



United States Department of the Interior
Office of the Secretary



November 1, 2013

To: IBC Customers
From: Joseph M. Ward, Jr., Director, Interior Business Center
Subject: **IBC Surpasses Industry Standard in its Customer Support**

The data says it all: The Department of the Interior Customer Support Center (CSC), which serves the Interior Business Center's (IBC) customers, is a world class organization. CSC provides tier 1 support to IBC's Human Resources Directorate (HRD) and Financial Management Directorate (FMD) customers. The CSC supports an array of IBC services, such as the Federal Personnel/Payroll System, QuickTime time and attendance system, and Oracle Federal Financials financial management program.

A monthly report of customer support performance metrics provides data for key performance indicators. The CSC gathers performance data continuously and provides a monthly report of key customer service indicators, in part compared to customer service industry standards.

Workload volume data shows that the CSC received a total of 25,475 contacts for the month of September 2013. Of those, 57% were phone contacts and 43% were email contacts. This volume is up by 5% compared to August 2013, in large part due to HRD and FMD business.

Key Customer Service Indicators – September 2013

The customer satisfaction score is based on feedback from customers through an emailed survey after a transaction has occurred.

	Measure	Industry Standard	3-Month CSC Average Through Sept 2013
Customer Satisfaction	Scores received are greater than 85 on a 0-100 weighted scale	74*	90
Call Response Time	Calls answered within the 30 second threshold	80%	82%
Email Response Time	Emails answered within 2 hours or less	n/a	97%

*Customer Satisfaction weighted score industry standard of 74 was taken from the 2012 American Customer Satisfaction Index (ACSI)/ Government Call Center Satisfaction Index (GCCSI) overall satisfaction result score.



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Systems Supported by CSC

IBC provides help desk services, via the CSC, to our customer agency users of the following systems.

HRD	FMD
<ul style="list-style-type: none">● Payroll● FPPS - Federal Personnel Payroll System● Datamart● DOI Learn● EODS - Entry on Duty System● TMS - Talent Management System● WTTS - Workforce Transformation Tracking● Quicktime● webTA	<ul style="list-style-type: none">● eTravel● FFS - Federal Financial System● GovTrip● Consolidated Financial System (Hyperion)● IDEAS - Interior Department Electronic Acquisition System● OFF - Oracle Federal Financials

Related link:

IBC Customer Website -- <http://www3.ibc.doi.gov/>