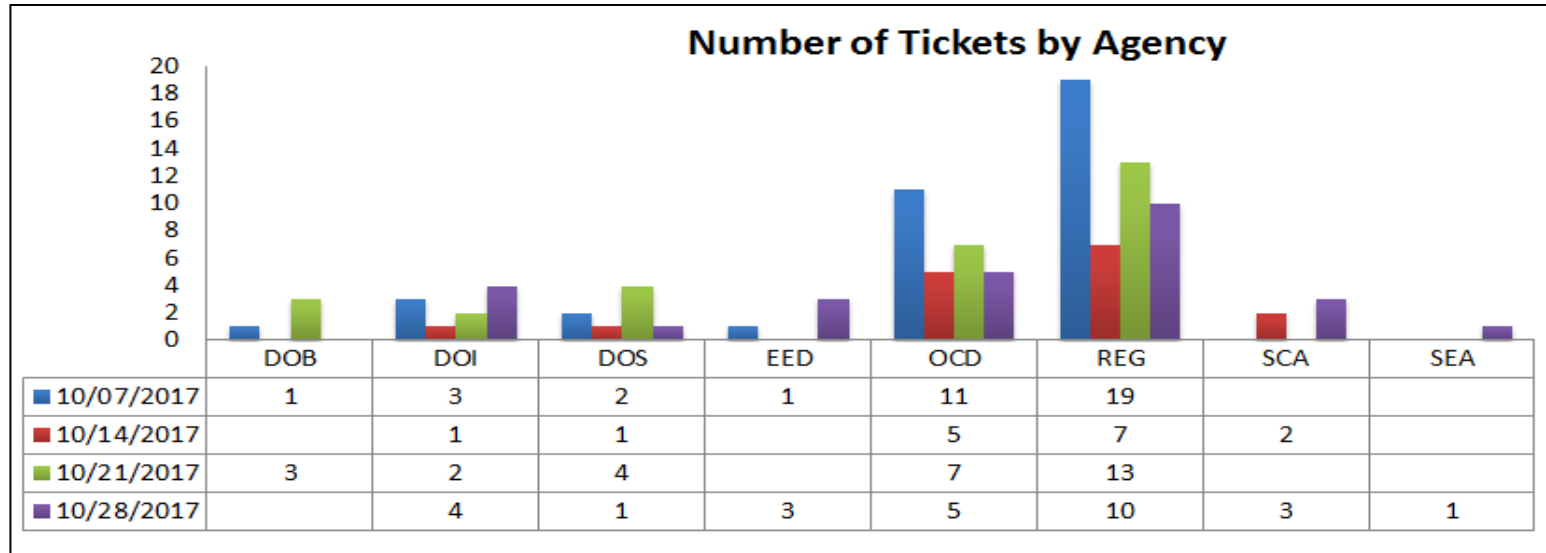
EOANF Secretariat Agencies



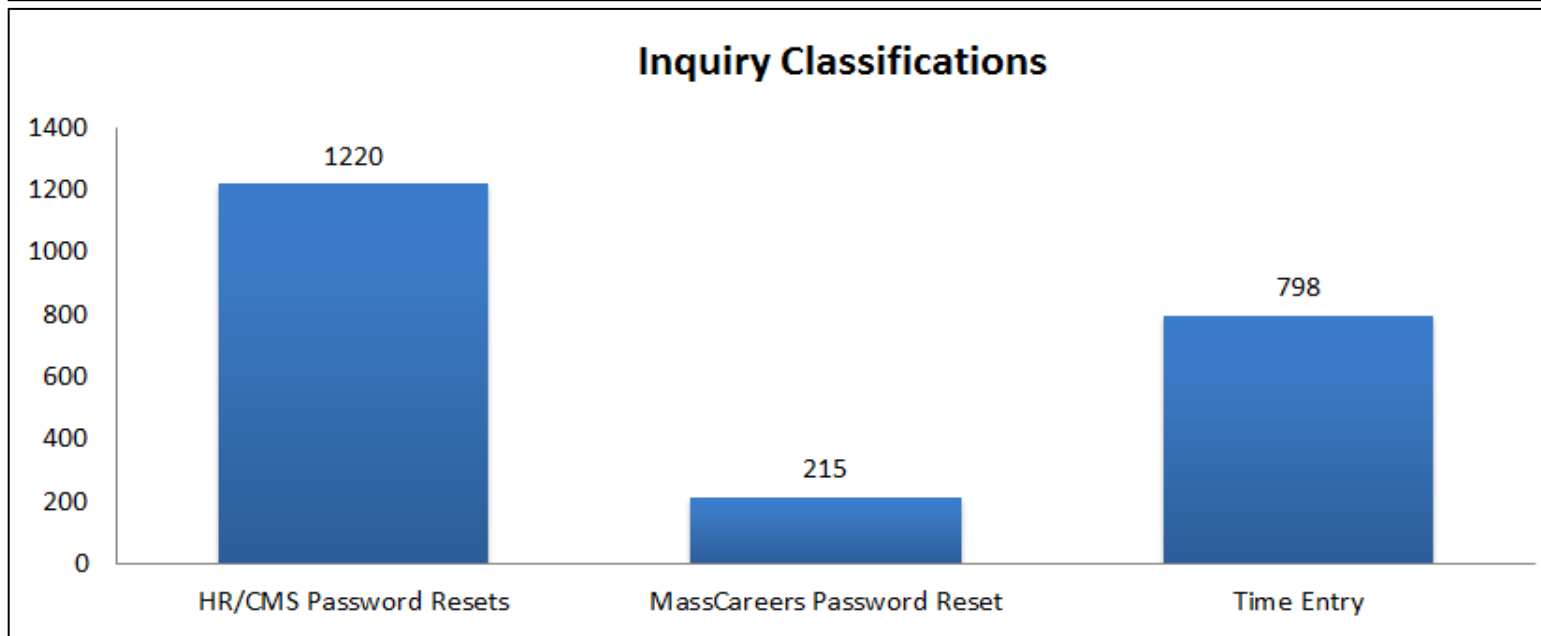
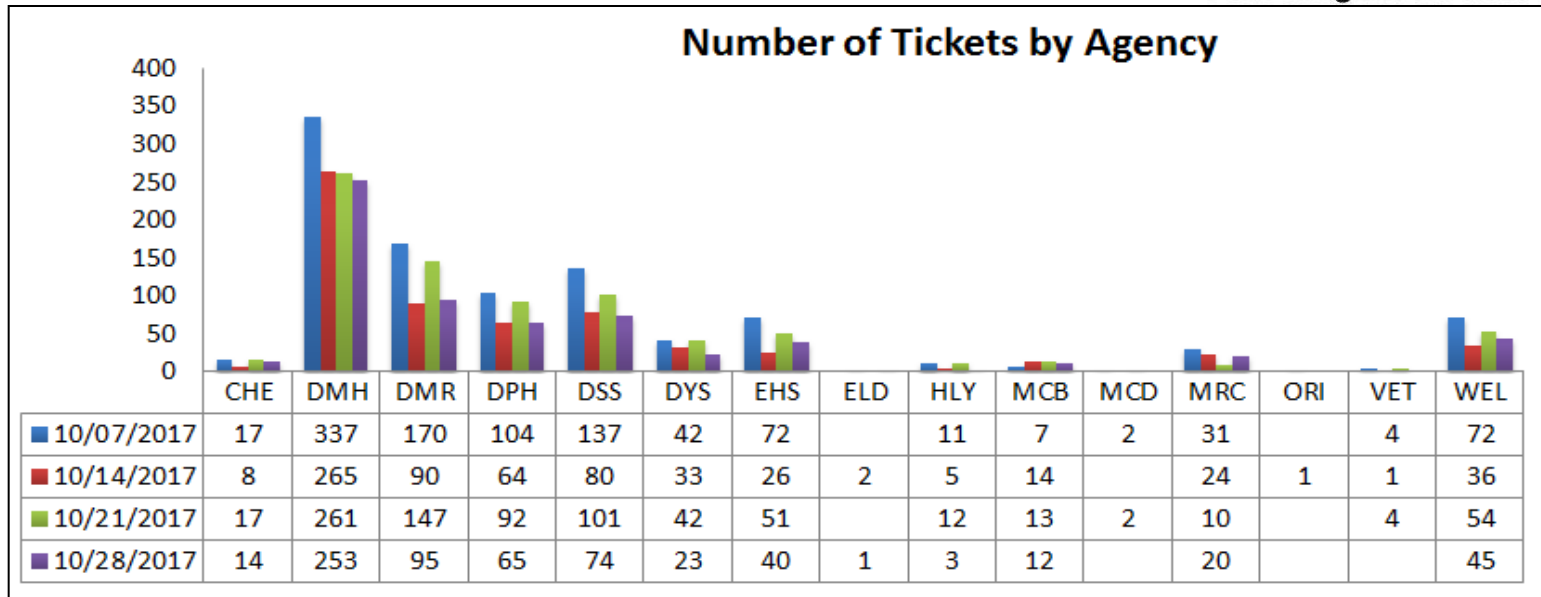
EOEEA Secretariat Agencies



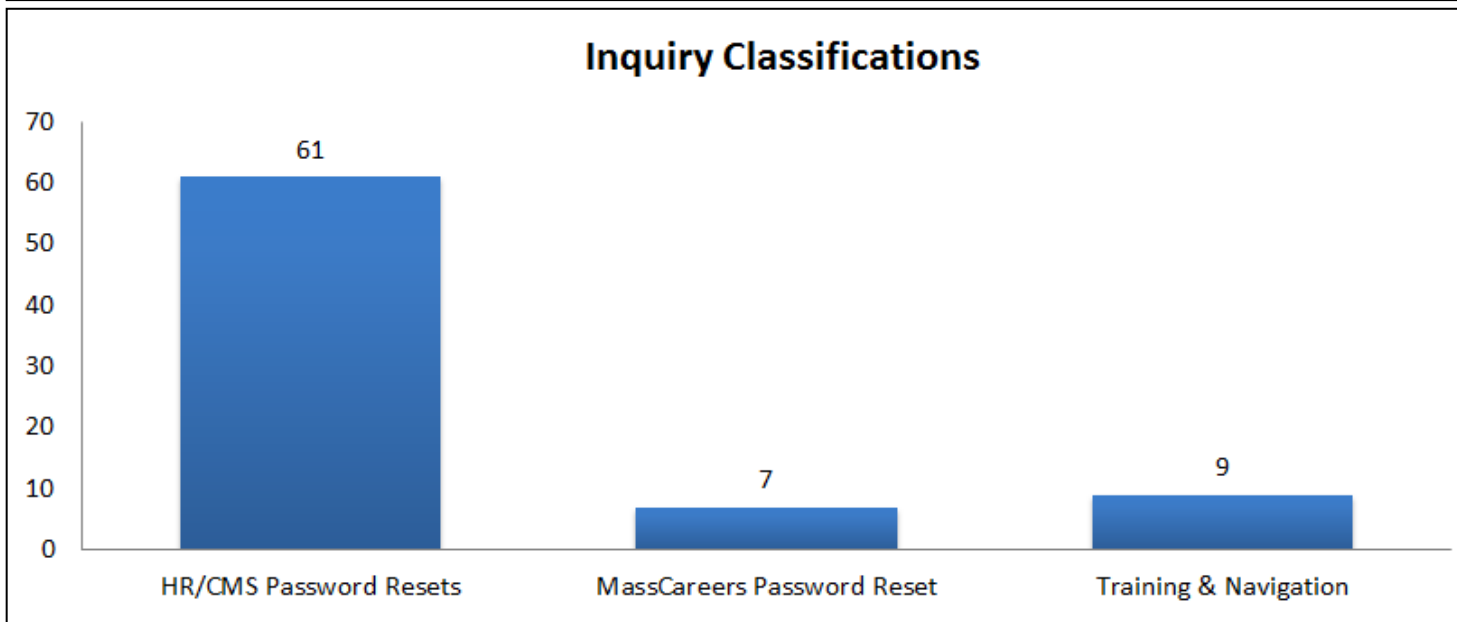
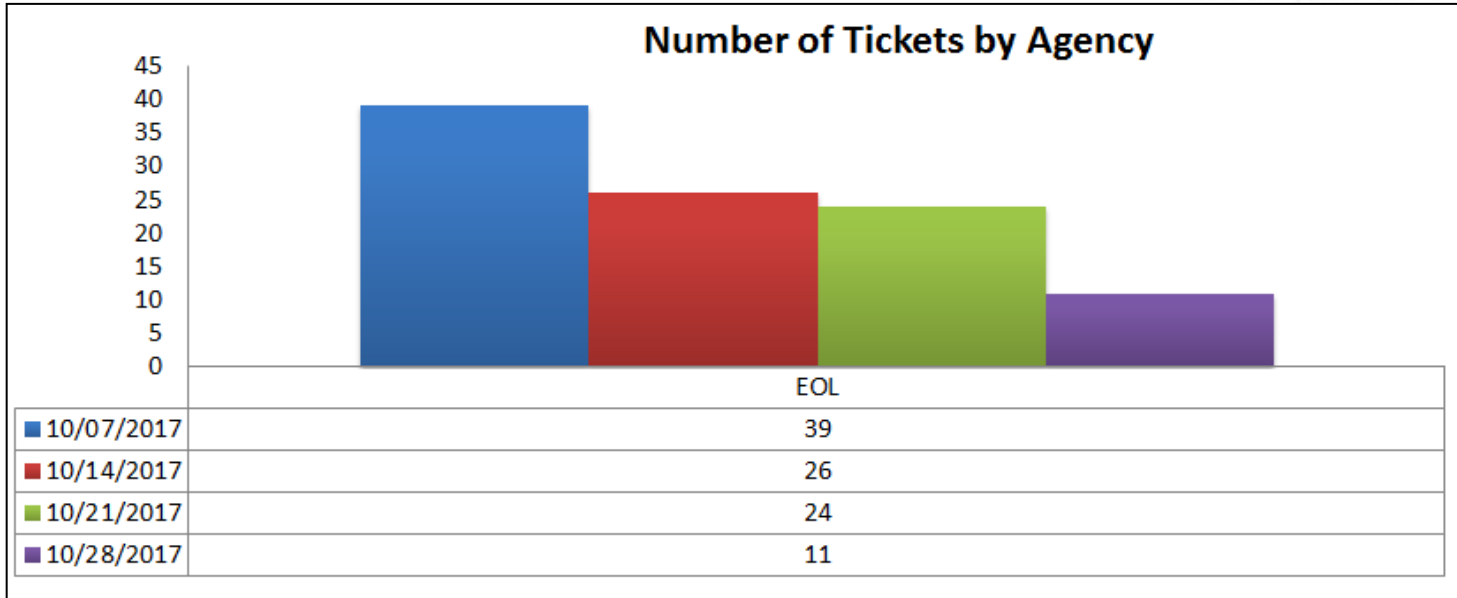
EOHED Secretariat Agencies



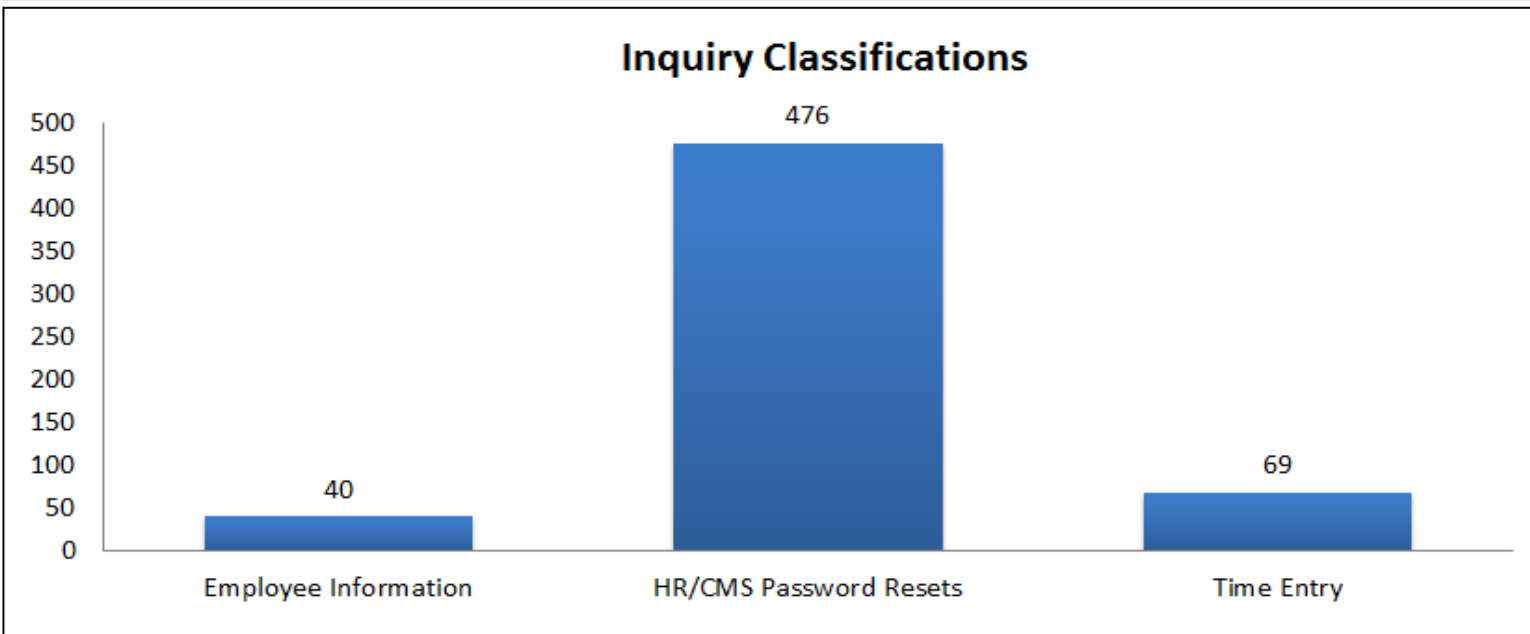
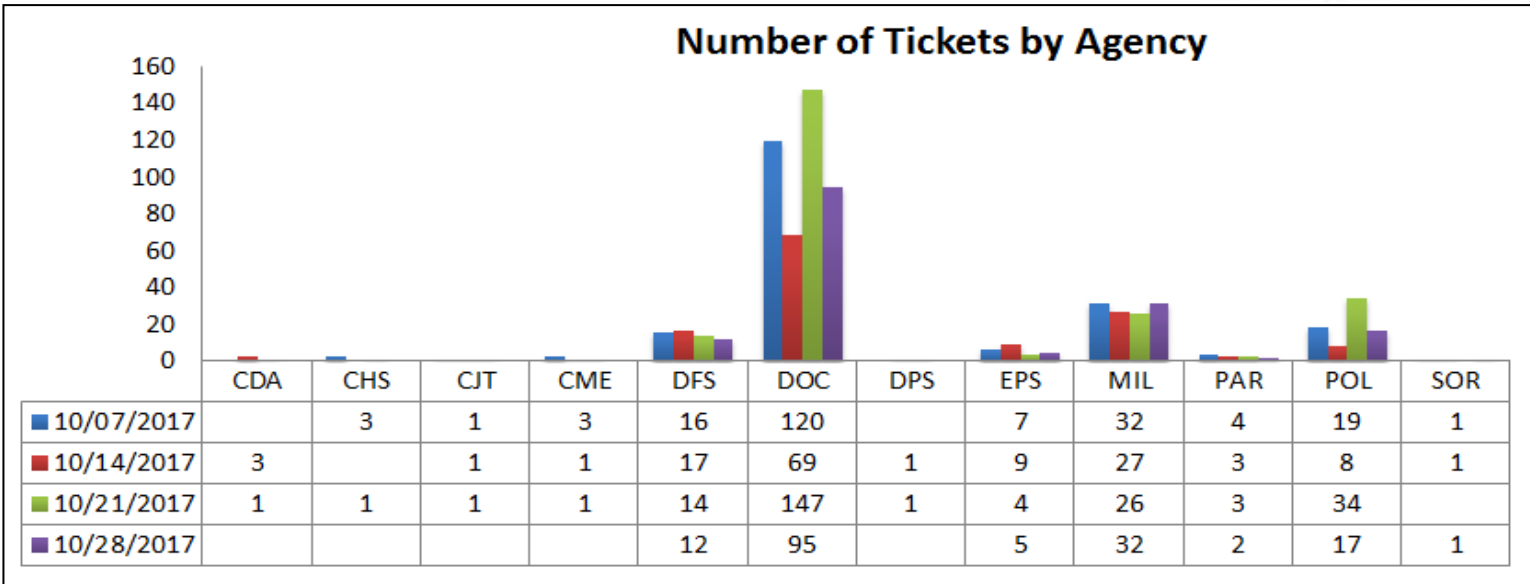
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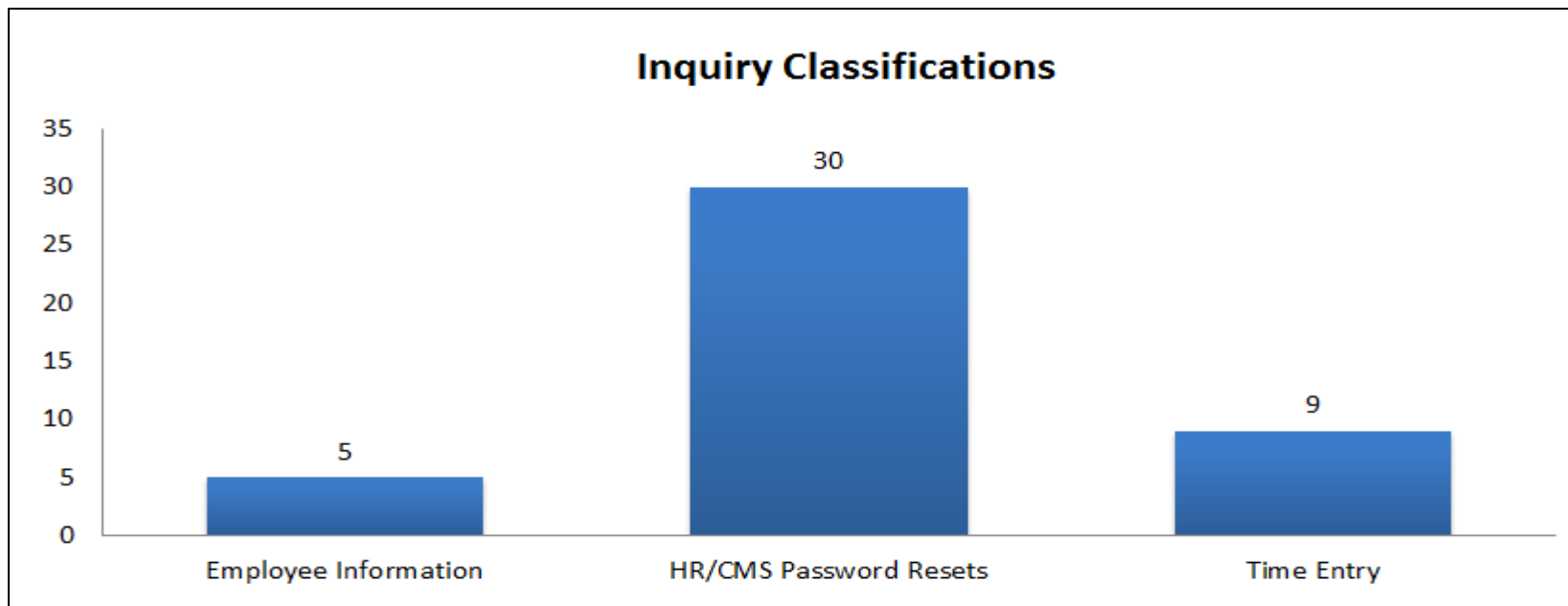
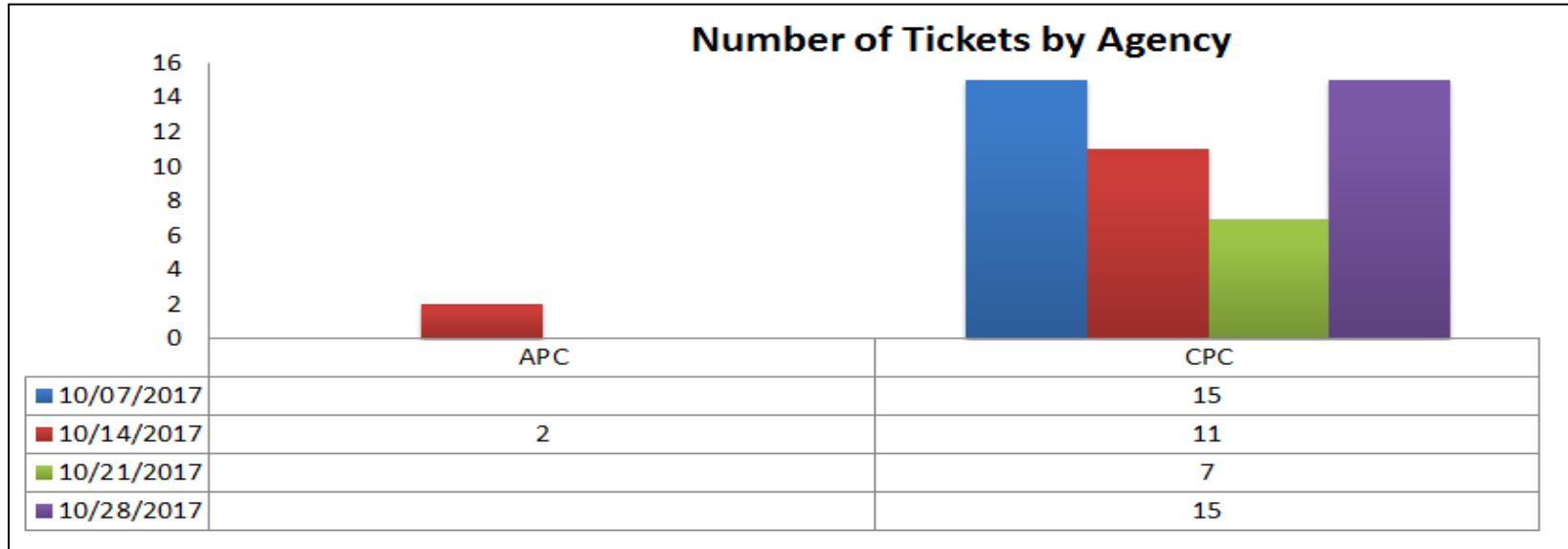
EOLWD Secretariat



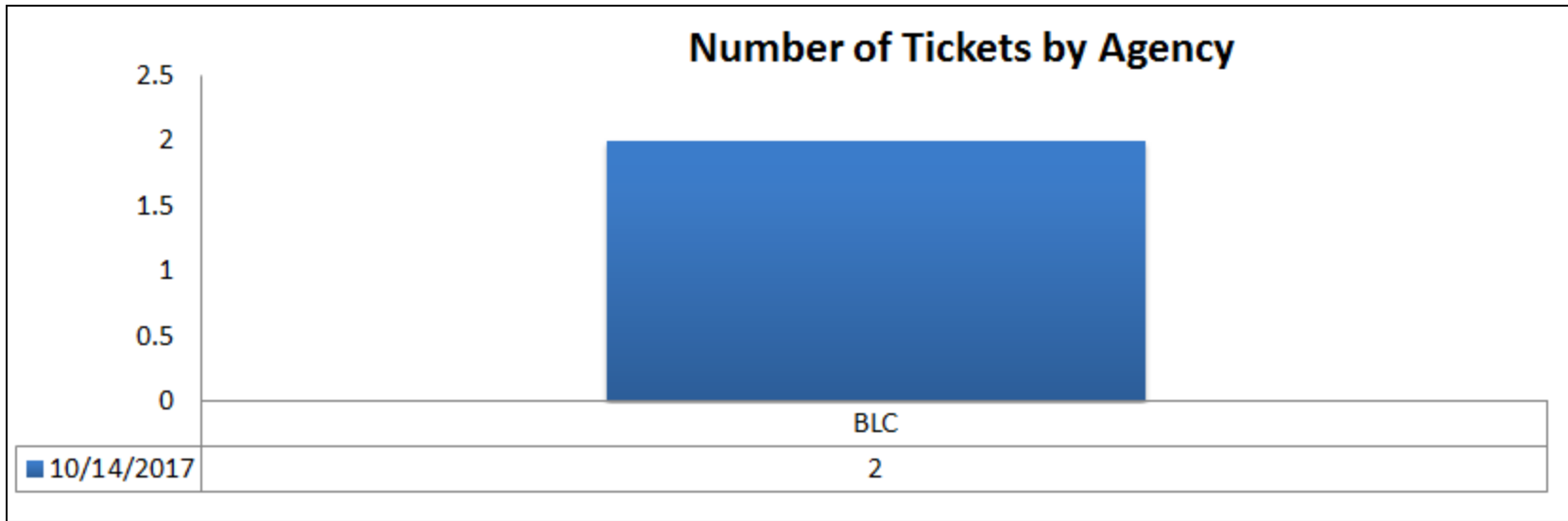
EOPSS Secretariat Agencies



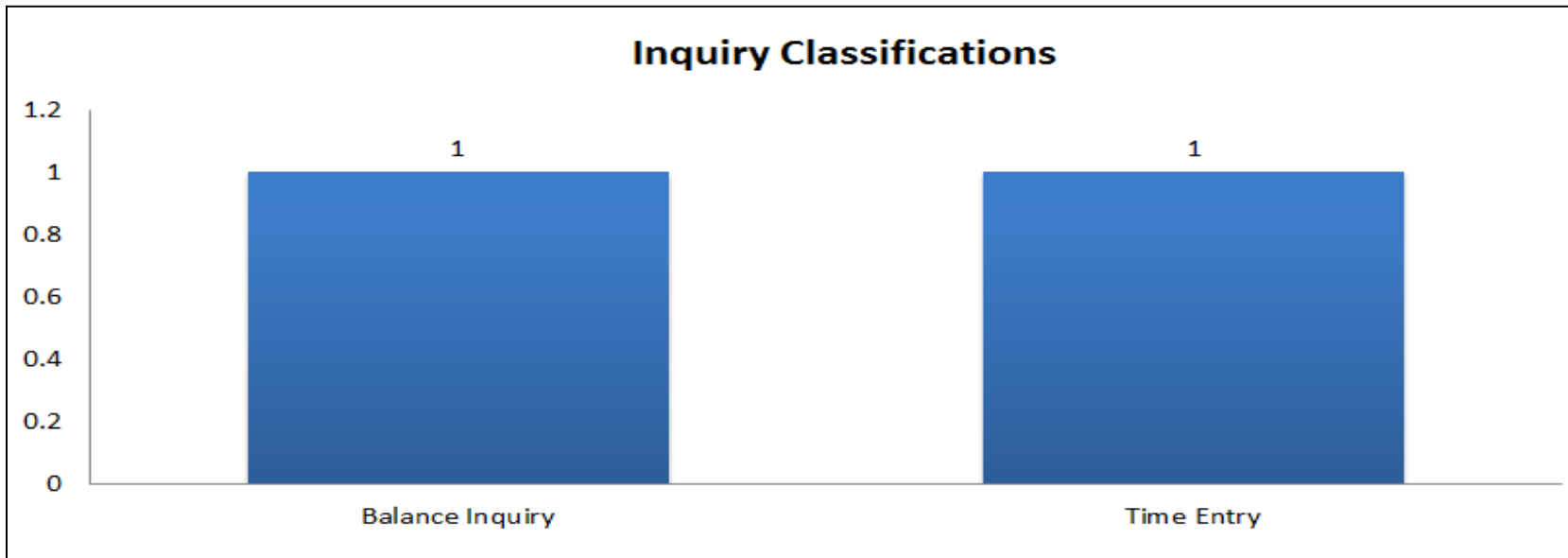
JUD Agencies



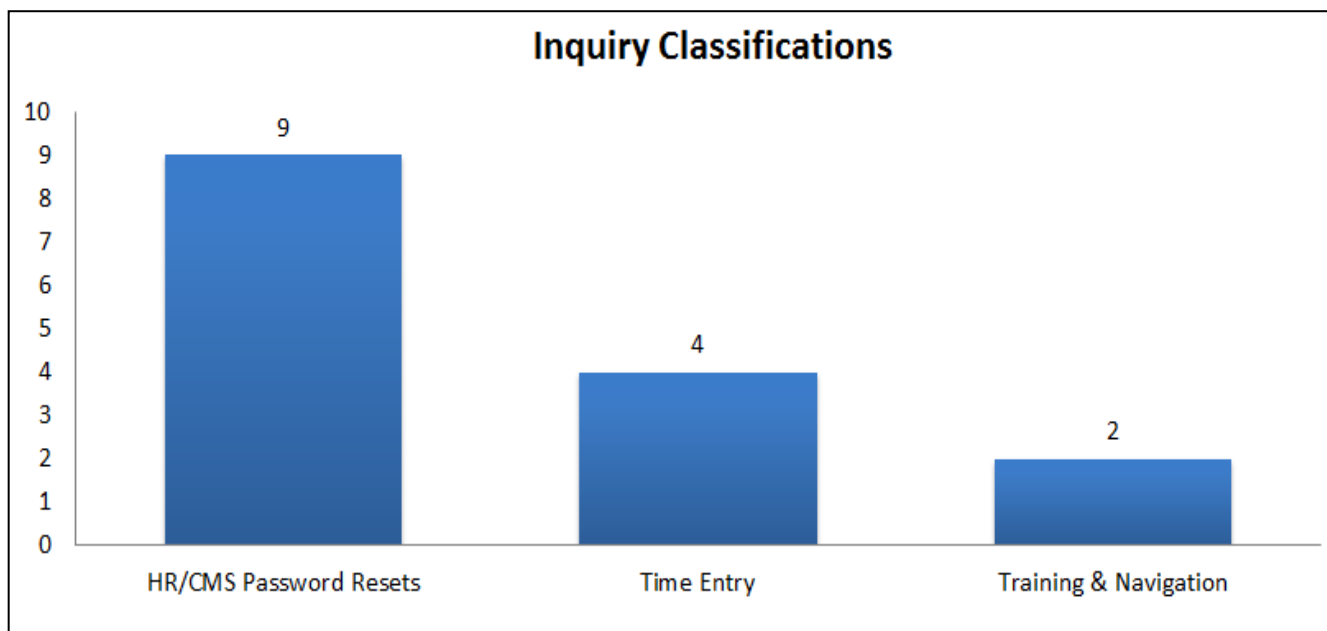
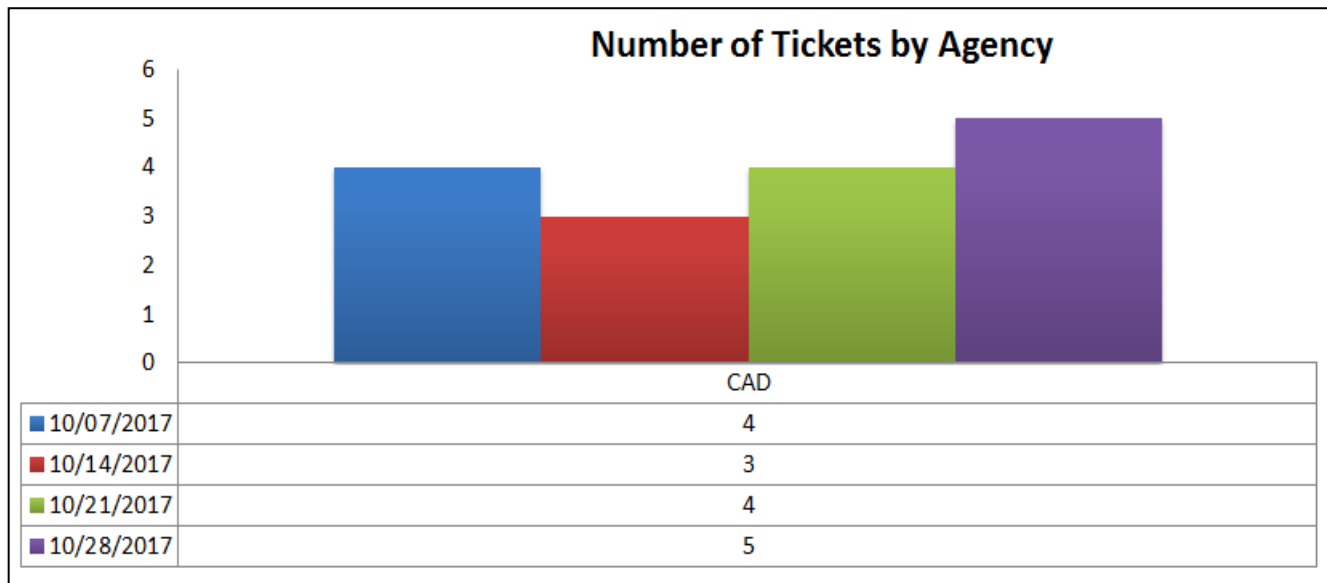
BLC Tickets and Classification



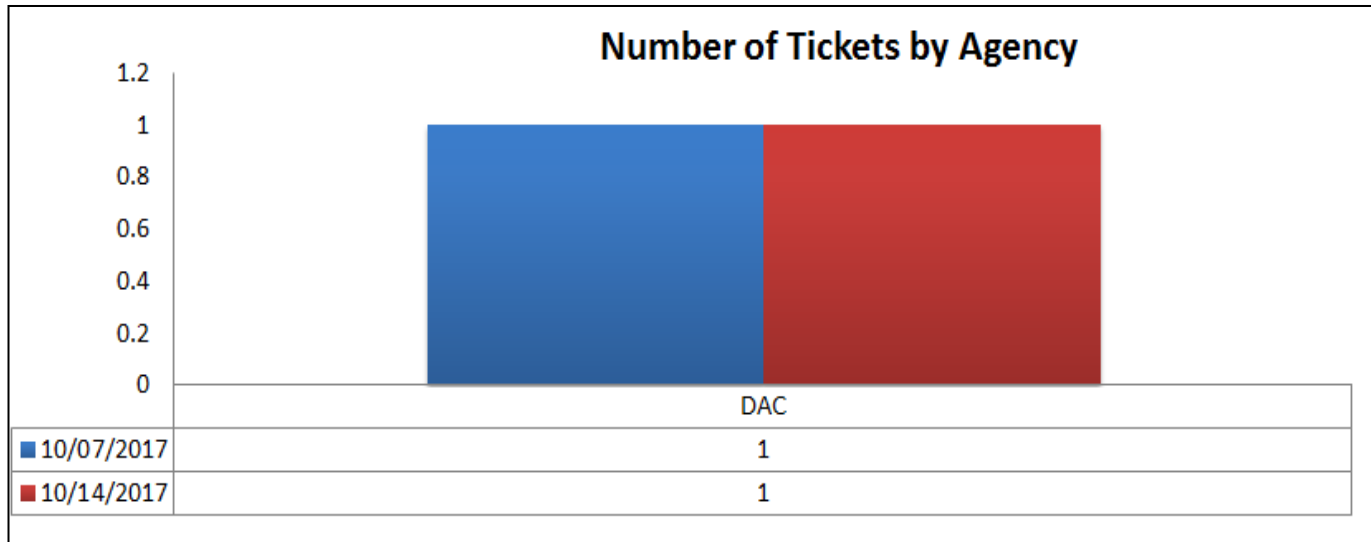
There were no requests the week of 10/7, 10/21, and 10/28.



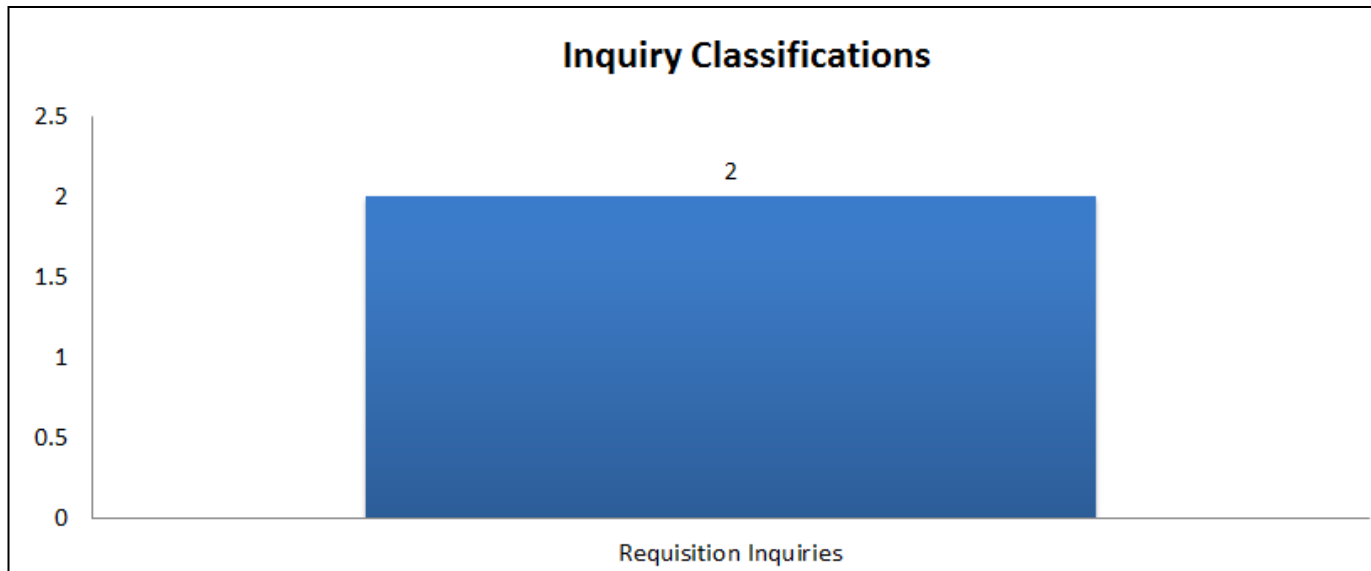
CAD Tickets and Classification



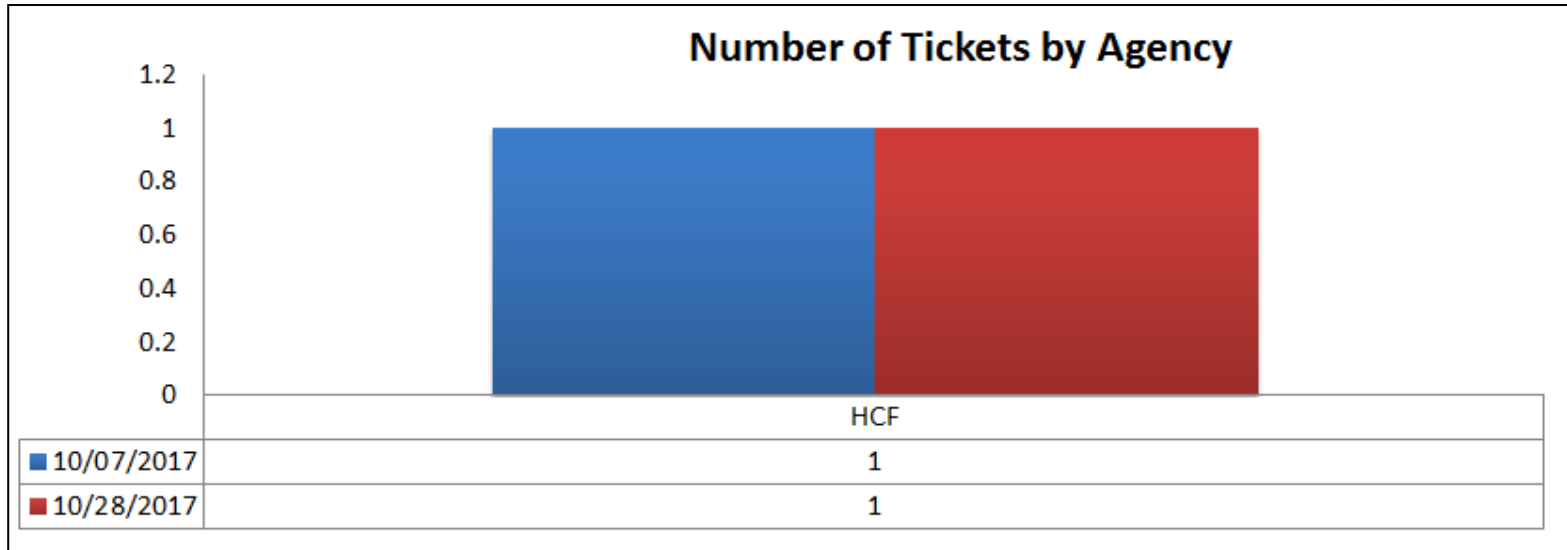
DAC Tickets and Classification



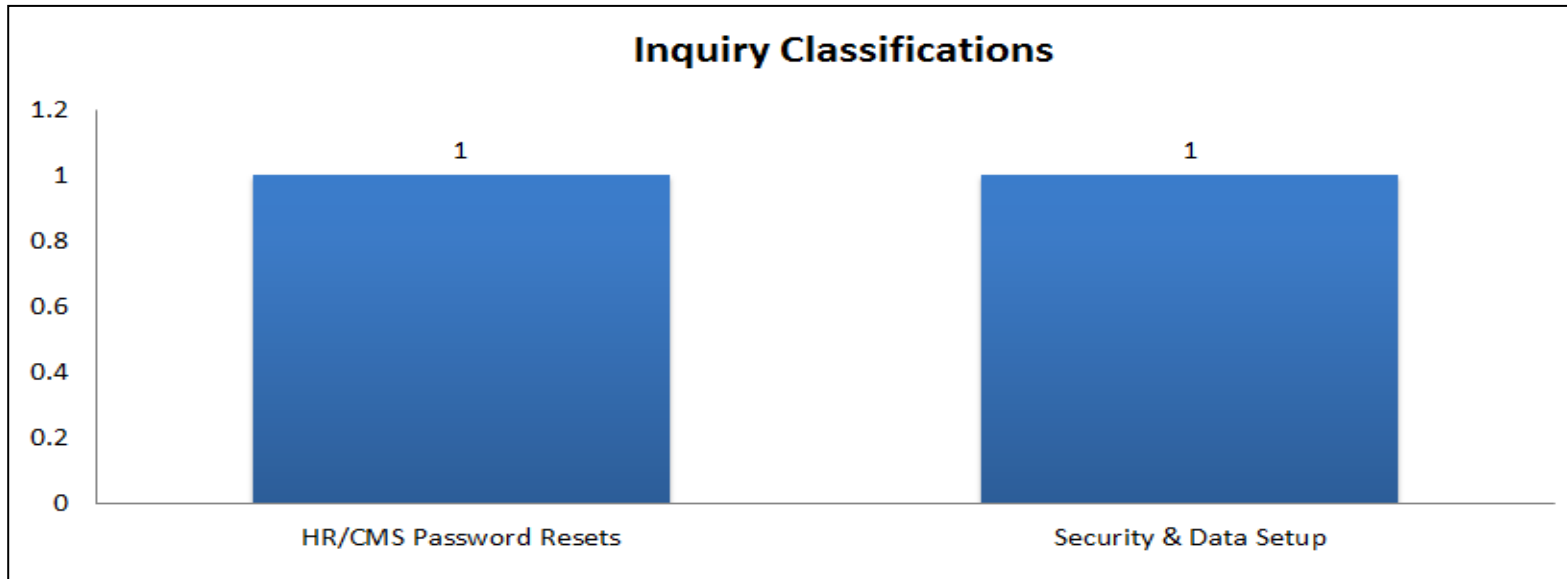
There were no requests the week of 10/21 and 10/28.



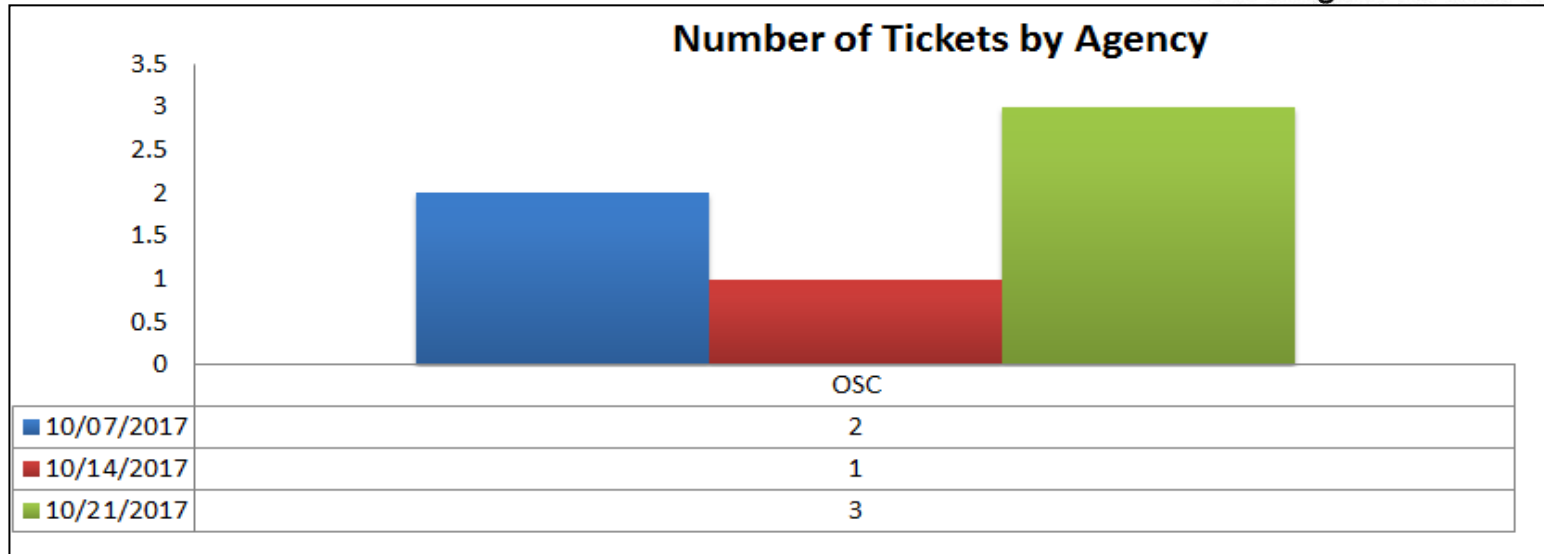
HCF Tickets and Classification



There were no requests the week of 10/14 and 10/21.



OSC Tickets and Classification



There were no requests the week of 10/28.

