ETF Scorecard FY2024 Q4 (April 1, 2024 -June 30, 2024)

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%	87%	89%	On Target	The Customer Experience Feedback Score decreased by two points during this reporting period to 87% since the previous quarter. The decrease is in part connected to negative feedback on the website. Users reported frustration with not being able to access their account online. All user satisfaction scores decreased this quarter. It is also worth noting: • The call center's user ease score remained the same at 90%. • Users' willingness to recommend score decreased slightly for retirement appointments. • The most significant decrease was the user satisfaction score for the website.
	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	4	On Target	During this reporting period, the Call Center sustained improvement in the average speed of answer, despite a rise in call volume this quarter over last quarter (taxes, annual annuity adjustments, mailing of annual statements, teachers deciding whether to renew contracts or retire, etc.). Reasons include the lack of vacant positions, more tenured staff, and the callback feature of ETF's telephone routing system.

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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	109	83	On Target	During this reporting period 26 future-state processes were documented, including: • Employer Health Program Option Change – When an existing employer chooses to change their program option, a new resolution needs to be submitted, BenefitPlace needs to be configured, and employees need to be able to update their plan through Open Enrollment. • Crediting a payment to an Employer in Certifi – This process facilitated the steps needing to be taken when an employer has multiple invoices that are outstanding, but only wants to pay the past due amount.
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%	100%	On Target	During this reporting period, Final Evaluations were completed timely by 99.51% of all employees. Components of this key task include: • The addition of a new competency, "manages complexity," which was successfully implemented as part of the 2023-2024 process. • The competency roll out was determined for the next performance year. • The Job Family/Functional Competency page was updated to reflect the new functional competencies.
	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	The Equity and Inclusion Plan FY24/26 Year 1 consists of the development of the FY24/26 plan and the implementation of two action items in the plan beginning in January 2024. The two actions items completed this quarter are: • Analyzed options for Wellness Workgroup and IDEA Committee co-existence and interaction. • Continued current SNG development and explored formation of additional SNGs. This project is now closed since all items have been completed. A new project will be created for Year 2 of the E&I Plan.

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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%	32%	On Target	During this reporting period, no systems were added or retired. We expect to remain at 32% of ETF's application portfolio in the Invest Quadrant until the implementation of IAS. With legacy systems scheduled to be decommissioned after the IAS go-live, we should see our percent in the Invest Quadrant increase by the end of FY25.
	Percent of Key Risk Indicators that are within established risk thresholds	5 of 5	4 of 5	5 of 5	4 of 5	On Target	During this reporting period, all the servers and computer vulnerabilities were successfully patched. 100% of all vulnerabilities that required patching (based on risk score) were addressed within our threshold timeframes. In addition ETF's Information Risk Management team engaged in Security Risk Assessments of third-party service providers and engaged in RFP assistance, keeping cybersecurity at the forefront of vendor engagements for services. Also notable is the performance by our ETF staff to identify and not interact with the phishing test the BISM team sent out this quarter, with 99.99% compliance. These are positive signs that our training and risk mitigation efforts are effective.

* 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.