

Customer Services and Support Performance Dashboard Fiscal Year 2013/2014

Business Strategy	Business Strategy Status	Value Driver	Value Driver Status	Attribute	Q2 12/13	Q3 12/13	Q4 12/13	Q1 13/14	Expected Trend	Comments	
Service Delivery											
Service Delivery	Green	Customer Experience	Green	Quality	Green	Green	Green	Green	Upward Arrow	Providing our customers with a positive experience is very important to CalPERS. We are pleased to report the Customer Experience Value Driver has improved to the green range from last quarter. The Attributes of Quality and Customer Satisfaction remain in a green status, but Timeliness continues to reflect yellow due to performance limitations in service credit purchasing and membership determinations. We expect to see improved performance in these metrics over the next two quarters as inventory returns to normal levels.	
				Customer Satisfaction	Green	Green	Green	Green			
				Timeliness	Yellow	Yellow	Yellow	Yellow			
		Customer Education		Availability	Green	Green	Green	Green			Rightward Arrow
				Effectiveness	Green	Green	Green	Green			

Benefit Administration											
Benefit Administration	Green	Compliance	Green	Appeals	Green	Green	Green	Green	Rightward Arrow	The Compliance Value Driver remains green. The Attributes of Appeals, Audits, and Risk Management continue in green status.	
				Audits	Green	Green	Green	Green			
				Risk Management	Green	Green	Green	Green			
		Operational Effectiveness		MSS Utilization	Gray	Gray	Gray	Gray			MSS Utilization remains in gray status because we are developing a reporting methodology for this Attribute.
				Workload Management	Gray	Gray	Gray	Gray			

Status Indicators
● 100%-90%: Operations within this area meet or exceed the established performance targets.
● 89%-74%: Operations within this area do not meet established performance targets, but are within an acceptable range of variance.
● 74%>=: Operations within this area do not meet established performance targets, and are outside of an acceptable range of variance.
● Insufficient information 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.