

# Customer Services and Support Performance Dashboard Fiscal Year 2012/2013

Business Strategy	Business Strategy Status	Value Driver	Value Driver Status	Attribute	Q1	Q2	Q3	Q4	Expected Trend	Comments	
<b>Service Delivery</b>											
Service Delivery		Customer Experience		Quality					↑	We have made great strides in the Attribute of Timeliness, but there is still progress to be made under the Service Credit Purchase, Retirement Allowance Payroll Adjustments and Call Wait time metrics. Timeliness began and ended the year in a yellow status, but this does not reflect the fact that we have transformed our performance in multiple key business processes and made many operational improvements across CSS. Quality and Customer Satisfaction continue to reflect a green status.	
				Customer Satisfaction							
				Timeliness							
		Customer Education		Availability							→
				Effectiveness							

<b>Benefit Administration</b>										
Benefit Administration		Compliance		Appeals					→	The overall Compliance Value Driver remains green. The Attributes of Appeals and Risk Management also remain in green status. At the beginning of the year, Audits was not performing up to established service levels, but from the third quarter onward, CSS staff was able to improve business partners' understanding of the audit process and findings, advancing the process of resolving outstanding cases. As of the fourth quarter, we are operating at the service level agreement for audit findings.
				Audits						
				Risk Management						
		Self Service		TBA						
				Operational Effectiveness	TBA					

Status Indicators
● <b>100%-90%:</b> Operations within this area meet or exceed the established performance targets.
● <b>89%-74%:</b> Operations within this area do not meet established performance targets, but are within an acceptable range of variance.
● <b>74%&gt;=:</b> 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 <b>increase</b> over the next 3-6 months.
→ Considering operational trends, planned corrective actions, and current initiatives the operational performance is expected to <b>remain constant</b> over the next 3-6 months.
↓ Considering operational trends, planned corrective actions, and current initiatives the operational performance is expected to <b>decrease</b> over the next 3-6 months.