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	7959	7410										24466
ISR Rejected	250	148	167										565
*HR Misc Deductions/Payments	587	546	863										1996
Enrlmnt Forms-Hlth & Welfare (167)	117	138	250										505
Enrlment Forms-Insurance (168)	276	240	366										882
Enrlment Forms-Savings (169)	169	95	107										371
*Benefit Misc Deductions/Payments	617	293	485										1395
E-mails Received	1290	1741	2261										5292
Total	12403	11160	11909	0	0	0	0	0	0	0	0	0	35472

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	1655	1562										4811
Avg Time to Answer Call mm:ss	0:00:15	0:00:16	0:00:15										0.000532
Avg Length of Call mm:ss	0:02:56	0:03:12	0:03:07										0.006424
Abandoned Calls	46	55	41										142
Total Calls Out	1017	909	738										2664

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	205	251										669
Total Errors Found	4	10	7										21
% of errors that impact payroll	0	0	0										0
% of errors that do not impact payroll	1.88	4.88	2.79										9.55
Accuracy Rate	98.12	95.12	97.21										290.45

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	113,318	113,968										336,006
Off Cycle Pay Check	1,425	658	1,478										3,561
Direct Deposit/Bank Changes	383	241	377										1,001
Tax Forms	272	234	235										741
Emails Received	1,487	1,141	1,008										3,636

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	1671	1541										5196
Avg Time to Answer Call mm:ss	0:00:16	0:00:16	0:00:16										0.000556
Avg Length of Call mm:ss	0:02:44	0:02:45	0:02:44										0.005706
Abandoned Calls	23	23	25										71
Total Calls Out	1135	1033	977										3145