

## Customer Services and Support Performance Dashboard - October 1, 2012 to December 31, 2012

Business Strategy	Business Strategy Status	Value Driver	Value Driver Status	Attribute	Q1 FY 2012-13	Current - Q2 FY 2012-13	Expected Trend	Comments
<b>Service Delivery</b>								
Service Delivery		Customer Experience		Quality			↑	Certain metrics under Timeliness are not meeting service level goals, such as estimates, initial disability retirement payments, call wait times, retirement allowance adjustments due to payroll, payment of post-retirement death benefit claims, and service credit purchases. Mitigation plans are in place in each of these areas. CSS expects to gain improvements in these areas as the mitigation plans are implemented.
				Customer Satisfaction				
				Timeliness				
		Customer Education		Availability			→	
				Effectiveness				

<b>Benefit Administration</b>									
Benefit Administration		Compliance		Appeals			↑	External Audits under Compliance is not meeting service level expectations. In order to resolve external reviews CalPERS must rely on our external business partners to furnish specific, and many times complex, information. Staff has engaged in an effort to resolve the oldest external reviews by increasing the communication effort with our business partners and ensuring their full understanding of the process and findings. Over the next two quarters, as the team focuses on the older reviews, CSS anticipates being able to reach our goal of closing the older audits and operating within our target service levels by the fourth quarter.	
				Audits					
				Risk Management					
		Self Service		TBA					This Value Driver is currently greyed out as CSS continues to develop metrics. Self-Service functionality is being implemented in phases, the most substantial release of which occurred on January 27, 2013. CSS will finalize the metrics during the third quarter and will begin reporting in the fourth quarter.
				Operational Effectiveness	TBA				

Status Indicators
Operations within this area meet or exceed the established performance targets.
Operations within this area do not meet established performance targets, but are within an acceptable range of variance.
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.