

MI Scorecard Performance Summary

Business Unit: Civil Service
Executive/Director Name: Janet McClelland
Reporting Period: Oct 2012
Date Approved: 11/7/2012

Green 90% or greater of target
Yellow >= 75% to 90% of target
Red less than 75% of target
 Scorecard Status: **Final**

	Metric	Status	Progress	Target	Current	Previous	Frequency	Metric Definition
1. Customer Service and Operational Efficiency								
1	MI HR satisfaction score			95.0%	96.0%	96.3%	Monthly	The percentage of customers who respond as being "Very Satisfied" or "Satisfied" with the overall service received from the MI HR Service Center.
2	MI HR average speed of answer (month)			0:01:30	0:01:30	0:02:17	Monthly	How quickly calls to the MI HR Service Center are answered each month. On average MI HR handles 10,000 calls from state employees per month. NOTE: Call volume doubled in Aug./Sept due to changes in employee share of health care costs.
3	MI HR average speed of answer (CYTD)			0:01:30	0:01:25	0:01:24	Monthly	How quickly calls to the MI HR Service Center are answered on a calendar-year-to-date basis.
4	Average turnaround time for position actions (workdays).			5.0	4.5	5.2	Quarterly	The average time to process position actions (establishments, reclassifications, etc.) from submission by the HR office via PARIS through review, approval and update into HRMN.
5	Percentage of position actions completed within 10 days.			90.0%	91.7%	89.7%	Quarterly	The percentage of position actions (establishments, reclassifications, etc.) completed within 10 days.
6	Percentage of hiring managers satisfied with quality of candidates in the hiring pool			TBD	TBD	New	Quarterly	The percentage of managers who respond that they were "Satisfied" or "Very Satisfied" with the quality of the candidates in the hiring pool. CSC will survey hiring managers for all appointments in the prior quarter.
7	Benefits open enrollment satisfaction			90.0%	91.1%	New	CY Annually	Employee satisfaction with the annual online benefits open enrollment process.
2. CSC Employee Engagement								
8	Employee landscape Champions percentage			60.0%	53.0%	New	CY Annually	Percentage of Champions within CSC per engagement survey results
9	Department Leadership			60.0%	55.3%	New	CY Annually	Average agreement score on six specific engagement survey items pertaining to Department Leadership.
10	Department Communications			60.0%	54.0%	New	CY Annually	Average agreement score on three specific engagement survey items pertaining to Department Communications