



ITG Highlights

Mobility Enablement Strategy and Assessment (MESA) — Project Status Report

Mobility Enablement Strategy and Assessment (MESA) focuses on enterprise-wide mobility practices as well as the specific needs of HCSC's workers. MESA will identify business needs and convert them to mobility policies, applications and devices. The goal is to examine our long-term options for increasing HCSC employee's access to the technology they need when they need it, whether at a client site giving a presentation, on a commuter train evaluating data, or stuck in an airport participating in a Lotus® Same-time meeting. For the employee on the move, working from home, or visiting another HCSC locale, MESA will help provide employees secure, flexible alternatives.

Sprint EMI is visiting in October. They are looking to understand HCSC's needs, and will be speaking with key people for a series of exploratory interviews. EMI will deliver a recommended enterprise road map and technical blueprint for consideration.

Blue Health Intelligence Targeted to Be Operational in 2007

Blue Cross and Blue Shield Plans has created a database of claims information (with no personal identifiers) from 79 million lives. Called Blue Health Intelligence (BHI), it's designed to improve health care quality by sharing critical health information initially with employers, and in the future, with consumers and providers. The secure, HIPAA-compliant database is significantly larger than existing health care databases, which may strengthen the movement to greater healthcare transparency by providing unmatched detail about health care trends and best practices.

HCSC ITG and business resources have been working with BCBSA to develop business requirements for the data warehouse, design the solution, and test the process of extracting claims and membership data.



ITG HelpDesk At-A-Glance

The following metrics provide a summary HCSC's employee helpdesk interactions.

ITG HelpDesk Metric	Goal	September	YTD Through 9/23/06
Average Speed of Answer (seconds)	60	46	124
First Call Resolution Rate	70%	73.0%	69.4%
Abandonment Rate	10%	4.4%	11.8%



ITG Availability Data

The following metrics provide the current status of ITG Service Level Agreements.

Business System	July	YTD
BlueChip Threshold: 98, Stretch: 98.5, Excellent: 99	99.5 (E)	99.5 (E)
CSR Dashboard Threshold: 98, Stretch: 98.5, Excellent: 99	99.7 (E)	99.2 (E)
BlueStar Threshold: 98, Stretch: 98.5, Excellent: 99	99.9 (E)	99.3 (E)
BAM Threshold: 97, Stretch: 97.5, Excellent: 98	99.7 (E)	96.9 (BT)
RTB Threshold: 98, Stretch: 98.5, Excellent: 99	98.3 (T)	99.2 (E)
PeopleSoft HCM Threshold: 96.5, Stretch: 97, Excellent: 98	100 (E)	98.6 (E)
PeopleSoft Fin Threshold: 96.5, Stretch: 97, Excellent: 98	100 (E)	99.2 (E)
PeopleSoft EDD Threshold: 96.5, Stretch: 97, Excellent: 98	100 (E)	98.9 (E)
Business Acquisition Threshold: 95, Stretch: 96, Excellent: 98	99.9 (E)	98.0 (E)



ITG Spotlight



CHRIS
Privoznik
Director
Process Excellence

What is the Process Excellence Program (PEP)?

PEP oversees the implementation of processes to improve quality, responsiveness and compliance. This is delivered through: Solutions Delivery Methodology—delivery of new business solutions, IT Service Management—operational services, and Risks & Controls, which provides a framework for SOX compliance and adherence. The engagement and support of our business customers across these efforts is critical to the success of PEP.

What challenges have you experienced in driving change?

As HCSC continues its record of consistent and tremendous growth, the need for change is critical although not always obvious. The fact that the need for change is not obvious, and requires tremendous effort and collaboration, remains our biggest challenge.

Name a PEP key milestone

The 2006 training programs surpassed 60,000 hours of effort. This training has included both business and ITG participants, highlighting the critical nature of the partnership.

What changes will be noticed?

ITG will standardize approaches, providing more predictable outcomes. As a result, internal and external customers will experience more scalable, reliable service delivery. Metrics will be developed to measure effectiveness, process improvement and process adoption.

ITG Staffing Metrics As Of August 31	
	YTD
Open Positions	323
Filled Positions	605
New Hires to HCSC	312
Internal (outside of ITG)	27
Average Time to Fill	87
Turnover Rate	8.40%
Contractor Count (excl. profess. services)	363



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