

Core Service	Standard	2nd Q FY05				3rd Q FY05				4th Q FY05				Total for 3 Quarters of FY05			
		# of Actions	# w/ standard	Measure	Comments	# of Actions	# w/ standard	Measure	Comments	# of Actions	# w/ standard	Measure	Comments	# of Actions	# w/ standard	Measure	Comments
Director's Office																	
Response to inquiries	same day if possible, no later than 1 business day			95%				Yes				Yes				Yes	
Signature response on paperwork	w/in 2 business days			100%				Yes				Yes				Yes	
Business Practices	Clear communication and client agency involvement			Yes				Yes				Yes				Yes	
Budget Control	Expenditures within budget			Yes	Expenditures within budget				Expenditures within budget				Expenditures within budget				Expenditures within budget
Client Service Measure	Provided on a quarterly	1	1	100%		1	1	100%				Yes		3	3	100%	
Classification																	
PDs logged in for processing	same day if possible, no later than 1 business day	166	121	73%	October and December only	574	526	92%	Average = 1 day	556	541	97%	avg <1 day	1296	1188	92%	avg 1 day
Actions logged in PD Tracker	Same business day as processed.			Yes				Yes				Yes				Yes	
Create Non-permanent positions	W/in 2 business days	153	153	100%		220	210	95%	Average = 1 day	265	201	76%	avg 1+ day	638	564	88%	avg 1 day
Priority PDs & PDs for Recruitments	w/in 14 calendar days	113	32	28%	Average 36 days	144	100	69%	Average = 13 days	253	181	72%	avg 12+ days	510	313	61%	avg 20+ days
Reclassification actions involving a proposed change to the class	w/in 35 calendar days	128	72	56%	Average 51 days	52	45	87%	Average = 23 days	78	52	67%	avg 31 days	258	169	66%	avg 35 days
Classification actions involving a proposed update	w/in 58 calendar days	172	140	81%	Average 38 days	184	177	96%	Average = 16 days	131	103	79%	avg 35+ days	487	420	86%	avg 29+ days
Maintenance Requests on existing class specifications	w/in 14 calendar days	24	21	88%	Average 10 days	11	9	82%	11 job classes revised. Average = 9 days	6	5	83%	avg 8 days	41	35	85%	avg 9 days
Classification Studies	At least one top priority class study per operating agency per fiscal year	6	6	on track	16 Class studies completed to date (28 classes, 80 PCNs), including 10 #1 priorities	11	11	on track	24 studies completed to date (54 classes, 193 PCNs), including 11 #1 priorities	4	4	on track	28 Class studies completed to date (58 classes, 198 PCNs), including 12 of 13 #1 priorities	21	21	100%	28 Class studies completed to date (58 classes, 198 PCNs), including 12 of 13 #1 priorities
Employee Services																	
Workplace Alaska postings	w/in 2 business days	797	760	95%		827	783	95%		1013	991	98%		2637	2538	96%	
Workplace Alaska Approval to Hire	w/in 2 business days	506	438	87%		651	601	92%		832	789	95%		1989	1833	92%	
Advanced Step Placements	w/in 2 business days	23	22	96%		18	17	94%		36	35	97%		77	74	96%	
new employee orientation	Same day of hire (effective 11/15/04)	NEO has been rolled out to DF&G, DNR, DEC, DEED, DOR and DCCED. Training should begin for other agencies by 2/1/05				NEO implemented for all agencies except DOT/PF vessel employees and DPS State Troopers.				NEO implemented for all agencies except DOT/PF vessel employees and DPS State Troopers.				NEO implemented for all agencies except DOT/PF vessel employees and DPS State Troopers.			
request for personnel file information or existing position description	same day if possible, no later than 1 business day	338	338	100%		979	979	100%		1064	1064	100%		2344	2344	100%	
Response to information request through the employee call center	same day if possible, no later than 1 business day	2168	2168	100%		3220	3220	100%		1901	1901	100%		4872	4872	100%	
Management Services																	
Respond to client inquiries	same day if possible, no later than 1 business day			Yes				Yes				Yes				Yes	
Delegated LOAs	w/in 3 business days	12	12	100%		9	9	100%		10	10	100%		31	31	100%	
Review of performance evaluations	W/in 3 business days for evaluations effecting pay.	134	132	99%		210	199	95%		228	201	88%		572	532	93%	
Review of performance evaluations	W/in 14 calendar days for evaluations not effecting pay.	1872	1668	89%		2284	2247	98%		1938	1920	99%		6094	5835	96%	
Layoff Notification	100% accurate	2	2	100%		4	4	100%		4	4	100%		10	10	100%	
Dispute resolution	At lowest level possible			Yes				Yes				Yes				Yes	
Appeal responses	within contractual timeframes	50	49	98%		60	57	95%		51	49	96%		161	155	96%	
Technical Services																	
Personnel Actions forms - separations, appointments, transfers & promotions	w/in 3 business days of receipt.	635	580	92%	Dec 04 measure	1966	1731	88.1%	Several actions did not meet standard due to missing paperwork.	2851	2459	86%		5452	4770	87%	
other Personnel Action forms effecting pay.	w/in pay period received.	2262	2252	100%	Dec 04 measure	4926	4919	99.9%		8595	8572	100%		15,783	15,743	100%	
Payroll Processing	98% accuracy rate	1221	1139	93%	Dec 04 measure	83,045	82,556	99.4%		88,606	88,108	99%		172,872	171,803	99%	
Job service & LTC referrals	w/in 1 business day	16	14	88%	Dec 04 measure	64	56	87.5%		111	106	95%		191	176	92%	
FMLA notification	verbal - w/in 3 days of notification of qualifying condition. Written - within 14 calendar days.	103	103	100%	Dec 04 measure	265	190	71.7%		312	226	72%		680	519	76%	
Timekeeper Training	2x a year or as requested.	3	3	100%		5	5	100.0%		2	2	100%		10	10	100%	
Notice of Pay Problems	Eliminate penalty pay that accrues from failure to respond timely.	202	201	100%		150	149	99.3%		159	158	99%		511	508	99%	
Delegated Letters of Agreement/on payroll related topics	w/in 3 business days of receipt.	22	22	100%		88	69	78.4%		609	471	77%		719	562	78%	
grievance/complaints and dispute resolution related to	w/in contractual time frames.	25	25	100%		12	10	83.3%		4	4	100%		41	39	95%	
EEO/AA																	
Response to client inquiries	same day if possible, no later than 1 business day	177	177	100%		57	57	100%		24	24	100%		258	258	100%	
Response to external agencies	W/in 35 calendar days	23	20	87%		13	10	77%		8	8	100%		44	38	86%	
EEO/AA Plans	by federal due date.	None due this reporting period				None due this reporting period				None due this reporting period				None due this reporting period			
Internal Investigations	w/in 63 calendar days			100%		1		100%		0	0			1	1	100%	
Equal Opportunity Compliance	by federal due date.	None required this reporting period				None due this reporting period				None due this reporting period				None due this reporting period			
Compliance Training	w/in negotiated timeframes	20	20	100%		1	1	100%		0	0			21	21	100%	
Training & Development																	
Respond to customer service inquiries	same day if possible, no later than 1 business day			Yes				Yes				Yes				Yes	
Core course scheduled:	monthly in Jnu & Anc	19	19	100%	5 classes cancelled due to low enrollment	22	22	100%	5 classes cancelled due to low enrollment	18	18	100%	6 classes cancelled due to low enrollment	59	59	100%	16 classes cancelled due to low enrollment
Advance course schedule:	bi-monthly in Jnu & Anc	13	13	100%	2 classes cancelled due to low enrollment	23	23	100%	Special sessions in Homer and Kodiak	17	17	100%	2 classes cancelled due to low enrollment	53	53	100%	4 classes cancelled due to low enrollment
AFNS schedule	bi-monthly in Jnu & Anc	3	3	100%		5	5	100%		2	2	100%	1 class cancelled due to low enrollment	10	10	100%	1 class cancelled due to low enrollment
Workplace Alaska	Monthly in Jnu, Anc, Fbks	9	8	89%		9	9	100%		7	7	100%	2 classes cancelled due to low enrollment	25	24	96%	2 classes cancelled due to low enrollment
		# of attendees				# of attendees				# of attendees				# of attendees			
		JNU	ANC	FBKS/	Total Statewide	JNU	ANC	FBKS/	Total Statewide	JNU	ANC	FBKS/	Total Statewide	JNU	ANC	FBKS/	Total Statewide
core	Customer Service	21	87	12	120	27	25	11	63	20	28	5	53	68	140	28	236
core	Effective Interviewing &	14	38	6	58	16	41	33	90	14	37	5	56	44	116	44	204
core	Performance Appraisal	20	47	7	74	15	32	32	79	86	29	6	121	121	108	45	274
core	A Respectful Workplace	12	363	26	401	11	79	25	115	13	54	30	97	36	496	81	613
core	Workplace Alaska	32	43	19	94	35	50	21	106	32	29	3	64	99	122	43	264
advanced core	Performance Coaching	16	6	0	22	45	35	38	118	64	41	15	120	125	82	53	260
advanced core	Change Management	19	24	0	43	41	49	10	100	8	13	0	21	68	86	10	164
advanced core	The Disciplinary Process	0	10	0	10	11	17	16	44	0	15	0	15	11	42	16	69
advanced core	Interpersonal Skills	30	34	0	64	12	19	18	49	25	37	0	62	67	90	18	175
advanced core	Valuing Diversity	13	45	16	74	11	65	18	94	6	46	18	70	30	156	52	238
advanced core	Academy for New Supervisors	27	31	0	58	32	20	27	79	0	54	0	54	59	105	27	191
	Other	24	83	0	107	33	10	2	45	0	26	4	30	57	119	6	182
Total # of Students		228	811	86	1125	289	442	251	982	268	409	86	763	785	1662	423	2870
Statewide Planning & Research																	
Respond to information requests	w/in project scope	46	44	96%	All SPR stats are enterprise wide	66	61	92%	All SPR stats are enterprise wide	86	79	92%	All SPR stats are enterprise wide	198	184	93%	All SPR stats are enterprise wide
HR Update	semi-monthly	6	6	100%	Published Semi-Monthly	5	5	100%	Published Semi-Monthly	3	3	100%	Published Semi-Monthly	14	14	100%	Published Semi-Monthly
HR Solutions	quarterly	1	1	100%	Published Quarterly	1	1	100%	Published Quarterly	1	1	100%	Published Quarterly	3	3	100%	Published Quarterly
Publish Workforce Profile	semi-annually	1	1	100%	Published Semi-Annually	0	0	N/A	Published Semi-Annually	1	1	100%	Published Semi-Annually	2	2	100%	Published Semi-Annually
Electronic reporting	Monthly	42	42	100%	Distributed to all departments	51	51	100%	Distributed to all departments	52	52	100%	Distributed to all departments	145	145	100%	Distributed to all departments
Evaluation due reports	Monthly(effective no later than 12/31/04)	14	14	100%	Distributed to all departments	42	42	100%	Distributed to all departments	42	42	100%	Distributed to all departments	98	98	100%	Distributed to all departments