Human Resource Shared Services													
Task	**Jan-18**	**Feb-18**	**Mar-18**	**Apr-18**	**May-18**	**Jun-18**	**Jul-18**	**Aug-18**	**Sep-18**	**Oct-18**	**Nov-18**	**Dec-18**	**Total**
ISR Completed	9097												9097
ISR Rejected	250												250
*HR Misc Deductions/Payments	587												587
Enrlmnt Forms-Hlth & Welfare (167)	117												117
Enrlment Forms-Insurance (168)	276												276
Enrlment Forms-Savings (169)	169												169
*Benefit Misc Deductions/Payments	617												617
E-mails Received	1290												1290
Total	12403												12403

Phone Tree Info	**Jan-18**	**Feb-18**	**Mar-18**	**Apr-18**	**May-18**	**Jun-18**	**Jul-18**	**Aug-18**	**Sep-18**	**Oct-18**	**Nov-18**	**Dec-18**	**Total**
Total Calls Received	1594												1594
Avg Time to Answer Call mm:ss	0:00:15												0:00:15
Avg Length of Call mm:ss	0:02:56												0:02:56
Abandoned Calls	46												46
Total Calls Out	1017												1017

ISR Accuracy Rates	**Jan-18**	**Feb-18**	**Mar-18**	**Apr-18**	**May-18**	**Jun-18**	**Jul-18**	**Aug-18**	**Sep-18**	**Oct-18**	**Nov-18**	**Dec-18**	**Total**
Total Records (ISRs) Audited	213												213
Total Errors Found	4												4
% of errors that impact payroll	0												0
% of errors that do not impact payroll	1.88												1.88
Accuracy Rate	98.12												98.12

Payroll Shared Services													
Task	**Jan-18**	**Feb-18**	**Mar-18**	**Apr-18**	**May-18**	**Jun-18**	**Jul-18**	**Aug-18**	**Sep-18**	**Oct-18**	**Nov-18**	**Dec-18**	**Total**
# of paycheck generated	108,720												108,720
Off Cycle Pay Check	1,425												1,425
Direct Deposit/Bank Changes	383												383
Tax Forms	272												272
Emails Received	1,487												1,487

Phone Tree Info	**Jan-18**	**Feb-18**	**Mar-18**	**Apr-18**	**May-18**	**Jun-18**	**Jul-18**	**Aug-18**	**Sep-18**	**Oct-18**	**Nov-18**	**Dec-18**	**Total**
Total Calls Received	1984												1984
Avg Time to Answer Call mm:ss	0:00:16												0:00:16
Avg Length of Call mm:ss	0:02:44												0:02:44
Abandoned Calls	23												23
Total Calls Out	1135												1135