

Division of Personnel
Client Service Standards
1st Quarter FY06

| Core Service | Standard | # of Actions | # w/in standard | Measure | Comments |
|---|--|--------------|-----------------|---------|---|
| Director's Office | | | | | |
| Response to inquiries | same day if possible, no later than 1 business day | | | Yes | |
| Signature response on paperwork. | w/in 2 business days | | | Yes | |
| Business Practices | Clear communication and client agency involvement | | | Yes | |
| Budget Control | Expenditures within budget | | | Yes | Expenditures within budget |
| Client Service Measure | Provided on a quarterly basis. | | | Yes | |
| Classification | | | | | |
| PDs logged in for processing | same day if possible, no later than 1 business day | 661 | 650 | 98% | Average <1 day |
| Actions logged in PD Tracker | Same business day as processed. | | | Yes | |
| Create Non-permanent positions | W/in 2 business days | 149 | 133 | 89% | Average 1+ day |
| Priority PDs & PDs for Recruitments | w/in 14 calendar days | 317 | 212 | 67% | Average 15+ days |
| Reclassification actions involving a proposed change to the class | w/in 35 calendar days | 77 | 63 | 82% | Average 26 days |
| Classification actions involving a proposed update | w/in 58 calendar days | 186 | 182 | 98% | Average 21+ days |
| Maintenance Requests on existing class specifications | w/in 14 calendar days | 11 | 10 | 91% | includes 6 for OMB & Legislature |
| Classification Studies | At least one top priority class study per operating agency per fiscal year | 7 | 7 | 100% | 7 Class studies completed to date (41 classes, 461 PCNs), all #1 priorities, with all 6 additional #1s underway |
| Employee Services | | | | | |
| Workplace Alaska postings | w/in 2 business days | 990 | 986 | 100% | |
| Workplace Alaska Approval to Hire | w/in 2 business days | 941 | 933 | 99% | |
| Job service & LTC referrals | w/in 2 business days | 105 | 105 | 100% | |
| Advanced Step Placements | w/in 2 business days | 29 | 29 | 100% | |
| request for personnel file information or existing position description | same day if possible, no later than 1 business day | 1149 | 1149 | 100% | |
| Response to information request through the employee call center | same day if possible, no later than 1 business day | 3744 | 3744 | 100% | |
| Management Services | | | | | |
| Respond to client inquiries | same day if possible, no later than 1 business day | | | Yes | |
| Delegated LOAs | w/in 3 business days | 14 | 14 | 100% | |
| Review of performance evaluations | W/in 3 business days for evaluations effecting pay. | 209 | 208 | 100% | |
| Review of performance evaluations | W/in 14 calendar days for evaluations not effecting pay. | 2119 | 2117 | 100% | |
| Layoff Notification | 100% accurate | 1 | 1 | 100% | |
| Dispute resolution | At lowest level possible | | | Yes | |
| Appeal responses | within contractual timeframes | 56 | 54 | 96% | |

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| Technical Services | | | | | |
|---|--|-------|-------|------|--|
| Personnel Actions forms - separations, appointments, transfers & promotions | w/in 3 business days of receipt. | 3476 | 3113 | 90% | Several actions did not meet standard due to missing paperwork. Includes 253 EFF appointments and 531 EFF separations. |
| other Personnel Action forms effecting pay. | w/in pay period received. | 7958 | 7949 | 100% | |
| Payroll Processing | 98% accuracy rate | 93174 | 92488 | 99% | Includes EFF employees |
| FMLA notification | verbal - w/in 3 days of notification of qualifying condition. Written - within 14 calendar days. | 224 | 184 | 82% | |
| Timekeeper Training | 2x a year or as requested. | 7 | 7 | 100% | AKPAY Training offered through TrainAlaska beginning in September. |
| Notice of Pay Problems | Eliminate penalty pay that accrues from failure to respond timely. | 160 | 148 | 93% | Quarterly report will identify how much penalty pay was paid. 55 NOPPs were from DOT/PF employees in August. |
| Delegated Letters of Agreement/on payroll related topics | w/in 3 business days of receipt. | 591 | 325 | 55% | The majority were AWW renewals for the new fiscal year submitted late by the departments. |
| Grievance/Complaint/and dispute resolution related to payroll | w/in contractual time frames. | 14 | 13 | 93% | |
| EEO/AA | | | | | |
| Response to client inquiries | same day if possible, no later than 1 business day | 13 | 13 | 100% | |
| Response to external agencies | W/in 35 calendar days | 4 | 4 | 100% | |
| EEO/AA Plans | by federal due date. | 13 | 13 | 100% | |
| Internal Investigations | w/in 63 calendar days | 3 | 3 | 100% | |
| Equal Opportunity Compliance | by federal due date. | 0 | 0 | | |
| Compliance Training | w/in negotiated timeframes | 0 | 0 | | |

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| Training & Development | | | | | |
|--|---|-----------------------|------------|--------------|------------------------------------|
| Respond to customer service inquiries | same day if possible, no later than 1 business day | | | Yes | |
| Core course scheduled: | bi-monthly in Jnu & Anc | 13 | 13 | 100% | |
| Advance course schedule: | bi-monthly in Jnu & Anc | 13 | 13 | 100% | |
| AFSU schedule | bi-monthly in Jnu & Anc | 1 | 1 | 100% | |
| Workplace Alaska | Self Directed Monthly | | | | |
| | | # of attendees | | | |
| | | JNU | ANC | FBKS/ | Total Statewide |
| core | Customer Service in the PS (2005)/Service Excellence (2006) | 0 | 13 | 0 | 13 |
| core | Effective Interviewing & Hiring (2005)/Strategic Recr & Screen (2006) | 0 | 0 | 0 | 0 |
| core | Performance Appraisal - basics | 7 | 0 | 0 | 7 |
| core | A Respectful Workplace | 32 | 40 | 12 | 84 |
| core | Workplace Alaska for HM | 0 | 60 | 0 | 60 |
| core | AKPAY basics | 33 | 0 | 0 | 33 |
| core | New Employee Orientation | 1 | 8 | 0 | 9 |
| core | Workplace Violence | 0 | 18 | 8 | 26 |
| advanced core | Performance Coaching | 0 | 4 | 0 | 4 |
| advanced core | Change Management for supervisors | 0 | 18 | 0 | 18 |
| advanced core | The Disciplinary Process | 0 | 6 | 0 | 6 |
| advanced core | Interpersonal Skills | 0 | 23 | 20 | 43 |
| advanced core | Valuing Diversity | 14 | 36 | 29 | 79 |
| advanced core | Academy for Supervisors | 0 | 21 | 0 | 21 |
| advanced core | AKPAY for timekeepers | 22 | 0 | 0 | 22 |
| advanced core | Team-Building | 0 | 5 | 0 | 5 |
| advanced core | Conflict Resolution | 0 | 0 | 0 | 0 |
| | Other | 0 | 0 | 0 | 0 |
| Total # of Students | | 109 | 252 | 69 | 430 |
| Statewide Planning & Research | | | | | |
| Respond to information requests | w/in project scope | 68 | 63 | 93% | All SPR Stats are enterprise wide. |
| HR Update | semi-monthly | 3 | 3 | 100% | One Issue Canceled. |
| HR Solutions | quarterly | 1 | 1 | 100% | Fall 05 - Next Publication |
| Publish Workforce Profile | semi-annually | N/A | N/A | N/A | Winter 05 - Next Publication Due. |
| Electronic reporting | Monthly | 57 | 57 | 100% | Distributed to requestor. |
| Evaluation due reports | Monthly | 42 | 42 | 100% | Distributed to all departments. |