

Division of Personnel  
Client Service Standards  
3rd Quarter FY06

Core Service	Standard	# of Actions	# w/in standard	3rdQ FY06 Measure	Comments
<b>Director's Office</b>					
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	
<b>Classification</b>					
PDs logged in for processing	same day if possible, no later than 1 business day	642	598	93%	
Actions logged in PD Tracker	Same business day as processed.			Yes	
Create Non-permanent positions	W/in 2 business days	242	159	66%	
Priority PDs & PDs for Recruitments	w/in 14 calendar days	297	122	41%	Average 17+ days
Reclassification actions involving a proposed change to the class	w/in 35 calendar days	60	23	38%	Average 49+ days
Classification actions involving a proposed update	w/in 58 calendar days	267	244	91%	Average 19+ days
Maintenance Requests on existing class specifications	w/in 14 calendar days	3	0	0%	
Classification Studies	At least one top priority class study per operating agency per fiscal year	5	3	60%	16 Class studies completed to date (74 classes, 1,062 PCNs), 13 #1 priorities plus two APEA salary analyses and one #3
<b>Employee Services</b>					
Workplace Alaska postings	w/in 2 business days	913	894	98%	
Workplace Alaska Approval to Hire	w/in 2 business days	864	823	95%	
Job service & LTC referrals	w/in 2 business days	78	73	94%	
Advanced Step Placements	w/in 2 business days	33	27	82%	
request for personnel file information or existing position description	same day if possible, no later than 1 business day	1692	1692	100%	
Response to information request through the employee call center	same day if possible, no later than 1 business day	3824	3824	100%	
<b>Management Services</b>					
Respond to client inquiries	same day if possible, no later than 1 business day			Yes	
Delegated LOAs	w/in 3 business days	24	24	100%	
Review of performance evaluations	W/in 3 business days for evaluations effecting pay.	127	126	99%	
Review of performance evaluations	W/in 14 calendar days for evaluations not effecting pay.	2148	2139	100%	
Layoff Notification	100% accurate	3	3	100%	
Dispute resolution	At lowest level possible			Yes	
Appeal responses	within contractual timeframes	29	28	97%	

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<b>Technical Services</b>					
Personnel Actions forms - separations, appointments, transfers & promotions	w/in 3 business days of receipt.	2278	2024	89%	Several actions did not meet standard due to missing paperwork.
other Personnel Action forms effecting pay.	w/in pay period received.	5619	5618	100%	Includes 679 Pay Entity Updates for AMHS.
Payroll Processing	98% accuracy rate	87386	86990	100%	
FMLA notification	verbal - w/in 3 days of notification of qualifying condition. Written - within 14 calendar days.	309	243	79%	
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.	116	116	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.	224	219	98%	
Grievance/Complaint/and dispute resolution related to payroll	w/in contractual time frames.	5	5	100%	
<b>EEO/AA</b>					
Response to client inquiries	same day if possible, no later than 1 business day	15	15	100%	
Response to external agencies	W/in 35 calendar days	96	96	100%	
EEO/AA Plans	by federal due date.	3	3	100%	
Internal Investigations	w/in 63 calendar days	1	1	100%	
Equal Opportunity Compliance	by federal due date.	0	0	N/A	
Compliance Training	w/in negotiated timeframes	0	0	N/A	

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<b>Training &amp; Development</b>					
Respond to customer service inquiries	same day if possible, no later than 1 business day			Yes	
Core course scheduled:	bi-monthly in Jnu & Anc	32	32	100%	9 classes cancelled due to low enrollment
Advance course schedule:	bi-monthly in Jnu & Anc	36	36	100%	5 classes cancelled due to low enrollment
AFSU schedule	bi-monthly in Jnu & Anc	5	5	100%	
Workplace Alaska	Self Directed Monthly	31	31	100%	
		<b># of attendees</b>			
		<b>JNU</b>	<b>ANC</b>	<b>FBKS/</b>	<b>Total Statewide</b>
core	Customer Service in the PS (2005)/Service Excellence (2006)	18	60	12	90
core	Effective Interviewing & Hiring (2005)/Strategic Recr & Screen (2006)	0	0	0	0
core	Performance Appraisal - basics	13	12	0	25
core	A Respectful Workplace	30	51	61	142
core	Workplace Alaska for HM	0	31	8	39
core	AKPAY basics	22	23	0	45
core	New Employee Orientation	1	0	5	6
core	Workplace Violence	34	19	0	53
advanced core	Performance Coaching	9	34	1	44
advanced core	Change Management for supervisors	9	9	7	25
advanced core	The Disciplinary Process	0	28	0	28
advanced core	Interpersonal Skills	12	97	17	126
advanced core	Valuing Diversity	29	118	25	172
advanced core	Academy for Supervisors	34	39	20	93
advanced core	AKPAY for timekeepers	22	21	0	43
advanced core	Team-Building	9	0	0	9
advanced core	Conflict Resolution	0	0	0	0
	Other	0	0	0	0
<b>Total # of Students</b>		<b>242</b>	<b>542</b>	<b>48</b>	<b>940</b>
<b>Statewide Planning &amp; Research</b>				<b>200%</b>	
Respond to information requests	w/in project scope	48	48	100%	All SPR Stats are enterprise wide.
HR Update	monthly	2	2	100%	Issues Published Semi-Monthly
HR Solutions	quarterly	1	1	100%	Winter 05 - Next Publication
Publish Workforce Profile	semi-annually	1	1	100%	Winter 05 - Next Publication
Electronic reporting	Monthly	61	61	100%	Distributed to requestor.
Evaluation due reports	Monthly	42	42	100%	Distributed to all departments.

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		<b>3rdQ FY06</b>			
<b>Core Service</b>	<b>Standard</b>	<b># of Actions</b>	<b># w/in standard</b>	<b>Measure</b>	<b>Comments</b>
<b>Director's Office</b>					
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	
<b>Classification</b>					
PDs logged in for processing	same day if possible, no later than 1 business day	66	40	61%	Average 1+ days
Actions logged in PD Tracker	Same business day as processed.			Yes	
Create Non-permanent positions	W/in 2 business days	6	6	100%	Average <1 day
Priority PDs & PDs for Recruitments	w/in 14 calendar days	34	11	32%	Average 20+ days
Reclassification actions involving a proposed change to the class	w/in 35 calendar days	1	0	0%	Average 43 days
Classification actions involving a proposed update	w/in 58 calendar days	13	13	100%	Average 24+ days
Maintenance Requests on existing class specifications	w/in 14 calendar days	2	0	0%	
Classification Studies	At least one top priority class study per operating agency per fiscal year	0	0	N/A	
<b>Employee Services</b>					
Workplace Alaska postings	w/in 2 business days	68	67	99%	
Workplace Alaska Approval to Hire	w/in 2 business days	59	48	81%	
Job service & LTC referrals	w/in 2 business days	3	3	100%	
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	802	802	100%	
Response to information request through the employee call center	same day if possible, no later than 1 business day	248	248	100%	
<b>Management Services</b>					
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.	2	2	100%	
Review of performance evaluations	W/in 14 calendar days for evaluations not effecting pay.	80	80	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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<b>Technical Services</b>					
Personnel Actions forms - separations, appointments, transfers & promotions	w/in 3 business days of receipt.	134	114	85%	13 actions did not meet standard due to missing paperwork.
other Personnel Action forms effecting pay.	w/in pay period received.	271	271	100%	
Payroll Processing	98% accuracy rate	5629	5585	99%	
FMLA notification	verbal - w/in 3 days of notification of qualifying condition. Written - within 14 calendar days.	21	15	71%	
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.	7	5	71%	
Grievance/Complaint/and dispute resolution related to payroll	w/in contractual time frames.	0	0	N/A	
<b>EEO/AA</b>					
Response to client inquiries	same day if possible, no later than 1 business day	14	14	100%	
Response to external agencies	W/in 35 calendar days	96	96	100%	
EEO/AA Plans	by federal due date.	3	3	100%	
Internal Investigations	w/in 63 calendar days	1	1	100%	
Equal Opportunity Compliance	by federal due date.	0	0	N/A	
Compliance Training	w/in negotiated timeframes	0	0	N/A	

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<b>Training &amp; Development</b>					
Respond to customer service inquiries	same day if possible, no later than 1 business day			Yes	
Core course scheduled:	bi-monthly in Jnu & Anc	32	32	100%	9 classes cancelled due to low enrollment
Advance course schedule:	bi-monthly in Jnu & Anc	36	36	100%	5 classes cancelled due to low enrollment
AFNS schedule	bi-monthly in Jnu & Anc	5	5	100%	
Workplace Alaska	Self Directed Monthly	91	91	100%	
		<b># of attendees</b>			
		<b>JNU</b>	<b>ANC</b>	<b>FBKS/</b>	<b>Total Statewide</b>
core	Customer Service in the PS (2005)/Service Excellence (2006)	18	0	0	18
core	Effective Interviewing & Hiring (2005)/Strategic Recr & Screen (2006)	0	0	0	0
core	Performance Appraisal - basics	5	0	0	5
core	A Respectful Workplace	1	1	0	2
core	Workplace Alaska for HM	0	0	0	0
core	AKPAY basics	4	2	0	6
core	New Employee Orientation	0	0	0	0
core	Workplace Violence	2	1	0	3
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	4	2	0	6
advanced core	Valuing Diversity	21	0	0	21
advanced core	Academy for Supervisors	5	2	0	7
advanced core	AKPAY for timekeepers	6	1	0	7
advanced core	Team-Building	0	0	0	0
advanced core	Conflict Resolution	0	0	0	0
	Other	0	0	0	0
<b>Total # of Students</b>		<b>66</b>	<b>13</b>	<b>0</b>	<b>79</b>
<b>Statewide Planning &amp; Research</b>					
Respond to information requests	w/in project scope	48	48	100%	All SPR Stats are enterprise wide.
HR Update	monthly	2	2	100%	Issues Published Semi-Monthly
HR Solutions	quarterly	1	1	100%	Winter 05 - Next Publication
Publish Workforce Profile	semi-annually	1	1	100%	Winter 05 - Next Publication
Electronic reporting	Monthly	61	61	100%	Distributed to requestor.
Evaluation due reports	Monthly(effective no later than 12/31/04)	42	42	100%	Distributed to all departments.

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		3rdQ FY06			
Core Service	Standard	# of Actions	# w/in standard	Measure	Comments
<b>Director's Office</b>					
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	
<b>Classification</b>					
PDs logged in for processing	same day if possible, no later than 1 business day	2	2	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 0 days
Priority PDs & PDs for Recruitments	w/in 14 calendar days	2	2	100%	Average 8 days
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	(#1 study initiated)
<b>Employee Services</b>					
Workplace Alaska postings	w/in 2 business days	14	13	93%	
Workplace Alaska Approval to Hire	w/in 2 business days	22	21	95%	
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	10	10	100%	
Response to information request through the employee call center	same day if possible, no later than 1 business day	52	52	100%	
<b>Management Services</b>					
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.	2	2	100%	
Review of performance evaluations	W/in 14 calendar days for evaluations not effecting pay.	46	46	100%	
Layoff Notification	100% accurate	0	0	N/A	
Dispute resolution	At lowest level possible			Yes	
Appeal responses	within contractual timeframes	2	2	100%	

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<b>Technical Services</b>					
Personnel Actions forms - separations, appointments, transfers & promotions	w/in 3 business days of receipt.	68	51	75%	9 actions did not meet standard due to missing paperwork.
other Personnel Action forms effecting pay.	w/in pay period received.	142	142	100%	
Payroll Processing	98% accuracy rate	2889	2882	100%	
FMLA notification	verbal - w/in 3 days of notification of qualifying condition. Written - within 14 calendar days.	7	5	71%	
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	
<b>EEO/AA</b>					
Response to client inquiries	same day if possible, no later than 1 business day	14	14	100%	
Response to external agencies	W/in 35 calendar days	96	96	100%	
EEO/AA Plans	by federal due date.	3	3	100%	
Internal Investigations	w/in 63 calendar days	1	1	100%	
Equal Opportunity Compliance	by federal due date.	0	0	N/A	
Compliance Training	w/in negotiated timeframes	0	0	N/A	

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<b>Training &amp; Development</b>					
Respond to customer service inquiries	same day if possible, no later than 1 business day			Yes	
Core course scheduled:	bi-monthly in Jnu & Anc	32	32	100%	9 classes cancelled due to low enrollment
Advance course schedule:	bi-monthly in Jnu & Anc	36	36	100%	5 classes cancelled due to low enrollment
AFNS schedule	bi-monthly in Jnu & Anc	5	5	100%	
Workplace Alaska	Self Directed Monthly	91	91	100%	
		<b># of attendees</b>			
		<b>JNU</b>	<b>ANC</b>	<b>FBKS/</b>	<b>Total Statewide</b>
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	1	3
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	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	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		1	2	1	4
<b>Statewide Planning &amp; Research</b>					
Respond to information requests	w/in project scope	48	48	100%	All SPR Stats are enterprise wide.
HR Update	monthly	2	2	100%	Issues Published Semi-Monthly
HR Solutions	quarterly	1	1	100%	Winter 05 - Next Publication
Publish Workforce Profile	semi-annually	1	1	100%	Winter 05 - Next Publication
Electronic reporting	Monthly	61	61	100%	Distributed to requestor.
Evaluation due reports	Monthly(effective no later than 12/31/04)	42	42	100%	Distributed to all departments.

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Core Service	Standard	3rdQ FY06			
		# of Actions	# w/in standard	Measure	Comments
<b>Director's Office</b>					
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	
<b>Classification</b>					
PDs logged in for processing	same day if possible, no later than 1 business day	8	8	100%	Average <1 day
Actions logged in PD Tracker	Same business day as processed.			Yes	
Create Non-permanent positions	W/in 2 business days	2	2	100%	Average 0 days
Priority PDs & PDs for Recruitments	w/in 14 calendar days	8	4	50%	Average 15 days
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	#1 completed (Revenue Auditors)
<b>Employee Services</b>					
Workplace Alaska postings	w/in 2 business days	29	27	93%	
Workplace Alaska Approval to Hire	w/in 2 business days	33	30	91%	
Job service & LTC referrals	w/in 2 business days	0	0	N/A	
Advanced Step Placements	w/in 2 business days	1	0	0%	
request for personnel file information or existing position description	same day if possible, no later than 1 business day	28	28	100%	
Response to information request through the employee call center	same day if possible, no later than 1 business day	118	118	100%	
<b>Management Services</b>					
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.	11	11	100%	
Review of performance evaluations	W/in 14 calendar days for evaluations not effecting pay.	125	124	99%	
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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<b>Technical Services</b>					
Personnel Actions forms - separations, appointments, transfers & promotions	w/in 3 business days of receipt.	99	76	77%	21 actions did not meet standard due to missing paperwork.
other Personnel Action forms effecting pay.	w/in pay period received.	189	189	100%	
Payroll Processing	98% accuracy rate	2793	2789	100%	
FMLA notification	verbal - w/in 3 days of notification of qualifying condition. Written - within 14 calendar days.	23	17	74%	
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.	6	6	100%	
Grievance/Complaint/and dispute resolution related to payroll	w/in contractual time frames.	0	0	N/A	
<b>EEO/AA</b>					
Response to client inquiries	same day if possible, no later than 1 business day	14	14	100%	
Response to external agencies	W/in 35 calendar days	96	96	100%	
EEO/AA Plans	by federal due date.	3	3	100%	
Internal Investigations	w/in 63 calendar days	1	1	100%	
Equal Opportunity Compliance	by federal due date.	0	0	N/A	
Compliance Training	w/in negotiated timeframes	0	0	N/A	

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3rd Quarter FY06

<b>Training &amp; Development</b>					
Respond to customer service inquiries	same day if possible, no later than 1 business day			Yes	
Core course scheduled:	bi-monthly in Jnu & Anc	32	32	100%	9 classes cancelled due to low enrollment
Advance course schedule:	bi-monthly in Jnu & Anc	36	36	100%	5 classes cancelled due to low enrollment
AFNS schedule	bi-monthly in Jnu & Anc	5	5	100%	
Workplace Alaska	Self Directed Monthly	91	91	100%	
<b># of attendees</b>					
		<b>JNU</b>	<b>ANC</b>	<b>FBKS/</b>	<b>Total Statewide</b>
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	4	0	4
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	1	0	1
advanced core	Performance Coaching	0	2	0	2
advanced core	Change Management for supervisors	0	2	0	2
advanced core	The Disciplinary Process	0	2	0	2
advanced core	Interpersonal Skills	0	15	0	15
advanced core	Valuing Diversity	0	9	0	9
advanced core	Academy for Supervisors	5	1	0	6
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
<b>Total # of Students</b>		<b>7</b>	<b>37</b>	<b>0</b>	<b>43</b>
<b>Statewide Planning &amp; Research</b>					
Respond to information requests	w/in project scope	48	48	100%	All SPR Stats are enterprise wide.
HR Update	monthly	2	2	100%	Issues Published Semi-Monthly
HR Solutions	quarterly	1	1	100%	Winter 05 - Next Publication
Publish Workforce Profile	semi-annually	1	1	100%	Winter 05 - Next Publication
Electronic reporting	Monthly	61	61	100%	Distributed to requestor.
Evaluation due reports	Monthly(effective no later than 12/31/04)	42	42	100%	Distributed to all departments.

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		3rdQ FY06			
Core Service	Standard	# of Actions	# w/in standard	Measure	Comments
<b>Director's Office</b>					
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	
<b>Classification</b>					
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	4	4	100%	Average <1 day
Priority PDs & PDs for Recruitments	w/in 14 calendar days	5	4	80%	Average 10 days
Reclassification actions involving a proposed change to the class	w/in 35 calendar days	1	1	100%	
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	#1 completed (Museum Professionals)
<b>Employee Services</b>					
Workplace Alaska postings	w/in 2 business days	18	17	94%	
Workplace Alaska Approval to Hire	w/in 2 business days	12	9	75%	
Job service & LTC referrals	w/in 2 business days	4	4	100%	
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	24	24	100%	
Response to information request through the employee call center	same day if possible, no later than 1 business day	96	96	100%	
<b>Management Services</b>					
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	3	3	100%	
Review of performance evaluations	W/in 14 calendar days for evaluations not effecting pay.	30	30	100%	
Layoff Notification	100% accurate	0	0	N/A	
Dispute resolution	At lowest level possible			Yes	
Appeal responses	within contractual timeframes	0	0	N/A	

Division of Personnel  
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Technical Services					
Personnel Actions forms - separations, appointments, transfers & promotions	w/in 3 business days of receipt.	46	45	98%	
other Personnel Action forms effecting pay.	w/in pay period received.	90	90	100%	
Payroll Processing	98% accuracy rate	1946	1938	100%	
FMLA notification	verbal - w/in 3 days of notification of qualifying condition. Written - within 14 calendar days.	4	3	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	14	14	100%	
Response to external agencies	W/in 35 calendar days	96	96	100%	
EEO/AA Plans	by federal due date.	3	3	100%	
Internal Investigations	w/in 63 calendar days	1	1	100%	
Equal Opportunity Compliance	by federal due date.	0	0	N/A	
Compliance Training	w/in negotiated timeframes	0	0	N/A	

Division of Personnel  
Client Service Standards  
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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	32	32	100%	9 classes cancelled due to low enrollment
Advance course schedule:	bi-monthly in Jnu & Anc	36	36	100%	5 classes cancelled due to low enrollment
AFNS schedule	bi-monthly in Jnu & Anc	5	5	100%	
Workplace Alaska	Self Directed Monthly	91	91	100%	
		<b># of attendees</b>			
		<b>JNU</b>	<b>ANC</b>	<b>FBKS/</b>	<b>Total Statewide</b>
core	Customer Service in the PS (2005)/Service Excellence (2006)	0	2	0	2
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	2	0	0	2
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	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	0	0	0
advanced core	Academy for Supervisors	0	0	0	0
advanced core	AKPAY for timekeepers	6	0	0	6
advanced core	Team-Building	0	0	0	0
advanced core	Conflict Resolution	0	0	0	0
	Other	0	0	0	0
Total # of Students		10	2	0	12
Statewide Planning & Research					
Respond to information requests	w/in project scope	48	48	100%	All SPR Stats are enterprise wide.
HR Update	monthly	2	2	100%	Issues Published Semi-Monthly
HR Solutions	quarterly	1	1	100%	Winter 05 - Next Publication
Publish Workforce Profile	semi-annually	1	1	100%	Winter 05 - Next Publication
Electronic reporting	Monthly	61	61	100%	Distributed to requestor.
Evaluation due reports	Monthly(effective no later than 12/31/04)	42	42	100%	Distributed to all departments.

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Client Service Standards  
3rd Quarter FY06

Core Service Standard		3rdQ FY06			
		# of Actions	# w/in standard	Measure	Comments
<b>Director's Office</b>					
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	
<b>Classification</b>					
PDs logged in for processing	same day if possible, no later than 1 business day	27	26	96%	Average <1 day
Actions logged in PD Tracker	Same business day as processed.			Yes	
Create Non-permanent positions	W/in 2 business days	15	13	87%	Average 1 day
Priority PDs & PDs for Recruitments	w/in 14 calendar days	18	12	67%	Average 13 days
Reclassification actions involving a proposed change to the class	w/in 35 calendar days	7	4	57%	Average 54+ days
Classification actions involving a proposed update	w/in 58 calendar days	2	2	100%	Average 25+ 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)
<b>Employee Services</b>					
Workplace Alaska postings	w/in 2 business days	47	43	91%	
Workplace Alaska Approval to Hire	w/in 2 business days	39	33	85%	
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	100	100	100%	
Response to information request through the employee call center	same day if possible, no later than 1 business day	129	129	100%	
<b>Management Services</b>					
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.	18	18	100%	
Review of performance evaluations	W/in 14 calendar days for evaluations not effecting pay.	181	181	100%	
Layoff Notification	100% accurate	0	0	N/A	
Dispute resolution	At lowest level possible			Yes	
Appeal responses	within contractual timeframes	3	3	100%	

Division of Personnel  
Client Service Standards  
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<b>Technical Services</b>					
Personnel Actions forms - separations, appointments, transfers & promotions	w/in 3 business days of receipt.	130	119	92%	3 actions did not meet standard due to missing paperwork.
other Personnel Action forms effecting pay.	w/in pay period received.	314	314	100%	
Payroll Processing	98% accuracy rate	5693	5666	100%	
FMLA notification	verbal - w/in 3 days of notification of qualifying condition. Written - within 14 calendar days.	21	14	67%	
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.	4	4	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.	15	13	87%	
Grievance/Complaint/and dispute resolution related to payroll	w/in contractual time frames.	0	0	N/A	
<b>EEO/AA</b>					
Response to client inquiries	same day if possible, no later than 1 business day	14	14	100%	
Response to external agencies	W/in 35 calendar days	96	96	100%	
EEO/AA Plans	by federal due date.	3	3	100%	
Internal Investigations	w/in 63 calendar days	1	1	100%	
Equal Opportunity Compliance	by federal due date.	0	0	N/A	
Compliance Training	w/in negotiated timeframes	0	0	N/A	

Division of Personnel  
Client Service Standards  
3rd Quarter FY06

<b>Training &amp; Development</b>					
Respond to customer service inquiries	same day if possible, no later than 1 business day			Yes	
Core course scheduled:	bi-monthly in Jnu & Anc	32	32	100%	9 classes cancelled due to low enrollment
Advance course schedule:	bi-monthly in Jnu & Anc	36	36	100%	5 classes cancelled due to low enrollment
AFNS schedule	bi-monthly in Jnu & Anc	5	5	100%	
Workplace Alaska	Self Directed Monthly	91	91	100%	
		<b># of attendees</b>			
		<b>JNU</b>	<b>ANC</b>	<b>FBKS/</b>	<b>Total Statewide</b>
core	Customer Service in the PS (2005)/Service Excellence (2006)	0	4	1	5
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	12	0	2	14
core	Workplace Alaska for HM	0	0	0	0
core	AKPAY basics	3	3	0	6
core	New Employee Orientation	1	0	2	3
core	Workplace Violence	13	0	2	15
advanced core	Performance Coaching	0	1	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	2	0	0	2
advanced core	Valuing Diversity	1	2	3	6
advanced core	Academy for Supervisors	0	1	1	2
advanced core	AKPAY for timekeepers	4	3	0	7
advanced core	Team-Building	0	0	0	0
advanced core	Conflict Resolution	0	0	0	0
	Other	0	0	0	0
<b>Total # of Students</b>		<b>36</b>	<b>14</b>	<b>11</b>	<b>61</b>
<b>Statewide Planning &amp; Research</b>					
Respond to information requests	w/in project scope	48	48	100%	All SPR Stats are enterprise wide.
HR Update	monthly	2	2	100%	Issues Published Semi-Monthly
HR Solutions	quarterly	1	1	100%	Winter 05 - Next Publication
Publish Workforce Profile	semi-annually	1	1	100%	Winter 05 - Next Publication
Electronic reporting	Monthly	61	61	100%	Distributed to requestor.
Evaluation due reports	Monthly(effective no later than 12/31/04)	42	42	100%	Distributed to all departments.

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Client Service Standards  
3rd Quarter FY06

Core Service	Standard	3rdQ FY06			
		# of Actions	# w/in standard	Measure	Comments
<b>Director's Office</b>					
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	
<b>Classification</b>					
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	4	3	75%	Average 1+ day
Priority PDs & PDs for Recruitments	w/in 14 calendar days	6	2	33%	Average 20 days
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	1	1	100%	Average 33 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 (Consumer Services Specialist & Supervisor)
<b>Employee Services</b>					
Workplace Alaska postings	w/in 2 business days	29	29	100%	
Workplace Alaska Approval to Hire	w/in 2 business days	16	12	75%	
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	16	16	100%	
Response to information request through the employee call center	same day if possible, no later than 1 business day	43	43	100%	
<b>Management Services</b>					
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 effecting pay.	W/in 3 business days for evaluations effecting pay.	16	16	100%	
Review of performance evaluations	W/in 14 calendar days for evaluations not effecting pay.	33	33	100%	
Layoff Notification	100% accurate	0	0	N/A	
Dispute resolution	At lowest level possible			Yes	
Appeal responses	within contractual timeframes	0	0	N/A	

Division of Personnel  
Client Service Standards  
3rd Quarter FY06

<b>Technical Services</b>					
Personnel Actions forms - separations, appointments, transfers & promotions	w/in 3 business days of receipt.	48	45	94%	3 actions did not meet standard due to missing paperwork.
other Personnel Action forms effecting pay.	w/in pay period received.	117	117	100%	
Payroll Processing	98% accuracy rate	2621	2618	100%	
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.	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.	9	9	100%	
Grievance/Complaint/and dispute resolution related to payroll	w/in contractual time frames.	0	0	N/A	
<b>EEO/AA</b>					
Response to client inquiries	same day if possible, no later than 1 business day	14	14	100%	
Response to external agencies	W/in 35 calendar days	96	96	100%	
EEO/AA Plans	by federal due date.	3	3	100%	
Internal Investigations	w/in 63 calendar days	1	1	100%	
Equal Opportunity Compliance	by federal due date.	0	0	N/A	
Compliance Training	w/in negotiated timeframes	0	0	N/A	

Division of Personnel  
Client Service Standards  
3rd Quarter FY06

<b>Training &amp; Development</b>					
Respond to customer service inquiries	same day if possible, no later than 1 business day			Yes	
Core course scheduled:	bi-monthly in Jnu & Anc	32	32	100%	9 classes cancelled due to low enrollment
Advance course schedule:	bi-monthly in Jnu & Anc	36	36	100%	5 classes cancelled due to low enrollment
AFNS schedule	bi-monthly in Jnu & Anc	5	5	100%	
Workplace Alaska	Self Directed Monthly	91	91	100%	
		<b># of attendees</b>			
		<b>JNU</b>	<b>ANC</b>	<b>FBKS/</b>	<b>Total Statewide</b>
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	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	2	0	2
advanced core	Academy for Supervisors	0	0	0	0
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		2	2	0	4
<b>Statewide Planning &amp; Research</b>					
Respond to information requests	w/in project scope	48	48	100%	All SPR Stats are enterprise wide.
HR Update	monthly	2	2	100%	Issues Published Semi-Monthly
HR Solutions	quarterly	1	1	100%	Winter 05 - Next Publication
Publish Workforce Profile	semi-annually	1	1	100%	Winter 05 - Next Publication
Electronic reporting	Monthly	61	61	100%	Distributed to requestor.
Evaluation due reports	Monthly(effective no later than 12/31/04)	42	42	100%	Distributed to all departments.

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Client Service Standards  
3rd Quarter FY06

Core Service	Standard	3rdQ FY06			
		# of Actions	# w/in standard	Measure	Comments
<b>Director's Office</b>					
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	
<b>Classification</b>					
PDs logged in for processing	same day if possible, no later than 1 business day	7	4	57%	Average 1 day
Actions logged in PD Tracker	Same business day as processed.			Yes	
Create Non-permanent positions	W/in 2 business days	0	0	N/A	
Priority PDs & PDs for Recruitments	w/in 14 calendar days	5	2	40%	Average 9+ days
Reclassification actions involving a proposed change to the class	w/in 35 calendar days	1	1	100%	Average 35 days
Classification actions involving a proposed update	w/in 58 calendar days	1	0	0%	Average 81 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	(#1 Security Guards underway)
<b>Employee Services</b>					
Workplace Alaska postings	w/in 2 business days	19	19	100%	
Workplace Alaska Approval to Hire	w/in 2 business days	21	21	100%	
Job service & LTC referrals	w/in 2 business days	1	1	100%	
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	19	19	100%	
Response to information request through the employee call center	same day if possible, no later than 1 business day	29	29	100%	
<b>Management Services</b>					
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.	79	79	100%	
Layoff Notification	100% accurate	0	0	N/A	
Dispute resolution	At lowest level possible			Yes	
Appeal responses	within contractual timeframes	0	0	N/A	

Division of Personnel  
Client Service Standards  
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<b>Technical Services</b>					
Personnel Actions forms - separations, appointments, transfers & promotions	w/in 3 business days of receipt.	52	51	98%	
other Personnel Action forms effecting pay.	w/in pay period received.	126	126	100%	
Payroll Processing	98% accuracy rate	1643	1626	99%	
FMLA notification	verbal - w/in 3 days of notification of qualifying condition. Written - within 14 calendar days.	2	1	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.	22	22	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	
<b>EEO/AA</b>					
Response to client inquiries	same day if possible, no later than 1 business day	14	14	100%	
Response to external agencies	W/in 35 calendar days	96	96	100%	
EEO/AA Plans	by federal due date.	3	3	100%	
Internal Investigations	w/in 63 calendar days	1	1	100%	
Equal Opportunity Compliance	by federal due date.	0	0	N/A	
Compliance Training	w/in negotiated timeframes	0	0	N/A	

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3rd Quarter FY06

<b>Training &amp; Development</b>					
Respond to customer service inquiries	same day if possible, no later than 1 business day			Yes	
Core course scheduled:	bi-monthly in Jnu & Anc	32	32	100%	9 classes cancelled due to low enrollment
Advance course schedule:	bi-monthly in Jnu & Anc	36	36	100%	5 classes cancelled due to low enrollment
AFNS schedule	bi-monthly in Jnu & Anc	5	5	100%	
Workplace Alaska	Self Directed Monthly	91	91	100%	
		<b># of attendees</b>			
		<b>JNU</b>	<b>ANC</b>	<b>FBKS/</b>	<b>Total Statewide</b>
core	Customer Service in the PS (2005)/Service Excellence (2006)	0	1	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	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	2	0	2
advanced core	Performance Coaching	0	1	0	1
advanced core	Change Management for supervisors	0	0	0	0
advanced core	The Disciplinary Process	0	1	0	1
advanced core	Interpersonal Skills	0	1	0	1
advanced core	Valuing Diversity	1	1	0	2
advanced core	Academy for Supervisors	0	1	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
<b>Total # of Students</b>		<b>1</b>	<b>11</b>	<b>0</b>	<b>12</b>
<b>Statewide Planning &amp; Research</b>					
Respond to information requests	w/in project scope	48	48	100%	All SPR Stats are enterprise wide.
HR Update	monthly	2	2	100%	Issues Published Semi-Monthly
HR Solutions	quarterly	1	1	100%	Winter 05 - Next Publication
Publish Workforce Profile	semi-annually	1	1	100%	Winter 05 - Next Publication
Electronic reporting	Monthly	61	61	100%	Distributed to requestor.
Evaluation due reports	Monthly(effective no later than 12/31/04)	42	42	100%	Distributed to all departments.

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Core Service	Standard	3rdQ FY06			
		# of Actions	# w/in standard	Measure	Comments
<b>Director's Office</b>					
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	
<b>Classification</b>					
PDs logged in for processing	same day if possible, no later than 1 business day	47	47	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 2+ days
Priority PDs & PDs for Recruitments	w/in 14 calendar days	4	2	50%	Average 14+ days
Reclassification actions involving a proposed change to the class	w/in 35 calendar days	1	0	0%	Average 49 days
Classification actions involving a proposed update	w/in 58 calendar days	42	36	86%	Average 25+ 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)
<b>Employee Services</b>					
Workplace Alaska postings	w/in 2 business days	52	52	100%	
Workplace Alaska Approval to Hire	w/in 2 business days	45	43	96%	
Job service & LTC referrals	w/in 2 business days	1	1	100%	
Advanced Step Placements	w/in 2 business days	5	1	20%	
request for personnel file information or existing position description	same day if possible, no later than 1 business day	25	25	100%	
Response to information request through the employee call center	same day if possible, no later than 1 business day	87	87	100%	
<b>Management Services</b>					
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.	3	3	100%	
Review of performance evaluations	W/in 14 calendar days for evaluations not effecting pay.	79	79	100%	
Layoff Notification	100% accurate	1	1	100%	
Dispute resolution	At lowest level possible			Yes	
Appeal responses	within contractual timeframes	1	1	100%	

Division of Personnel  
Client Service Standards  
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<b>Technical Services</b>					
Personnel Actions forms - separations, appointments, transfers & promotions	w/in 3 business days of receipt.	340	327	96%	Increase in appointments and separations due to EM Guard review.
other Personnel Action forms effecting pay.	w/in pay period received.	367	366	100%	
Payroll Processing	98% accuracy rate	4655	4642	100%	
FMLA notification	verbal - w/in 3 days of notification of qualifying condition. Written - within 14 calendar days.	11	6	55%	
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.	0	0	N/A	
Grievance/Complaint/and dispute resolution related to payroll	w/in contractual time frames.	0	0	N/A	
<b>EEO/AA</b>					
Response to client inquiries	same day if possible, no later than 1 business day	14	14	100%	
Response to external agencies	W/in 35 calendar days	96	96	100%	
EEO/AA Plans	by federal due date.	3	3	100%	
Internal Investigations	w/in 63 calendar days	1	1	100%	
Equal Opportunity Compliance	by federal due date.	0	0	N/A	
Compliance Training	w/in negotiated timeframes	0	0	N/A	

Division of Personnel  
Client Service Standards  
3rd Quarter FY06

<b>Training &amp; Development</b>					
Respond to customer service inquiries	same day if possible, no later than 1 business day			Yes	
Core course scheduled:	bi-monthly in Jnu & Anc	32	32	100%	9 classes cancelled due to low enrollment
Advance course schedule:	bi-monthly in Jnu & Anc	36	36	100%	5 classes cancelled due to low enrollment
AFNS schedule	bi-monthly in Jnu & Anc	5	5	100%	
Workplace Alaska	Self Directed Monthly	91	91	100%	
		<b># of attendees</b>			
		<b>JNU</b>	<b>ANC</b>	<b>FBKS/</b>	<b>Total Statewide</b>
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	1	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	2	0	2
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	1	1	0	2
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		2	4	0	6
<b>Statewide Planning &amp; Research</b>					
Respond to information requests	w/in project scope	48	48	100%	All SPR Stats are enterprise wide.
HR Update	monthly	2	2	100%	Issues Published Semi-Monthly
HR Solutions	quarterly	1	1	100%	Winter 05 - Next Publication
Publish Workforce Profile	semi-annually	1	1	100%	Winter 05 - Next Publication
Electronic reporting	Monthly	61	61	100%	Distributed to requestor.
Evaluation due reports	Monthly(effective no later than 12/31/04)	42	42	100%	Distributed to all departments.

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Client Service Standards  
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Core Service	Standard	3rdQ FY06			
		# of Actions	# w/in standard	Measure	Comments
<b>Director's Office</b>					
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	
<b>Classification</b>					
PDs logged in for processing	same day if possible, no later than 1 business day	31	31	100%	Average <1 day
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	11	4	36%	Average 13+ days
Reclassification actions involving a proposed change to the class	w/in 35 calendar days	8	3	38%	Average 38+ days
Classification actions involving a proposed update	w/in 58 calendar days	12	11	92%	Average 44 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 (Correctional Superintendents)
<b>Employee Services</b>					
Workplace Alaska postings	w/in 2 business days	50	47	94%	
Workplace Alaska Approval to Hire	w/in 2 business days	114	109	96%	
Job service & LTC referrals	w/in 2 business days	4	3	75%	
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	75	75	100%	
Response to information request through the employee call center	same day if possible, no later than 1 business day	105	105	100%	
<b>Management Services</b>					
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.	4	4	100%	
Review of performance evaluations	W/in 14 calendar days for evaluations not effecting pay.	226	226	100%	
Layoff Notification	100% accurate	1	1	100%	
Dispute resolution	At lowest level possible			Yes	
Appeal responses	within contractual timeframes	0	0	N/A	

Division of Personnel  
Client Service Standards  
3rd Quarter FY06

<b>Technical Services</b>					
Personnel Actions forms - separations, appointments, transfers & promotions	w/in 3 business days of receipt.	155	133	86%	
other Personnel Action forms effecting pay.	w/in pay period received.	450	450	100%	
Payroll Processing	98% accuracy rate	7716	7676	99%	
FMLA notification	verbal - w/in 3 days of notification of qualifying condition. Written - within 14 calendar days.	36	33	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.	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.	0	0	N/A	
Grievance/Complaint/and dispute resolution related to payroll	w/in contractual time frames.	0	0	N/A	
<b>EEO/AA</b>					
Response to client inquiries	same day if possible, no later than 1 business day	14	14	100%	
Response to external agencies	W/in 35 calendar days	96	96	100%	
EEO/AA Plans	by federal due date.	3	3	100%	
Internal Investigations	w/in 63 calendar days	1	1	100%	
Equal Opportunity Compliance	by federal due date.	0	0	N/A	
Compliance Training	w/in negotiated timeframes	0	0	N/A	

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Client Service Standards  
3rd Quarter FY06

<b>Training &amp; Development</b>					
Respond to customer service inquiries	same day if possible, no later than 1 business day			Yes	
Core course scheduled:	bi-monthly in Jnu & Anc	32	32	100%	9 classes cancelled due to low enrollment
Advance course schedule:	bi-monthly in Jnu & Anc	36	36	100%	5 classes cancelled due to low enrollment
AFNS schedule	bi-monthly in Jnu & Anc	5	5	100%	
Workplace Alaska	Self Directed Monthly	91	91	100%	
		<b># of attendees</b>			
		<b>JNU</b>	<b>ANC</b>	<b>FBKS/</b>	<b>Total Statewide</b>
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	3	0	3
core	A Respectful Workplace	0	2	0	2
core	Workplace Alaska for HM	0	0	0	0
core	AKPAY basics	1	1	0	2
core	New Employee Orientation	0	0	0	0
core	Workplace Violence	0	0	1	1
advanced core	Performance Coaching	0	2	1	3
advanced core	Change Management for supervisors	0	4	1	5
advanced core	The Disciplinary Process	0	3	0	3
advanced core	Interpersonal Skills	4	57	0	61
advanced core	Valuing Diversity	0	39	0	39
advanced core	Academy for Supervisors	4	19	6	29
advanced core	AKPAY for timekeepers	1	1	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		10	131	9	150
<b>Statewide Planning &amp; Research</b>					
Respond to information requests	w/in project scope	48	48	100%	All SPR Stats are enterprise wide.
HR Update	monthly	2	2	100%	Issues Published Semi-Monthly
HR Solutions	quarterly	1	1	100%	Winter 05 - Next Publication
Publish Workforce Profile	semi-annually	1	1	100%	Winter 05 - Next Publication
Electronic reporting	Monthly	61	61	100%	Distributed to requestor.
Evaluation due reports	Monthly(effective no later than 12/31/04)	42	42	100%	Distributed to all departments.

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Client Service Standards  
3rd Quarter FY06

Core Service	Standard	3rdQ FY06			
		# of Actions	# w/in standard	Measure	Comments
<b>Director's Office</b>					
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	
<b>Classification</b>					
PDs logged in for processing	same day if possible, no later than 1 business day	22	22	100%	Average <1 day
Actions logged in PD Tracker	Same business day as processed.			Yes	
Create Non-permanent positions	W/in 2 business days	38	27	71%	Average 1+ days
Priority PDs & PDs for Recruitments	w/in 14 calendar days	13	1	8%	Average 27 days
Reclassification actions involving a proposed change to the class	w/in 35 calendar days	3	0	0%	Average 65 days
Classification actions involving a proposed update	w/in 58 calendar days	6	4	67%	Average 61+ 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 Geologists underway)
<b>Employee Services</b>					
Workplace Alaska postings	w/in 2 business days	91	91	100%	
Workplace Alaska Approval to Hire	w/in 2 business days	70	69	99%	
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	133	133	100%	
<b>Management Services</b>					
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.	6	6	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	0	0	N/A	

Division of Personnel  
Client Service Standards  
3rd Quarter FY06

<b>Technical Services</b>					
Personnel Actions forms - separations, appointments, transfers & promotions	w/in 3 business days of receipt.	111	94	85%	1 action did not meet standard due to missing paperwork.
other Personnel Action forms effecting pay.	w/in pay period received.	403	403	100%	
Payroll Processing	98% accuracy rate	4639	4616	100%	
FMLA notification	verbal - w/in 3 days of notification of qualifying condition. Written - within 14 calendar days.	16	3	19%	
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.	14	14	100%	
Grievance/Complaint/and dispute resolution related to payroll	w/in contractual time frames.	0	0	N/A	
<b>EEO/AA</b>					
Response to client inquiries	same day if possible, no later than 1 business day	14	14	100%	
Response to external agencies	W/in 35 calendar days	96	96	100%	
EEO/AA Plans	by federal due date.	3	3	100%	
Internal Investigations	w/in 63 calendar days	1	1	100%	
Equal Opportunity Compliance	by federal due date.	0	0	N/A	
Compliance Training	w/in negotiated timeframes	0	0	N/A	

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Client Service Standards  
3rd Quarter FY06

<b>Training &amp; Development</b>					
Respond to customer service inquiries	same day if possible, no later than 1 business day			Yes	
Core course scheduled:	bi-monthly in Jnu & Anc	32	32	100%	9 classes cancelled due to low enrollment
Advance course schedule:	bi-monthly in Jnu & Anc	36	36	100%	5 classes cancelled due to low enrollment
AFNS schedule	bi-monthly in Jnu & Anc	5	5	100%	
Workplace Alaska	Self Directed Monthly	91	91	100%	
<b># of attendees</b>					
		<b>JNU</b>	<b>ANC</b>	<b>FBKS/</b>	<b>Total Statewide</b>
core	Customer Service in the PS (2005)/Service Excellence (2006)	0	0	1	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	0	8	2	10
core	Workplace Alaska for HM	0	0	0	0
core	AKPAY basics	0	2	0	2
core	New Employee Orientation	0	0	0	0
core	Workplace Violence	2	6	1	9
advanced core	Performance Coaching	0	0	2	2
advanced core	Change Management for supervisors	0	1	0	1
advanced core	The Disciplinary Process	0	1	0	1
advanced core	Interpersonal Skills	0	1	5	6
advanced core	Valuing Diversity	0	6	1	7
advanced core	Academy for Supervisors	1	1	1	3
advanced core	AKPAY for timekeepers	0	3	0	3
advanced core	Team-Building	0	0	0	0
advanced core	Conflict Resolution	0	0	0	0
	Other	0	0	0	0
<b>Total # of Students</b>		<b>3</b>	<b>29</b>	<b>13</b>	<b>45</b>
<b>Statewide Planning &amp; Research</b>					
Respond to information requests	w/in project scope	48	48	100%	All SPR Stats are enterprise wide.
HR Update	monthly	2	2	100%	Issues Published Semi-Monthly
HR Solutions	quarterly	1	1	100%	Winter 05 - Next Publication
Publish Workforce Profile	semi-annually	1	1	100%	Winter 05 - Next Publication
Electronic reporting	Monthly	61	61	100%	Distributed to requestor.
Evaluation due reports	Monthly(effective no later than 12/31/04)	42	42	100%	Distributed to all departments.

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Client Service Standards  
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Core Service	Standard	3rdQ FY06			
		# of Actions	# w/in standard	Measure	Comments
<b>Director's Office</b>					
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	
<b>Classification</b>					
PDs logged in for processing	same day if possible, no later than 1 business day	62	58	94%	Average 1 day
Actions logged in PD Tracker	Same business day as processed.			Yes	
Create Non-permanent positions	W/in 2 business days	94	36	38%	Average 2 days
Priority PDs & PDs for Recruitments	w/in 14 calendar days	26	6	23%	Average 23+ days
Reclassification actions involving a proposed change to the class	w/in 35 calendar days	20	6	30%	Average 47 days
Classification actions involving a proposed update	w/in 58 calendar days	16	9	56%	Average 47+ 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 study completed (F/W/H Biologists)
<b>Employee Services</b>					
Workplace Alaska postings	w/in 2 business days	62	61	98%	
Workplace Alaska Approval to Hire	w/in 2 business days	52	52	100%	
Job service & LTC referrals	w/in 2 business days	1	1	100%	
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	22	22	100%	
Response to information request through the employee call center	same day if possible, no later than 1 business day	209	209	100%	
<b>Management Services</b>					
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.	5	5	100%	
Review of performance evaluations	W/in 14 calendar days for evaluations not effecting pay.	206	206	100%	
Layoff Notification	100% accurate	0	0	N/A	
Dispute resolution	At lowest level possible			Yes	
Appeal responses	within contractual timeframes	0	0	N/A	

Division of Personnel  
Client Service Standards  
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<b>Technical Services</b>					
Personnel Actions forms - separations, appointments, transfers & promotions	w/in 3 business days of receipt.	171	148	87%	3 actions did not meet standard due to missing paperwork.
other Personnel Action forms effecting pay.	w/in pay period received.	511	511	100%	
Payroll Processing	98% accuracy rate	6078	6048	100%	
FMLA notification	verbal - w/in 3 days of notification of qualifying condition. Written - within 14 calendar days.	24	21	88%	
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.	1	1	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.	2	2	100%	
Grievance/Complaint/and dispute resolution related to payroll	w/in contractual time frames.	0	0	N/A	
<b>EEO/AA</b>					
Response to client inquiries	same day if possible, no later than 1 business day	14	14	100%	
Response to external agencies	W/in 35 calendar days	96	96	100%	
EEO/AA Plans	by federal due date.	3	3	100%	
Internal Investigations	w/in 63 calendar days	1	1	100%	
Equal Opportunity Compliance	by federal due date.	0	0	N/A	
Compliance Training	w/in negotiated timeframes	0	0	N/A	

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3rd Quarter FY06

<b>Training &amp; Development</b>					
Respond to customer service inquiries	same day if possible, no later than 1 business day			Yes	
Core course scheduled:	bi-monthly in Jnu & Anc	32	32	100%	9 classes cancelled due to low enrollment
Advance course schedule:	bi-monthly in Jnu & Anc	36	36	100%	5 classes cancelled due to low enrollment
AFNS schedule	bi-monthly in Jnu & Anc	5	5	100%	
Workplace Alaska	Self Directed Monthly	91	91	100%	
		<b># of attendees</b>			
		<b>JNU</b>	<b>ANC</b>	<b>FBKS/</b>	<b>Total Statewide</b>
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	4	0	0	4
core	A Respectful Workplace	0	4	0	4
core	Workplace Alaska for HM	0	0	0	0
core	AKPAY basics	5	3	0	8
core	New Employee Orientation	0	0	0	0
core	Workplace Violence	0	2	0	2
advanced core	Performance Coaching	0	1	0	1
advanced core	Change Management for supervisors	0	0	0	0
advanced core	The Disciplinary Process	0	1	0	1
advanced core	Interpersonal Skills	0	1	0	1
advanced core	Valuing Diversity	0	1	2	3
advanced core	Academy for Supervisors	3	0	1	4
advanced core	AKPAY for timekeepers	1	3	0	4
advanced core	Team-Building	0	0	0	0
advanced core	Conflict Resolution	0	0	0	0
	Other	0	0	0	0
<b>Total # of Students</b>		<b>13</b>	<b>16</b>	<b>3</b>	<b>32</b>
<b>Statewide Planning &amp; Research</b>					
Respond to information requests	w/in project scope	48	48	100%	All SPR Stats are enterprise wide.
HR Update	monthly	2	2	100%	Issues Published Semi-Monthly
HR Solutions	quarterly	1	1	100%	Winter 05 - Next Publication
Publish Workforce Profile	semi-annually	1	1	100%	Winter 05 - Next Publication
Electronic reporting	Monthly	61	61	100%	Distributed to requestor.
Evaluation due reports	Monthly(effective no later than 12/31/04)	42	42	100%	Distributed to all departments.

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Core Service	Standard	3rdQ FY06			
		# of Actions	# w/in standard	Measure	Comments
<b>Director's Office</b>					
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	
<b>Classification</b>					
PDs logged in for processing	same day if possible, no later than 1 business day	23	23	100%	Average <1 day
Actions logged in PD Tracker	Same business day as processed.			Yes	
Create Non-permanent positions	W/in 2 business days	9	9	100%	Average <1 day
Priority PDs & PDs for Recruitments	w/in 14 calendar days	18	3	17%	Average 26 days
Reclassification actions involving a proposed change to the class	w/in 35 calendar days	4	2	50%	Average 36 days
Classification actions involving a proposed update	w/in 58 calendar days	1	1	100%	Average 5 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)
<b>Employee Services</b>					
Workplace Alaska postings	w/in 2 business days	66	66	100%	
Workplace Alaska Approval to Hire	w/in 2 business days	42	42	100%	
Job service & LTC referrals	w/in 2 business days	0	0	N/A	
Advanced Step Placements	w/in 2 business days	4	4	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	166	166	100%	
<b>Management Services</b>					
Respond to client inquiries	same day if possible, no later than 1 business day			Yes	
Delegated LOAs	w/in 3 business days	5	5	100%	
Review of performance evaluations	W/in 3 business days for evaluations effecting pay.	8	8	100%	
Review of performance evaluations	W/in 14 calendar days for evaluations not effecting pay.	80	80	100%	
Layoff Notification	100% accurate	0	0	N/A	
Dispute resolution	At lowest level possible			Yes	
Appeal responses	within contractual timeframes	0	0	N/A	

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<b>Technical Services</b>					
Personnel Actions forms - separations, appointments, transfers & promotions	w/in 3 business days of receipt.	50	39	78%	1 action did not meet standard due to missing paperwork.
other Personnel Action forms effecting pay.	w/in pay period received.	147	147	100%	
Payroll Processing	98% accuracy rate	2583	2563	99%	
FMLA notification	verbal - w/in 3 days of notification of qualifying condition. Written - within 14 calendar days.	6	2	33%	
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.	1	1	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	0	0%	
Grievance/Complaint/and dispute resolution related to payroll	w/in contractual time frames.	0	0	N/A	
<b>EEO/AA</b>					
Response to client inquiries	same day if possible, no later than 1 business day	14	14	100%	
Response to external agencies	W/in 35 calendar days	96	96	100%	
EEO/AA Plans	by federal due date.	3	3	100%	
Internal Investigations	w/in 63 calendar days	1	1	100%	
Equal Opportunity Compliance	by federal due date.	0	0	N/A	
Compliance Training	w/in negotiated timeframes	0	0	N/A	

Division of Personnel  
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<b>Training &amp; Development</b>					
Respond to customer service inquiries	same day if possible, no later than 1 business day			Yes	
Core course scheduled:	bi-monthly in Jnu & Anc	32	32	100%	9 classes cancelled due to low enrollment
Advance course schedule:	bi-monthly in Jnu & Anc	36	36	100%	5 classes cancelled due to low enrollment
AFNS schedule	bi-monthly in Jnu & Anc	5	5	100%	
Workplace Alaska	Self Directed Monthly	91	91	100%	
		<b># of attendees</b>			
		<b>JNU</b>	<b>ANC</b>	<b>FBKS/</b>	<b>Total Statewide</b>
core	Customer Service in the PS (2005)/Service Excellence (2006)	0	1	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	2	6	2	10
core	Workplace Alaska for HM	0	0	0	0
core	AKPAY basics	2	1	0	3
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	1	1	2
advanced core	Valuing Diversity	0	0	0	0
advanced core	Academy for Supervisors	4	3	1	8
advanced core	AKPAY for timekeepers	1	1	0	2
advanced core	Team-Building	0	0	0	0
advanced core	Conflict Resolution	0	0	0	0
	Other	0	0	0	0
<b>Total # of Students</b>		<b>9</b>	<b>13</b>	<b>4</b>	<b>26</b>
<b>Statewide Planning &amp; Research</b>					
Respond to information requests	w/in project scope	48	48	100%	All SPR Stats are enterprise wide.
HR Update	monthly	2	2	100%	Issues Published Semi-Monthly
HR Solutions	quarterly	1	1	100%	Winter 05 - Next Publication
Publish Workforce Profile	semi-annually	1	1	100%	Winter 05 - Next Publication
Electronic reporting	Monthly	61	61	100%	Distributed to requestor.
Evaluation due reports	Monthly(effective no later than 12/31/04)	42	42	100%	Distributed to all departments.

Division of Personnel  
Client Service Standards  
3rd Quarter FY06

Core Service	Standard	3rdQ FY06			
		# of Actions	# w/in standard	Measure	Comments
<b>Director's Office</b>					
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	
<b>Classification</b>					
PDs logged in for processing	same day if possible, no later than 1 business day	76	74	97%	Average <1 day
Actions logged in PD Tracker	Same business day as processed.			Yes	
Create Non-permanent positions	W/in 2 business days	36	28	78%	Average <1 day
Priority PDs & PDs for Recruitments	w/in 14 calendar days	55	21	38%	Average 18+ days
Reclassification actions involving a proposed change to the class	w/in 35 calendar days	9	3	33%	Average 54+ days
Classification actions involving a proposed update	w/in 58 calendar days	12	10	83%	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	0	0	N/A	(#1 Grants Administrators underway)
<b>Employee Services</b>					
Workplace Alaska postings	w/in 2 business days	247	245	99%	
Workplace Alaska Approval to Hire	w/in 2 business days	266	263	99%	
Job service & LTC referrals	w/in 2 business days	11	9	82%	
Advanced Step Placements	w/in 2 business days	8	7	88%	
request for personnel file information or existing position description	same day if possible, no later than 1 business day	125	125	100%	
Response to information request through the employee call center	same day if possible, no later than 1 business day	420	420	100%	
<b>Management Services</b>					
Respond to client inquiries	same day if possible, no later than 1 business day			Yes	
Delegated LOAs	w/in 3 business days	5	5	100%	
Review of performance evaluations effecting pay.	W/in 3 business days for evaluations effecting pay.	31	30	97%	
Review of performance evaluations	W/in 14 calendar days for evaluations not effecting pay.	628	627	100%	
Layoff Notification	100% accurate	0	0	N/A	
Dispute resolution	At lowest level possible			Yes	
Appeal responses	within contractual timeframes	7	7	100%	

Division of Personnel  
Client Service Standards  
3rd Quarter FY06

<b>Technical Services</b>					
Personnel Actions forms - separations, appointments, transfers & promotions	w/in 3 business days of receipt.	471	431	92%	
other Personnel Action forms effecting pay.	w/in pay period received.	923	923	100%	
Payroll Processing	98% accuracy rate	20118	20028	100%	
FMLA notification	verbal - w/in 3 days of notification of qualifying condition. Written - within 14 calendar days.	89	82	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.	28	28	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.	113	113	100%	
Grievance/Complaint/and dispute resolution related to payroll	w/in contractual time frames.	3	3	100%	
<b>EEO/AA</b>					
Response to client inquiries	same day if possible, no later than 1 business day	14	14	100%	
Response to external agencies	W/in 35 calendar days	96	96	100%	
EEO/AA Plans	by federal due date.	3	3	100%	
Internal Investigations	w/in 63 calendar days	1	1	100%	
Equal Opportunity Compliance	by federal due date.	0	0	N/A	
Compliance Training	w/in negotiated timeframes	0	0	N/A	

Division of Personnel  
Client Service Standards  
3rd Quarter FY06

<b>Training &amp; Development</b>					
Respond to customer service inquiries	same day if possible, no later than 1 business day			Yes	
Core course scheduled:	bi-monthly in Jnu & Anc	32	32	100%	9 classes cancelled due to low enrollment
Advance course schedule:	bi-monthly in Jnu & Anc	36	36	100%	5 classes cancelled due to low enrollment
AFNS schedule	bi-monthly in Jnu & Anc	5	5	100%	
Workplace Alaska	Self Directed Monthly	91	91	100%	
<b># of attendees</b>					
		<b>JNU</b>	<b>ANC</b>	<b>FBKS/</b>	<b>Total Statewide</b>
core	Customer Service in the PS (2005)/Service Excellence (2006)	0	24	3	27
core	Effective Interviewing & Hiring (2005)/Strategic Recr & Screen (2006)	0	0	0	0
core	Performance Appraisal - basics	1	6	0	7
core	A Respectful Workplace	11	11	0	22
core	Workplace Alaska for HM	0	0	0	0
core	AKPAY basics	2	7	0	9
core	New Employee Orientation	0	0	0	0
core	Workplace Violence	14	3	1	18
advanced core	Performance Coaching	3	10	1	14
advanced core	Change Management for supervisors	3	2	2	7
advanced core	The Disciplinary Process	0	7	0	7
advanced core	Interpersonal Skills	2	5	3	10
advanced core	Valuing Diversity	6	31	0	37
advanced core	Academy for Supervisors	3	6	6	15
advanced core	AKPAY for timekeepers	0	7	0	7
advanced core	Team-Building	9	0	0	9
advanced core	Conflict Resolution	0	0	0	0
	Other	0	0	0	0
Total # of Students		54	119	16	189
<b>Statewide Planning &amp; Research</b>					
Respond to information requests	w/in project scope	48	48	100%	All SPR Stats are enterprise wide.
HR Update	monthly	2	2	100%	Issues Published Semi-Monthly
HR Solutions	quarterly	1	1	100%	Winter 05 - Next Publication
Publish Workforce Profile	semi-annually	1	1	100%	Winter 05 - Next Publication
Electronic reporting	Monthly	61	61	100%	Distributed to requestor.
Evaluation due reports	Monthly(effective no later than 12/31/04)	42	42	100%	Distributed to all departments.

Division of Personnel  
Client Service Standards  
3rd Quarter FY06

		3rdQ FY06			
Core Service	Standard	# of Actions	# w/in standard	Measure	Comments
<b>Director's Office</b>					
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	
<b>Classification</b>					
PDs logged in for processing	same day if possible, no later than 1 business day	258	250	97%	Average <1 day
Actions logged in PD Tracker	Same business day as processed.			Yes	
Create Non-permanent positions	W/in 2 business days	28	25	89%	Average 1+ days
Priority PDs & PDs for Recruitments	w/in 14 calendar days	92	48	52%	Average 14+ days
Reclassification actions involving a proposed change to the class	w/in 35 calendar days	5	3	60%	Average 48 days
Classification actions involving a proposed update	w/in 58 calendar days	161	157	98%	Average 16+ days
Maintenance Requests on existing class specifications	w/in 14 calendar days	0	0	100%	
Classification Studies	At least one top priority class study per operating agency per fiscal year	0	0	100%	#1 completed (Transportation Maintenance), and Airport Operations
<b>Employee Services</b>					
Workplace Alaska postings	w/in 2 business days	102	102	100%	
Workplace Alaska Approval to Hire	w/in 2 business days	73	71	97%	
Job service & LTC referrals	w/in 2 business days	32	31	97%	
Advanced Step Placements	w/in 2 business days	5	5	100%	
request for personnel file information or existing position description	same day if possible, no later than 1 business day	278	278	100%	
Response to information request through the employee call center	same day if possible, no later than 1 business day	222	222	100%	
<b>Management Services</b>					
Respond to client inquiries	same day if possible, no later than 1 business day			Yes	
Delegated LOAs	w/in 3 business days	7	7	100%	
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.	234	227	97%	
Layoff Notification	100% accurate	1	1	100%	
Dispute resolution	At lowest level possible			Yes	
Appeal responses	within contractual timeframes	12	11	92%	

Division of Personnel  
Client Service Standards  
3rd Quarter FY06

<b>Technical Services</b>					
Personnel Actions forms - separations, appointments, transfers & promotions	w/in 3 business days of receipt.	403	350	87%	
other Personnel Action forms effecting pay.	w/in pay period received.	1569	1569	100%	Includes 679 Pay Entry Updates for AMHS.
Payroll Processing	98% accuracy rate	18383	18321	100%	
FMLA notification	verbal - w/in 3 days of notification of qualifying condition. Written - within 14 calendar days.	45	39	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.	35	35	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.	55	55	100%	
Grievance/Complaint/and dispute resolution related to payroll	w/in contractual time frames.	2	2	100%	
<b>EEO/AA</b>					
Response to client inquiries	same day if possible, no later than 1 business day	14	14	100%	
Response to external agencies	W/in 35 calendar days	96	96	100%	
EEO/AA Plans	by federal due date.	3	3	100%	
Internal Investigations	w/in 63 calendar days	1	1	100%	
Equal Opportunity Compliance	by federal due date.	0	0	N/A	
Compliance Training	w/in negotiated timeframes	0	0	N/A	

Division of Personnel  
Client Service Standards  
3rd Quarter FY06

<b>Training &amp; Development</b>					
Respond to customer service inquiries	same day if possible, no later than 1 business day			Yes	
Core course scheduled:	bi-monthly in Jnu & Anc	32	32	100%	9 classes cancelled due to low enrollment
Advance course schedule:	bi-monthly in Jnu & Anc	36	36	100%	5 classes cancelled due to low enrollment
AFNS schedule	bi-monthly in Jnu & Anc	5	5	100%	
Workplace Alaska	Self Directed Monthly	91	91	100%	
<b># of attendees</b>					
		<b>JNU</b>	<b>ANC</b>	<b>FBKS/</b>	<b>Total Statewide</b>
core	Customer Service in the PS (2005)/Service Excellence (2006)	0	2	6	8
core	Effective Interviewing & Hiring (2005)/Strategic Recr & Screen (2006)	0	0	0	0
core	Performance Appraisal - basics	2	3	0	5
core	A Respectful Workplace	2	2	55	59
core	Workplace Alaska for HM	0	0	0	0
core	AKPAY basics	2	0	0	2
core	New Employee Orientation	0	0	3	3
core	Workplace Violence	2	2	3	7
advanced core	Performance Coaching	0	11	7	18
advanced core	Change Management for supervisors	0	0	4	4
advanced core	The Disciplinary Process	0	11	0	11
advanced core	Interpersonal Skills	0	2	8	10
advanced core	Valuing Diversity	0	3	19	22
advanced core	Academy for Supervisors	8	4	4	16
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		16	40	109	165
<b>Statewide Planning &amp; Research</b>					
Respond to information requests	w/in project scope	48	48	100%	All SPR Stats are enterprise wide.
HR Update	monthly	2	2	100%	Issues Published Semi-Monthly
HR Solutions	quarterly	1	1	100%	Winter 05 - Next Publication
Publish Workforce Profile	semi-annually	1	1	100%	Winter 05 - Next Publication
Electronic reporting	Monthly	61	61	100%	Distributed to requestor.
Evaluation due reports	Monthly(effective no later than 12/31/04)	42	42	100%	Distributed to all departments.