

Metric ID	Metric	Status	Progress	Target	Current	Previous	Frequency	Metric Definition
1. Customer Service and Operational Efficiency								
1	MI HR satisfaction score	Green		95.0%	96.0%	96.1%	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)	Red		0:01:30	2:13	0:05:58	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.
4	Average turnaround time for position actions (workdays).	Green		5	4.84 July-Sept	4.4	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.	Green		90	89.7 July-Sept	92.4	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	Green		90	86.0 July-Sept	84.1	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	Green		90.0%	96.9%	84.3%	CY Annually	Employee satisfaction with the annual online benefits open enrollment process.
2. CSC Employee Engagement								
8	Employee landscape Champions percentage	Yellow		60.0%	53.0%	New	CY Annually	Percentage of Champions within CSC per engagement survey results
9	Department Leadership	Green		60.0%	55.3%	New	CY Annually	Average agreement score on six specific engagement survey items pertaining to Department Leadership.
10	Department Communications	Green		60.0%	54.0%	New	CY Annually	Average agreement score on three specific engagement survey items pertaining to Department Communications

Business Unit: Civil Service
 Executive/Director Name: Janet McClelland
 Reporting Period: Oct 2013
 Date Approved: 12/11/2013

Green >90% of target
 Yellow >= 75% - 90% of target
 Red <75% of target
 Scorecard Status: Final