

## Customer Services and Support Performance Dashboard July 1, 2014 - September 30, 2014

Business Strategy	Business Strategy Status	Value Driver	Value Driver Status	Attribute	FY 13-14			FY 14-15	Expected Trend	Comments
					Q2	Q3	Q4	Q1		
<b>Service Delivery</b>										
Service Delivery		Customer Experience		Quality					➔	<p>The Customer Experience Value Driver shows a green status reflecting high performance in Quality, Customer Satisfaction, and Timeliness. The timeliness of tax withholding election processing was impacted at the beginning of the quarter by large inventories associated with the Specified Tax Withholding Project, however, we were able to return to normal processing timeframes by the end of the quarter. Service Credit Purchasing has now returned to normal processing and inventory levels. In addition, the membership team is processing all new work items within service levels while working to reduce total inventory.</p>
				Customer Satisfaction						
				Timeliness						
		Customer Education		Availability					➔	
				Effectiveness						
<b>Benefit Administration</b>										
Benefit Administration		Compliance		Appeals					➔	<p>CSS Compliance metrics reflect high performance in Appeals, Audits, and Risk Management operations.</p>
				Audits						
				Risk Management						
		Operational Effectiveness		MSS Utilization					➔	
				Workload Management						

Status Indicators
<p><span style="color: green;">●</span> <b>100%-90%:</b> Operations within this area meet or exceed the established performance targets.</p>
<p><span style="color: orange;">●</span> <b>89%-74%:</b> Operations within this area do not meet established performance targets, but are within an acceptable range of variance.</p>
<p><span style="color: red;">●</span> <b>74%&gt;=:</b> Operations within this area do not meet established performance targets, and are outside of an acceptable range of variance.</p>
<p><span style="color: grey;">○</span> Insufficient data to calculate performance in this operational area.</p>

Expected Trend
<p>➔ Considering operational trends, planned corrective actions, and current initiatives the operational performance is expected to <b>increase</b> over the next 3-6 months.</p>
<p>➔ 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.</p>
<p>➔ Considering operational trends, planned corrective actions, and current initiatives the operational performance is expected to <b>decrease</b> over the next 3-6 months.</p>