

Customer Services and Support Performance Dashboard - July 1, 2012 to September 30, 2012

Business Strategy	Business Strategy Status	Value Driver	Value Driver Status	Attribute	Current - Q1 FY 2012-13	Expected Trend	Comments
Service Delivery							
Service Delivery		Customer Experience		Quality		↑	Certain metrics under Timeliness are not meeting service level expectations, such as call wait times, retirement allowance adjustments – payroll, payment of post-retirement death benefit claims, service retirement processing and service credit purchases. Mitigation plans are in place in each of these areas. CSS expects to gain improvements in these areas as the mitigation plans are implemented.
				Customer Satisfaction			
				Timeliness			
		Customer Education		Availability		→	The capability of members, employers or stakeholders to make informed decisions centers upon the successful delivery of educational products and training services administered by CalPERS staff.
				Effectiveness			

Benefit Administration							
Benefit Administration		Compliance		Appeals		→	External Audits under Compliance is not meeting service level expectations. In order to resolve external reviews CalPERS must rely on our external business partners to furnish specific, and many times complex, information. The information is not always readily available and the proposed manner of resolution proposed by CalPERS is not always agreed upon by the business partner, thus causing delay in completion. Staff will be increasing efforts in working with the business partners to aid in timelier audit outcomes.
				Audits			
				Risk Management			
		Self Service		Utilization			Self Service aims to measure the usability and capability of the myCalPERS self-service functionalities. Self-Service functionality is being phased in and once we have experienced the full capabilities we will begin to baseline and measure the data. When the data is available CSS will report the findings to the Board in a manner consistent with the other Value Drivers.
				TBD			

Status Indicators
● Operations within this area meet or exceed the established performance targets.
● Operations within this area do not meet established performance targets, but are within an acceptable range of variance.
● Operations within this area do not meet established performance targets, and are outside of an acceptable range of variance.
● Insufficient data to calculate performance in this operational area.

Expected Trend
↑ Considering operational trends, planned corrective actions, and current initiatives the operational performance is expected to increase over the next 3-6 months.
→ Considering operational trends, planned corrective actions, and current initiatives the operational performance is expected to remain constant over the next 3-6 months.
↓ Considering operational trends, planned corrective actions, and current initiatives the operational performance is expected to decrease over the next 3-6 months.