










Attachment A: ETF Scorecard FY 2024 Q1 (July 1-September 30, 2023)

GOAL	MEASUREMENT	NORTH STAR TARGET	CURRENT FISCAL YEAR TARGET	CURRENT PERIOD ACTUAL	PREVIOUS PERIOD ACTUAL	STATUS  = On Target  = At Risk  = Significantly off Track	NOTES Indicate dependencies on other metrics or initiatives, reporting frequency (i.e.: monthly, quarterly) along with any changes or issues impacting outcomes
Goal 1: Create an effortless customer experience.	Customer Experience Feedback Score - percent of members who indicate high satisfaction, low effort, and high willingness to recommend ETF services through customer service surveys Customer Experience Feedback = customer perspective/service rating	92.00%	87.00%	88%	89%	On Target	The Q1 score dropped by one point from last quarter, due to website user feedback for the following: <ul style="list-style-type: none"> • Disappointment with lack of log-in to access their benefits. • Difficulty registering for a webinar or navigating the site. All other scores from Retirement Appointments and the Call Center remained steady or increased moderately over the past two quarters.
	Average Wait Time Service Level Agreement Score of identified transactions Average Wait Time Score = operations/ service delivery time	4 for all trxns	4 for HVHI trxns	4.1	3.7	On Target	The FY 24 Q1 wait time score improved over the previous quarter from 26 to 29. In past reports there were two areas consistently falling short of the standards we set for customer service: 1) the average speed of answer for member phone calls; and 2) the time it takes for a member to meet with a benefit specialist for a retirement appointment. The Call Center saw a significant improvement in the first item, the average speed of answer for member calls. The improved score is largely the outcome of: <ul style="list-style-type: none"> • vacant positions being filled. • call volume related to federal tax changes in early 2023 has leveled off during the quarter but may pick up again during tax season. • call volume during the open enrollment period was much lower than the same period last year because there were no significant health plan changes.




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Goal 2: Implement outcomes-driven performance management and process management.	Cumulative number of IAS future state processes that have been identified, optimized, and documented with appropriate performance measures and controls in place	96	96	37	15* *Adjusted due to calculation error carried over from FY 23	On Target	During this reporting period, 22 additional future state processes have been documented, including: <ul style="list-style-type: none"> • Dual Employment: This is when a member is employed in more than 1 WRS eligible position. • State to State Transfers – This is when a member is terming from one state position and being hired in another state position within 30 days. • Late Open Enrollment – This is when a member is submitting an appeal to enroll in IYC benefits after Open Enrollment has closed.
Goal 3: Build a talented and agile workforce.	Percent of employees whose expected performance management task(s) are completed by the end of the quarter	100.00%	100.00%	100%	94%	On Target	ETF's annual goal setting process kicked off in July of 2023. 224/224 (100%) eligible employees completed the goal setting process within the quarter. No extensions to the deadline were required. A total of 653 goals were established using the system.
	Percent of Equity and Inclusion program tasks scheduled to be completed within the quarter that are completed on schedule.	100%	100%	100%	50%	On Target	The Equity and Inclusion Plan FY 24-26 Year 1 consists of the development of the FY 24-26 plan and implementation of two action items beginning in January 2024. The planning committee had multiple meetings and the draft plan was sent to DOA in September as scheduled.

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Goal 4: Implement modern, secure, and resilient information technologies.	Percent of applications in the Invest quadrant of the Gartner TIME model **	60%	29%	28%	28%	On Target	During this reporting period, there were no systems added to the Invest Quadrant and no systems retired.
	Percent of Key Risk Indicators that are within established risk thresholds	5 of 5	4 of 5	4 of 5* *This measurement changed for FY 24 to reflect a grouping of information risk domains.	7 of 9	On Target	This Q1 measurement reflects positive results of an ongoing effort to monitor and mitigate cybersecurity risks that are inherent in computer systems, staffing and reliance on vendor provided services.

* New measurements being reported for this period.

** The Gartner T.I.M.E model (Tolerate, Invest, Migrate, Eliminate) is the tool used to evaluate and make decisions about ETF's application portfolio (the collection of IT systems used). Applications are evaluated for their ability to produce value at a reasonable cost, to eliminate low-value systems and increase investment in high-value systems. The higher the % of portfolio within the "Invest" quadrant (N. Star metric) indicates greater overall portfolio value meeting ETF's member and employer needs.

Legend

-  **On target** - Work accomplished meets or exceeds this period's expectations and represents progress at a pace that will achieve the expected year-end results.
-  **At risk** - Expected results for this period have not been met. Performance gaps are not significant enough to impact the expected year-end results.
-  **Significantly off track** - Expected results for this period have not been met. Year-end results will not be achieved without intervention.