










GOAL	MEASUREMENT	NORTH STAR TARGET	CURRENT FISCAL YEAR TARGET	CURRENT PERIOD ACTUAL	PREVIOUS PERIOD ACTUAL	STATUS  = On Target  = At Risk  = Significantly	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%	89%	88%	On Target	The Customer Experience (CX) Feedback Score for FY24 Q3 increased by one point to 89% since the previous quarter. It's worth noting: <ul style="list-style-type: none"> • The CX scores for the call center were unchanged, while all other CX scores increased. • The website's user satisfaction score showed the greatest improvement by six points. • The user ease score for retirement appointments increased by four points.
	Average Wait Time Service Level Agreement Score of identified transactions Average Wait Time Score = operations/ service delivery time	4 for all trxn	4 for HVHI trxn	4	4	On Target	The Wait Time Score remains the same as the previous quarter, with the member appointment metric still not meeting its target. While position vacancies continue to challenge progress, tasks have been adjusted to increase appointment availability for members, especially as this is the time of year when teachers seek appointments to discuss potential retirement at the end of the fiscal year.
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	83	61	On Target	During this reporting period, 22 processes were documented, including: <ul style="list-style-type: none"> • Rehired Annuitant – This is the process for a retiree going back to work. They can either keep their life insurance as an annuitant or enroll as an active. Health insurance must be terminated under the Retiree Sponsor, and then they can enroll under the active sponsor. The annuity is suspended. • My Insurance Benefits Outages and Maintenance – This is the process for updating our website, communicated with internal staff and employers.


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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%	0%	On Target	The number of non-probationary permanent employees scheduled/expected to complete the mid-year evaluation performance task during Q3 was 217. The number of employees who completed the mid-year evaluation performance task during Q3 was 217. Both numbers are from the system used to manage performance, Cornerstone on Demand.
	Percent of Equity and Inclusion program tasks scheduled to be completed within the quarter that are completed on schedule.	100%	100%	100%	100%	On Target	Implementation of the Plan's two action items began in Q3. Some of the accomplishments during this period include: 1. Analyzed options for Wellness Workgroup (WW) and Inclusion, Diversity, Equity & Advancement (IDEA) committee co-existence and interaction. <ul style="list-style-type: none"> • Solicited feedback from internal WW members about interest areas and opportunities for growth. • IDEA collaborated with WW on WebMD. lead/facilitated Culture of Health Assessment. 2. Current Staff Network Group (SNG) continued development and explored the formation of additional SNGs. <ul style="list-style-type: none"> • Included questions about other staff network group types in the all-staff E&I Survey distributed in May. • Developed SNG year-long meeting schedule.


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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%	32%	29%	On Target	During this reporting period, there were no systems added or retired. No significant change is expected until the implementation of IAS with several legacy systems decommissioned after go-live.
	Percent of Key Risk Indicators that are within established risk thresholds	5 of 5	4 of 5	4 of 5	5 of 5	On Target	Despite several key vacancies, the Q3 score for this measurement remains on target. Areas of progress this quarter include: <ul style="list-style-type: none"> • vulnerability management against the backlog of minor vulnerabilities • preparing to launch a new system to improve incident resolution response time.


* 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.