

Customer Services and Support Performance Dashboard - October 1, 2013 to December 31, 2013

Business Strategy	Business Strategy Status	Value Driver	Value Driver Status	Attribute	Q3 FY 12-13	Q4 FY 12-13	Q1 FY 13-14	Q2 FY 13-14	Expected Trend	Comments
Service Delivery										
Service Delivery		Customer Experience		Quality					➔	Providing our customers with a positive experience is very important to CalPERS. The Customer Experience Value Driver remains in the green range from last quarter. The Attributes of Quality, Customer Satisfaction, and Timeliness are in a green status.
				Customer Satisfaction						
				Timeliness						
		Customer Education		Availability					➔	CalPERS training and education gives our customers the knowledge they need to get the full value of their promised benefits. The Customer Education Value Driver and its underlying Attributes of Availability and Effectiveness are still going strong as all metrics indicate a green status.
				Effectiveness						
Benefit Administration										
Benefit Administration		Compliance		Appeals					➔	The Overall Compliance Value Driver remains green. The Attributes of Appeals, Audits, and Risk Management continue to show green.
				Audits						
				Risk Management						
		Operational Effectiveness		MSS Utilization					➔	Operational Effectiveness measures both how much customers are increasingly performing transactions online and how efficiently we are managing our workload. The second quarter marks the first time we are reporting on these metrics and the Value Driver shows a green status.
				Workload Management						

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 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.