

Customer Services and Support Performance Dashboard - January 1, 2014 to March 31, 2014

Business Strategy	Business Strategy Status	Value Driver	Value Driver Status	Attribute	Q4 FY 12-13	Q1 FY 13-14	Q2 FY 13-14	Q3 FY 13-14	Expected Trend	Comments
Service Delivery										
Service Delivery		Customer Experience		Quality					➡	Providing our customers with a positive experience is paramount to CalPERS. Timeliness continues in green status, however, Service Credit Purchasing, Tax Withholding Elections and Membership Determinations fall within our exception reporting parameters.
				Customer Satisfaction						
				Timeliness						
		Customer Education		Availability					➡	
				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					➡	
				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.