

Division of Personnel
Client Service Standards
2nd Quarter FY 06

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	461	450	97.6%	Average <1 day
Actions logged in PD Tracker	Same business day as processed.			Yes	
Create Non-permanent positions	W/in 2 business days	134	111	82.8%	Average 1+ day
Priority PDs & PDs for Recruitments	w/in 14 calendar days	263	122	46.4%	Average 16+ days
Reclassification actions involving a proposed change to the class	w/in 35 calendar days	73	52	71.2%	Average 29+ days
Classification actions involving a proposed update	w/in 58 calendar days	124	114	91.9%	Average 22+ days
Maintenance Requests on existing class specifications	w/in 14 calendar days	2	1	50.0%	
Classification Studies	At least one top priority class study per operating agency per fiscal year	4	3	75.0%	11 Class studies completed to date (50 classes, 487 PCNs), 10 #1 priorities plus APEA salary analysis, 7 additional #1 priorities underway
Employee Services					
Workplace Alaska postings	w/in 2 business days	824	823	99.9%	
Workplace Alaska Approval to Hire	w/in 2 business days	911	891	97.8%	
Job service & LTC referrals	w/in 2 business days	93	93	100.0%	
Advanced Step Placements	w/in 2 business days	25	23	92.0%	
request for personnel file information or existing position description	same day if possible, no later than 1 business day	1402	1402	100.0%	
Response to information request through the employee call center	same day if possible, no later than 1 business day	2700	2700	100.0%	
Management Services					
Respond to client inquiries	same day if possible, no later than 1 business day	0	0	Yes	
Delegated LOAs	w/in 3 business days	13	13	100.0%	
Review of performance evaluations	W/in 3 business days for evaluations effecting pay.	137	129	N/A	
Review of performance evaluations	W/in 14 calendar days for evaluations not effecting pay.	2209	2169	98.2%	
Layoff Notification	100% accurate	4	4	100.0%	
Dispute resolution	At lowest level possible	0	0	Yes	
Appeal responses	within contractual timeframes	28	27	96.4%	

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Technical Services					
Personnel Actions forms - separations, appointments, transfers & promotions	w/in 3 business days of receipt.	2670	2466	92.4%	Several actions did not meet standard due to missing paperwork.
other Personnel Action forms effecting pay.	w/in pay period received.	5536	5501	99.4%	
Payroll Processing	98% accuracy rate	89938	89429	99.4%	
FMLA notification	verbal - w/in 3 days of notification of qualifying condition. Written - within 14 calendar days.	288	212	73.6%	
Timekeeper Training	2x a year or as requested.	0	0	N/A	AKPAY Training offered through TrainAlaska beginning in September.
Notice of Pay Problems	Eliminate penalty pay that accrues from failure to respond timely.	104	102	98.1%	Quarterly report will identify how much penalty pay was paid.
Delegated Letters of Agreement/on payroll related topics	w/in 3 business days of receipt.	143	118	82.5%	
Grievance/Complaint/and dispute resolution related to payroll	w/in contractual time frames.	7	7	100.0%	
EEO/AA					
Response to client inquiries	same day if possible, no later than 1 business day	9	9	100.0%	
Response to external agencies	W/in 35 calendar days	18	18	100.0%	
EEO/AA Plans	by federal due date.	28	28	100.0%	
Internal Investigations	w/in 63 calendar days	1	1	100.0%	
Equal Opportunity Compliance	by federal due date.	1	1	100.0%	
Compliance Training	w/in negotiated timeframes	0	0	N/A	

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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	26	26	100.0%	7 classes cancelled due to low enrollment
Advance course schedule:	bi-monthly in Jnu & Anc	30	29	96.7%	4 classes cancelled due to low enrollment and 1 class cancelled due to resources
AFSU schedule	bi-monthly in Jnu & Anc	4	4	100.0%	
Workplace Alaska	Self Directed Monthly			100.0%	
		# of attendees			
		JNU	ANC	FBKS/	Total Statewide
core	Customer Service in the PS (2005)/Service Excellence (2006)	35	0	0	35
core	Effective Interviewing & Hiring (2005)/Strategic Recr & Screen (2006)	0	0	0	0
core	Performance Appraisal - basics	10	9	9	28
core	A Respectful Workplace	68	108	35	211
core	Workplace Alaska for HM	0	0	0	0
core	AKPAY basics	27	43	0	70
core	New Employee Orientation	3	3	0	6
core	Workplace Violence	10	75	5	90
advanced core	Performance Coaching	25	18	15	58
advanced core	Change Management for supervisors	10	8	11	29
advanced core	The Disciplinary Process	13	48	0	61
advanced core	Interpersonal Skills	28	66	10	104
advanced core	Valuing Diversity	34	95	0	129
advanced core	Academy for Supervisors	29	73	0	102
advanced core	AKPAY for timekeepers	25	43	0	68
advanced core	Team-Building	0	42	0	42
advanced core	Conflict Resolution	0	0	0	0
	Other	13	8	0	21
Total # of Students		330	639	85	1054
Statewide Planning & Research					
Respond to information requests	w/in project scope	60	56	93.3%	All SPR Stats are enterprise wide.
HR Update	semi-monthly	2	2	100.0%	Scheduled Issue Published
HR Solutions	quarterly	N/A	N/A	N/A	Winter 05 - Next Publication
Publish Workforce Profile	semi-annually	N/A	N/A	N/A	Winter 05 - Next Publication
Electronic reporting	Monthly	58	58	100.0%	Distributed to requestor.
Evaluation due reports	Monthly	14	14	100.0%	Distributed to all departments.

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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	26	26	100%	Average <1 day
Actions logged in PD Tracker	Same business day as processed.			Yes	
Create Non-permanent positions	W/in 2 business days	15	14	93%	Average <1 day
Priority PDs & PDs for Recruitments	w/in 14 calendar days	11	4	36%	Average 14+ days
Reclassification actions involving a proposed change to the class	w/in 35 calendar days	12	7	58%	Average 25+ days
Classification actions involving a proposed update	w/in 58 calendar days	3	3	100%	Average 37 days
Maintenance Requests on existing class specifications	w/in 14 calendar days	0	0	N/A	
Classification Studies	At least one top priority class study per operating agency per fiscal year	1	1	100%	#1 for DOP completed (Training Specialist), #1 for DOA completed (OAH Deputy Chief ALJ)
Employee Services					
Workplace Alaska postings	w/in 2 business days	39	39	100%	
Workplace Alaska Approval to Hire	w/in 2 business days	53	53	100%	
Job service & LTC referrals	w/in 2 business days	2	2	100%	
Advanced Step Placements	w/in 2 business days	0	0	N/A	
request for personnel file information or existing position description	same day if possible, no later than 1 business day	678	678	100%	
Response to information request through the employee call center	same day if possible, no later than 1 business day	194	194	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	0	0	N/A	
Review of performance evaluations	W/in 3 business days for evaluations effecting pay.	11	10	91%	
Review of performance evaluations	W/in 14 calendar days for evaluations not effecting pay.	87	87	100%	
Layoff Notification	100% accurate	0	0	N/A	
Dispute resolution	At lowest level possible			Yes	
Appeal responses	within contractual timeframes	1	1	100%	

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Technical Services						
Personnel Actions forms - separations, appointments, transfers & promotions	w/in 3 business days of receipt.	117	84	72%	16 actions did not meet standard due to missing paperwork.	
other Personnel Action forms effecting pay.	w/in pay period received.	385	385	100%		
Payroll Processing	98% accuracy rate	5636	5563	99%		
FMLA notification	verbal - w/in 3 days of notification of qualifying condition. Written - within 14 calendar days.	15	9	60%		
Timekeeper Training	2x a year or as requested.	0	0	N/A	AKPAY Training offered through TrainAlaska beginning in September.	
Notice of Pay Problems	Eliminate penalty pay that accrues from failure to respond timely.	2	2	100%	Quarterly report will identify how much penalty pay was paid.	
Delegated Letters of Agreement/on payroll related topics	w/in 3 business days of receipt.	1	1	100%		
Grievance/Complaint/and dispute resolution related to payroll	w/in contractual time frames.	0	0	N/A		
EEO/AA						
Response to client inquiries	same day if possible, no later than 1 business day	9	9	100%		
Response to external agencies	W/in 35 calendar days	18	18	100%		
EEO/AA Plans	by federal due date.	28	28	100%		
Internal Investigations	w/in 63 calendar days	1	1	100%		
Equal Opportunity Compliance	by federal due date.	1	1	100%		
Compliance Training	w/in negotiated timeframes	0	0	N/A		

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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	26	26	100%	7 classes cancelled due to low enrollment	
Advance course schedule:	bi-monthly in Jnu & Anc	30	29	97%	4 classes cancelled due to low enrollment and 1 class cancelled due to resources	
AFNS schedule	bi-monthly in Jnu & Anc	4	4	100%		
Workplace Alaska	Self Directed Monthly			100%		
		# of attendees				
		JNU	ANC	FBKS/	Total Statewide	
core	Customer Service in the PS (2005)/Service Excellence (2006)	22	0	0	22	
core	Effective Interviewing & Hiring (2005)/Strategic Recr & Screen (2006)	0	0	0	0	
core	Performance Appraisal - basics	2	2	1	5	
core	A Respectful Workplace	4	1	0	5	
core	Workplace Alaska for HM	0	0	0	0	
core	AKPAY basics	9	2	0	11	
core	New Employee Orientation	0	0	0	0	
core	Workplace Violence	4	1	0	5	
advanced core	Performance Coaching	5	1	1	7	
advanced core	Change Management for supervisors	1	1	1	3	
advanced core	The Disciplinary Process	5	0	0	5	
advanced core	Interpersonal Skills	11	2	1	14	
advanced core	Valuing Diversity	21	1	0	22	
advanced core	Academy for Supervisors	1	6	0	7	
advanced core	AKPAY for timekeepers	3	2	0	5	
advanced core	Team-Building	0	0	0	0	
advanced core	Conflict Resolution	0	0	0	0	
	Other	13	4	0	17	
Total # of Students		101	23	4	128	
Statewide Planning & Research						
Respond to information requests	w/in project scope	60	56	93%	All SPR Stats are enterprise wide.	
HR Update	semi-monthly	2	2	100%	Scheduled Issue Published	
HR Solutions	quarterly	N/A	N/A	N/A	Winter 05 - Next Publication	
Publish Workforce Profile	semi-annually	N/A	N/A	N/A	Winter 05 - Next Publication	
Electronic reporting	Monthly	58	58	100%	Distributed to requestor.	
Evaluation due reports	Monthly(effective no later than 12/31/04)	14	14	100%	Distributed to all departments.	

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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	9	9	100%	Average 0 days
Actions logged in PD Tracker	Same business day as processed.			Yes	
Create Non-permanent positions	W/in 2 business days	1	1	100%	Average 0 days
Priority PDs & PDs for Recruitments	w/in 14 calendar days	9	0	0%	
Reclassification actions involving a proposed change to the class	w/in 35 calendar days	0	0	N/A	
Classification actions involving a proposed update	w/in 58 calendar days	0	0	N/A	
Maintenance Requests on existing class specifications	w/in 14 calendar days	0	0	N/A	
Classification Studies	At least one top priority class study per operating agency per fiscal year	0	0	N/A	
Employee Services					
Workplace Alaska postings	w/in 2 business days	21	21	100%	
Workplace Alaska Approval to Hire	w/in 2 business days	27	27	100%	
Job service & LTC referrals	w/in 2 business days	0	0	N/A	
Advanced Step Placements	w/in 2 business days	1	1	100%	
request for personnel file information or existing position description	same day if possible, no later than 1 business day	7	7	100%	
Response to information request through the employee call center	same day if possible, no later than 1 business day	35	35	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	0	0	N/A	
Review of performance evaluations	W/in 3 business days for evaluations effecting pay.	0	0	N/A	
Review of performance evaluations	W/in 14 calendar days for evaluations not effecting pay.	43	43	100%	
Layoff Notification	100% accurate	0	0	N/A	
Dispute resolution	At lowest level possible			Yes	
Appeal responses	within contractual timeframes	1	1	100%	

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Technical Services					
Personnel Actions forms - separations, appointments, transfers & promotions	w/in 3 business days of receipt.	83	78	94%	1 action did not meet standard due to missing paperwork.
other Personnel Action forms effecting pay.	w/in pay period received.	185	185	100%	
Payroll Processing	98% accuracy rate	2819	2797	99%	
FMLA notification	verbal - w/in 3 days of notification of qualifying condition. Written - within 14 calendar days.	15	14	93%	
Timekeeper Training	2x a year or as requested.	0	0	N/A	AKPAY Training offered through TrainAlaska beginning in September.
Notice of Pay Problems	Eliminate penalty pay that accrues from failure to respond timely.	0	0	N/A	Quarterly report will identify how much penalty pay was paid.
Delegated Letters of Agreement/on payroll related topics	w/in 3 business days of receipt.	0	0	N/A	
Grievance/Complaint/and dispute resolution related to payroll	w/in contractual time frames.	0	0	N/A	
EEO/AA					
Response to client inquiries	same day if possible, no later than 1 business day	9	9	100%	
Response to external agencies	W/in 35 calendar days	18	18	100%	
EEO/AA Plans	by federal due date.	28	28	100%	
Internal Investigations	w/in 63 calendar days	1	1	100%	
Equal Opportunity Compliance	by federal due date.	1	1	100%	
Compliance Training	w/in negotiated timeframes	0	0	N/A	

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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	26	26	100%	7 classes cancelled due to low enrollment
Advance course schedule:	bi-monthly in Jnu & Anc	30	29	97%	4 classes cancelled due to low enrollment and 1 class cancelled due to resources
AFNS schedule	bi-monthly in Jnu & Anc	4	4	100%	
Workplace Alaska	Self Directed Monthly			100%	
		# of attendees			
		JNU	ANC	FBKS/	Total Statewide
core	Customer Service in the PS (2005)/Service Excellence (2006)	0	0	0	0
core	Effective Interviewing & Hiring (2005)/Strategic Recr & Screen (2006)	0	0	0	0
core	Performance Appraisal - basics	1	0	1	2
core	A Respectful Workplace	1	0	0	1
core	Workplace Alaska for HM	0	0	0	0
core	AKPAY basics	0	0	0	0
core	New Employee Orientation	0	0	0	0
core	Workplace Violence	0	0	0	0
advanced core	Performance Coaching	0	0	0	0
advanced core	Change Management for supervisors	0	0	0	0
advanced core	The Disciplinary Process	1	0	0	1
advanced core	Interpersonal Skills	0	1	0	1
advanced core	Valuing Diversity	1	0	0	1
advanced core	Academy for Supervisors	1	0	0	1
advanced core	AKPAY for timekeepers	0	0	0	0
advanced core	Team-Building	0	0	0	0
advanced core	Conflict Resolution	0	0	0	0
	Other	0	0	0	0
Total # of Students		5	1	1	7
Statewide Planning & Research					
Respond to information requests	w/in project scope	60	56	93%	All SPR Stats are enterprise wide.
HR Update	semi-monthly	2	2	100%	Scheduled Issue Published
HR Solutions	quarterly	N/A	N/A	N/A	Winter 05 - Next Publication
Publish Workforce Profile	semi-annually	N/A	N/A	N/A	Winter 05 - Next Publication
Electronic reporting	Monthly	58	58	100%	Distributed to requestor.
Evaluation due reports	Monthly(effective no later than 12/31/04)	14	14	100%	Distributed to all departments.

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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	21	21	100%	Average 0 days
Actions logged in PD Tracker	Same business day as processed.			Yes	
Create Non-permanent positions	W/in 2 business days	2	2	100%	Average 1 day
Priority PDs & PDs for Recruitments	w/in 14 calendar days	6	4	67%	Average 14+ days
Reclassification actions involving a proposed change to the class	w/in 35 calendar days	2	2	100%	Average 27 days
Classification actions involving a proposed update	w/in 58 calendar days	13	13	100%	Average 15 days
Maintenance Requests on existing class specifications	w/in 14 calendar days	0	0	N/A	
Classification Studies	At least one top priority class study per operating agency per fiscal year	0	0	N/A	#1 completed (Revenue Auditors)
Employee Services					
Workplace Alaska postings	w/in 2 business days	34	34	100%	
Workplace Alaska Approval to Hire	w/in 2 business days	33	33	100%	
Job service & LTC referrals	w/in 2 business days	0	0	N/A	
Advanced Step Placements	w/in 2 business days	0	0	N/A	
request for personnel file information or existing position description	same day if possible, no later than 1 business day	7	7	100%	
Response to information request through the employee call center	same day if possible, no later than 1 business day	95	95	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	0	0	N/A	
Review of performance evaluations	W/in 3 business days for evaluations effecting pay.	4	4	100%	
Review of performance evaluations	W/in 14 calendar days for evaluations not effecting pay.	121	121	100%	
Layoff Notification	100% accurate	0	0	N/A	
Dispute resolution	At lowest level possible			Yes	
Appeal responses	within contractual timeframes	1	1	100%	

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Technical Services					
Personnel Actions forms - separations, appointments, transfers & promotions	w/in 3 business days of receipt.	67	54	81%	7 actions did not meet standard due to missing paperwork.
other Personnel Action forms effecting pay.	w/in pay period received.	161	161	100%	
Payroll Processing	98% accuracy rate	2745	2736	100%	
FMLA notification	verbal - w/in 3 days of notification of qualifying condition. Written - within 14 calendar days.	20	16	80%	
Timekeeper Training	2x a year or as requested.	0	0	N/A	AKPAY Training offered through TrainAlaska beginning in September.
Notice of Pay Problems	Eliminate penalty pay that accrues from failure to respond timely.	0	0	N/A	Quarterly report will identify how much penalty pay was paid.
Delegated Letters of Agreement/on payroll related topics	w/in 3 business days of receipt.	22	22	100%	
Grievance/Complaint/and dispute resolution related to	w/in contractual time frames.	0	0	N/A	
EEO/AA					
Response to client inquiries	same day if possible, no later than 1 business day	9	9	100%	
Response to external agencies	W/in 35 calendar days	18	18	100%	
EEO/AA Plans	by federal due date.	28	28	100%	
Internal Investigations	w/in 63 calendar days	1	1	100%	
Equal Opportunity Compliance	by federal due date.	1	1	100%	
Compliance Training	w/in negotiated timeframes	0	0	N/A	

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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	26	26	100%	7 classes cancelled due to low enrollment
Advance course schedule:	bi-monthly in Jnu & Anc	30	29	97%	4 classes cancelled due to low enrollment and 1 class cancelled due to resources
AFNS schedule	bi-monthly in Jnu & Anc	4	4	100%	
Workplace Alaska	Self Directed Monthly			100%	
		# of attendees			
		JNU	ANC	FBKS/	Total Statewide
core	Customer Service in the PS (2005)/Service Excellence (2006)	4	0	0	4
core	Effective Interviewing & Hiring (2005)/Strategic Recr & Screen (2006)	0	0	0	0
core	Performance Appraisal - basics	1	1	0	2
core	A Respectful Workplace	2	35	0	37
core	Workplace Alaska for HM	0	0	0	0
core	AKPAY basics	2	0	0	2
core	New Employee Orientation	0	0	0	0
core	Workplace Violence	0	6	0	6
advanced core	Performance Coaching	0	0	0	0
advanced core	Change Management for supervisors	5	0	0	5
advanced core	The Disciplinary Process	1	0	0	1
advanced core	Interpersonal Skills	0	19	0	19
advanced core	Valuing Diversity	5	36	0	41
advanced core	Academy for Supervisors	1	2	0	3
advanced core	AKPAY for timekeepers	2	0	0	2
advanced core	Team-Building	0	0	0	0
advanced core	Conflict Resolution	0	0	0	0
	Other	0	0	0	0
Total # of Students		23	99	0	122
Statewide Planning & Research					
Respond to information requests	w/in project scope	60	56	93%	All SPR Stats are enterprise wide.
HR Update	semi-monthly	2	2	100%	Scheduled Issue Published
HR Solutions	quarterly	N/A	N/A	N/A	Winter 05 - Next Publication
Publish Workforce Profile	semi-annually	N/A	N/A	N/A	Winter 05 - Next Publication
Electronic reporting	Monthly	58	58	100%	Distributed to requestor.
Evaluation due reports	Monthly(effective no later than 12/31/04)	14	14	100%	Distributed to all departments.

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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	7	7	100%	Average 0 days
Actions logged in PD Tracker	Same business day as processed.			Yes	
Create Non-permanent positions	W/in 2 business days	7	7	100%	Average <1 day
Priority PDs & PDs for Recruitments	w/in 14 calendar days	3	2	67%	Average 11+ days
Reclassification actions involving a proposed change to the class	w/in 35 calendar days	1	1	100%	Average 10 days
Classification actions involving a proposed update	w/in 58 calendar days	3	3	100%	Average 12+ days
Maintenance Requests on existing class specifications	w/in 14 calendar days	0	0	N/A	
Classification Studies	At least one top priority class study per operating agency per fiscal year	1	1	100%	#1 completed (Museum Professionals)
Employee Services					
Workplace Alaska postings	w/in 2 business days	22	22	100%	
Workplace Alaska Approval to Hire	w/in 2 business days	21	21	100%	
Job service & LTC referrals	w/in 2 business days	0	0	N/A	
Advanced Step Placements	w/in 2 business days	1	1	100%	
request for personnel file information or existing position description	same day if possible, no later than 1 business day	18	18	100%	
Response to information request through the employee call center	same day if possible, no later than 1 business day	46	46	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	0	0	N/A	
Review of performance evaluations	W/in 3 business days for evaluations effecting pay.	1	1	100%	
Review of performance evaluations	W/in 14 calendar days for evaluations not effecting pay.	18	18	100%	
Layoff Notification	100% accurate	0	0	N/A	
Dispute resolution	At lowest level possible			Yes	
Appeal responses	within contractual timeframes	1	1	100%	

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Technical Services					
Personnel Actions forms - separations, appointments, transfers & promotions	w/in 3 business days of receipt.	75	75	100%	
other Personnel Action forms effecting pay.	w/in pay period received.	127	127	100%	
Payroll Processing	98% accuracy rate	1958	1947	99%	
FMLA notification	verbal - w/in 3 days of notification of qualifying condition. Written - within 14 calendar days.	8	6	75%	
Timekeeper Training	2x a year or as requested.	0	0	N/A	AKPAY Training offered through TrainAlaska beginning in September.
Notice of Pay Problems	Eliminate penalty pay that accrues from failure to respond timely.	0	0	N/A	Quarterly report will identify how much penalty pay was paid.
Delegated Letters of Agreement/on payroll related topics	w/in 3 business days of receipt.	0	0	N/A	
Grievance/Complaint/and dispute resolution related to payroll	w/in contractual time frames.	0	0	N/A	
EEO/AA					
Response to client inquiries	same day if possible, no later than 1 business day	9	9	100%	
Response to external agencies	W/in 35 calendar days	18	18	100%	
EEO/AA Plans	by federal due date.	28	28	100%	
Internal Investigations	w/in 63 calendar days	1	1	100%	
Equal Opportunity Compliance	by federal due date.	1	1	100%	
Compliance Training	w/in negotiated timeframes	0	0	N/A	

Division of Personnel
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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	26	26	100%	7 classes cancelled due to low enrollment
Advance course schedule:	bi-monthly in Jnu & Anc	30	29	97%	4 classes cancelled due to low enrollment and 1 class cancelled due to resources
AFNS schedule	bi-monthly in Jnu & Anc	4	4	100%	
Workplace Alaska	Self Directed Monthly			100%	
		# of attendees			
		JNU	ANC	FBKS/	Total Statewide
core	Customer Service in the PS (2005)/Service Excellence (2006)	1	0	0	1
core	Effective Interviewing & Hiring (2005)/Strategic Recr & Screen (2006)	0	0	0	0
core	Performance Appraisal - basics	0	0	0	0
core	A Respectful Workplace	1	0	0	1
core	Workplace Alaska for HM	0	0	0	0
core	AKPAY basics	2	0	0	2
core	New Employee Orientation	0	0	0	0
core	Workplace Violence	0	0	0	0
advanced core	Performance Coaching	1	0	0	1
advanced core	Change Management for supervisors	0	0	0	0
advanced core	The Disciplinary Process	0	0	0	0
advanced core	Interpersonal Skills	0	0	0	0
advanced core	Valuing Diversity	0	0	0	0
advanced core	Academy for Supervisors	2	0	0	2
advanced core	AKPAY for timekeepers	2	0	0	2
advanced core	Team-Building	0	0	0	0
advanced core	Conflict Resolution	0	0	0	0
	Other	0	0	0	0
Total # of Students		9	0	0	9
Statewide Planning & Research					
Respond to information requests	w/in project scope	60	56	93%	All SPR Stats are enterprise wide.
HR Update	semi-monthly	2	2	100%	Scheduled Issue Published
HR Solutions	quarterly	N/A	N/A	N/A	Winter 05 - Next Publication
Publish Workforce Profile	semi-annually	N/A	N/A	N/A	Winter 05 - Next Publication
Electronic reporting	Monthly	58	58	100%	Distributed to requestor.
Evaluation due reports	Monthly(effective no later than 12/31/04)	14	14	100%	Distributed to all departments.

Division of Personnel
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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	20	18	90%	Average <1 day
Actions logged in PD Tracker	Same business day as processed.			Yes	
Create Non-permanent positions	W/in 2 business days	35	31	89%	Average 1+ days
Priority PDs & PDs for Recruitments	w/in 14 calendar days	8	5	63%	Average 13+ days
Reclassification actions involving a proposed change to the class	w/in 35 calendar days	8	7	88%	Average 15+ days
Classification actions involving a proposed update	w/in 58 calendar days	4	4	100%	Average 14 days
Maintenance Requests on existing class specifications	w/in 14 calendar days	0	0	N/A	
Classification Studies	At least one top priority class study per operating agency per fiscal year	0	0	N/A	#1 completed (Workers' Compensation Hearing Officers)
Employee Services					
Workplace Alaska postings	w/in 2 business days	59	59	100%	
Workplace Alaska Approval to Hire	w/in 2 business days	61	61	100%	
Job service & LTC referrals	w/in 2 business days	3	3	100%	
Advanced Step Placements	w/in 2 business days	2	2	100%	
request for personnel file information or existing position description	same day if possible, no later than 1 business day	59	59	100%	
Response to information request through the employee call center	same day if possible, no later than 1 business day	169	169	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	0	0	N/A	
Review of performance evaluations	W/in 3 business days for evaluations effecting pay.	15	12	80%	
Review of performance evaluations	W/in 14 calendar days for evaluations not effecting pay.	171	171	100%	
Layoff Notification	100% accurate	0	0	N/A	
Dispute resolution	At lowest level possible			Yes	
Appeal responses	within contractual timeframes	1	1	100%	

Division of Personnel
Client Service Standards
2nd Quarter FY 06

Technical Services					
Personnel Actions forms - separations, appointments, transfers & promotions	w/in 3 business days of receipt.	136	125	92%	
other Personnel Action forms effecting pay.	w/in pay period received.	666	666	100%	311 CC/LC Changes in October.
Payroll Processing	98% accuracy rate	5632	5604	100%	
FMLA notification	verbal - w/in 3 days of notification of qualifying condition. Written - within 14 calendar days.	8	4	50%	
Timekeeper Training	2x a year or as requested.	0	0	N/A	AKPAY Training offered through TrainAlaska beginning in September.
Notice of Pay Problems	Eliminate penalty pay that accrues from failure to respond timely.	3	3	100%	Quarterly report will identify how much penalty pay was paid.
Delegated Letters of Agreement/on payroll related topics	w/in 3 business days of receipt.	8	8	100%	
Grievance/Complaint/and dispute resolution related to	w/in contractual time frames.	0	0	N/A	
EEO/AA					
Response to client inquiries	same day if possible, no later than 1 business day	9	9	100%	
Response to external agencies	W/in 35 calendar days	18	18	100%	
EEO/AA Plans	by federal due date.	28	28	100%	
Internal Investigations	w/in 63 calendar days	1	1	100%	
Equal Opportunity Compliance	by federal due date.	1	1	100%	
Compliance Training	w/in negotiated timeframes	0	0	N/A	

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2nd Quarter FY 06

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	26	26	100%	7 classes cancelled due to low enrollment
Advance course schedule:	bi-monthly in Jnu & Anc	30	29	97%	4 classes cancelled due to low enrollment and 1 class cancelled due to resources
AFNS schedule	bi-monthly in Jnu & Anc	4	4	100%	
Workplace Alaska	Self Directed Monthly			100%	
		# of attendees			
		JNU	ANC	FBKS/	Total Statewide
core	Customer Service in the PS (2005)/Service Excellence (2006)	0	0	0	0
core	Effective Interviewing & Hiring (2005)/Strategic Recr & Screen (2006)	0	0	0	0
core	Performance Appraisal - basics	1	0	0	1
core	A Respectful Workplace	0	33	1	34
core	Workplace Alaska for HM	0	0	0	0
core	AKPAY basics	0	3	0	3
core	New Employee Orientation	1	0	0	1
core	Workplace Violence	0	31	1	32
advanced core	Performance Coaching	4	1	0	5
advanced core	Change Management for supervisors	1	0	0	1
advanced core	The Disciplinary Process	0	1	0	1
advanced core	Interpersonal Skills	2	0	0	2
advanced core	Valuing Diversity	3	0	0	3
advanced core	Academy for Supervisors	1	1	0	2
advanced core	AKPAY for timekeepers	0	2	0	2
advanced core	Team-Building	0	0	0	0
advanced core	Conflict Resolution	0	0	0	0
	Other	0	0	0	0
Total # of Students		13	72	2	87
Statewide Planning & Research					
Respond to information requests	w/in project scope	60	56	93%	All SPR Stats are enterprise wide.
HR Update	semi-monthly	2	2	100%	Scheduled Issue Published
HR Solutions	quarterly	N/A	N/A	N/A	Winter 05 - Next Publication
Publish Workforce Profile	semi-annually	N/A	N/A	N/A	Winter 05 - Next Publication
Electronic reporting	Monthly	58	58	100%	Distributed to requestor.
Evaluation due reports	Monthly(effective no later than 12/31/04)	14	14	100%	Distributed to all departments.

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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	10	10	100%	Average <1 day
Actions logged in PD Tracker	Same business day as processed.			Yes	
Create Non-permanent positions	W/in 2 business days	4	3	75%	Average 1+ days
Priority PDs & PDs for Recruitments	w/in 14 calendar days	6	4	67%	Average 11+ days
Reclassification actions involving a proposed change to the class	w/in 35 calendar days	2	1	50%	Average 52 days
Classification actions involving a proposed update	w/in 58 calendar days	2	2	100%	Average 31 days
Maintenance Requests on existing class specifications	w/in 14 calendar days	0	0	N/A	
Classification Studies	At least one top priority class study per operating agency per fiscal year	0	0	N/A	
Employee Services					
Workplace Alaska postings	w/in 2 business days	10	10	100%	
Workplace Alaska Approval to Hire	w/in 2 business days	20	20	100%	
Job service & LTC referrals	w/in 2 business days	0	0	N/A	
Advanced Step Placements	w/in 2 business days	1	1	100%	
request for personnel file information or existing position description	same day if possible, no later than 1 business day	18	18	100%	
Response to information request through the employee call center	same day if possible, no later than 1 business day	41	41	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	0	0	N/A	
Review of performance evaluations effecting pay.	W/in 3 business days for evaluations effecting pay.	13	13	100%	
Review of performance evaluations	W/in 14 calendar days for evaluations not effecting pay.	51	51	100%	
Layoff Notification	100% accurate	0	0	N/A	
Dispute resolution	At lowest level possible	0	0	Yes	
Appeal responses	within contractual timeframes	0	0	N/A	

Division of Personnel
Client Service Standards
2nd Quarter FY 06

Technical Services					
Personnel Actions forms - separations, appointments, transfers & promotions	w/in 3 business days of receipt.	45	41	91%	3 actions did not meet standard due to missing paperwork.
other Personnel Action forms effecting pay.	w/in pay period received.	93	93	100%	
Payroll Processing	98% accuracy rate	2587	2587	100%	
FMLA notification	verbal - w/in 3 days of notification of qualifying condition. Written - within 14 calendar days.	7	6	86%	
Timekeeper Training	2x a year or as requested.	0	0	N/A	AKPAY Training offered through TrainAlaska beginning in September.
Notice of Pay Problems	Eliminate penalty pay that accrues from failure to respond timely.	0	0	N/A	Quarterly report will identify how much penalty pay was paid.
Delegated Letters of Agreement/on payroll related topics	w/in 3 business days of receipt.	4	4	100%	
Grievance/Complaint/and dispute resolution related to payroll	w/in contractual time frames.	0	0	N/A	
EEO/AA					
Response to client inquiries	same day if possible, no later than 1 business day	9	9	100%	
Response to external agencies	W/in 35 calendar days	18	18	100%	
EEO/AA Plans	by federal due date.	28	28	100%	
Internal Investigations	w/in 63 calendar days	1	1	100%	
Equal Opportunity Compliance	by federal due date.	1	1	100%	
Compliance Training	w/in negotiated timeframes	0	0	N/A	

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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	26	26	100%	7 classes cancelled due to low enrollment
Advance course schedule:	bi-monthly in Jnu & Anc	30	29	97%	4 classes cancelled due to low enrollment and 1 class cancelled due to resources
AFNS schedule	bi-monthly in Jnu & Anc	4	4	100%	
Workplace Alaska	Self Directed Monthly			100%	
		# of attendees			
		JNU	ANC	FBKS/	Total Statewide
core	Customer Service in the PS (2005)/Service Excellence (2006)	0	0	0	0
core	Effective Interviewing & Hiring (2005)/Strategic Recr & Screen (2006)	0	0	0	0
core	Performance Appraisal - basics	0	0	0	0
core	A Respectful Workplace	0	2	0	2
core	Workplace Alaska for HM	0	0	0	0
core	AKPAY basics	0	1	0	1
core	New Employee Orientation	0	0	0	0
core	Workplace Violence	0	0	0	0
advanced core	Performance Coaching	0	0	0	0
advanced core	Change Management for supervisors	0	0	0	0
advanced core	The Disciplinary Process	0	0	0	0
advanced core	Interpersonal Skills	0	0	0	0
advanced core	Valuing Diversity	0	1	0	1
advanced core	Academy for Supervisors	0	1	0	1
advanced core	AKPAY for timekeepers	0	1	0	1
advanced core	Team-Building	0	0	0	0
advanced core	Conflict Resolution	0	0	0	0
	Other	0	0	0	0
Total # of Students		0	6	0	6
Statewide Planning & Research					
Respond to information requests	w/in project scope	60	56	93%	All SPR Stats are enterprise wide.
HR Update	semi-monthly	2	2	100%	Scheduled Issue Published
HR Solutions	quarterly	N/A	N/A	N/A	Winter 05 - Next Publication
Publish Workforce Profile	semi-annually	N/A	N/A	N/A	Winter 05 - Next Publication
Electronic reporting	Monthly	58	58	100%	Distributed to requestor.
Evaluation due reports	Monthly(effective no later than 12/31/04)	14	14	100%	Distributed to all departments.

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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	6	6	100%	Average <1 day
Actions logged in PD Tracker	Same business day as processed.			Yes	
Create Non-permanent positions	W/in 2 business days	8	4	50%	Average 2+ days
Priority PDs & PDs for Recruitments	w/in 14 calendar days	4	3	75%	Average 17+ days
Reclassification actions involving a proposed change to the class	w/in 35 calendar days	1	1	100%	Average 21 days
Classification actions involving a proposed update	w/in 58 calendar days	1	0	0%	Average 69 days
Maintenance Requests on existing class specifications	w/in 14 calendar days	1	0	0%	
Classification Studies	At least one top priority class study per operating agency per fiscal year	0	0	N/A	
Employee Services					
Workplace Alaska postings	w/in 2 business days	31	31	100%	
Workplace Alaska Approval to Hire	w/in 2 business days	38	38	100%	
Job service & LTC referrals	w/in 2 business days	0	0	N/A	
Advanced Step Placements	w/in 2 business days	0	0	N/A	
request for personnel file information or existing position description	same day if possible, no later than 1 business day	5	5	100%	
Response to information request through the employee call center	same day if possible, no later than 1 business day	18	18	100%	
Management Services					
Respond to client inquiries	same day if possible, no later than 1 business day	0	0	Yes	
Delegated LOAs	w/in 3 business days	0	0	N/A	
Review of performance evaluations	W/in 3 business days for evaluations effecting pay.	4	4	100%	
Review of performance evaluations	W/in 14 calendar days for evaluations not effecting pay.	37	37	100%	
Layoff Notification	100% accurate	0	0	N/A	
Dispute resolution	At lowest level possible	0	0	Yes	
Appeal responses	within contractual timeframes	2	2	100%	

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2nd Quarter FY 06

Technical Services					
Personnel Actions forms - separations, appointments, transfers & promotions	w/in 3 business days of receipt.	74	67	91%	7 actions did not meet standard due to missing paperwork.
other Personnel Action forms effecting pay.	w/in pay period received.	133	133	100%	
Payroll Processing	98% accuracy rate	1636	1611	98%	
FMLA notification	verbal - w/in 3 days of notification of qualifying condition. Written - within 14 calendar days.	4	1	25%	
Timekeeper Training	2x a year or as requested.	0	0	N/A	AKPAY Training offered through TrainAlaska beginning in September.
Notice of Pay Problems	Eliminate penalty pay that accrues from failure to respond timely.	6	6	100%	Quarterly report will identify how much penalty pay was paid.
Delegated Letters of Agreement/on payroll related topics	w/in 3 business days of receipt.	1	1	100%	
Grievance/Complaint/and dispute resolution related to payroll	w/in contractual time frames.	0	0	N/A	
EEO/AA					
Response to client inquiries	same day if possible, no later than 1 business day	9	9	100%	
Response to external agencies	W/in 35 calendar days	18	18	100%	
EEO/AA Plans	by federal due date.	28	28	100%	
Internal Investigations	w/in 63 calendar days	1	1	100%	
Equal Opportunity Compliance	by federal due date.	1	1	100%	
Compliance Training	w/in negotiated timeframes	0	0	N/A	

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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	26	26	100%	7 classes cancelled due to low enrollment
Advance course schedule:	bi-monthly in Jnu & Anc	30	29	97%	4 classes cancelled due to low enrollment and 1 class cancelled due to resources
AFNS schedule	bi-monthly in Jnu & Anc	4	4	100%	
Workplace Alaska	Self Directed Monthly			100%	
		# of attendees			
		JNU	ANC	FBKS/	Total Statewide
core	Customer Service in the PS (2005)/Service Excellence (2006)	0	0	0	0
core	Effective Interviewing & Hiring (2005)/Strategic Recr & Screen (2006)	0	0	0	0
core	Performance Appraisal - basics	0	0	0	0
core	A Respectful Workplace	0	0	0	0
core	Workplace Alaska for HM	0	0	0	0
core	AKPAY basics	0	0	0	0
core	New Employee Orientation	0	0	0	0
core	Workplace Violence	0	0	0	0
advanced core	Performance Coaching	0	2	0	2
advanced core	Change Management for supervisors	0	0	0	0
advanced core	The Disciplinary Process	0	2	0	2
advanced core	Interpersonal Skills	0	0	0	0
advanced core	Valuing Diversity	0	0	0	0
advanced core	Academy for Supervisors	0	2	0	2
advanced core	AKPAY for timekeepers	1	0	0	1
advanced core	Team-Building	0	0	0	0
advanced core	Conflict Resolution	0	0	0	0
	Other	0	0	0	0
Total # of Students		1	6	0	7
Statewide Planning & Research					
Respond to information requests	w/in project scope	60	56	93%	All SPR Stats are enterprise wide.
HR Update	semi-monthly	2	2	100%	Scheduled Issue Published
HR Solutions	quarterly	N/A	N/A	N/A	Winter 05 - Next Publication
Publish Workforce Profile	semi-annually	N/A	N/A	N/A	Winter 05 - Next Publication
Electronic reporting	Monthly	58	58	100%	Distributed to requestor.
Evaluation due reports	Monthly(effective no later than 12/31/04)	14	14	100%	Distributed to all departments.

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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	38	37	97%	Average <1 day
Actions logged in PD Tracker	Same business day as processed.			Yes	
Create Non-permanent positions	W/in 2 business days	1	0	0%	Average 4 days
Priority PDs & PDs for Recruitments	w/in 14 calendar days	13	3	23%	Average 21+ days
Reclassification actions involving a proposed change to the class	w/in 35 calendar days	1	0	0%	Average 48 days
Classification actions involving a proposed update	w/in 58 calendar days	24	23	96%	Average 31+ days
Maintenance Requests on existing class specifications	w/in 14 calendar days	0	0	N/A	
Classification Studies	At least one top priority class study per operating agency per fiscal year	0	0	N/A	#1 completed (Trooper Management)
Employee Services					
Workplace Alaska postings	w/in 2 business days	41	41	100%	
Workplace Alaska Approval to Hire	w/in 2 business days	61	61	100%	
Job service & LTC referrals	w/in 2 business days	0	0	N/A	
Advanced Step Placements	w/in 2 business days	2	2	100%	
request for personnel file information or existing position description	same day if possible, no later than 1 business day	49	49	100%	
Response to information request through the employee call center	same day if possible, no later than 1 business day	53	53	100%	
Technical Services					
Respond to client inquiries	same day if possible, no later than 1 business day			Yes	
Delegated LOAs	w/in 3 business days	0	0	N/A	
Review of performance evaluations	W/in 3 business days for evaluations effecting pay.	7	7	100%	
Review of performance evaluations	W/in 14 calendar days for evaluations not effecting pay.	169	169	100%	
Layoff Notification	100% accurate	0	0	N/A	
Dispute resolution	At lowest level possible			Yes	
Appeal responses	within contractual timeframes	3	3	100%	

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Technical Services					
Personnel Actions forms - separations, appointments, transfers & promotions	w/in 3 business days of receipt.	553	542	98%	4 actions did not meet standard due to missing or late paperwork in October. Several additional separations due to Emergency Guard terminations in December.
other Personnel Action forms effecting pay.	w/in pay period received.	272	239	88%	PSEA MSIs late in processing in November.
Payroll Processing	98% accuracy rate	4651	4609	99%	Pay adjustments for PSEA late MSIs in November.
FMLA notification	verbal - w/in 3 days of notification of qualifying condition. Written - within 14 calendar days.	20	9	45%	
Timekeeper Training	2x a year or as requested.	0	0	N/A	AKPAY Training offered through TrainAlaska beginning in September.
Notice of Pay Problems	Eliminate penalty pay that accrues from failure to respond timely.	5	5	100%	Quarterly report will identify how much penalty pay was paid.
Delegated Letters of Agreement/on payroll related topics	w/in 3 business days of receipt.	0	0	N/A	
Grievance/Complaint/and dispute resolution related to payroll	w/in contractual time frames.	0	0	N/A	
EEO/AA					
Response to client inquiries	same day if possible, no later than 1 business day	9	9	100%	
Response to external agencies	W/in 35 calendar days	18	18	100%	
EEO/AA Plans	by federal due date.	28	28	100%	
Internal Investigations	w/in 63 calendar days	1	1	100%	
Equal Opportunity Compliance	by federal due date.	1	1	100%	
Compliance Training	w/in negotiated timeframes	0	0	N/A	

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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	26	26	100%	7 classes cancelled due to low enrollment
Advance course schedule:	bi-monthly in Jnu & Anc	30	29	97%	4 classes cancelled due to low enrollment and 1 class cancelled due to resources
AFNS schedule	bi-monthly in Jnu & Anc	4	4	100%	
Workplace Alaska	Self Directed Monthly			100%	
		# of attendees			
		JNU	ANC	FBKS/	Total Statewide
core	Customer Service in the PS (2005)/Service Excellence (2006)	0	0	0	0
core	Effective Interviewing & Hiring (2005)/Strategic Recr & Screen (2006)	0	0	0	0
core	Performance Appraisal - basics	0	1	0	1
core	A Respectful Workplace	0	0	0	0
core	Workplace Alaska for HM	0	0	0	0
core	AKPAY basics	1	0	0	1
core	New Employee Orientation	0	0	0	0
core	Workplace Violence	1	4	0	5
advanced core	Performance Coaching	0	1	0	1
advanced core	Change Management for supervisors	0	0	0	0
advanced core	The Disciplinary Process	0	33	0	33
advanced core	Interpersonal Skills	1	0	0	1
advanced core	Valuing Diversity	0	0	0	0
advanced core	Academy for Supervisors	0	0	0	0
advanced core	AKPAY for timekeepers	1	0	0	1
advanced core	Team-Building	0	0	0	0
advanced core	Conflict Resolution	0	0	0	0
	Other	0	0	0	0
Total # of Students		4	39	0	43
Statewide Planning & Research					
Respond to information requests	w/in project scope	60	56	93%	All SPR Stats are enterprise wide.
HR Update	semi-monthly	2	2	100%	Scheduled Issue Published
HR Solutions	quarterly	N/A	N/A	N/A	Winter 05 - Next Publication
Publish Workforce Profile	semi-annually	N/A	N/A	N/A	Winter 05 - Next Publication
Electronic reporting	Monthly	58	58	100%	Distributed to requestor.
Evaluation due reports	Monthly(effective no later than 12/31/04)	14	14	100%	Distributed to all departments.

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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	34	34	100%	Average <1 day
Actions logged in PD Tracker	Same business day as processed.			Yes	
Create Non-permanent positions	W/in 2 business days	3	3	100%	Average 1 day
Priority PDs & PDs for Recruitments	w/in 14 calendar days	32	16	50%	Average 13+ days
Reclassification actions involving a proposed change to the class	w/in 35 calendar days	1	1	100%	Average 22 days
Classification actions involving a proposed update	w/in 58 calendar days	1	1	100%	Average 21 days
Maintenance Requests on existing class specifications	w/in 14 calendar days	0	0	N/A	
Classification Studies	At least one top priority class study per operating agency per fiscal year	1	1	100%	#1 completed (Correctional Superintendents)
Employee Services					
Workplace Alaska postings	w/in 2 business days	57	56	98%	
Workplace Alaska Approval to Hire	w/in 2 business days	92	92	100%	
Job service & LTC referrals	w/in 2 business days	1	1	100%	
Advanced Step Placements	w/in 2 business days	0	0	N/A	
request for personnel file information or existing position description	same day if possible, no later than 1 business day	56	56	100%	
Response to information request through the employee call center	same day if possible, no later than 1 business day	86	86	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	1	1	100%	
Review of performance evaluations	W/in 3 business days for evaluations effecting pay.	1	1	100%	
Review of performance evaluations	W/in 14 calendar days for evaluations not effecting pay.	269	269	100%	
Layoff Notification	100% accurate	0	0	N/A	
Dispute resolution	At lowest level possible			Yes	
Appeal responses	within contractual timeframes	1	0	0%	

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Technical Services					
Personnel Actions forms - separations, appointments, transfers & promotions	w/in 3 business days of receipt.	144	121	84%	21 actions did not meet standard due to missing or late paperwork.
other Personnel Action forms effecting pay.	w/in pay period received.	373	373	100%	
Payroll Processing	98% accuracy rate	8678	8646	100%	
FMLA notification	verbal - w/in 3 days of notification of qualifying condition. Written - within 14 calendar days.	24	22	92%	
Timekeeper Training	2x a year or as requested.	0	0	N/A	AKPAY Training offered through TrainAlaska beginning in September.
Notice of Pay Problems	Eliminate penalty pay that accrues from failure to respond timely.	7	7	100%	Quarterly report will identify how much penalty pay was paid.
Delegated Letters of Agreement/on payroll related topics	w/in 3 business days of receipt.	0	0	N/A	
Grievance/Complaint/and dispute resolution related to payroll	w/in contractual time frames.	2	2	100%	
EEO/AA					
Response to client inquiries	same day if possible, no later than 1 business day	9	9	100%	
Response to external agencies	W/in 35 calendar days	18	18	100%	
EEO/AA Plans	by federal due date.	28	28	100%	
Internal Investigations	w/in 63 calendar days	1	1	100%	
Equal Opportunity Compliance	by federal due date.	1	1	100%	
Compliance Training	w/in negotiated timeframes	0	0	N/A	

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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	26	26	100%	7 classes cancelled due to low enrollment
Advance course schedule:	bi-monthly in Jnu & Anc	30	29	97%	4 classes cancelled due to low enrollment and 1 class cancelled due to resources
AFNS schedule	bi-monthly in Jnu & Anc	4	4	100%	
Workplace Alaska	Self Directed Monthly			100%	
		# of attendees			
		JNU	ANC	FBKS/	Total Statewide
core	Customer Service in the PS (2005)/Service Excellence (2006)	0	0	0	0
core	Effective Interviewing & Hiring (2005)/Strategic Recr & Screen (2006)	0	0	0	0
core	Performance Appraisal - basics	0	0	0	0
core	A Respectful Workplace	1	5	0	6
core	Workplace Alaska for HM	0	0	0	0
core	AKPAY basics	0	32	0	32
core	New Employee Orientation	0	0	0	0
core	Workplace Violence	0	8	0	8
advanced core	Performance Coaching	0	1	1	2
advanced core	Change Management for supervisors	0	2	2	4
advanced core	The Disciplinary Process	0	4	0	4
advanced core	Interpersonal Skills	4	42	1	47
advanced core	Valuing Diversity	0	47	0	47
advanced core	Academy for Supervisors	8	25	0	33
advanced core	AKPAY for timekeepers	3	32	0	35
advanced core	Team-Building	0	42	0	42
advanced core	Conflict Resolution	0	0	0	0
	Other	0	0	0	0
Total # of Students		16	240	4	260
Statewide Planning & Research					
Respond to information requests	w/in project scope	60	56	93%	All SPR Stats are enterprise wide.
HR Update	semi-monthly	2	2	100%	Scheduled Issue Published
HR Solutions	quarterly	N/A	N/A	N/A	Winter 05 - Next Publication
Publish Workforce Profile	semi-annually	N/A	N/A	N/A	Winter 05 - Next Publication
Electronic reporting	Monthly	58	58	100%	Distributed to requestor.
Evaluation due reports	Monthly(effective no later than 12/31/04)	14	14	100%	Distributed to all departments.

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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	27	24	89%	Average <1 day
Actions logged in PD Tracker	Same business day as processed.			Yes	
Create Non-permanent positions	W/in 2 business days	9	6	67%	Average 2 days
Priority PDs & PDs for Recruitments	w/in 14 calendar days	13	5	38%	Average 16 days
Reclassification actions involving a proposed change to the class	w/in 35 calendar days	5	2	40%	Average 33+ days
Classification actions involving a proposed update	w/in 58 calendar days	9	9	100%	Average 19 days
Maintenance Requests on existing class specifications	w/in 14 calendar days	0	0	N/A	
Classification Studies	At least one top priority class study per operating agency per fiscal year	0	0	N/A	
Employee Services					
Workplace Alaska postings	w/in 2 business days	62	62	100%	
Workplace Alaska Approval to Hire	w/in 2 business days	55	55	100%	
Job service & LTC referrals	w/in 2 business days	0	0	N/A	
Advanced Step Placements	w/in 2 business days	1	1	100%	
request for personnel file information or existing position description	same day if possible, no later than 1 business day	40	40	100%	
Response to information request through the employee call center	same day if possible, no later than 1 business day	64	64	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	0	0	N/A	
Review of performance evaluations	W/in 3 business days for evaluations effecting pay.	4	4	100%	
Review of performance evaluations	W/in 14 calendar days for evaluations not effecting pay.	183	183	100%	
Layoff Notification	100% accurate	2	2	100%	
Dispute resolution	At lowest level possible			Yes	
Appeal responses	within contractual timeframes	2	2	100%	

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Technical Services					
Personnel Actions forms - separations, appointments, transfers & promotions	w/in 3 business days of receipt.	129	114	88%	4 actions did not meet standard due to missing paperwork.
other Personnel Action forms effecting pay.	w/in pay period received.	536	536	100%	
Payroll Processing	98% accuracy rate	5133	5083	99%	
FMLA notification	verbal - w/in 3 days of notification of qualifying condition. Written - within 14 calendar days.	5	5	100%	
Timekeeper Training	2x a year or as requested.	0	0	N/A	AKPAY Training offered through TrainAlaska beginning in September.
Notice of Pay Problems	Eliminate penalty pay that accrues from failure to respond timely.	7	7	100%	Quarterly report will identify how much penalty pay was paid.
Delegated Letters of Agreement/on payroll related topics	w/in 3 business days of receipt.	10	10	100%	
Grievance/Complaint/and dispute resolution related to payroll	w/in contractual time frames.	2	2	100%	
EEO/AA					
Response to client inquiries	same day if possible, no later than 1 business day	9	9	100%	
Response to external agencies	W/in 35 calendar days	18	18	100%	
EEO/AA Plans	by federal due date.	28	28	100%	
Internal Investigations	w/in 63 calendar days	1	1	100%	
Equal Opportunity Compliance	by federal due date.	1	1	100%	
Compliance Training	w/in negotiated timeframes	0	0	N/A	

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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	26	26	100%	7 classes cancelled due to low enrollment
Advance course schedule:	bi-monthly in Jnu & Anc	30	29	97%	4 classes cancelled due to low enrollment and 1 class cancelled due to resources
AFNS schedule	bi-monthly in Jnu & Anc	4	4	100%	
Workplace Alaska	Self Directed Monthly			100%	
		# of attendees			
		JNU	ANC	FBKS/	Total Statewide
core	Customer Service in the PS (2005)/Service Excellence (2006)	1	0	0	1
core	Effective Interviewing & Hiring (2005)/Strategic Recr & Screen (2006)	0	0	0	0
core	Performance Appraisal - basics	0	0	2	2
core	A Respectful Workplace	3	20	2	25
core	Workplace Alaska for HM	0	0	0	0
core	AKPAY basics	1	0	0	1
core	New Employee Orientation	1	2	0	3
core	Workplace Violence	1	18	0	19
advanced core	Performance Coaching	2	1	1	4
advanced core	Change Management for supervisors	0	0	1	1
advanced core	The Disciplinary Process	1	2	0	3
advanced core	Interpersonal Skills	1	0	2	3
advanced core	Valuing Diversity	1	2	0	3
advanced core	Academy for Supervisors	0	4	0	4
advanced core	AKPAY for timekeepers	1	0	0	1
advanced core	Team-Building	0	0	0	0
advanced core	Conflict Resolution	0	0	0	0
	Other	0	4	0	4
Total # of Students		13	53	8	74
Statewide Planning & Research					
Respond to information requests	w/in project scope	60	56	93%	All SPR Stats are enterprise wide.
HR Update	semi-monthly	2	2	100%	Scheduled Issue Published
HR Solutions	quarterly	N/A	N/A	N/A	Winter 05 - Next Publication
Publish Workforce Profile	semi-annually	N/A	N/A	N/A	Winter 05 - Next Publication
Electronic reporting	Monthly	58	58	100%	Distributed to requestor.
Evaluation due reports	Monthly(effective no later than 12/31/04)	14	14	100%	Distributed to all departments.

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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	27	27	100%	Average <1 day
Actions logged in PD Tracker	Same business day as processed.			Yes	
Create Non-permanent positions	W/in 2 business days	12	11	92%	Average 1+ days
Priority PDs & PDs for Recruitments	w/in 14 calendar days	20	7	35%	Average 17+ days
Reclassification actions involving a proposed change to the class	w/in 35 calendar days	4	3	75%	Average 33+ days
Classification actions involving a proposed update	w/in 58 calendar days	3	3	100%	Average 27+ days
Maintenance Requests on existing class specifications	w/in 14 calendar days	0	0	N/A	
Classification Studies	At least one top priority class study per operating agency per fiscal year	0	0	N/A	
Employee Services					
Workplace Alaska postings	w/in 2 business days	50	50	100%	
Workplace Alaska Approval to Hire	w/in 2 business days	35	35	100%	
Job service & LTC referrals	w/in 2 business days	0	0	N/A	
Advanced Step Placements	w/in 2 business days	0	0	N/A	
request for personnel file information or existing position description	same day if possible, no later than 1 business day	23	23	100%	
Response to information request through the employee call center	same day if possible, no later than 1 business day	117	117	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	2	2	100%	
Review of performance evaluations	W/in 3 business days for evaluations effecting pay.	3	3	100%	
Review of performance evaluations	W/in 14 calendar days for evaluations not effecting pay.	177	177	100%	
Layoff Notification	100% accurate	0	0	N/A	
Dispute resolution	At lowest level possible			Yes	
Appeal responses	within contractual timeframes	1	1	100%	

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Technical Services					
Personnel Actions forms - separations, appointments, transfers & promotions	w/in 3 business days of receipt.	135	116	86%	8 actions did not meet standard due to missing paperwork.
other Personnel Action forms effecting pay.	w/in pay period received.	701	701	100%	
Payroll Processing	98% accuracy rate	6699	6641	99%	Certification delegated to the department.
FMLA notification	verbal - w/in 3 days of notification of qualifying condition. Written - within 14 calendar days.	18	16	89%	
Timekeeper Training	2x a year or as requested.	0	0	N/A	AKPAY Training offered through TrainAlaska beginning in September.
Notice of Pay Problems	Eliminate penalty pay that accrues from failure to respond timely.	0	0	N/A	Quarterly report will identify how much penalty pay was paid.
Delegated Letters of Agreement/on payroll related topics	w/in 3 business days of receipt.	1	1	100%	
Grievance/Complaint/and dispute resolution related to payroll	w/in contractual time frames.	0	0	N/A	
EEO/AA					
Response to client inquiries	same day if possible, no later than 1 business day	9	9	100%	
Response to external agencies	W/in 35 calendar days	18	18	100%	
EEO/AA Plans	by federal due date.	28	28	100%	
Internal Investigations	w/in 63 calendar days	1	1	100%	
Equal Opportunity Compliance	by federal due date.	1	1	100%	
Compliance Training	w/in negotiated timeframes	0	0	N/A	

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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	26	26	100%	7 classes cancelled due to low enrollment
Advance course schedule:	bi-monthly in Jnu & Anc	30	29	97%	4 classes cancelled due to low enrollment and 1 class cancelled due to resources
AFNS schedule	bi-monthly in Jnu & Anc	4	4	100%	
Workplace Alaska	Self Directed Monthly			100%	
		# of attendees			
		JNU	ANC	FBKS/	Total Statewide
core	Customer Service in the PS (2005)/Service Excellence (2006)	0	0	0	0
core	Effective Interviewing & Hiring (2005)/Strategic Recr & Screen (2006)	0	0	0	0
core	Performance Appraisal - basics	1	0	2	3
core	A Respectful Workplace	0	0	0	0
core	Workplace Alaska for HM	0	0	0	0
core	AKPAY basics	4	0	0	4
core	New Employee Orientation	0	0	0	0
core	Workplace Violence	0	2	0	2
advanced core	Performance Coaching	1	0	1	2
advanced core	Change Management for supervisors	2	0	0	2
advanced core	The Disciplinary Process	1	0	0	1
advanced core	Interpersonal Skills	1	1	2	4
advanced core	Valuing Diversity	1	1	0	2
advanced core	Academy for Supervisors	0	3	0	3
advanced core	AKPAY for timekeepers	7	0	0	7
advanced core	Team-Building	0	0	0	0
advanced core	Conflict Resolution	0	0	0	0
	Other	0	0	0	0
Total # of Students		18	7	5	30
Statewide Planning & Research					
Respond to information requests	w/in project scope	60	56	93%	All SPR Stats are enterprise wide.
HR Update	semi-monthly	2	2	100%	Scheduled Issue Published
HR Solutions	quarterly	N/A	N/A	N/A	Winter 05 - Next Publication
Publish Workforce Profile	semi-annually	N/A	N/A	N/A	Winter 05 - Next Publication
Electronic reporting	Monthly	58	58	100%	Distributed to requestor.
Evaluation due reports	Monthly(effective no later than 12/31/04)	14	14	100%	Distributed to all departments.

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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	27	23	85%	Average <1 day
Actions logged in PD Tracker	Same business day as processed.			Yes	
Create Non-permanent positions	W/in 2 business days	6	4	67%	Average 2+ days
Priority PDs & PDs for Recruitments	w/in 14 calendar days	12	1	8%	Average 31+ days
Reclassification actions involving a proposed change to the class	w/in 35 calendar days	6	3	50%	Average 47+ days
Classification actions involving a proposed update	w/in 58 calendar days	9	1	11%	Average 43+ days
Maintenance Requests on existing class specifications	w/in 14 calendar days	0	0	N/A	
Classification Studies	At least one top priority class study per operating agency per fiscal year	0	0	N/A	#1 completed (Environmental Sciences)
Employee Services					
Workplace Alaska postings	w/in 2 business days	35	35	100%	
Workplace Alaska Approval to Hire	w/in 2 business days	43	42	98%	
Job service & LTC referrals	w/in 2 business days	0	0	N/A	
Advanced Step Placements	w/in 2 business days	1	1	100%	
request for personnel file information or existing position description	same day if possible, no later than 1 business day	98	98	100%	
Response to information request through the employee call center	same day if possible, no later than 1 business day	105	105	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	4	4	100%	
Review of performance evaluations	W/in 3 business days for evaluations effecting pay.	5	5	100%	
Review of performance evaluations	W/in 14 calendar days for evaluations not effecting pay.	97	97	100%	
Layoff Notification	100% accurate	0	0	N/A	
Dispute resolution	At lowest level possible			Yes	
Appeal responses	within contractual timeframes	1	1	100%	

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Technical Services					
Personnel Actions forms - separations, appointments, transfers & promotions	w/in 3 business days of receipt.	49	40	82%	2 actions did not meet standard due to missing paperwork.
other Personnel Action forms effecting pay.	w/in pay period received.	144	144	100%	
Payroll Processing	98% accuracy rate	2569	2554	99%	
FMLA notification	verbal - w/in 3 days of notification of qualifying condition. Written - within 14 calendar days.	4	2	50%	
Timekeeper Training	2x a year or as requested.	0	0	N/A	AKPAY Training offered through TrainAlaska beginning in September.
Notice of Pay Problems	Eliminate penalty pay that accrues from failure to respond timely.	0	0	N/A	Quarterly report will identify how much penalty pay was paid.
Delegated Letters of Agreement/on payroll related topics	w/in 3 business days of receipt.	4	4	100%	
Grievance/Complaint/and dispute resolution related to payroll	w/in contractual time frames.	0	0	N/A	
EEO/AA					
Response to client inquiries	same day if possible, no later than 1 business day	9	9	100%	
Response to external agencies	W/in 35 calendar days	18	18	100%	
EEO/AA Plans	by federal due date.	28	28	100%	
Internal Investigations	w/in 63 calendar days	1	1	100%	
Equal Opportunity Compliance	by federal due date.	1	1	100%	
Compliance Training	w/in negotiated timeframes	0	0	N/A	

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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	26	26	100%	7 classes cancelled due to low enrollment
Advance course schedule:	bi-monthly in Jnu & Anc	30	29	97%	4 classes cancelled due to low enrollment and 1 class cancelled due to resources
AFNS schedule	bi-monthly in Jnu & Anc	4	4	100%	
Workplace Alaska	Self Directed Monthly			100%	
		# of attendees			
		JNU	ANC	FBKS/	Total Statewide
core	Customer Service in the PS (2005)/Service Excellence (2006)	0	0	0	0
core	Effective Interviewing & Hiring (2005)/Strategic Recr & Screen (2006)	0	0	0	0
core	Performance Appraisal - basics	1	1	0	2
core	A Respectful Workplace	0	4	1	5
core	Workplace Alaska for HM	0	0	0	0
core	AKPAY basics	1	0	0	1
core	New Employee Orientation	0	0	0	0
core	Workplace Violence	1	0	0	1
advanced core	Performance Coaching	2	2	3	7
advanced core	Change Management for supervisors	0	1	2	3
advanced core	The Disciplinary Process	1	1	0	2
advanced core	Interpersonal Skills	1	0	0	1
advanced core	Valuing Diversity	0	2	0	2
advanced core	Academy for Supervisors	0	3	0	3
advanced core	AKPAY for timekeepers	2	0	0	2
advanced core	Team-Building	0	0	0	0
advanced core	Conflict Resolution	0	0	0	0
	Other	0	0	0	0
Total # of Students		9	14	6	29
Statewide Planning & Research					
Respond to information requests	w/in project scope	60	56	93%	All SPR Stats are enterprise wide.
HR Update	semi-monthly	2	2	100%	Scheduled Issue Published
HR Solutions	quarterly	N/A	N/A	N/A	Winter 05 - Next Publication
Publish Workforce Profile	semi-annually	N/A	N/A	N/A	Winter 05 - Next Publication
Electronic reporting	Monthly	58	58	100%	Distributed to requestor.
Evaluation due reports	Monthly(effective no later than 12/31/04)	14	14	100%	Distributed to all departments.

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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	119	118	99%	Average <1 day
Actions logged in PD Tracker	Same business day as processed.			Yes	
Create Non-permanent positions	W/in 2 business days	18	14	78%	Average 1+ days
Priority PDs & PDs for Recruitments	w/in 14 calendar days	72	46	64%	Average 14+ days
Reclassification actions involving a proposed change to the class	w/in 35 calendar days	25	22	88%	Average 21 days
Classification actions involving a proposed update	w/in 58 calendar days	22	22	100%	Average 19 days
Maintenance Requests on existing class specifications	w/in 14 calendar days	0	0	N/A	
Classification Studies	At least one top priority class study per operating agency per fiscal year	0	0	N/A	
Employee Services					
Workplace Alaska postings	w/in 2 business days	288	288	100%	
Workplace Alaska Approval to Hire	w/in 2 business days	277	260	94%	
Job service & LTC referrals	w/in 2 business days	16	16	100%	
Advanced Step Placements	w/in 2 business days	10	8	80%	
request for personnel file information or existing position description	same day if possible, no later than 1 business day	121	121	100%	
Response to information request through the employee call center	same day if possible, no later than 1 business day	266	266	100%	
Management Services					
Respond to client inquiries	same day if possible, no later than 1 business day	0	0	Yes	
Delegated LOAs	w/in 3 business days	3	3	100%	
Review of performance evaluations	W/in 3 business days for evaluations effecting pay.	36	34	94%	
Review of performance evaluations	W/in 14 calendar days for evaluations not effecting pay.	525	523	100%	
Layoff Notification	100% accurate	0	0	N/A	
Dispute resolution	At lowest level possible	0	0	Yes	
Appeal responses	within contractual timeframes	4	4	100%	

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2nd Quarter FY 06

Technical Services					
Personnel Actions forms - separations, appointments, transfers & promotions	w/in 3 business days of receipt.	521	512	98%	
other Personnel Action forms effecting pay.	w/in pay period received.	823	821	100%	
Payroll Processing	98% accuracy rate	18472	18414	100%	
FMLA notification	verbal - w/in 3 days of notification of qualifying condition. Written - within 14 calendar days.	70	62	89%	
Timekeeper Training	2x a year or as requested.	0	0	N/A	AKPAY Training offered through TrainAlaska beginning in September.
Notice of Pay Problems	Eliminate penalty pay that accrues from failure to respond timely.	18	16	89%	Quarterly report will identify how much penalty pay was paid.
Delegated Letters of Agreement/on payroll related topics	w/in 3 business days of receipt.	37	36	97%	
Grievance/Complaint/and dispute resolution related to payroll	w/in contractual time frames.	1	1	100%	
EEO/AA					
Response to client inquiries	same day if possible, no later than 1 business day	9	9	100%	
Response to external agencies	W/in 35 calendar days	18	18	100%	
EEO/AA Plans	by federal due date.	28	28	100%	
Internal Investigations	w/in 63 calendar days	1	1	100%	
Equal Opportunity Compliance	by federal due date.	1	1	100%	
Compliance Training	w/in negotiated timeframes	0	0	N/A	

Division of Personnel
Client Service Standards
2nd Quarter FY 06

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	26	26	100%	7 classes cancelled due to low enrollment
Advance course schedule:	bi-monthly in Jnu & Anc	30	29	97%	4 classes cancelled due to low enrollment and 1 class cancelled due to resources
AFNS schedule	bi-monthly in Jnu & Anc	4	4	100%	
Workplace Alaska	Self Directed Monthly			100%	
		# of attendees			
		JNU	ANC	FBKS/	Total Statewide
core	Customer Service in the PS (2005)/Service Excellence (2006)	7	0	0	7
core	Effective Interviewing & Hiring (2005)/Strategic Recr & Screen (2006)	0	0	0	0
core	Performance Appraisal - basics	2	4	1	7
core	A Respectful Workplace	8	5	0	13
core	Workplace Alaska for HM	0	0	0	0
core	AKPAY basics	4	4	0	8
core	New Employee Orientation	1	1	0	2
core	Workplace Violence	3	3	2	8
advanced core	Performance Coaching	5	7	4	16
advanced core	Change Management for supervisors	1	4	4	9
advanced core	The Disciplinary Process	1	3	0	4
advanced core	Interpersonal Skills	6	0	3	9
advanced core	Valuing Diversity	2	3	0	5
advanced core	Academy for Supervisors	1	22	0	23
advanced core	AKPAY for timekeepers	5	6	0	11
advanced core	Team-Building	0	0	0	0
advanced core	Conflict Resolution	0	0	0	0
	Other	0	0	0	0
Total # of Students		46	62	14	122
Statewide Planning & Research					
Respond to information requests	w/in project scope	60	56	93%	All SPR Stats are enterprise wide.
HR Update	semi-monthly	2	2	100%	Scheduled Issue Published
HR Solutions	quarterly	N/A	N/A	N/A	Winter 05 - Next Publication
Publish Workforce Profile	semi-annually	N/A	N/A	N/A	Winter 05 - Next Publication
Electronic reporting	Monthly	58	58	100%	Distributed to requestor.
Evaluation due reports	Monthly(effective no later than 12/31/04)	14	14	100%	Distributed to all departments.

Division of Personnel
Client Service Standards
2nd Quarter FY 06

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	90	89	99%	Average <1 day
Actions logged in PD Tracker	Same business day as processed.			Yes	
Create Non-permanent positions	W/in 2 business days	13	11	85%	Average 1 day
Priority PDs & PDs for Recruitments	w/in 14 calendar days	54	20	37%	Average 18 days
Reclassification actions involving a proposed change to the class	w/in 35 calendar days	5	2	40%	Average 36 days
Classification actions involving a proposed update	w/in 58 calendar days	30	30	100%	Average 17+ days
Maintenance Requests on existing class specifications	w/in 14 calendar days	0	0	N/A	
Classification Studies	At least one top priority class study per operating agency per fiscal year	0	0	N/A	#1 completed (Transportation Maintenance), and Airport Operations
Employee Services					
Workplace Alaska postings	w/in 2 business days	73	73	100%	
Workplace Alaska Approval to Hire	w/in 2 business days	95	93	98%	
Job service & LTC referrals	w/in 2 business days	71	71	100%	
Advanced Step Placements	w/in 2 business days	6	6	100%	
request for personnel file information or existing position description	same day if possible, no later than 1 business day	181	181	100%	
Response to information request through the employee call center	same day if possible, no later than 1 business day	146	146	100%	
Management Services					
Respond to client inquiries	same day if possible, no later than 1 business day	0	0	N/A	
Delegated LOAs	w/in 3 business days	3	3	100%	
Review of performance evaluations	W/in 3 business days for evaluations effecting pay.			N/A	
Review of performance evaluations	W/in 14 calendar days for evaluations not effecting pay.	261	223	85%	
Layoff Notification	100% accurate	2	2	100%	
Dispute resolution	At lowest level possible	0	0	N/A	
Appeal responses	within contractual timeframes	9	9	100%	

Division of Personnel
Client Service Standards
2nd Quarter FY 06

Technical Services					
Personnel Actions forms - separations, appointments, transfers & promotions	w/in 3 business days of receipt.	542	497	92%	5 actions did not meet standard due to missing paperwork.
other Personnel Action forms effecting pay.	w/in pay period received.	967	967	100%	
Payroll Processing	98% accuracy rate	20723	20637	100%	
FMLA notification	verbal - w/in 3 days of notification of qualifying condition. Written - within 14 calendar days.	70	61	87%	
Timekeeper Training	2x a year or as requested.	0	0	N/A	AKPAY Training offered through TrainAlaska beginning in September.
Notice of Pay Problems	Eliminate penalty pay that accrues from failure to respond timely.	55	55	100%	Quarterly report will identify how much penalty pay was paid.
Delegated Letters of Agreement/on payroll related topics	w/in 3 business days of receipt.	56	32	57%	
Grievance/Complaint/and dispute resolution related to payroll	w/in contractual time frames.	2	2	100%	
EEO/AA					
Response to client inquiries	same day if possible, no later than 1 business day	9	9	100%	
Response to external agencies	W/in 35 calendar days	18	18	100%	
EEO/AA Plans	by federal due date.	28	28	100%	
Internal Investigations	w/in 63 calendar days	1	1	100%	
Equal Opportunity Compliance	by federal due date.	1	1	100%	
Compliance Training	w/in negotiated timeframes	0	0	N/A	

Division of Personnel
Client Service Standards
2nd Quarter FY 06

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	26	26	100%	7 classes cancelled due to low enrollment
Advance course schedule:	bi-monthly in Jnu & Anc	30	29	97%	4 classes cancelled due to low enrollment and 1 class cancelled due to resources
AFNS schedule	bi-monthly in Jnu & Anc	4	4	100%	
Workplace Alaska	Self Directed Monthly			100%	
		# of attendees			
		JNU	ANC	FBKS/	Total Statewide
core	Customer Service in the PS (2005)/Service Excellence (2006)	0	0	0	0
core	Effective Interviewing & Hiring (2005)/Strategic Recr & Screen (2006)	0	0	0	0
core	Performance Appraisal - basics	1	0	2	3
core	A Respectful Workplace	4	3	31	38
core	Workplace Alaska for HM	0	0	0	0
core	AKPAY basics	3	1	0	4
core	New Employee Orientation	0	0	0	0
core	Workplace Violence	0	1	2	3
advanced core	Performance Coaching	4	2	4	10
advanced core	Change Management for supervisors	0	0	1	1
advanced core	The Disciplinary Process	3	2	0	5
advanced core	Interpersonal Skills	1	1	1	3
advanced core	Valuing Diversity	0	2	0	2
advanced core	Academy for Supervisors	55	4	0	59
advanced core	AKPAY for timekeepers	1	0	0	1
advanced core	Team-Building	0	0	0	0
advanced core	Conflict Resolution	0	0	0	0
	Other	0	0	0	0
Total # of Students		72	16	41	129
Statewide Planning & Research					
Respond to information requests	w/in project scope	60	56	93%	All SPR Stats are enterprise wide.
HR Update	semi-monthly	2	2	100%	Scheduled Issue Published
HR Solutions	quarterly	N/A	N/A	N/A	Winter 05 - Next Publication
Publish Workforce Profile	semi-annually	N/A	N/A	N/A	Winter 05 - Next Publication
Electronic reporting	Monthly	58	58	100%	Distributed to requestor.
Evaluation due reports	Monthly(effective no later than 12/31/04)	14	14	100%	Distributed to all departments.