PRODOSCORE FAQS

A. INTRODUCTION TO PRODOSCORE

1. **What is Prodoscore?**

   Prodoscore is a software product that provides accountability and visibility into your interaction with selected applications. Initially, Prodoscore will measure employees' use of Office 365 applications including Outlook, Teams, PowerPoint, Excel, Word, Access, OneDrive, and SharePoint. This data is already captured by Microsoft and the MTA. Prodoscore simply packages it with a numerical value. *Additional applications may be added in the future.*

2. **How does Prodoscore measure my interactions?**

   Prodoscore can detect your activity any time you are active on your MTA Office 365 (Outlook, Teams, PowerPoint, Excel, Word, Access, OneDrive and SharePoint), Slack and Zoom accounts. The activity is captured and will be reflected by the next day. The following activities count:
   - Participation in a Teams, Zoom, or Slack meeting with at least one other person (only the time you are participating in the meeting will be counted).
   - Updating files in OneDrive or SharePoint while utilizing Word, Excel or PowerPoint.
   - The number of emails you send. Received emails are not included.
   - Messaging activity on Teams and Slack.
   - **Note**: Regular phone calls and text messages will not be counted as these do not utilize the Office365, Zoom, or Slack applications.

3. **Is Prodoscore for everyone or just Teleworkers?**

   As a condition of being allowed to engage in routine telework (currently up to 1 day per workweek), you are required to use Prodoscore. **Please note:** Prodoscore does NOT apply to **Limited Non-Routine Telework** (refer to Appendix B in General FAQs).

4. **How is my Prodoscore calculated?**

   Your Prodoscore calculates different data sets that are collected from your various applications and factors them into a final scorecard. As mentioned above, this data has long been captured. The higher your activity in each application, the higher your score.

5. **Will I be able to see my score in real time?**

   No. Your score will not show until the next working day. There are also some component applications like Slack that are 48 hours behind.

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6. Who will see my Prodoscore information?

   Both you and your supervisor/manager will see your scorecard, and the information may also be accessed by your Central Function Chiefs and/or Division/Department Heads, along with any Prodoscore administrator within the MTA. Only supervisors and managers will have visibility into other team member's Prodoscores.

7. Can Prodoscore be used to evaluate my performance?

   Prodoscore is one *additional* tool that a manager may use to gain insight into your activity on the currently captured cloud applications. However, **the main measurements of your performance** continue to include but are not limited to:

   - Quality – from the work products and tasks delivered.
   - Quantity – the extent, size or sum of countable or measurable tasks, work products, deliverables expressed as a numerical value.
   - Timely and appropriate timeliness of work products submitted.
   - Timely and appropriate communication with supervisors, coworkers, and clients.
   - Timely and appropriate response to emails, phone calls, requests from managers, coworkers and clients.
   - Multi-tasking – ability to appropriately handle multiple tasks simultaneously.
   - Regular feedback between you and your manager about how you are working towards your annual goals.

8. What is the purpose of using a software tool like Prodoscore?

   Some of the benefits of using a software tool like this include but are not limited to:
   - Gaining insight into how employees are engaged each day.
   - Enhancing productivity and performance.
   - Providing accountability as an employer.
   - Supporting a flexible work environment where both employee AND employer satisfaction is high.
   - Identifying possible burnout or disengagement and attempting to mitigate these conditions.

B. MEASURING ACTIVITY

1. Will any software be installed on my device/s?

   No. Prodoscore will not be installed on your laptop, desktop, or cell phone.

2. I receive a lot of emails daily, will Prodoscore measure my activity when I am reading emails?

   No, Prodoscore will not give you an activity measurement related to reading emails. It will only count activity when sending email.Why is my Prodoscore

3. Why is my Prodoscore only capturing some of my activity, ie. I sent 50 emails and it shows I only sent six. Or, I was on 3 one-hour Teams' meetings and it only reflects one meeting?

    All emails should remain in the Sent folder for 24 hours. Prodoscore captures on a 24-hour cycle and if the email is moved it will not be captured. There is a known issue with Teams related to the Microsoft API. MTA IT and Prodoscore or working with Microsoft to address the issue.

4. What if my Prodoscore number seems low?

    If your Prodoscore numbers seem low, please speak with your manager about why this may be the case. Some of the reasons your score may be low include but are not limited to:
    - The tools you are using to accomplish work are not currently captured by Prodoscore.
    - You may have set up your "out of office" incorrectly.
    - You may be spending time in unscheduled, in person meetings.
    - You may be working in the field.
    - Your level of engagement is low.

5. How will my activity be measured if I rarely use these apps during my workday?

    Your Prodoscore might appear low (**see #3 above**). However, your manager should be aware that your work is completed in other applications or means. This is only one additional tool that a manager has to manage productivity. The main approach to determining an assessment of productivity, again, is based on your deliverables and performance.

6. Will Prodoscore measure keystrokes or take screen captures?

    No. Prodoscore does not track keystrokes, GPS location nor does it take screen captures. No information from the user device is collected but activity information from the application usage log is collected to measure productivity. Prodoscore only measures activity based on the applications mentioned.

7. If I have a Teams call with just one person, will this be reflected in my Prodoscore?

    Yes.

8. Will Prodoscore eventually measure use of the internet and other apps like ServiceNow and Splunk?

    Yes, we plan on adding more applications, based on business priority, over time.

9. I work weekends with regular days off during the week. Why isn't my Prodoscore reflecting all the days I work?

    Prodoscore currently only captures activity Monday-Friday. There is an enhancement on the roadmap that will allow for customized work schedules.

10. Does Prodoscore measure my activity when I am working in the office?

Yes, activity can be measured/captured while you are in the office. However, the information captured in the office is information already being captured by Microsoft/MTA when you are in the office.

C. MANAGER/SUPERVISORS

1. How often should I be looking at my team's Prodoscores?

Supervisors/managers may use their discretion to determine the level of frequency with which they review their group's Prodoscores. As general guidance, at least initially it will be beneficial to check your group's information at least 1-2 times/work week so you can become familiar with the tool, and better understand your group's work patterns and

activities. For example, unless directed otherwise by your functional chief or Department/Division Head, you may choose to check the information on a routine, ad hoc or scheduled basis.

2. What if an employee is showing repeated low Prodoscores?
    One or two low scores is generally not a cause for intervention. However, if you are noticing that an employee has consistently low scores and you would reasonably expect that employee to be active on the measuring tools (and you have considered the other factors discussed in #3 above), **and** you are noticing **other distinct performance concerns and/or issues**, discussion with that employee may be warranted.

    IMPORTANT NOTE: Before any employment action is taken with respect to any employee based, even in part, on Prodoscore activity, **you MUST contact your HR/business partner.**

3. Are there circumstances that warrant the removal of an employee's Telework?
    In accordance with Policy Directive 11-078, an employee may have their Teleworking privileges terminated if they:

    (i) fail to comply with the requirements set forth in Policy Directive 11-078 and the terms of their Teleworking Acknowledgment; (ii) receive anything less than "Meets Expectations" on your annual Performance Review; and/or (iii) if your Telework continues to diminish your performance or agency performance, despite attempts to mitigate such diminished performance.

    Please refer to Policy Directive 11-078, which will be soon available on the Policy Portal.

4. In addition to Prodoscore, what else should I be doing with Teleworking employees?
    Prodoscore is just one tool that provides accountability and visibility into your team's interaction with selected applications. You should engage other ways of being in touch with your employees and monitoring their work/productivity, for example, daily check-ins, lists of tasks to be completed, and other existing tools at your disposal.

D. BEST PRACTICES

1. Should I set up Out of Office replies when I'm teleworking?
    No. You should only put an auto reply when you are NOT working, for example, when you are on vacation or using sick or personal leave, even for partial days.

2. If I am out in the field and put that on my Outlook calendar, will Prodoscore recognize this?
    No. Prodoscore will only measure if there is a meeting with at least 2 people invited. However, blocking your calendar is best practice so it is clear to your manager that you were in the field.

3. How does taking a day off affect my Prodoscore?
    Always put your Out of Office on for the duration of your time off and your Prodoscore

will be accurate.   This means BOTH:

- Putting on an 'Out of Office' message (auto reply) and

- Blocking your calendar using the 'Out of Office' setting for the calendar entry. Always ensure that you use appropriate timekeeping rules as well as keep your manager informed.

4. What if I use multiple devices for my work, - phone, tablet, laptop, pc, Mac – personal and MTA?

Prodoscore will measure your activity on these devices as long as you are logged into MTA Access points, either CITRIX or Office 356 using your MTA credentials.

5. Do I have to change the way I work?

No, you don't and shouldn't. However, be mindful that your calendar should be accurate, and that your Prodoscore will be determined by how frequently you use the apps being measured. As always, you are encouraged to save all files to OneDrive and hold meetings via Teams, Slack, or Zoom if they are not in person. As stated above, you must keep your calendar up-to-date and block off time that you are not available. In-person meetings will be counted if they are on your calendar and have 2 or more invitees.

6. How should I report time when teleworking?

Use the Telework code on the days you teleworked, and regular hours on the days in the office.
*No changes to how you report days off.

E. ENROLLMENT/ACCESS

1. How do I access Prodoscore once enrolled in the Telework Program?

Log on to My MTA Portal, navigate to the My Applications Ribbon and click on the Prodoscore Dashboard icon or go directly to the Prodoscore Link, and sign in with the Microsoft option. If you can't locate the icon, you can add manually. Also, please review your ServiceNow profile and ensure that your contact info is complete and up to date.

F. TRAINING AND SUPPORT

1. Where do I go if I have additional questions?

You can join the MTA Telework Program Teams Channel to submit questions, receive feedback and share information. The MTA will conduct Prodoscore online trainings mid-August.