



ESC Service Charter Scorecard

September 03, 2017 – September 30, 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

September 03, 2017 – September 30, 2017

Executive Summary

Total # Agencies Served: 79

Total # Employees Served: 54,869

Total calls received: 7,223

Average Call Wait Time: 01:25

Total email requests received: 329

Total FAX requests received: 129

Number of Transactions processed by ESC: 6,860

Total tickets opened: 6,688

Total tickets closed within 3 days: 6,615

Total tickets remain open beyond 3 days: 73

% tickets remain open beyond 3 days: 1.09%

% of Employees served by the ESC: 12.50%

Staffing

Area	Staffing as of 9/30/2017	Staffing as of 9/02/2017
Customer Service/Intake	4	4
Customer Service/MassCareers	4	4
Processing & Outreach	11	11
Senior Staff	2	2
Total	21	21

Activities

- Outbound Contact Metrics have been removed from the Monthly Scorecard.
- Decrease in ACW time as ESC Exception Management has been discontinued.
- There was no Pre-note outreach completed for this month due to security issues.
- Added Non-ESC to Inbound Inquiries to reflect full volume

Source: ESC Avaya CMS & Footprints Reports, data from 9/03/2017 – 9/30/2017.

***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



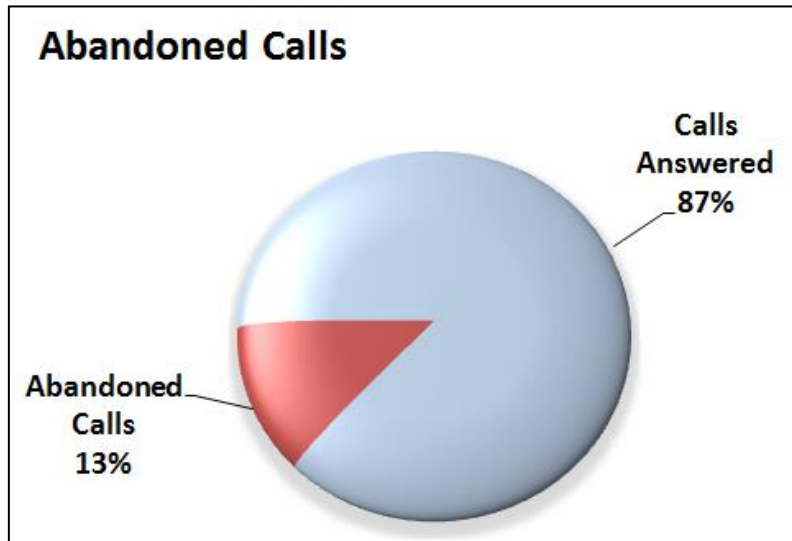
Delivering HR Services That Matter

Metric	Target	Current Period Performance 9/03/17 – 9/30/17	Previous Period Performance 8/06/17 – 9/02/17	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	1:25 seconds	2:45 seconds	
Average case resolution time – password resets and e-mail updates (Time owned by ESC)	98% within 1 day	99.86%	99.53%	
Average case resolution time – inquiries and requests (Time owned by ESC)	75% within 1 day 90% within 3 days	94.6% within 1 Day and 97.5% within 3 Days	91.1% within 1 Day and 94.5% 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	94.6% rated good to excellent (1.376% response rate)	92.6% rated good to excellent (1.247% 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	

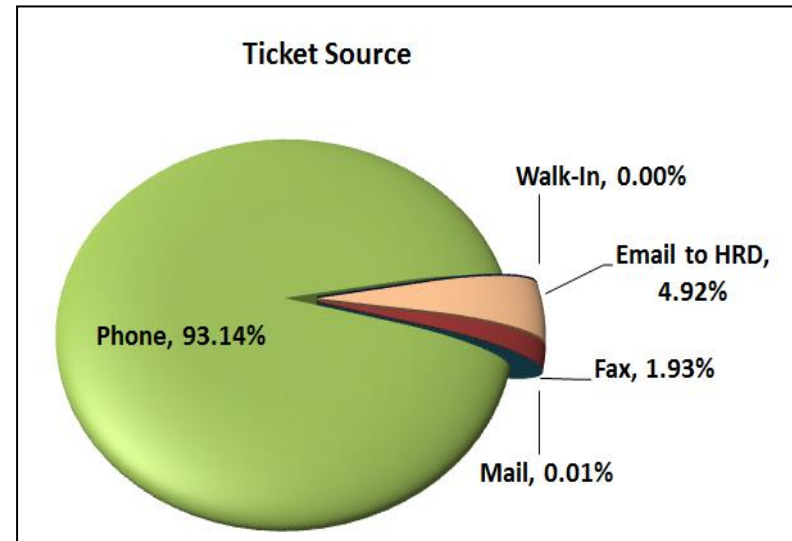


Inbound Call Data

SLA Metric	Target Level	Current Period 9/03/17 to 9/30/17	Previous Period 8/06/17 to 9/02/17	September 2016
Average Wait Time – Answered Calls (Days operational)	Will not exceed 3 minutes 90% of the time	1:25 seconds	2:45 seconds	0:55 seconds



Total = 7,223 calls



Total = 6,688 Tickets

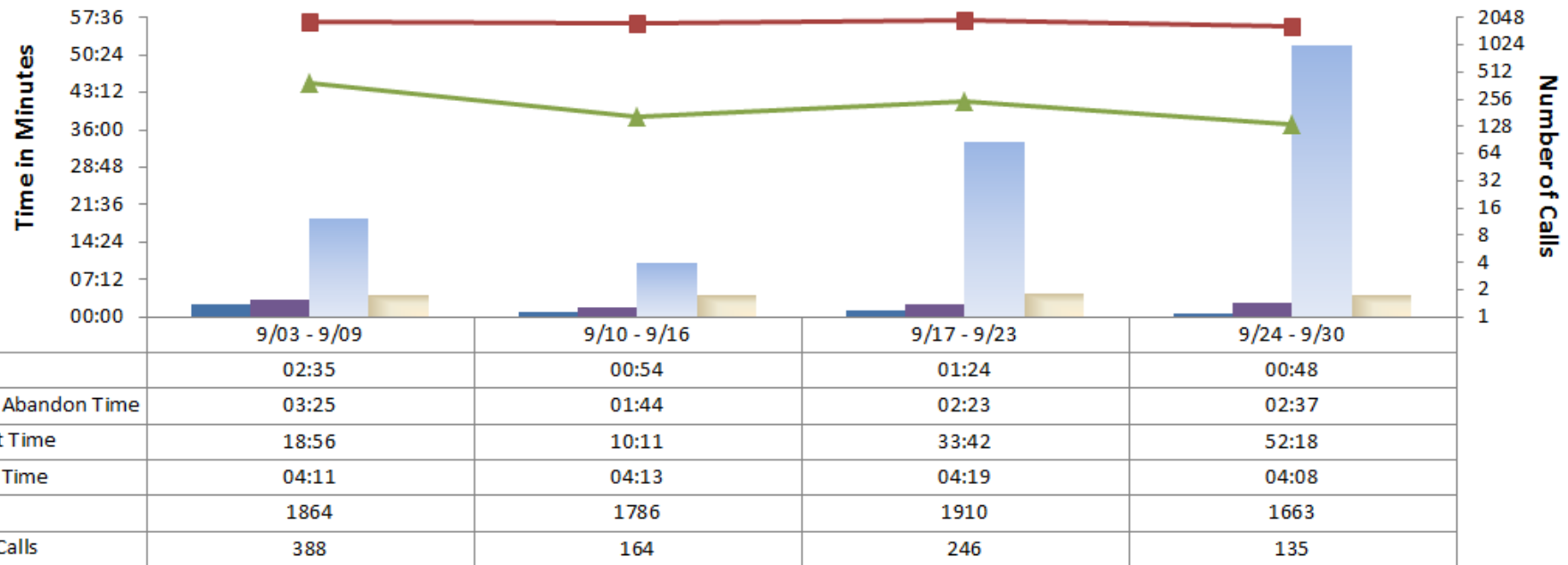
Source: ESC Footprints & Avaya data from 9/03/2017 – 9/30/2017.

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



Inbound Call Data

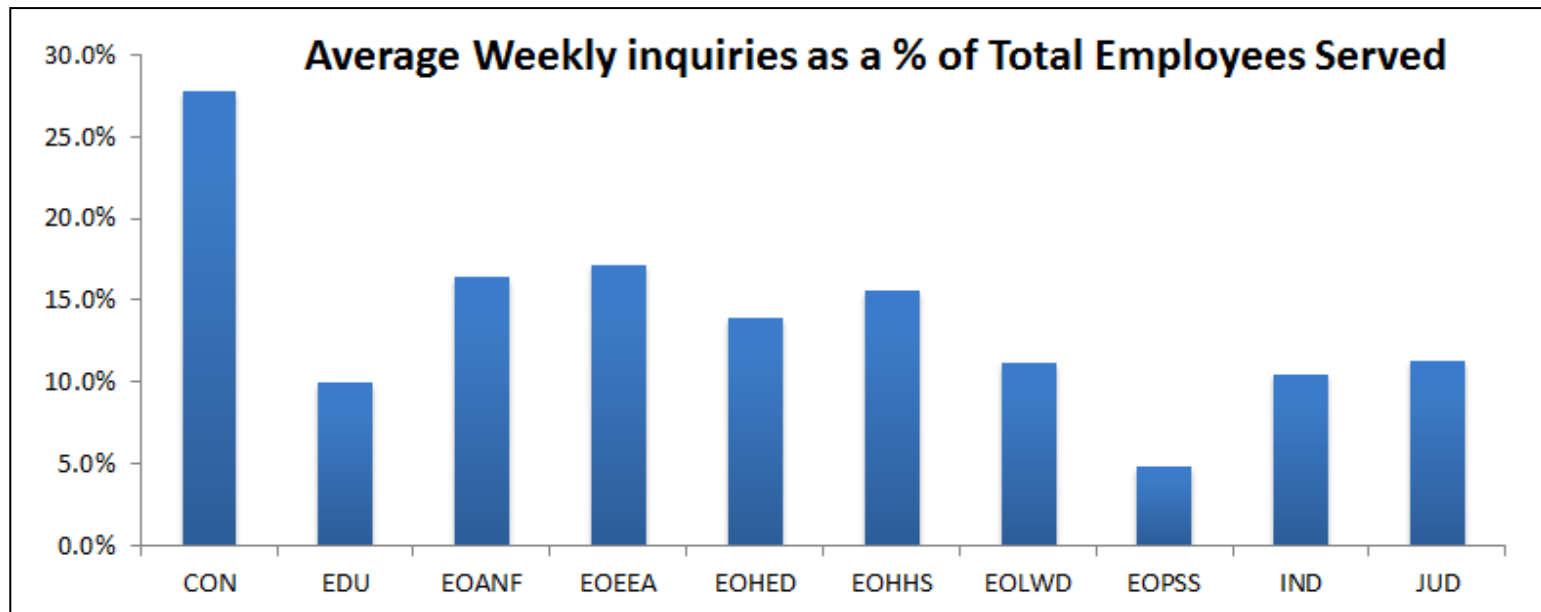
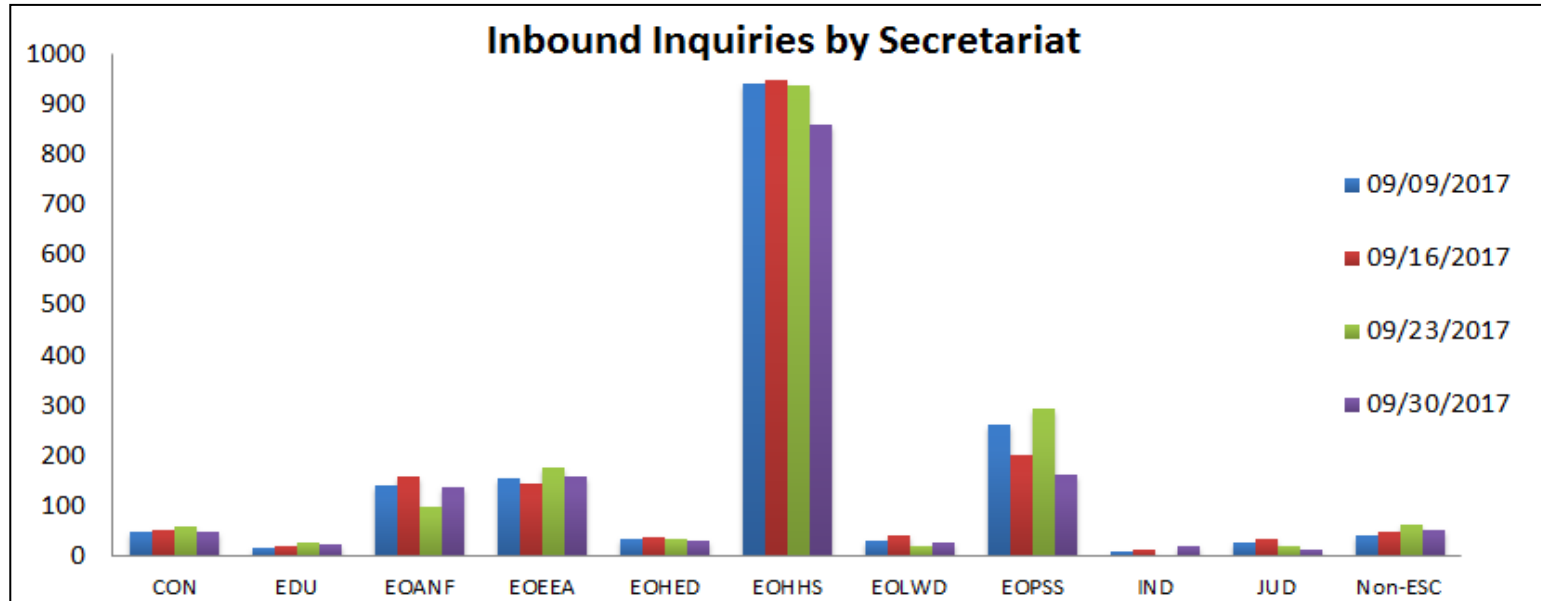
Wait Time, Call Volumes, & Abandonment Rates



Source: ESC Avaya data from 9/03/2017 – 9/30/2017.

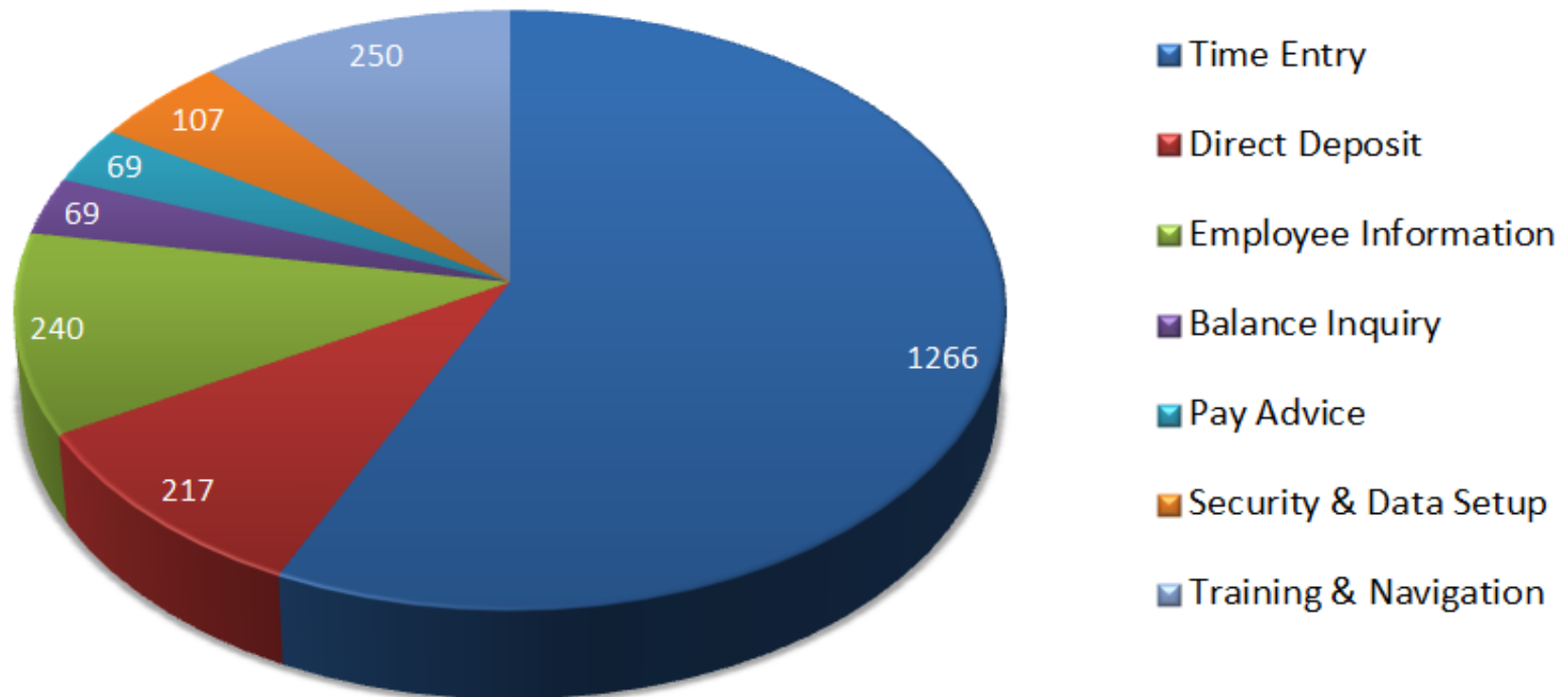


Inbound Inquiries by Secretariat



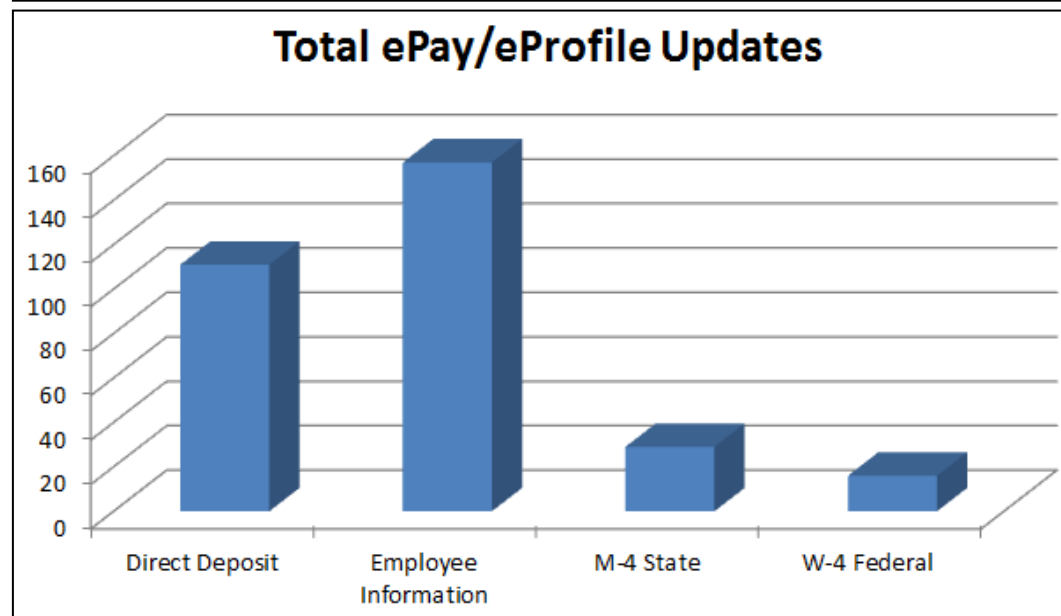
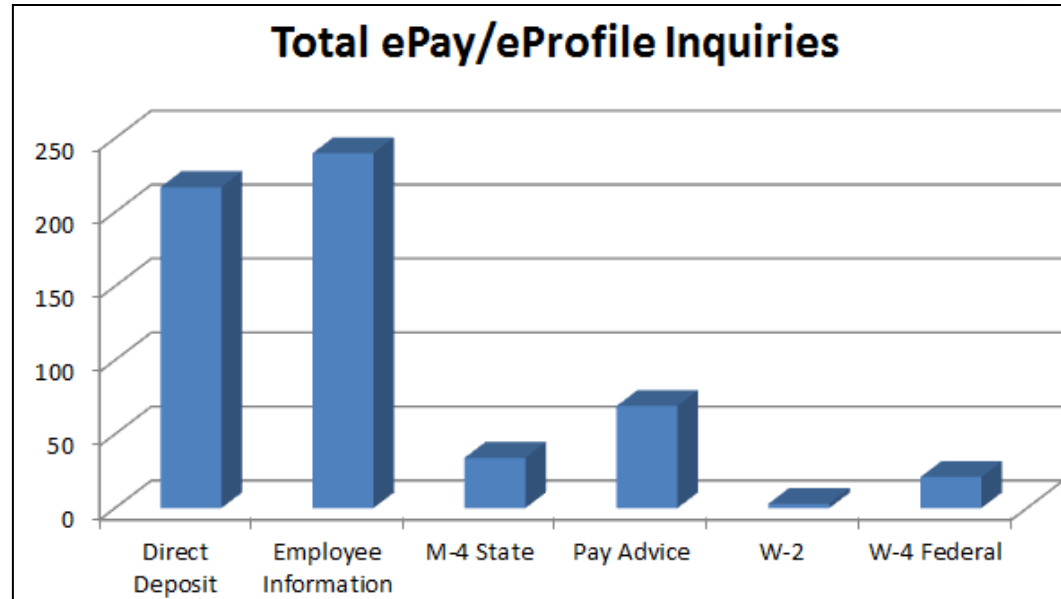
Types of Inquiries Received

Top Inquiry Classifications (Excluding Password Resets)



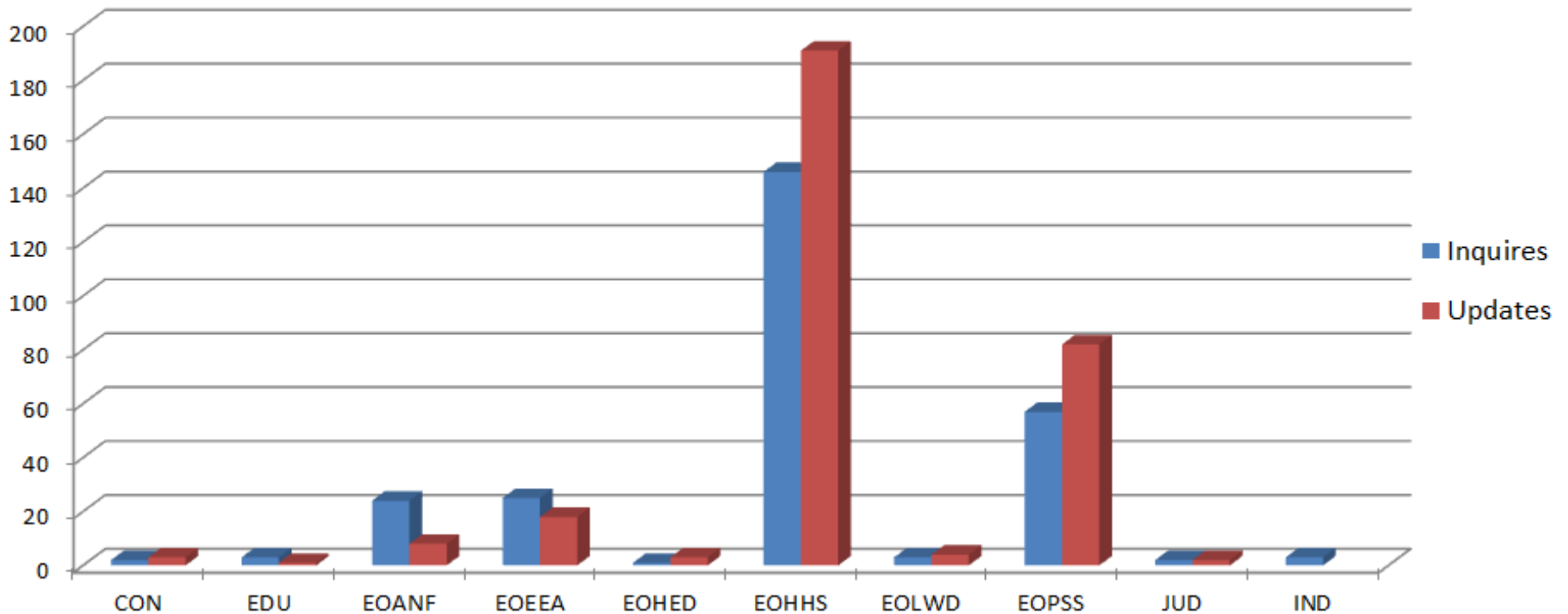
Source: ESC Footprints data from 9/03/2017 – 9/30/2017.

ePay/eProfile Transactions



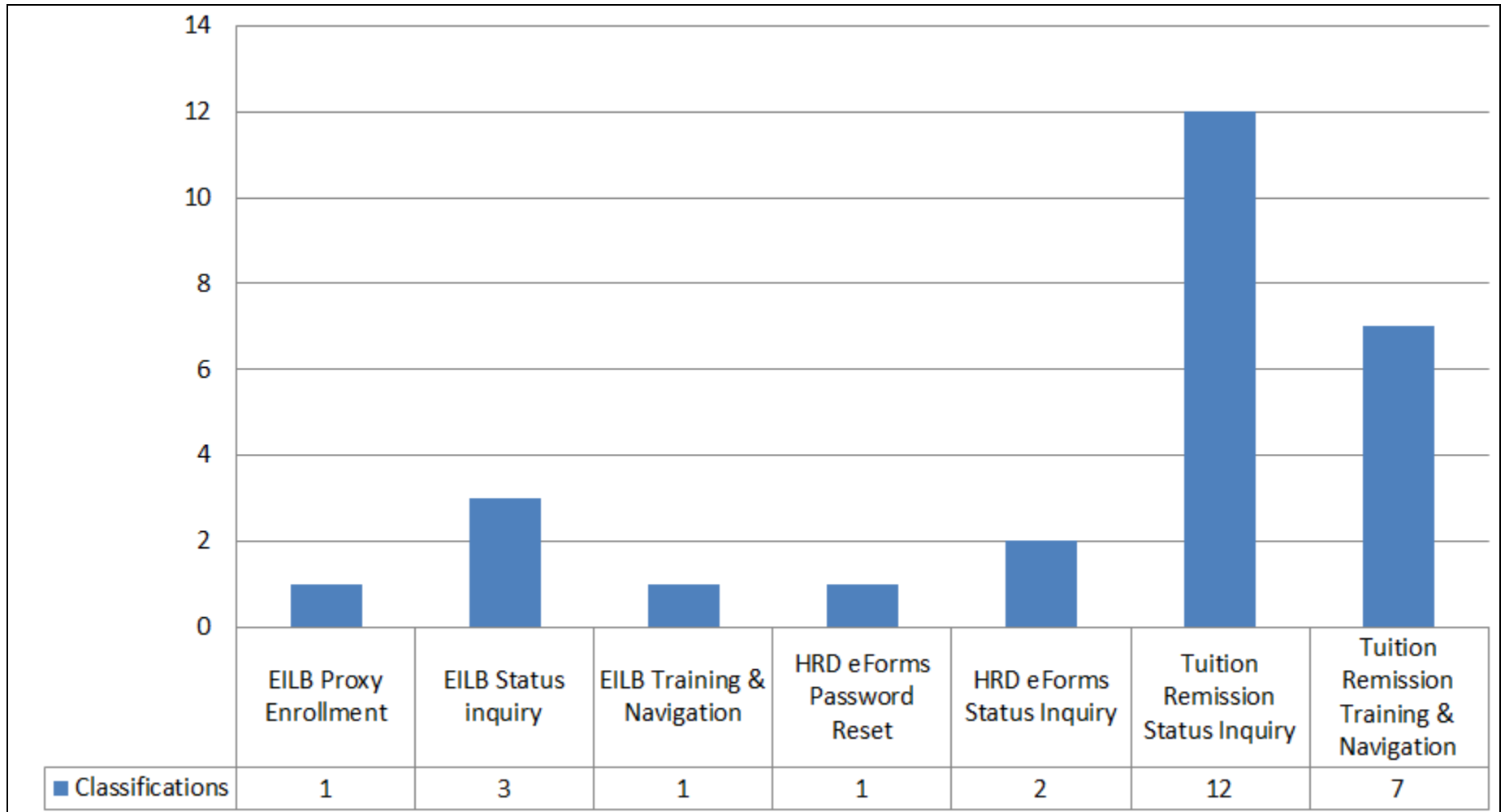
ePay/eProfile Transactions by Secretariat

ePay/eProfile Transactions by Secretariat



Source: ESC Footprints data from 9/03/2017 – 9/30/2017.

eServices Inquiries



Source: ESC Footprints data from 9/03/2017 – 9/30/2017.

Case Resolution Time

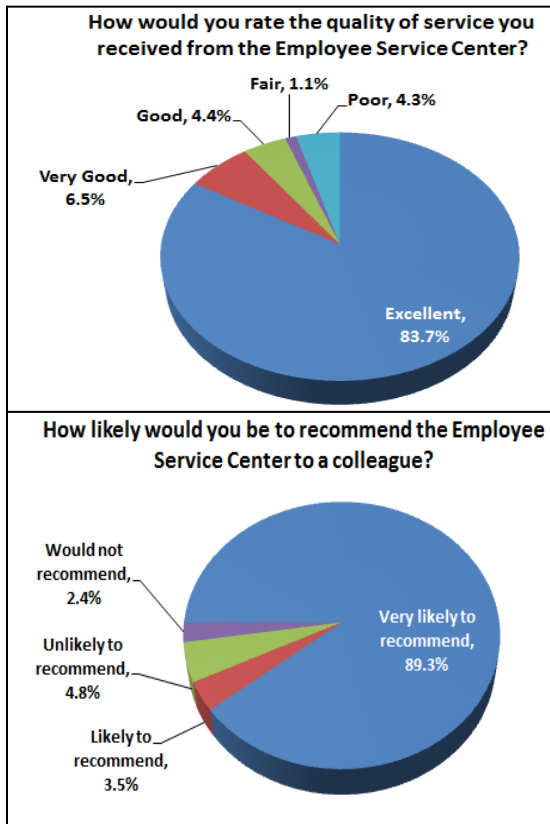
SLA Metric	Target	Current Period 9/03/2017 – 9/30/2017	Previous Period 8/06/2017 – 9/02/2017	Previous Year September 2016
Average case resolution time – password resets and e-mail updates (Time owned by ESC)	98% within 1 day	99.86%	99.53%	99.62%
Average case resolution time – inquiries and requests (Time owned by ESC)	75% within 1 day 90% within 3 days	94.6% within 1 Day and 97.3% within 3 Days	91.1% within 1 Day and 94.5% within 3 Days	94.6% within 1 Day 96.3% within 3 Days

Source: ESC Footprints data from 9/03/2017 – 9/30/2017.



Customer Satisfaction Survey Results

SLA Metric	Target	Current Period 9/03/2017 – 9/30/2017	Previous Period 8/06/2017 – 9/02/2017	September 2016
Customer satisfaction (Based on automated survey upon ticket closure.)	80% of customers rate overall satisfaction good to excellent	94.6% rated good to excellent (1.376% response rate)	92.6% rated good to excellent (1.247% response rate)	89% rated good to excellent (1.390% response rate)



Selected Monthly Comments:

- I have always been greeted by a knowledgeable, courteous representative and never had a problem with getting my problem resolved.
- Angela was very kind and helpful! Greatly appreciated
- I WAS VERY SATISFIED WITH THE SERVICE CENTER
- The representative was wonderful. She was very patient and handled my problem efficiently.

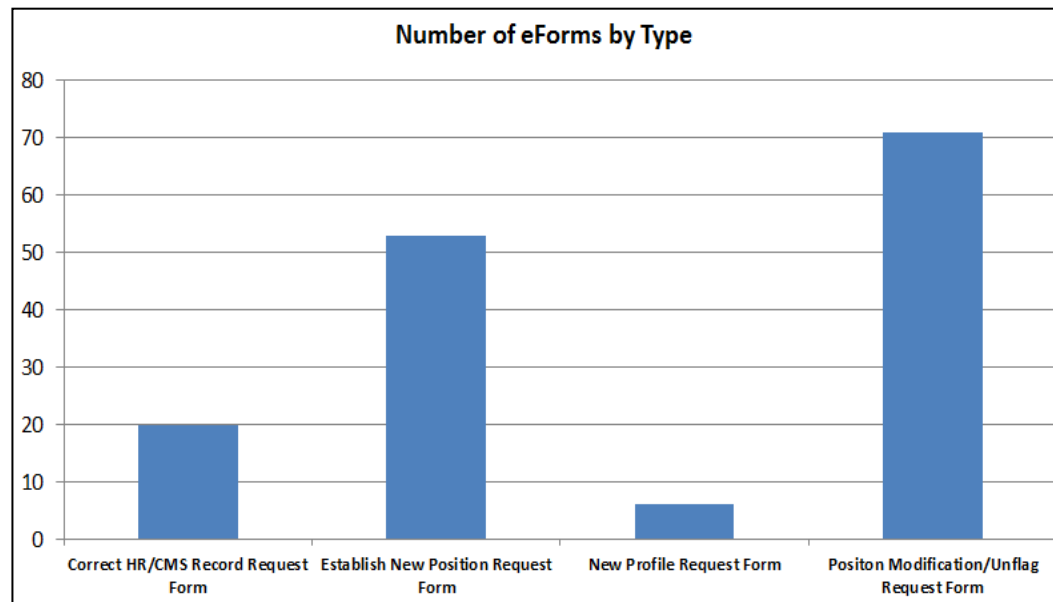
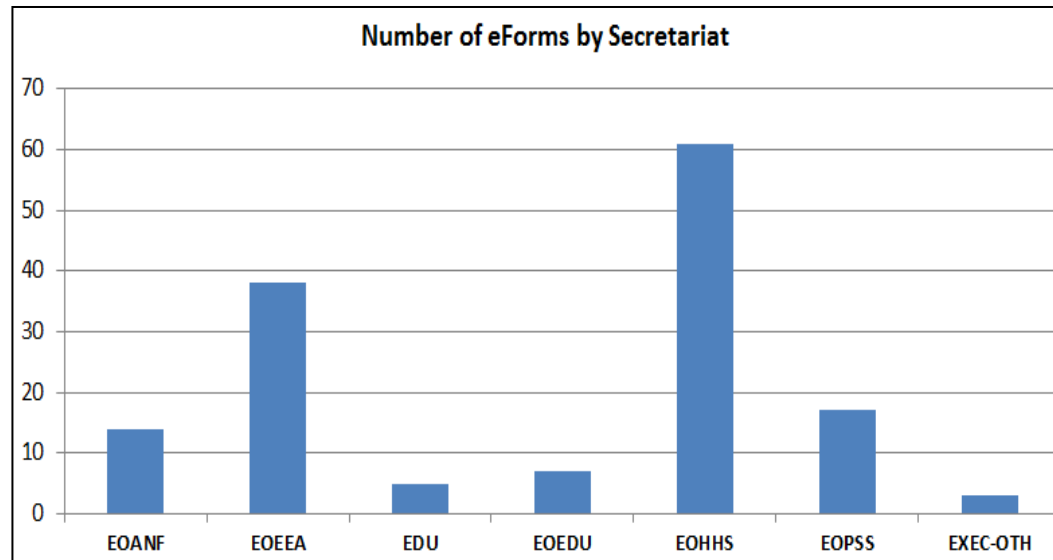
Source: ESC Customer Satisfaction Survey; survey link is provided on ticket closure notice and is voluntary. Survey results shown were collected between 9/03/2017 – 9/30/2017.

The Commonwealth of Massachusetts

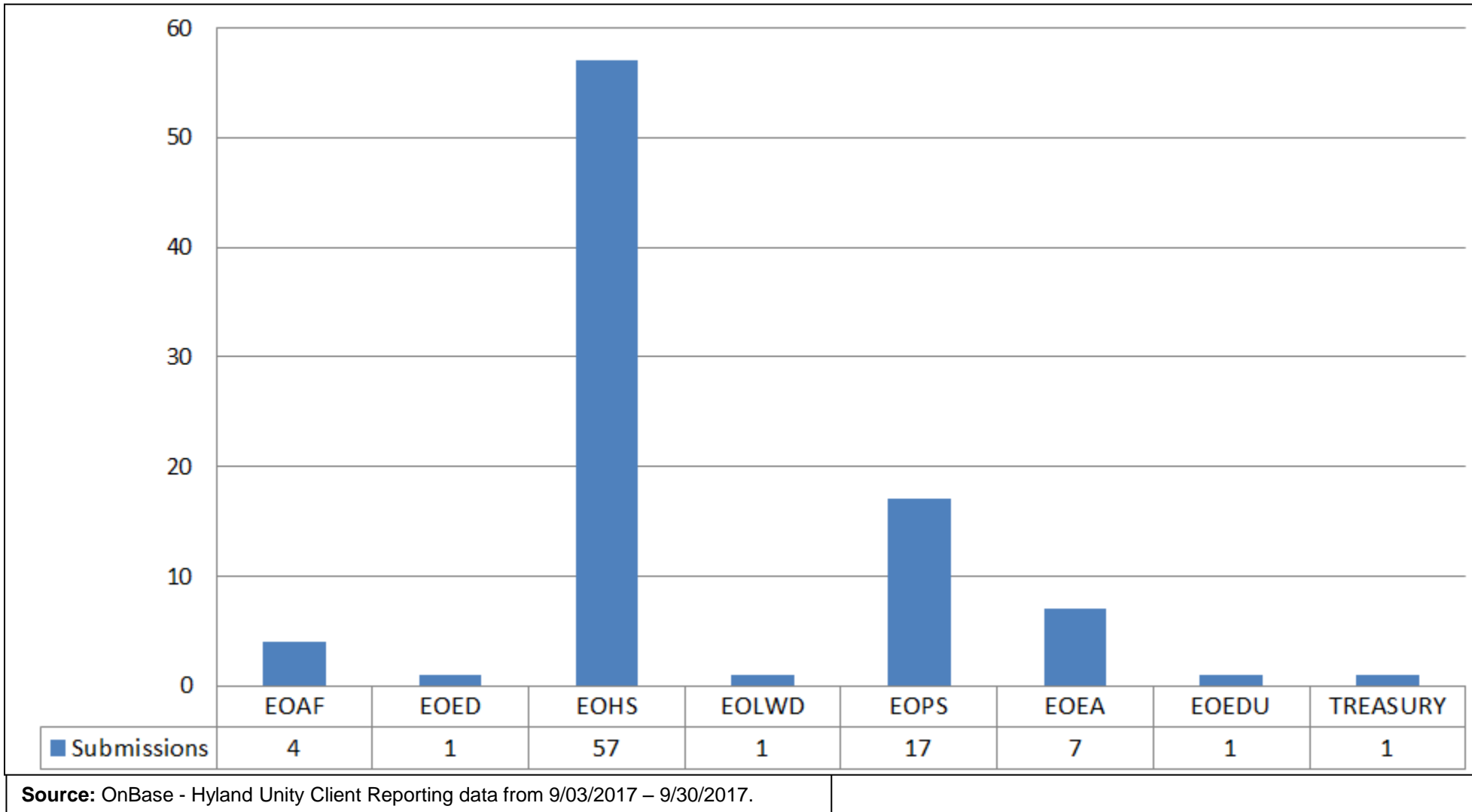


Position Management

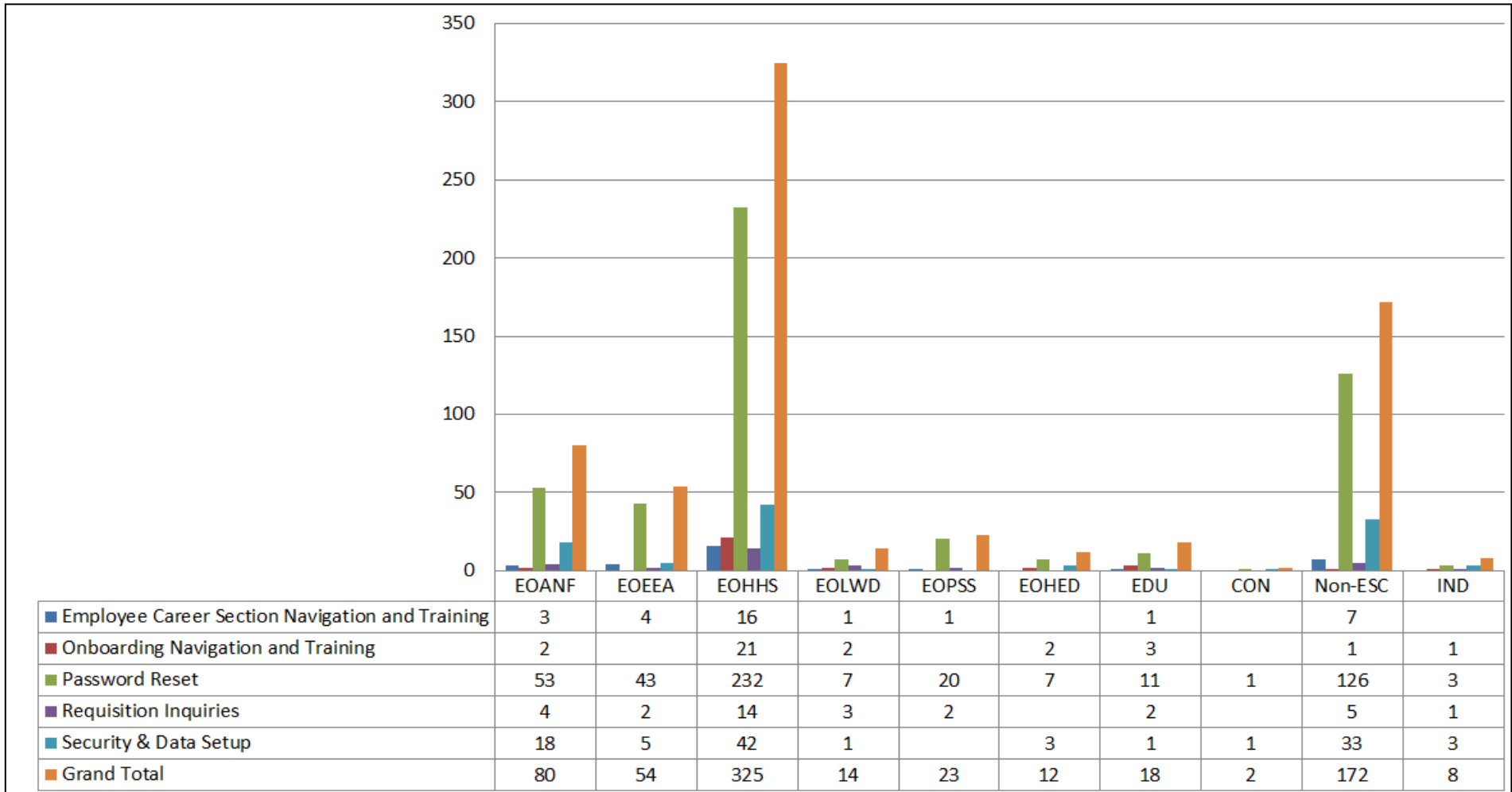
Total number of eForms processed by ESC: 192



Tuition Remission Submissions per Secretariat



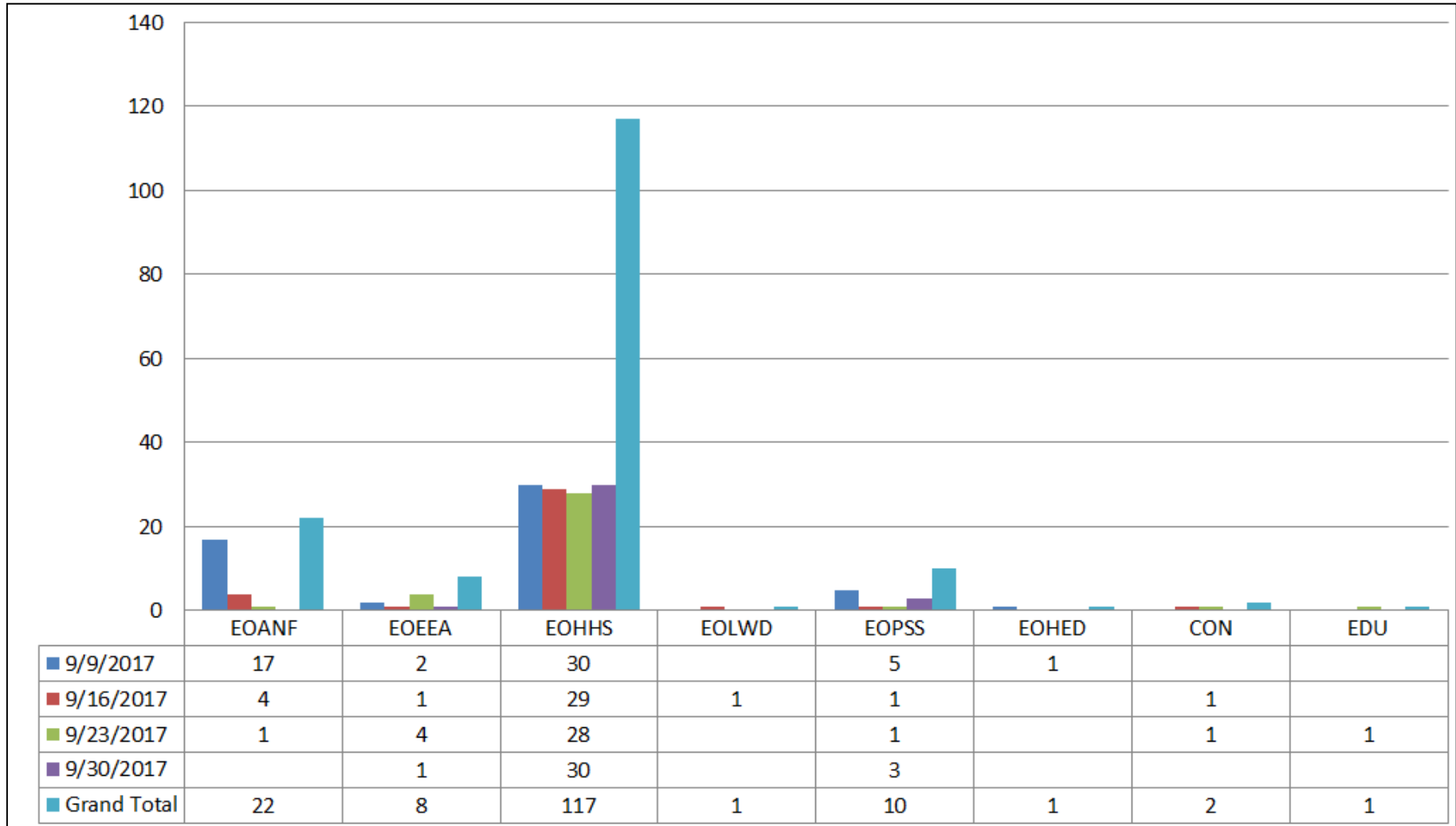
MassCareers Top 5 Most Frequent Classifications by Secretariat



Source: ESC Footprints data from 9/03/2017 – 9/30/2017.



Tickets Forwarded to Agency HR/Payroll



Source: ESC Footprints data from 9/03/2017 – 9/30/2017.

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	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	16	DOI-Division Of Insurance	138	MCB-Mass Commission For The Blind	140
AGR-Department Of Agricultural Resources	110	DOR-Department Of Revenue	1537	MCD-Commission For The Deaf And Hard Of Hearing	52
ALA-Administrative Law Appeals Division	30	DOS-Division Of Standards	17	MGC-Massachusetts Gaming Commission	87
ANF-Eo Administration & Finance	279	DPH-Department Of Public Health	3018	MIL-Massachusetts National Guard	10121
APC-Appeals Court	108	DPU-Department Of Public Utilities	158	MMP-Massachusetts Marketing Partnership	17
ART-Mass Cultural Council	32	DSS-Department Of Children And Families	4183	MRC-Mass Rehabilitation Commission	985
ATB-Appellate Tax Board	19	DYS-Department Of Youth Services	868	OCD-Dept Of Housing And Community	264
BLC-Board of Library Comissioners	22	EDU-Executive Office Of Education	144	OHA-Massachusetts Office On Disability	11
BSB-Bureau Of State Buildings	16	EEC-Department Of Early Education	192	ORI-Office For Refugees And Immigrants	19
CAD-Commission Against Discrimination	79	EED-Executive Office Of Housing & Economic Development	56	OSC-Office Of The Comptroller	130
CDA-Massachusetts Emergency Management Agency	93	EHS-Executive Office Of Health and Human Services	1869	OSD-Division Of Operational Services	97
CHE-Soldiers' Home In Massachusetts	334	ELD-Department Of Elder Affairs	56	PAR-Parole Board	172
CHS-Department Of Criminal Justice Information Systems	39	ENE-Department Of Energy Resources	61	POL-State Police	2693
CJT-Criminal Justice Training Council	507	ENV-Executive Office Of Energy and Environmental Affairs	310	REG-Division Of Professional Licensure	261
CME-Chief Medical Examiner	95	EOL-Executive Office Of Workforce Development	1106	RGT-Department Of Higher Education	66
CPC-Committee for Public Counsel Services	749	EPS-Executive Office Of Public Safety and Security	194	SCA-Office Of Consumer Affairs And Business Regulations	25
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	338	SEA-Department Of Business And Technology	11
DAC-Disabled Persons Protection Commission	42	GIC-Group Insurance Commission	53	SOR-Sex Offender Registry	50
DCP-Capital Asset Management And Maintenance	417	HCF-Health Care Finance & Policy	149	SRB-State Reclamation Board	152
DCR-Department Conservation And Recreation	1904	HLI-Soldiers' Home In Holyoke	332	TAC-Department Of Telecommunications	23
DFS-Department Of Fire Services	640	HPC-Health Policy Commission	74	TRB-Teachers Retirement Board	96
DMH-Department Of Mental Health	3549	HRD-Human Resources Division	126	TRE-Office Of The State Treasurer	249
DMR-Health and Human Services	6500	ITD-Information Technology Division	487	VET-Department Of Veterans Service	68
DOB-Division Of Banks	165	LIB-George Fingold Library	10	VWA-Victim And Witness Assistance	19
DOC-Department Of Corrections	4620	LOT-Lottery And Gaming Commission	397	WEL-Department Of Transitional Assistance	1659
DOE-Department Of Elementary & Secondary Education	473	Grand Total:			54869



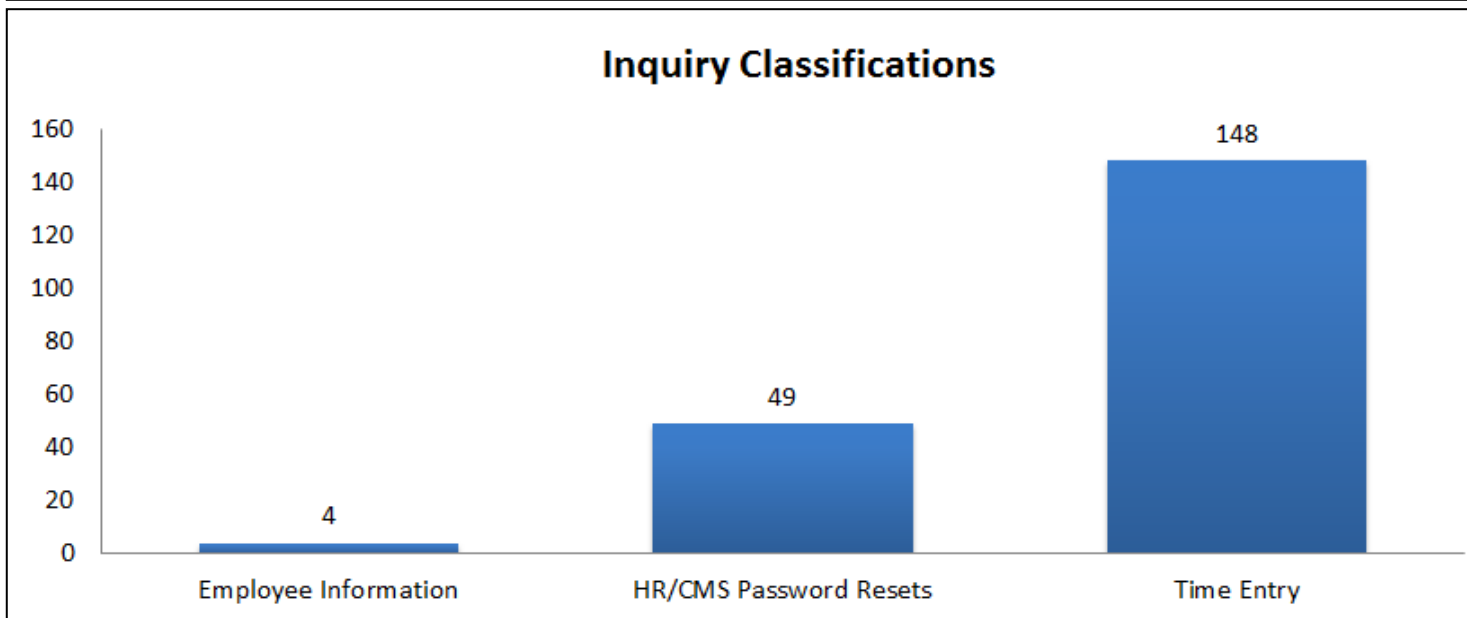
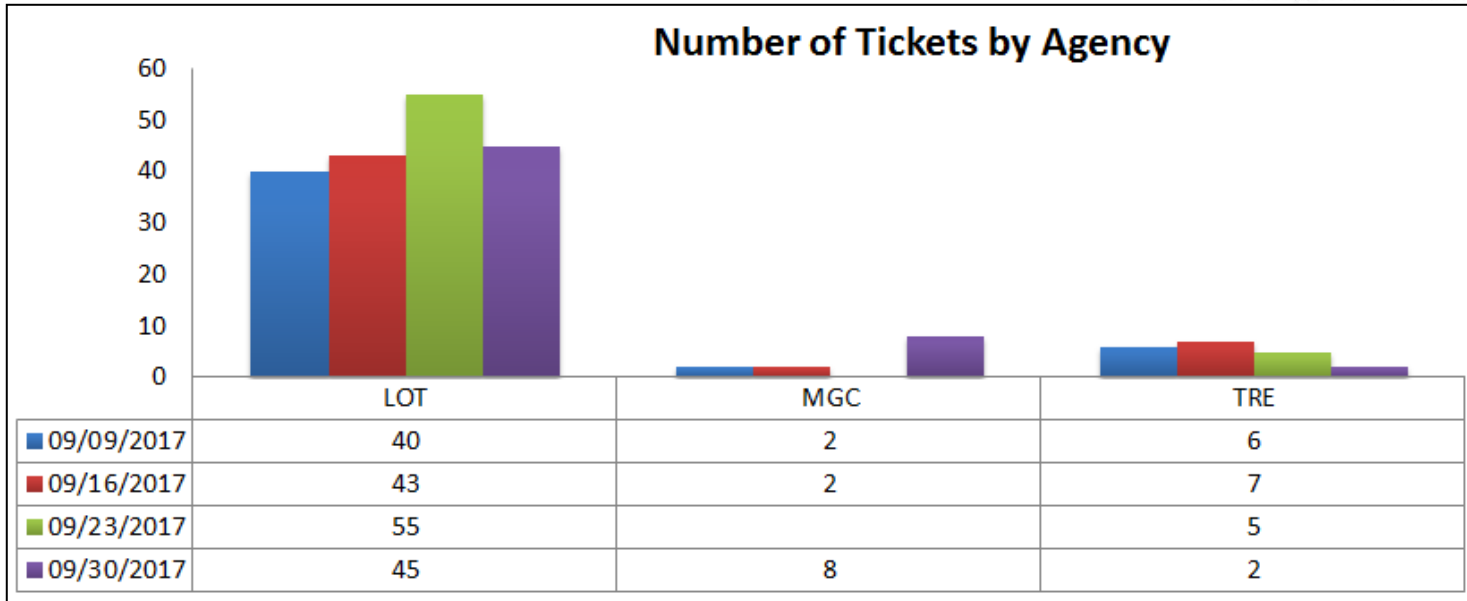
Appendix: Inquiries by Agency

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

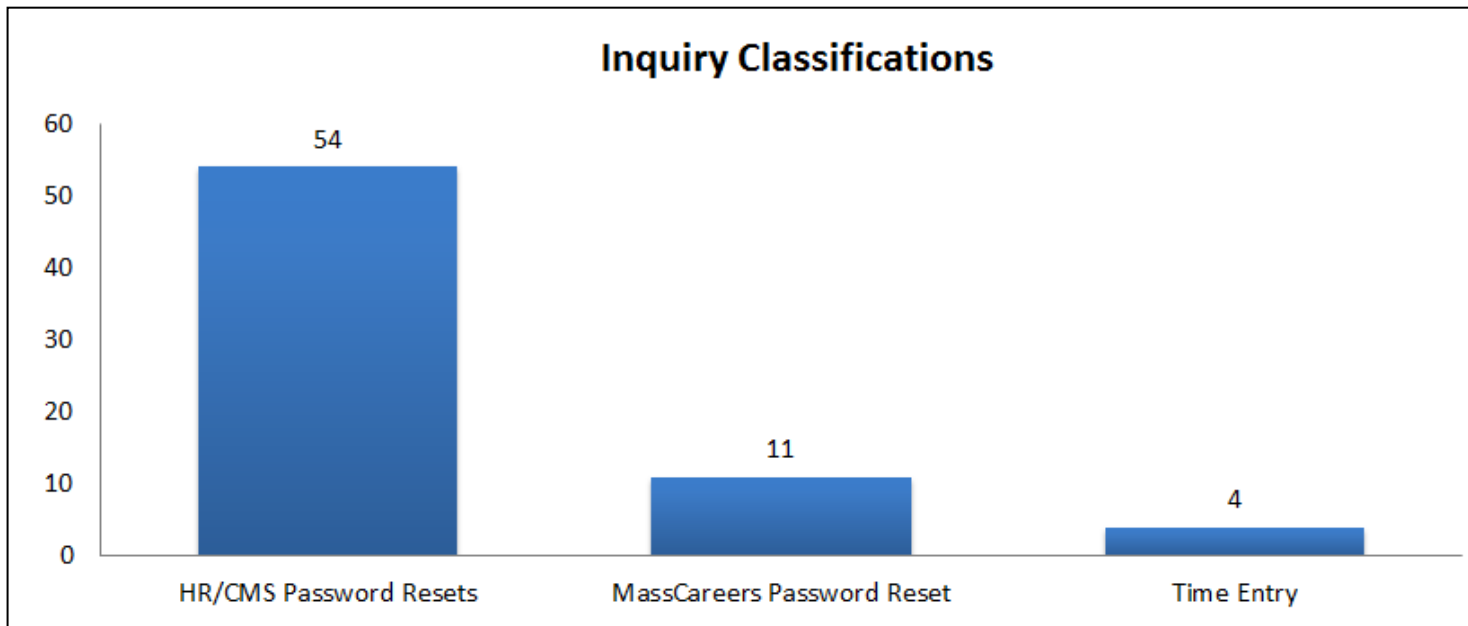
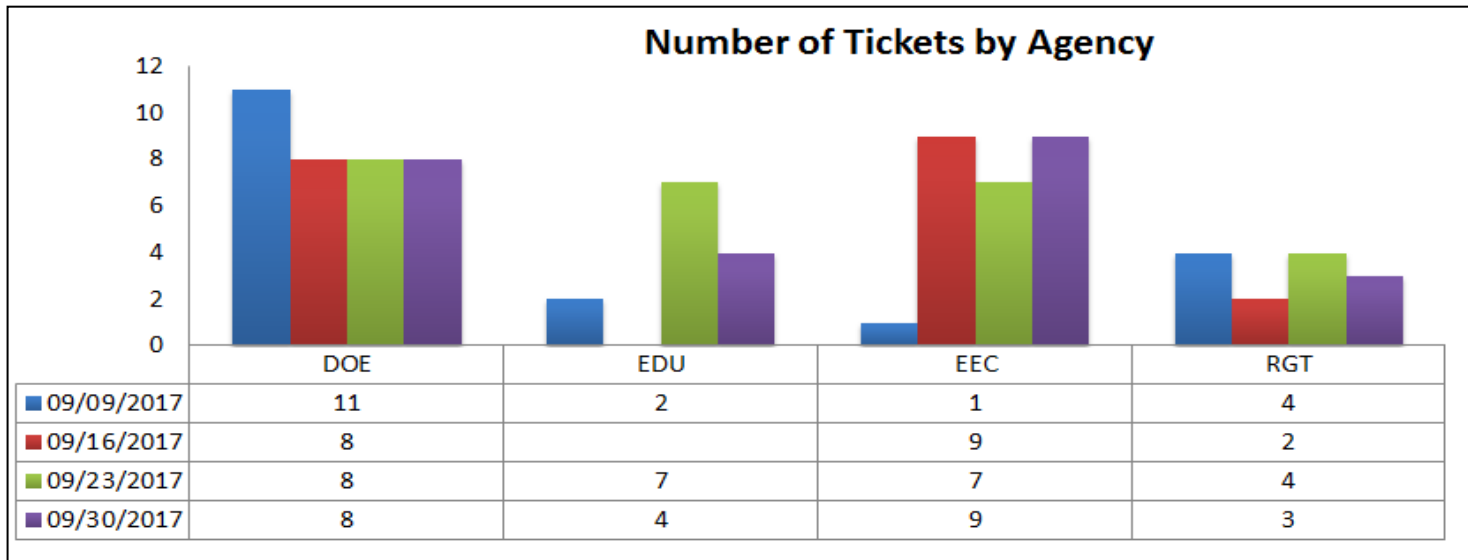
ADD - Developmental Disabilities Council	ART – Mass Cultural Council
CSC - Civil Service Commission	CSW - Commission On Status Of Women
DAC - Disabled Persons Protection Commission	OHA - Massachusetts Office On Disability
SDA - Sheriffs Department Association	VWA - Victim And Witness Assistance



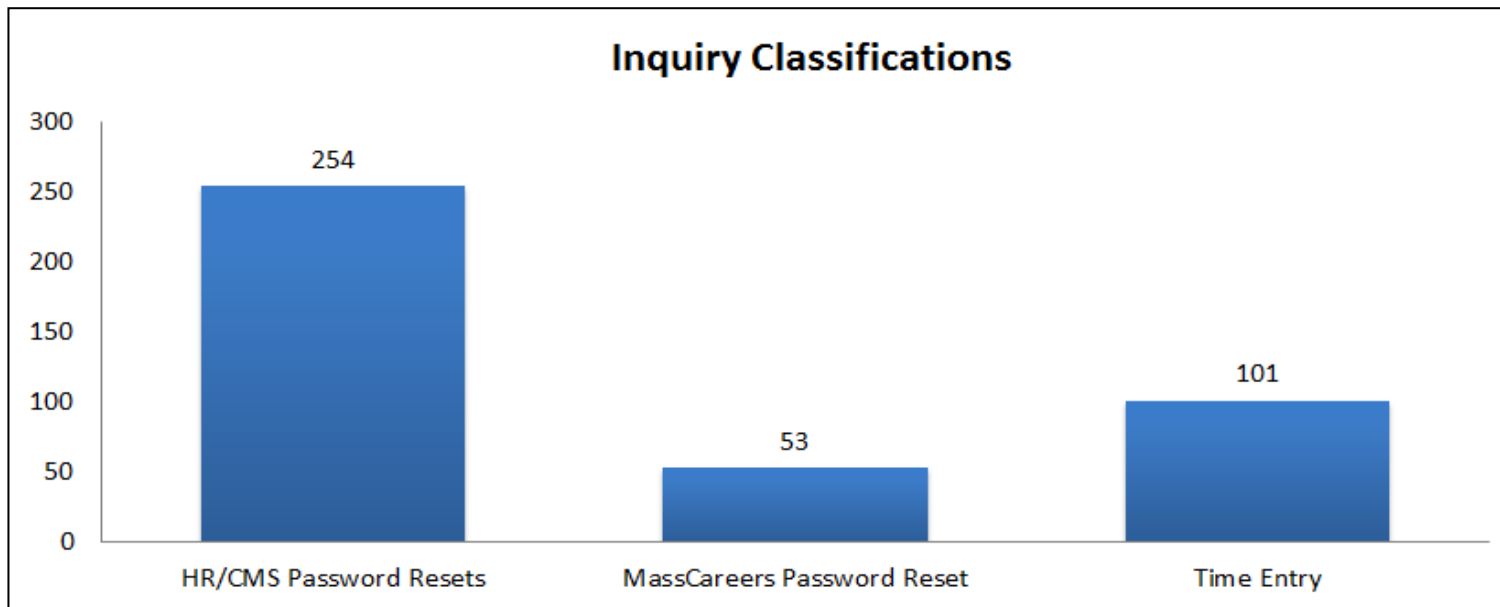
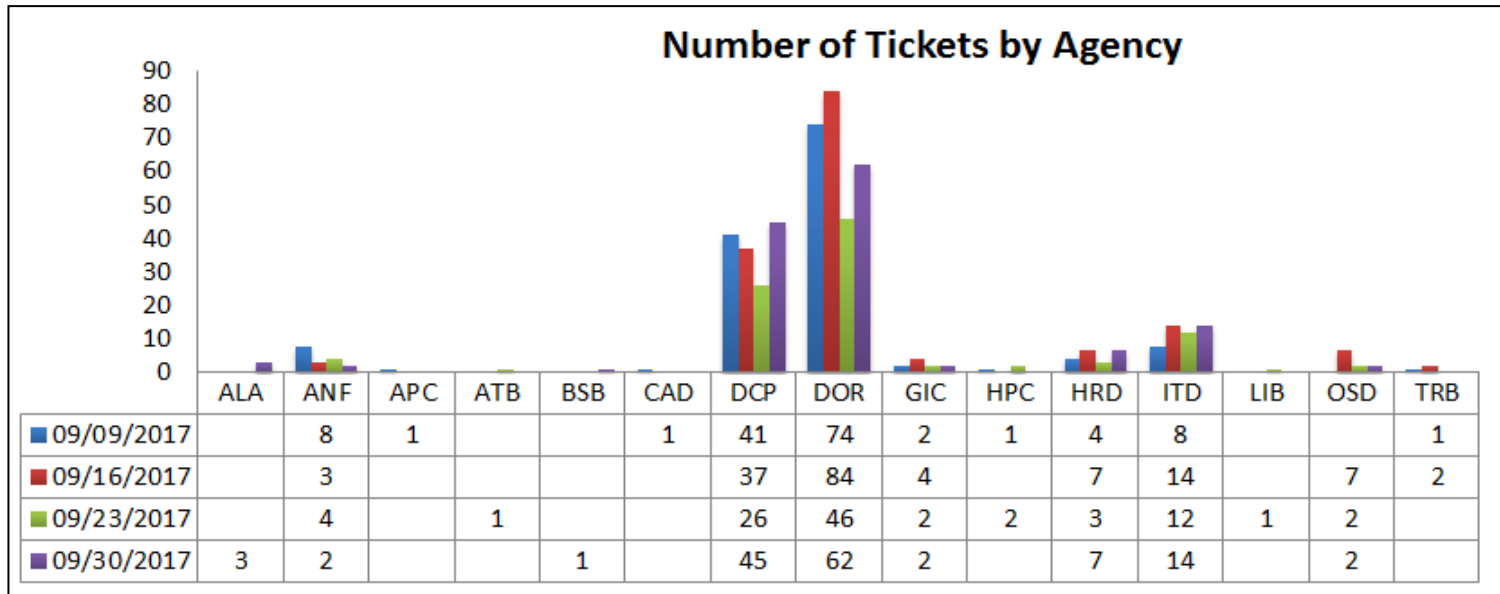
CON Agencies



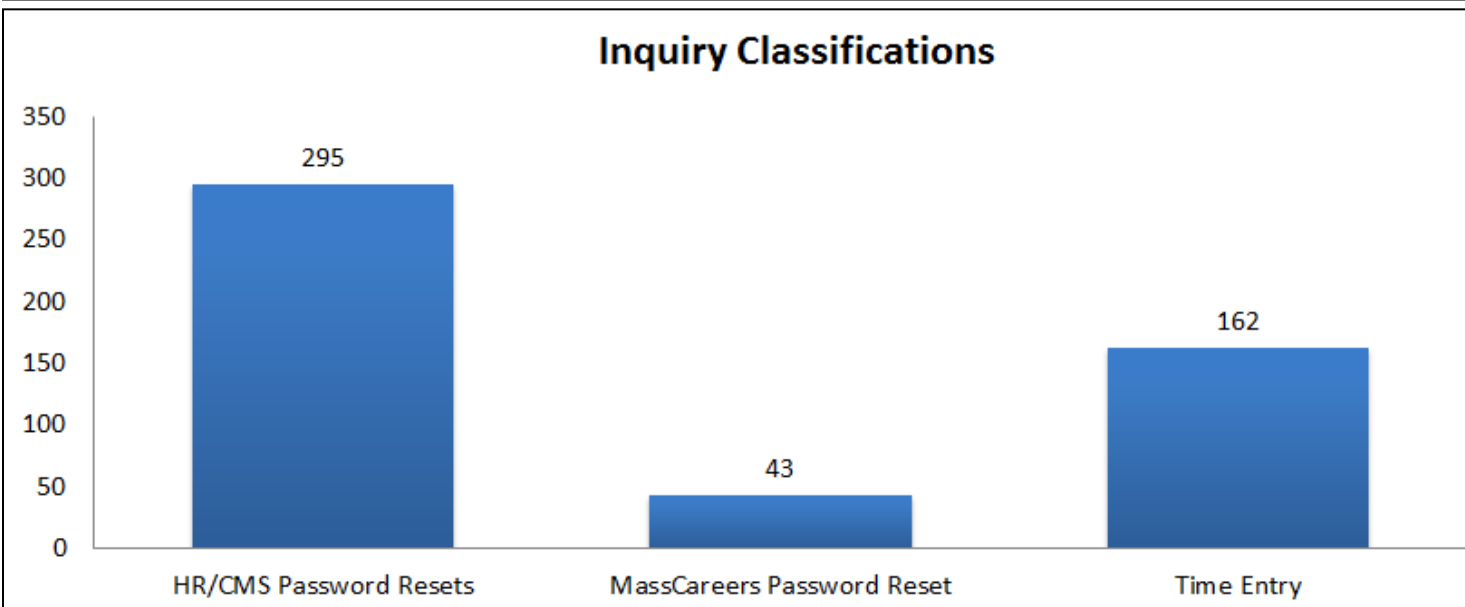
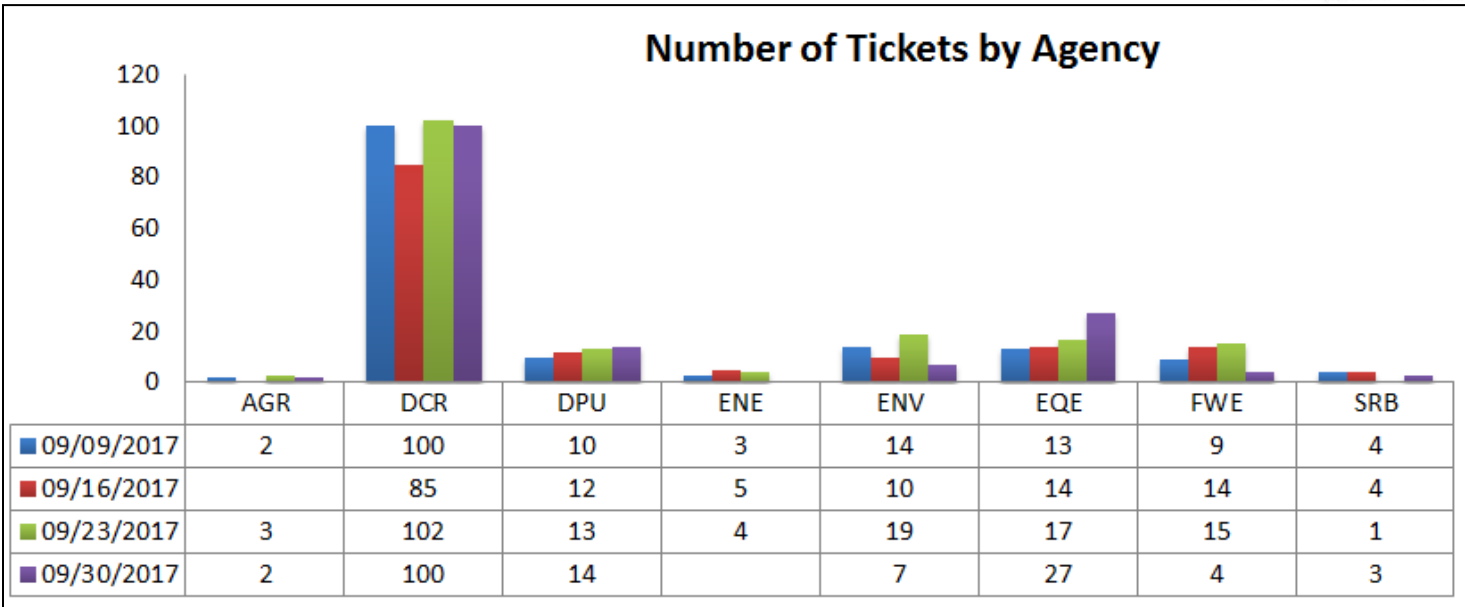
EDU Secretariat Agencies



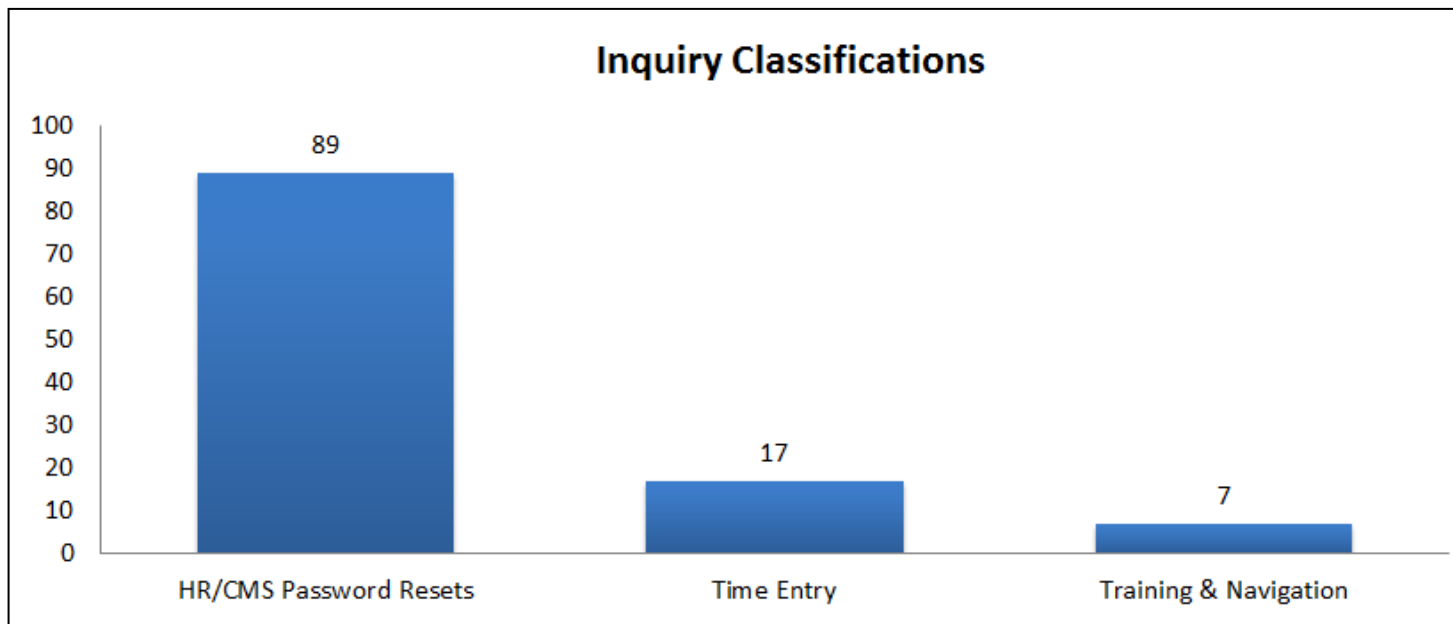
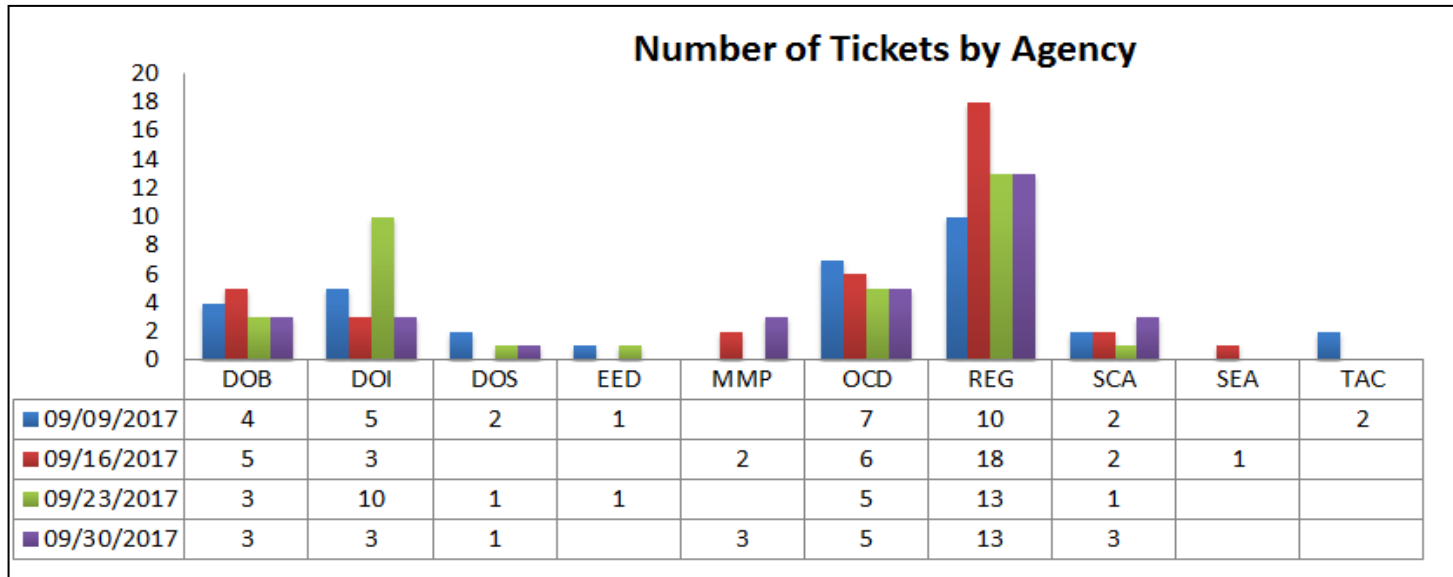
EOANF Secretariat Agencies



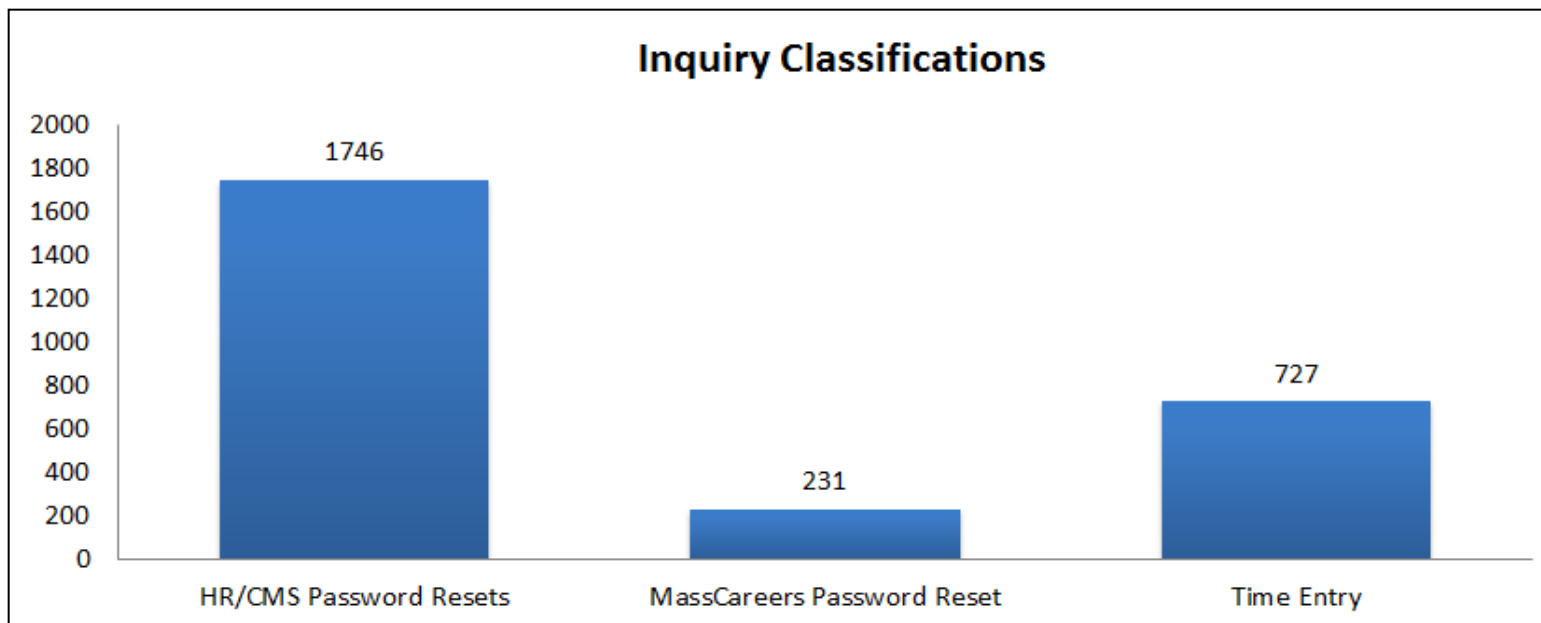
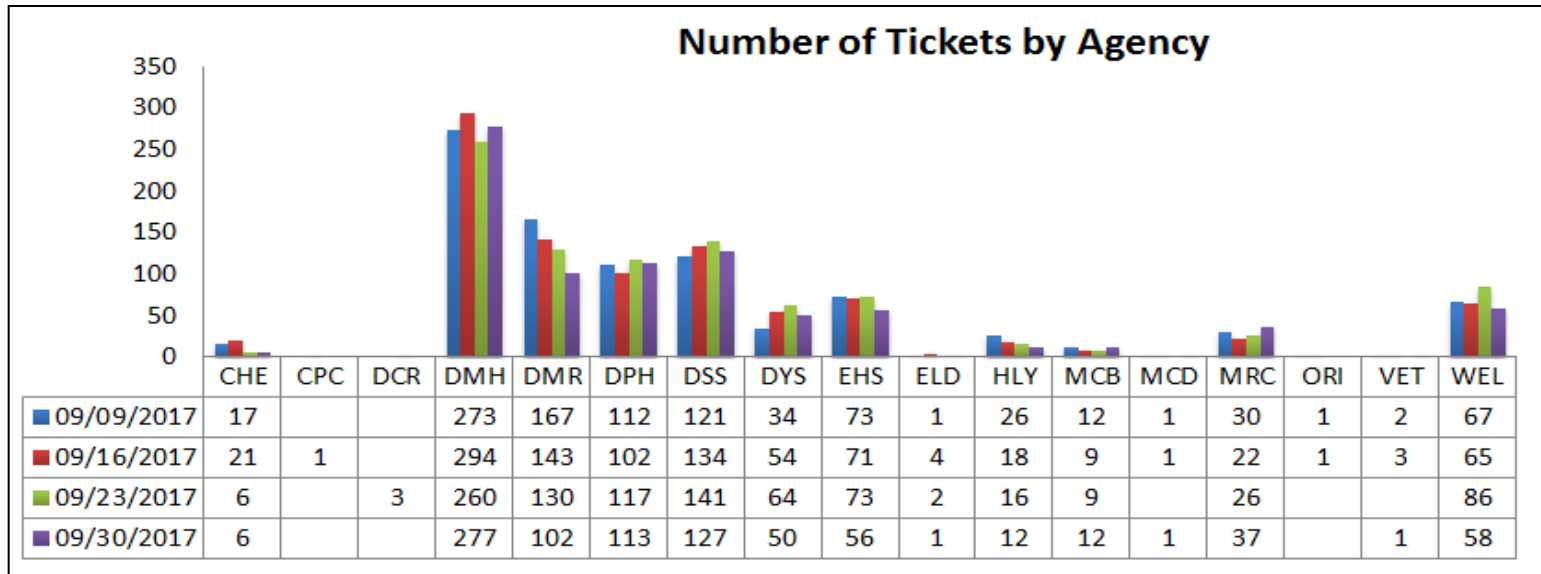
EOEEA Secretariat Agencies

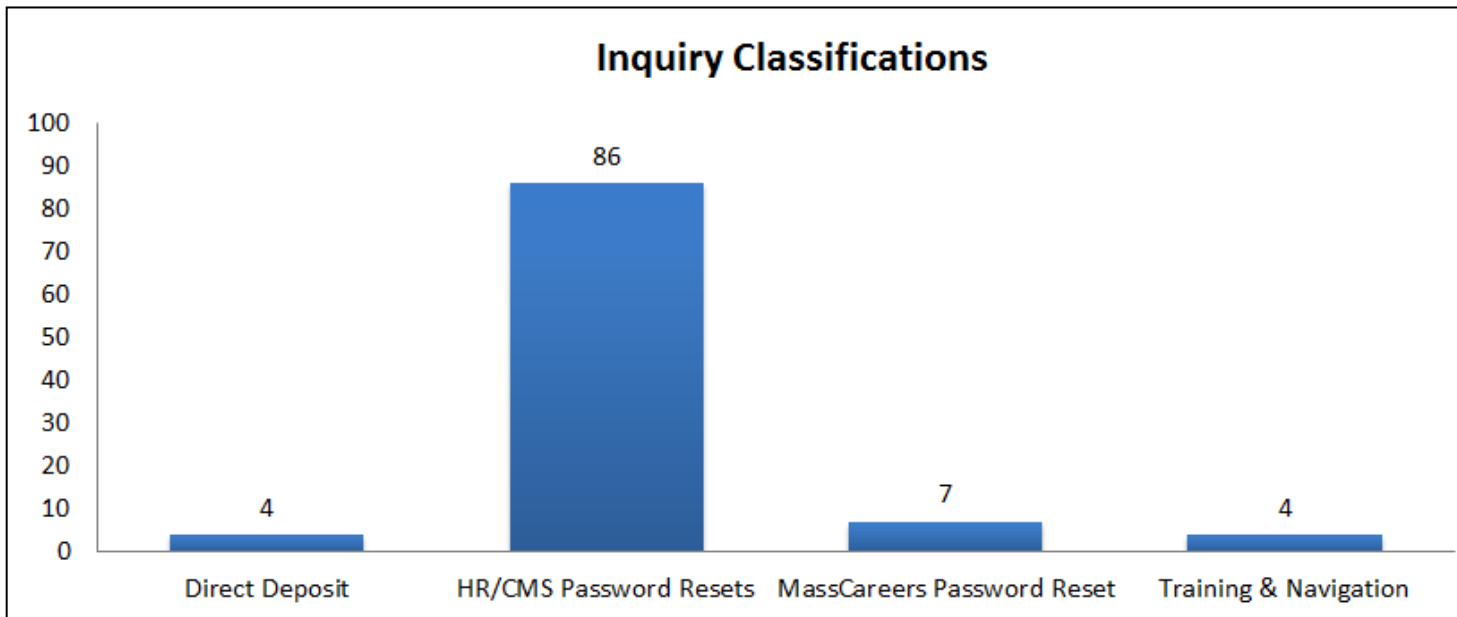
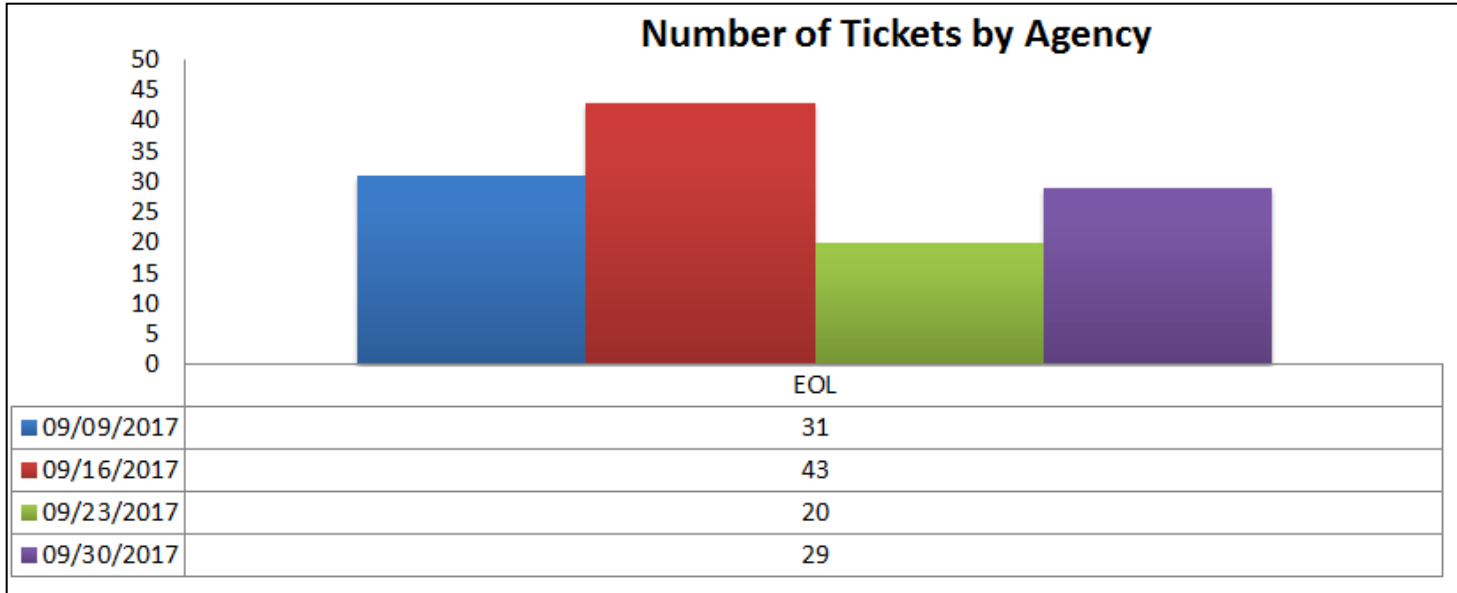


EOHED Secretariat Agencies

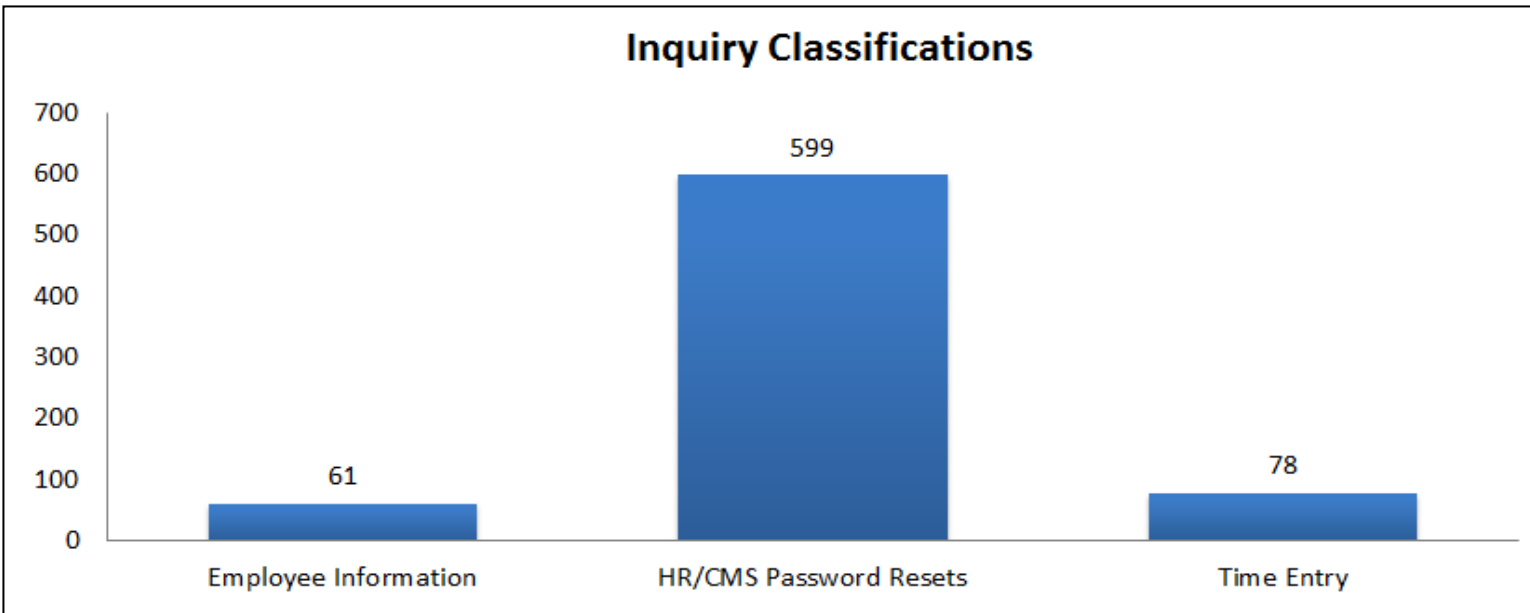
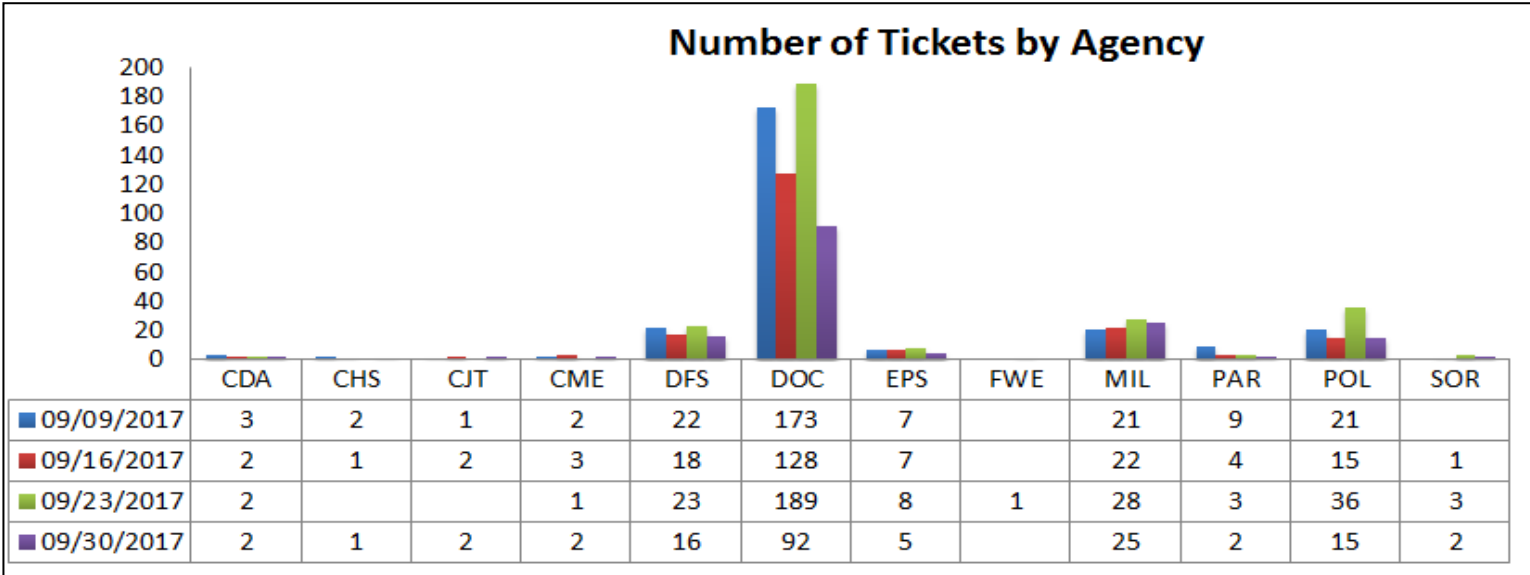


EOHHS Secretariat Agencies

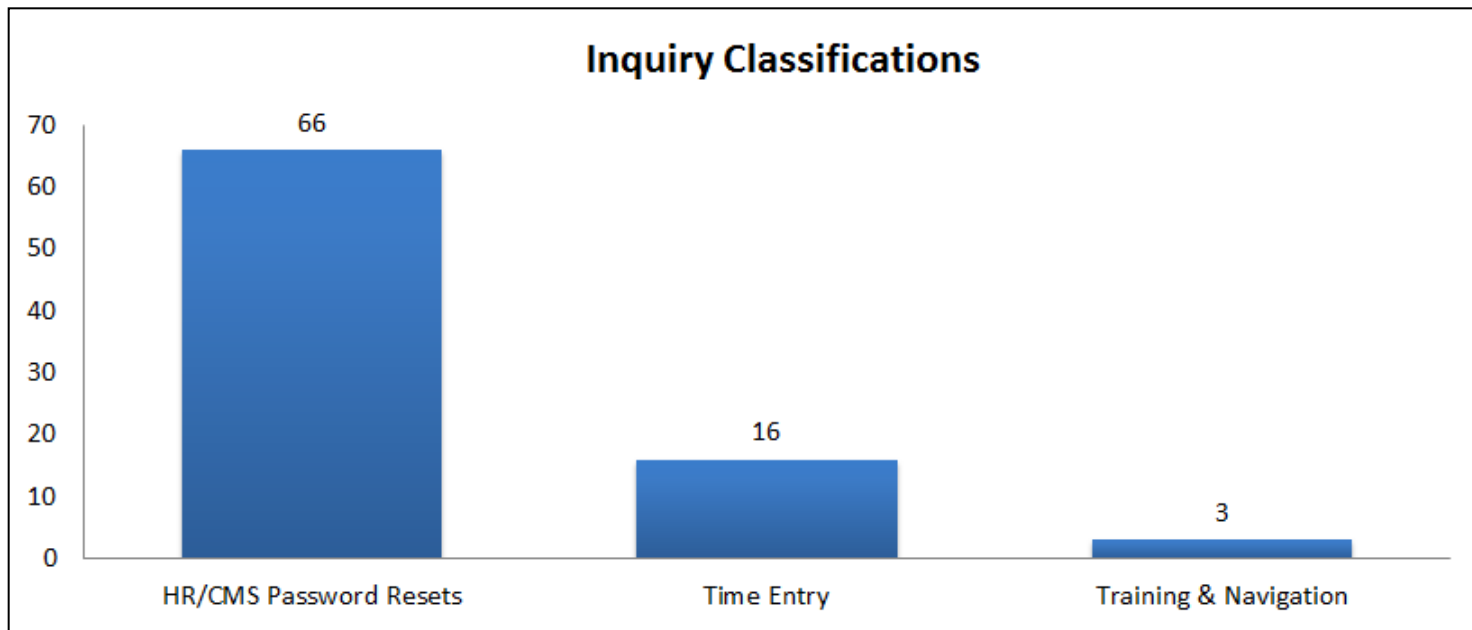
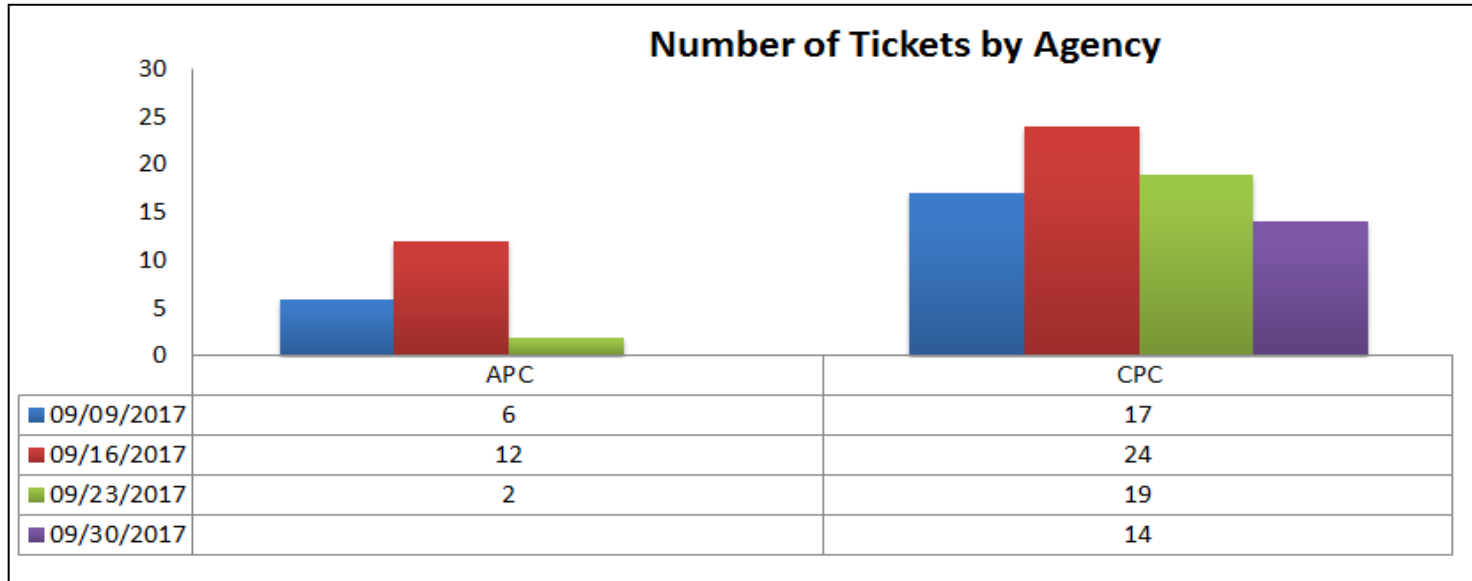




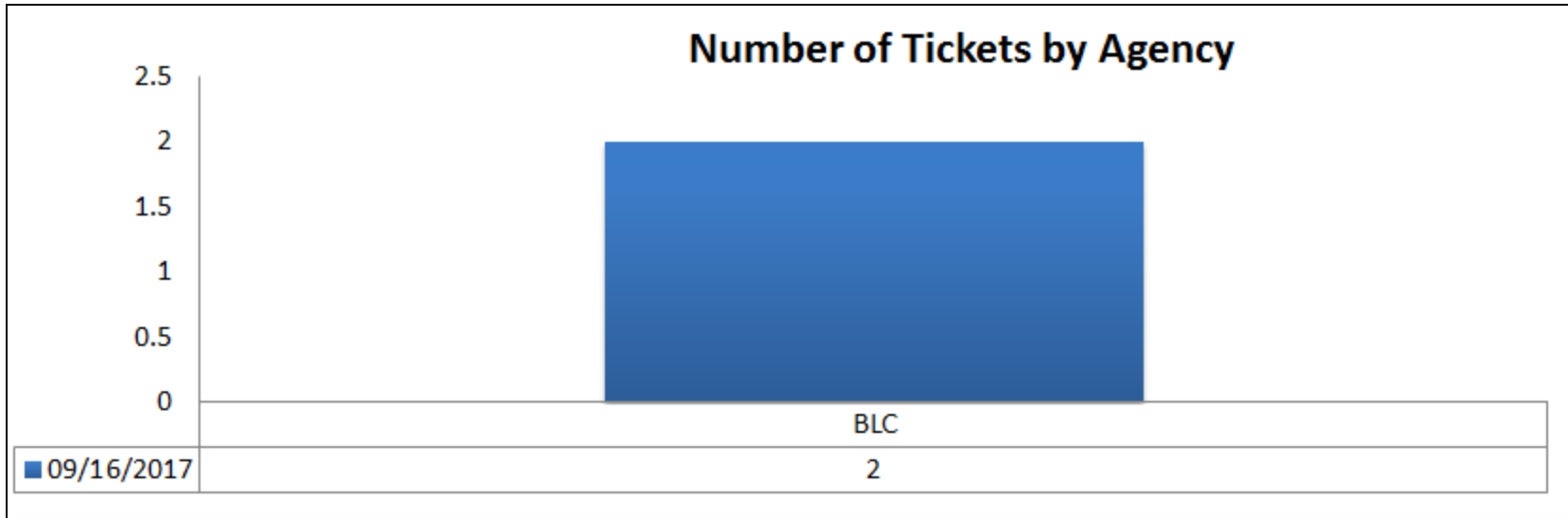
EOPSS Secretariat Agencies



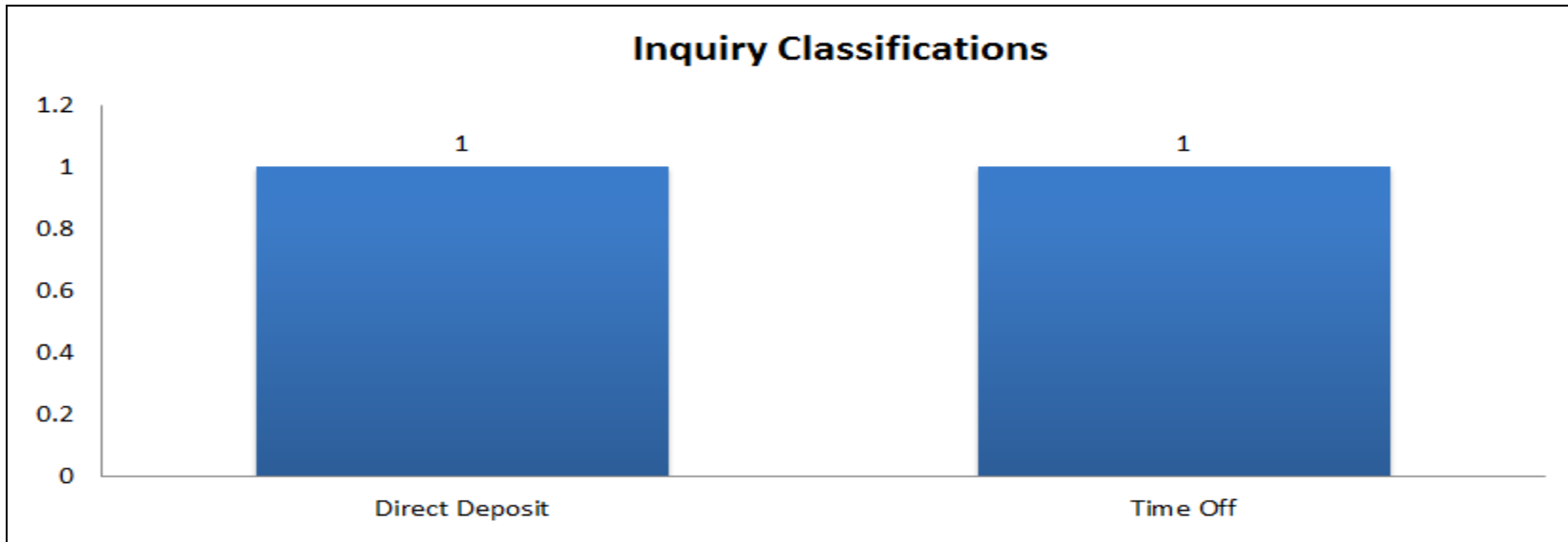
JUD Agencies



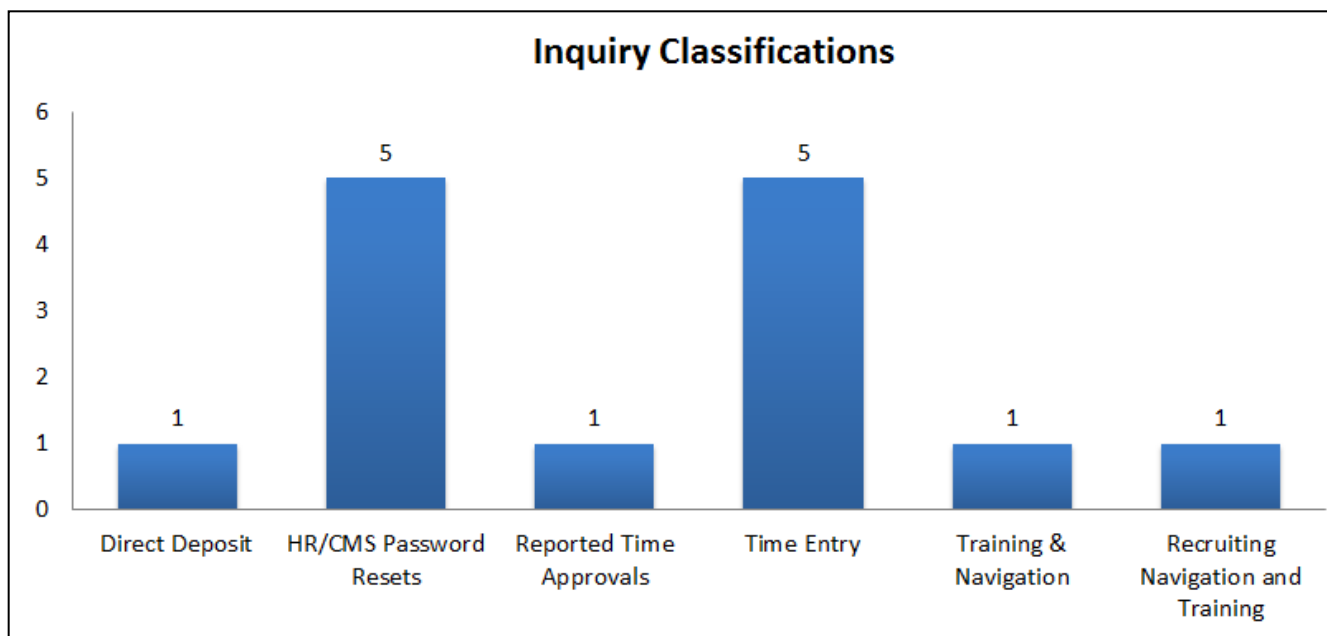
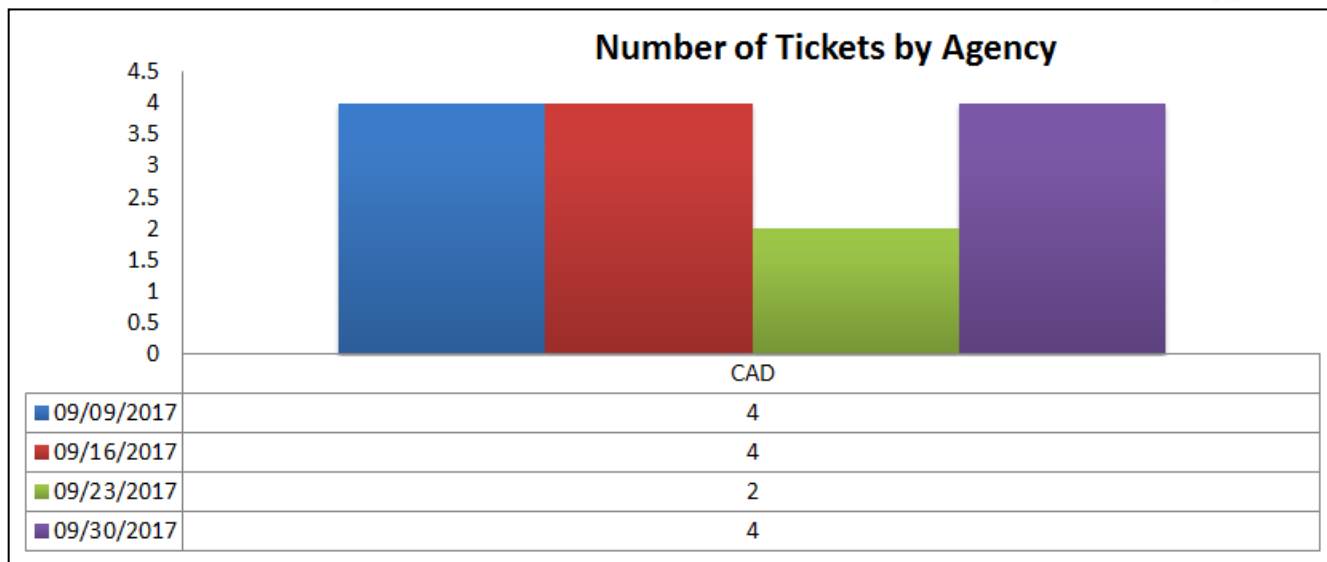
BLC Tickets and Classification



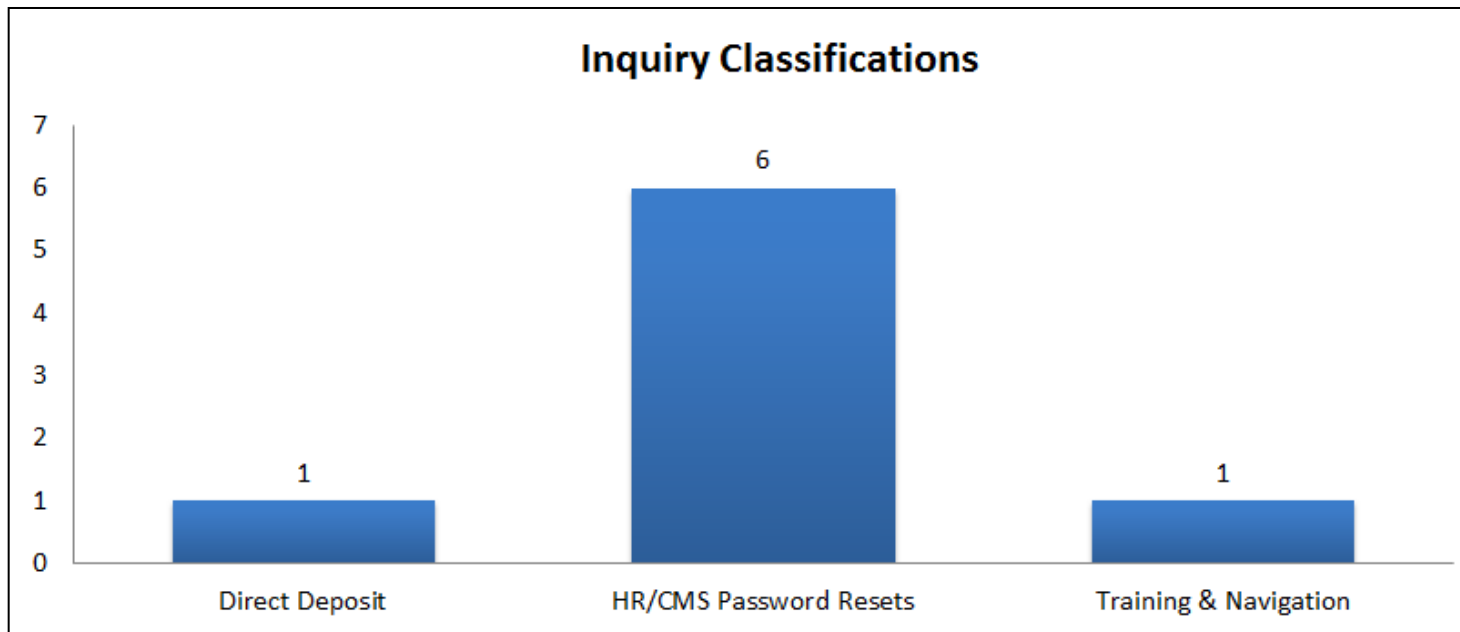
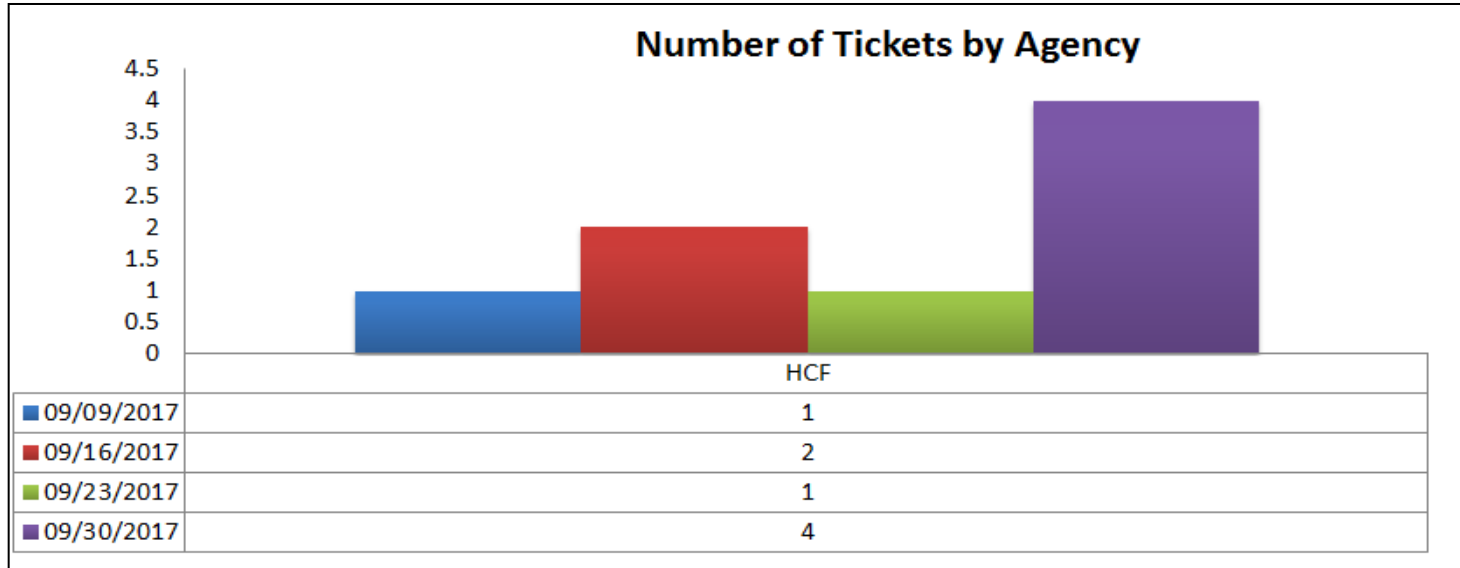
There were no requests the week of 9/9, 9/23, and 9/30



CAD Tickets and Classification



HCF Tickets and Classification



OSC Tickets and Classification

