

Customer Services and Support Performance Dashboard - January 1, 2013 to March 31, 2013

Business Strategy	Business Strategy Status	Value Driver	Value Driver Status	Attribute	Q1 FY 2012-13	Q2 FY 2012-13	Current - Q3 FY 2012-13	Expected Trend	Comments
Service Delivery									
Service Delivery		Customer Experience		Quality				↑	Certain metrics under Timeliness are not meeting service level goals, such as call wait times, retirement allowance adjustments – payroll, and service credit purchases. During the third quarter, as processing improvement plans have been implemented, we have gained incremental increases under these metrics.
				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				→	In an improvement from last quarter, the Audit Attribute is now showing a green status indicator due to a higher closure rate of external reviews. Our ability to close external reviews depends on our receipt of specific and often complex information from employers. Our teams took this into account and conducted a concentrated outreach effort to external business partners which yielded positive results.
				Audits					
				Risk Management					
		Self Service		Utilization					Self Service aims to measure the usability and capability of the myCalPERS self-service functionalities in the areas of utilization and effectiveness. This Value Driver is currently greyed out as CSS will begin reporting on these metrics during the fourth quarter report.
				Operational Effectiveness		Workload Management			

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.