ECCC HRBT

Top 5 Requesting Branches by Resolution Time

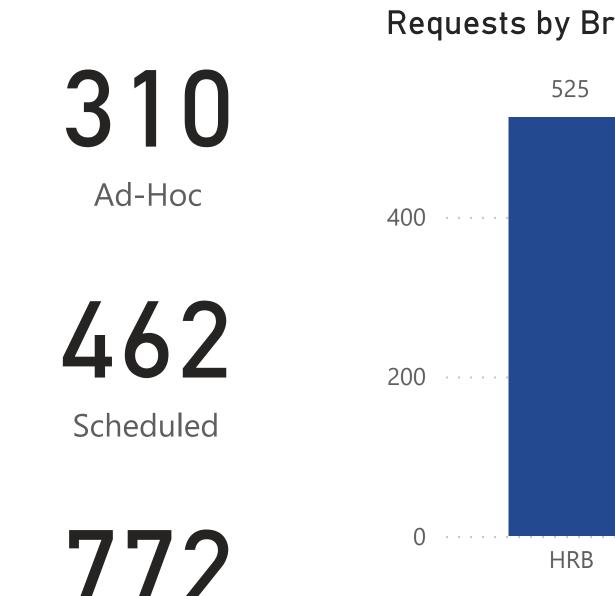
Performance Measurement and Analysis | HR Data Requests Analysis 2022-2023

As part of the PMA Service Delivery Model review, we have analyzed all HR Data Requests that have not been logged in Axios Assyst are not reflected in this analysis.

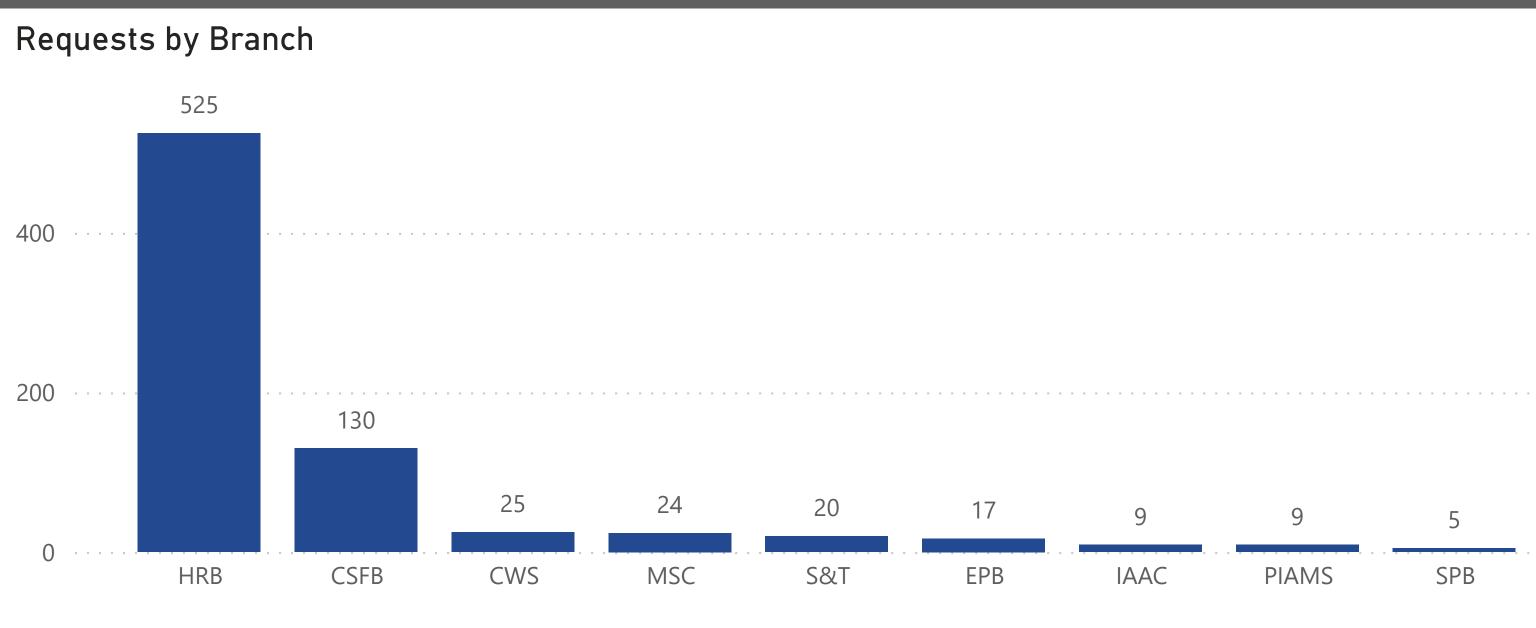
2022 was the first year we began logging and monitoring scheduled tasks through Assyst. A scheduled to the client either by email sent to the generic mailbox or by contacting a PMA member via other channels.

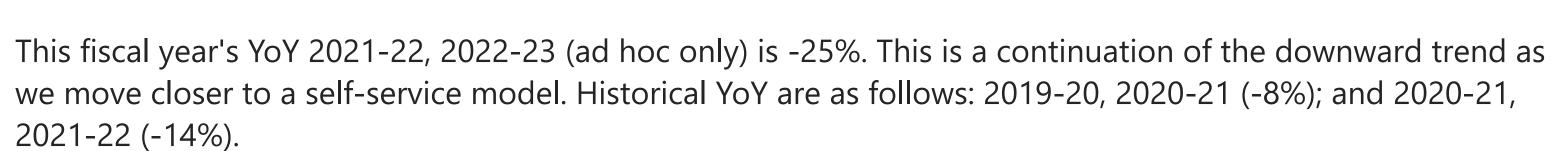
ORIGIN OF THE REQUEST

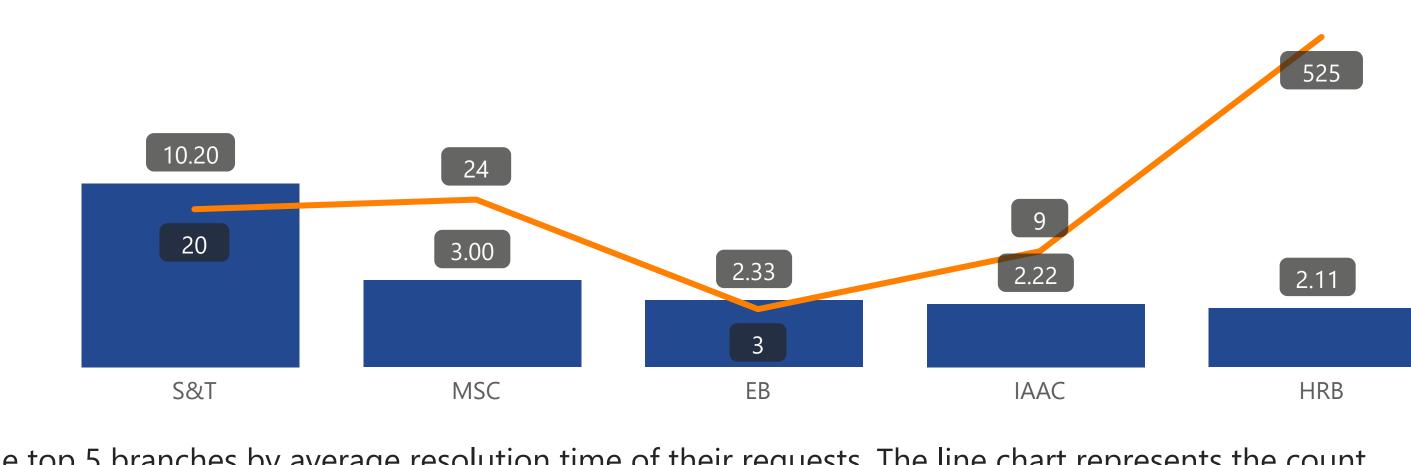
The Branch, region and division is extracted from Assyst and is based on where the client was working when the request was submitted.



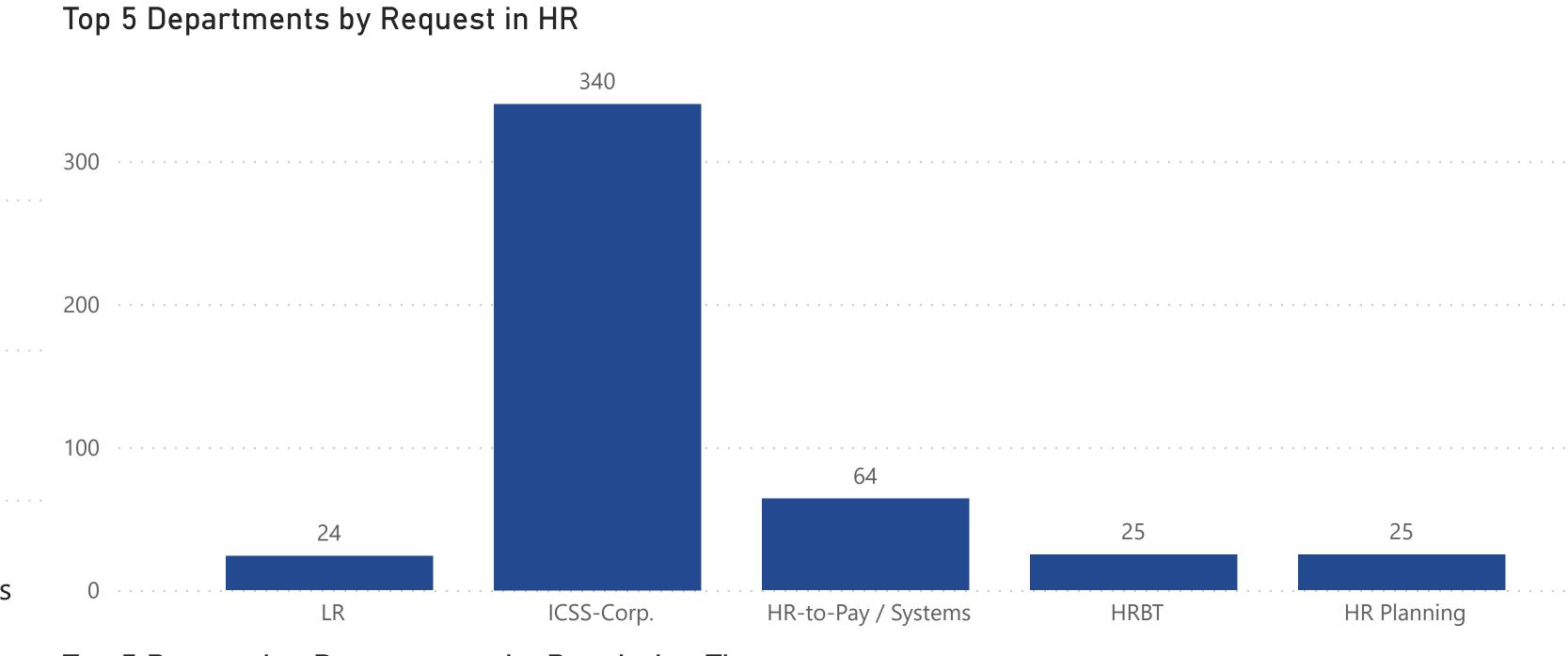
Total Requests Processed



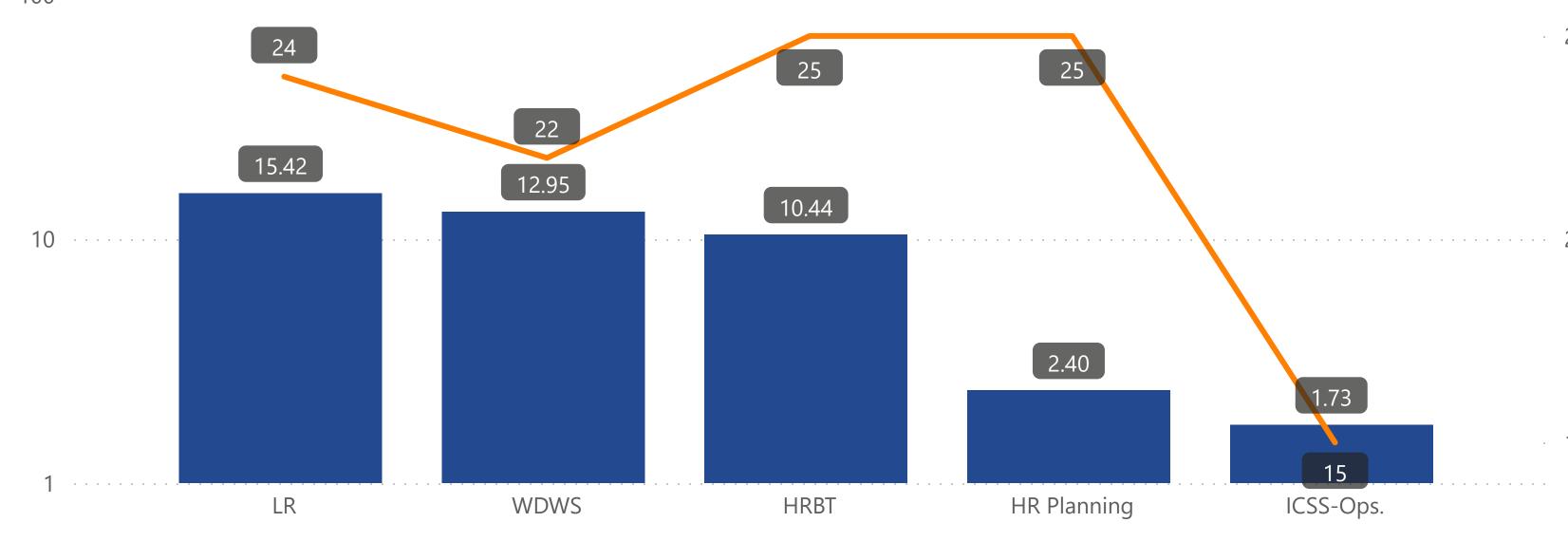




The top 5 branches by average resolution time of their requests. The line chart represents the count.







SUMMARY

- January had the greatest number of open requests (92). January also had the greatest number of resolved requests (83), and tied with August for the highest number of unresolved

- August had the least number of open requests (55), but the least number of resolved requests (46). August tied with January at the highest number of unresolved requests (9). - August had the highest % of unresolved requests (0.16).

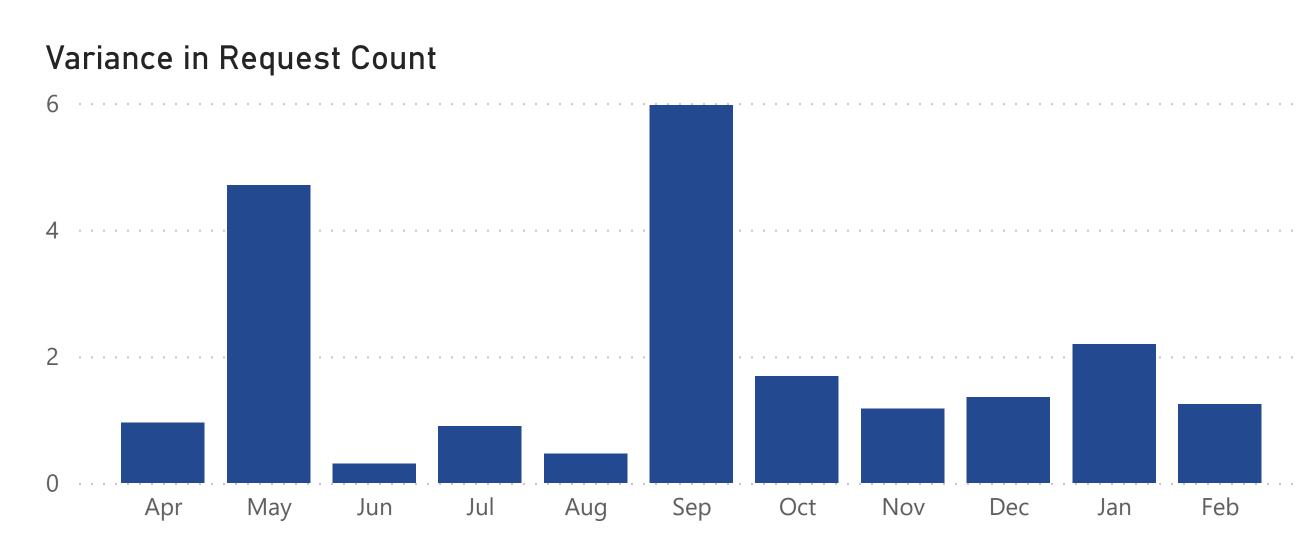
- April, June, and September had no unresolved requests. September was the top third month in total requests (69), April was fourth (67), and June was eighth (59). - January had the greatest Month over Month growth of total requests (58.62%).

- September had the greatest Variance in Total Requests (Weighted for Manual Tasks vs Scheduled).

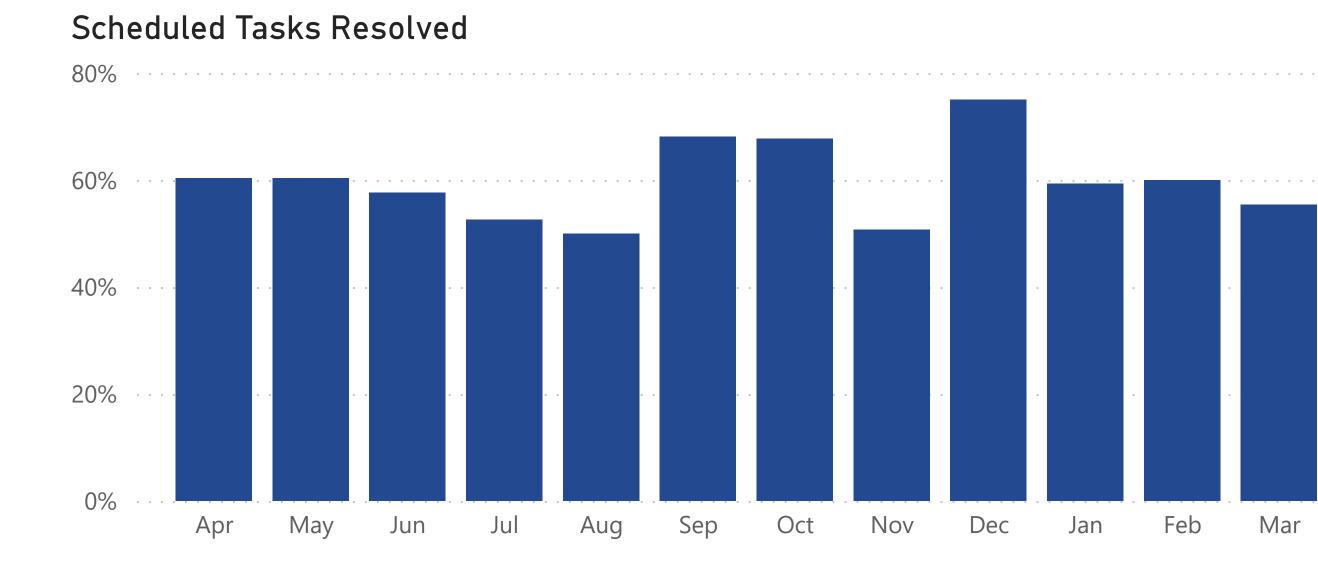
- August had the greatest amount of Ongoing Workload (19.6% Spread between Resolved and Open Requests), followed by July (11.9%), January (10.9%), and November (10.6%). - August had the greatest Variance of Ongoing Workload, meaning that there was the greatest change within the month between assigned requests and completed requests.

59.8%

Scheduled

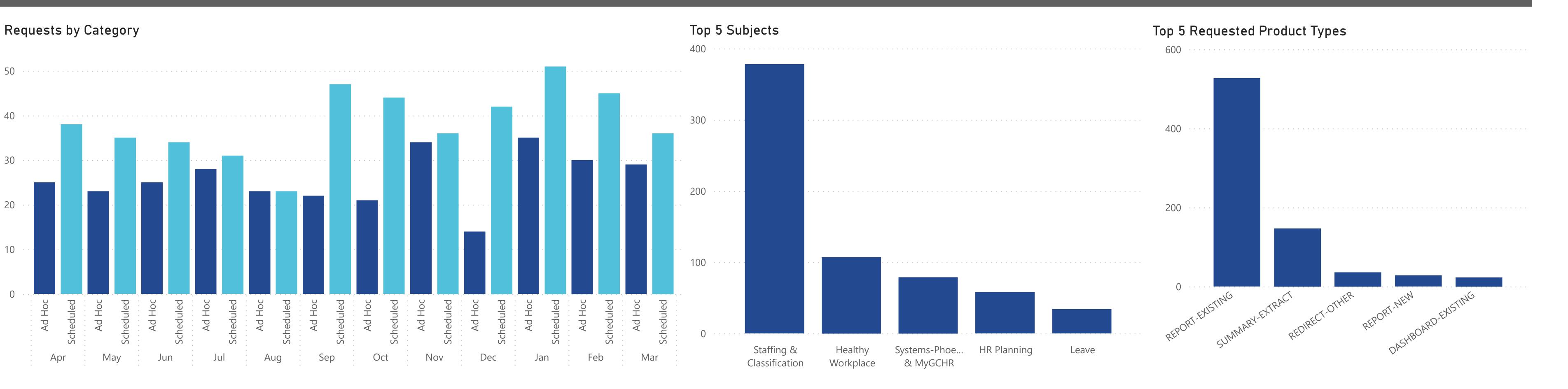


The monthly intramonth variance in request count shows the difference from the mean of request volume for that month. A high variance means that month experienced a



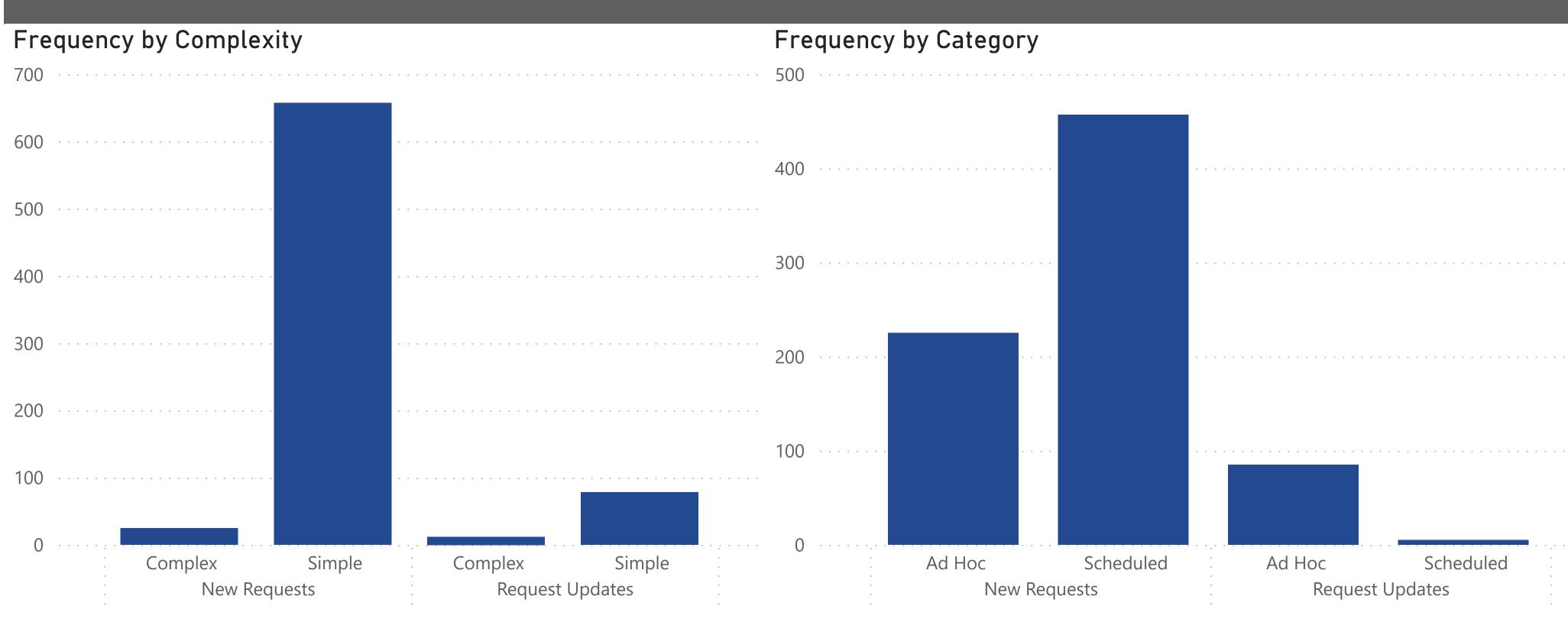
Scheduled Tasks Resolved shows the % of scheduled tasks resolved out of all resolved requests for the month. Scheduled tasks are workflows assisted by automated scheduling, and demonstrate the value of technology in the business process.

TYPE OF THE REQUEST



MONITORING

rapid change of request count within the month.



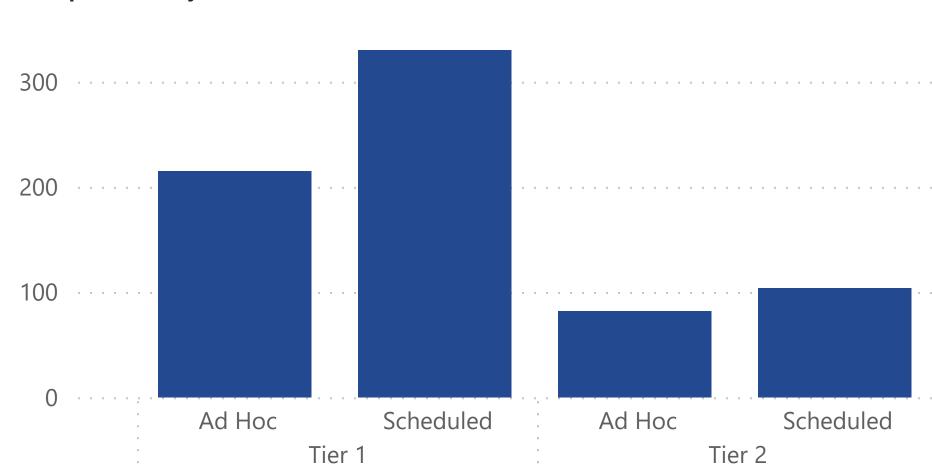
The frequency of the reports was classified by grouping assignments and closures into New Requests, and all others into Request Updates. Products which have high average resolution times relative to the others are classified as Complex, and the others are Simple.

-0.50

Ad-Hoc Correlation

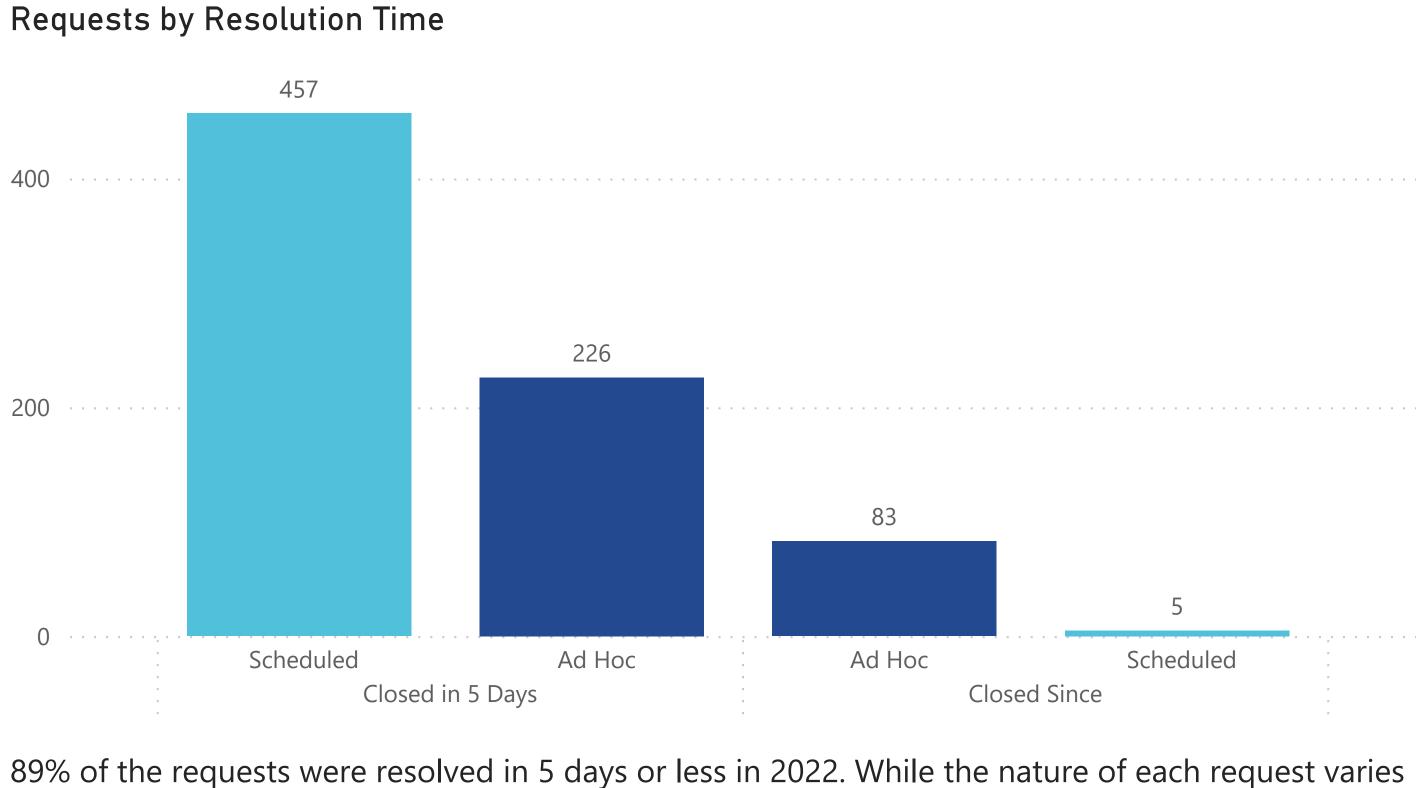
Ad-Hoc Correlation is the Pearson correlation coefficient between the average resolution time of ad-hoc requests over the year and the total number of completed requests over the year.



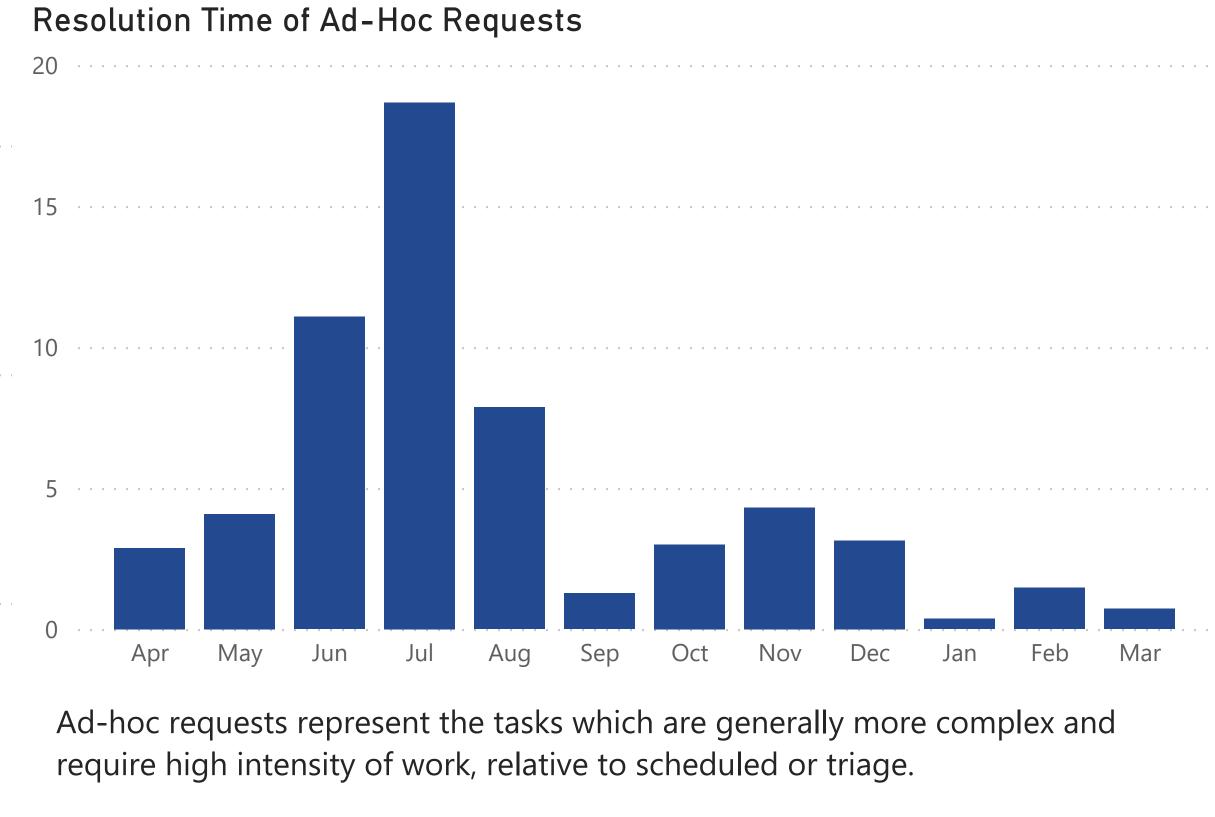


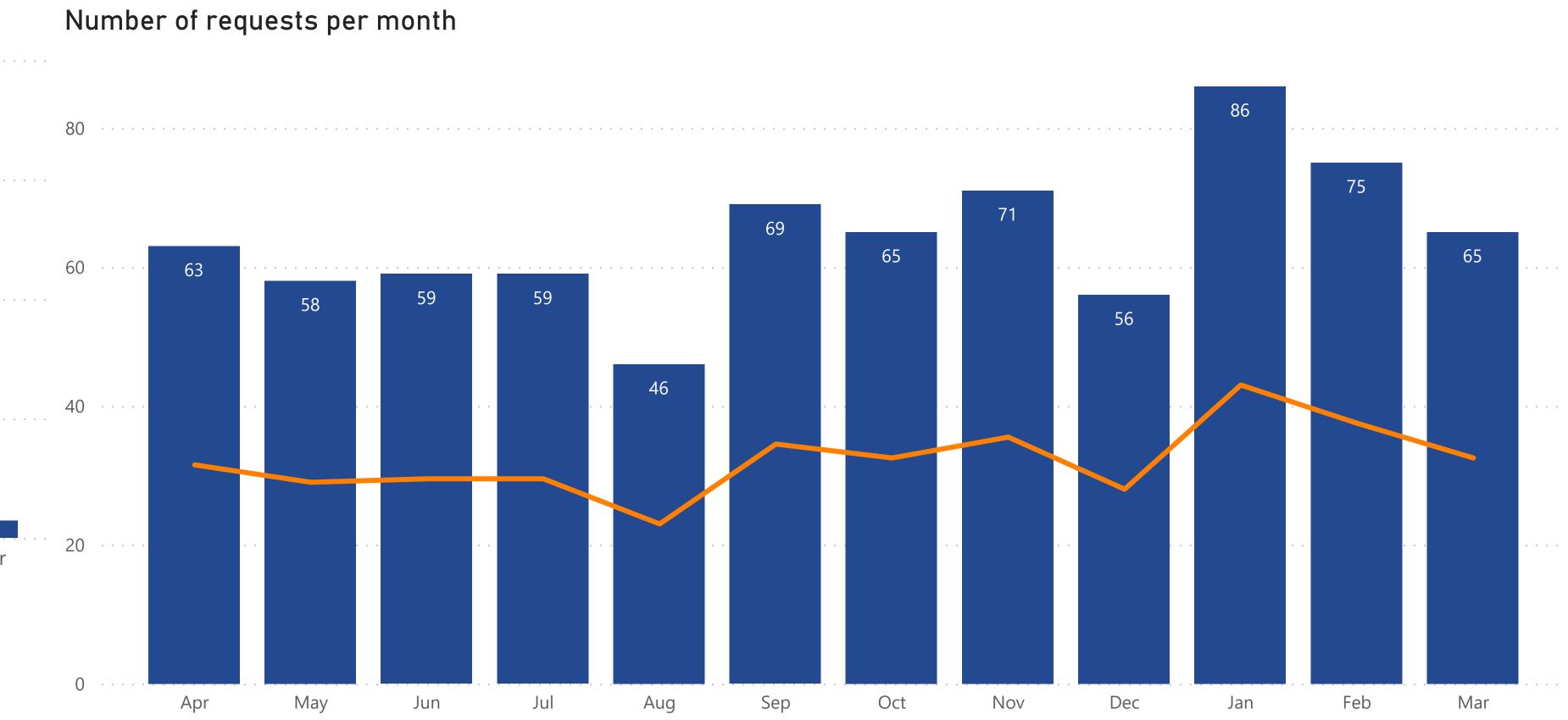
OUTCOME

standard of work ethic and productivity.



by complexity and intensity, the high ratio of quickly resolved requests demonstrates a high





KEY HIGHLIGHTS

- 88.6% of the requests in 2022 were resolved in under 5 days, 73.6% in under 24 hours.

- 59.7% of the requests in 2022 were resolved with assistance from automation (scheduled).

- The average resolution time of ad-hoc requests was negatively correlated with the volume of closed requests (-0.50 Pearson correlation

coefficient). The impact of the time spent completing ad-hoc requests can be observed in the difference July, which had the highest average resolution time of ad-hoc requests, and the following month (August), which had a drop in the requests weighted index (a measure of requests completed) and the highest rate of ongoing workload. The sudden increase in the average resolution time of ad-hoc requests in June may have been an early indicator for a period of increased risk in regards to the department's productivity. Furthermore, January, the month with the lowest average resolution time of ad-hoc requests, recorded the yearly high for the requests weighted index.