










### ETF Scorecard FY2025 Q2 (October 1 - December 31, 2024)

GOAL	MEASUREMENT	NORTH STAR TARGET	CURRENT FISCAL YEAR TARGET	CURRENT PERIOD ACTUAL	PREVIOUS PERIOD ACTUAL	 = 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%	89%	89%	On Target	The Customer Experience (CX) Feedback Score remained the same as last quarter at 89%. Score performance includes: <ul style="list-style-type: none"> <li>• Retirement appointments increased across the board for customer satisfaction, ease of effort, and the Net Promoter Score (customer loyalty).</li> <li>• The ease of effort score decreased by 2 points for the call center.</li> <li>• It's worth noting, customer satisfaction for retirement appointments has increased for the past two quarters.</li> </ul>
	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 Average Wait Time Score for this quarter was the same as the previous quarter. We continue to struggle with providing a sufficient number of appointments for members. To the extent possible, we have added more appointments, and recently reallocated a "desk work" position to do appointments and outreach in an attempt to further address this shortcoming.
Goal 2: Implement outcomes-driven performance measurement and process management.	Percent of milestones completed on schedule, as defined in the Initiative Operationalize process management for all IAS-impacted process owners. *	100%	100%	N/A	N/A	Significantly off track	Reporting for this measurement was to begin this quarter, but is delayed due to resource constraints (consultant contract expired). Efforts are underway to acquire a consultant resource.

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Goal 3: Build a talented and agile workforce.	Percent of IAS-impacted positions indicating their competency level for critical non-technical skills is at least a "Meets," as determined by the bi-quarterly assessment tool. *	100%	100%	93%	N/A	On Target	The FY25 reporting periods for this new measurement are set for Q2 and Q4 and are based on non-technical skills assessment given to staff and contractors, the Digital Dexterity Questionnaire. A development focus will be reported for Q3 and Q5. This first reporting period reflects results from a small pilot group of staff most impacted by IAS implementation. Of 36 total responses, 93% rated themselves in the three highest options overall.
	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 FY24/26 Year 2 consists of three main action items. Accomplishments during this period include: <ul style="list-style-type: none"> <li>• Mentorship Program: The Mentorship Roles and Responsibilities are close to being finalized.</li> <li>• Stay Interviews: Strategic Council approved moving forward with Stay Interviews. Information is being prepared for Supervisors and Managers who choose to participate in the interviews.</li> <li>• Staff Network Group (SNG): Information from other state agencies (DOT and DOA) about their affinity groups and what guidelines they follow is being collected and consolidated for review by the IDEA Committee.</li> </ul>

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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	This measurement remains the same as Q1, with 32% modernization of our application portfolio. No systems were added or retired during this period. With legacy system decommissions after IAS go-live, the percent in the Invest Quadrant is expected to rise.
	Percent of Key Risk Indicators that are within established risk thresholds	5 of 5	4 of 5	5 of 5	5 of 5	On Target	During this reporting period, all five key risk indicator areas exceeded the current FY target. This included: <ul style="list-style-type: none"> <li>• Application and software patching and updates: addressed over 50,000 vulnerabilities in total and exceeded the goal with 96% within the SLA</li> <li>• Incident response of security alerts: responded to 848 alerts this quarter and addressed 94% within the SLA</li> <li>• Vendor lifecycle review Third Party Risk: engaged in SOC 2 reviews which measures the risk exposure we incur with our vendors.</li> <li>• Fostering a risk-aware culture among ETF staff through training and testing: All 418 eligible staff completed the security awareness training timely. Of the 1200 phishing emails sent, 89% identified the phish.</li> </ul>

\* 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.