

| Metric ID   | Metric  | Status | Progress | Target  | Current | Previous | Frequency   | Metric Definition   |
|---|---|--------|----------|---------|---------|----------|-------------|---|
| <b>1. Customer Service and Operational Efficiency</b> |   |        |          |         |         |          |             |   |
| 1   | MI HR satisfaction score  | Green  |          | 95.0%   | 96.6%   | 95.5%    | 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)   | Green  |          | 0:02:15 | 1:57    | 1:54     | 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).                              | Yellow |          | 5       | 5.1     | 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.                              | Yellow |          | 90      | 90.3    | 93.7     | 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 | Green  |          | 90      | 91.4    | 91.4     | 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.  |
| <b>2. CSC Employee Engagement</b>                     |   |        |          |         |         |          |             |   |
| 8   | Employee landscape Champions percentage   | Green  |          | 60.0%   | 61.0%   | 53.3%    | CY Annually | Percentage of Champions within CSC per engagement survey results  |
| 9   | Department Leadership   | Green  |          | 60.0%   | 61.2%   | 55.3%    | CY Annually | Average agreement score on six specific engagement survey items pertaining to Department Leadership.  |
| 10  | Department Communications   | Green  |          | 60.0%   | 65.0%   | 54.0%    | 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: Mar 2014

Green >90% of target  
 Yellow >= 75% - 90% of target  
 Red <75% of target  
 Date Approved: 4/23/2014  
 Revised By: fedorchukm on 04/23/2014 11:38