

Information Technology Customer Service Strategies Project Fact Sheet August 16, 2010



The Information Technology (IT) Department maintains and administrates all City business technology including over 2,500 devices and responds to over 7,000 service requests. The IT team, comprised of three major functions with seven divisions, is dedicated to providing excellent customer service and enabling efficient City government. We believe that customer service is the most important function of our jobs. Our customers, both internal and external, are the center of everything we do. We strive to manage and exceed our customers' expectations through effective communication, listening to the Voice of

the Customer, frequent analysis of the service we provide, and interacting with our customers to get to know their business processes.

- Purpose
 - Provide excellent customer service
- Objectives
 - Cross-training within IT department
 - Accountability through reporting and performance measurements
 - o Focus on communication and follow-up with customers
- Success Criteria
 - Customer Satisfaction: Customer Service Survey results above average in comparison to benchmarks; room for improvement in several areas; follow-up surveys will begin this vear.
 - All incidents and service requests entered into tracking system and assigned to responsible team members
 - Managers and staff held accountable to performance targets
 - Customer service reports generated bi-weekly
 - Current report shows marked improvement over the last 6 months
 - 65% High/Critical priority incidents and service requests resolved within 4 hours
 - 90% Medium priority incidents resolved within 5 business days
 - We are currently at 77% High/Critical and 93% Medium compared to last year at this time which was 41% and 76% respectively.
- Roles and Responsibilities
 - o Project Sponsor: Hong Sae, Chief Information Officer
 - Manager: Mike Sinor, Assistant IT Director/Service Desk Manager
 - IT Management Team: monitor and supervise program operation by providing guidance and strategic direction to the program manager
- Deliverables
 - o Bi-weekly Service Desk statistics reports available to IT Staff.
 - Customer Service Survey created and distributed every 18 months.
 - Service Desk Project Managers meet with every department on a regular basis.
 - Customer Service Pledge, signed by all IT employees.





Customer Service Pledge Information Technology

We will...

Exemplify the City's Mission, Vision and Values

Be an ambassador:

- Maintain a positive attitude
- Greet everyone with a smile
- Project a professional demeanor

Treat every customer with importance:

- Be respectful
- Treat internal and external customers with an equal sense of urgency
 Keep our promises and commitments

Provide prompt, accurate service:

- Take ownership/be accountable
- Be knowledgeable
- Follow up with customers

We pledge to do our part to make the Information Technology department the model for excellent customer service; to treat all customers (internal and external) with respect and friendliness. We will take ownership of any problem that is within our power to solve and will do so with a positive and professional attitude.



2009 - 2010 Customer Service Requests / Incidents Handling													
2009													
	Last 30 Days				Last 6 Months				Calendar 2009				
	Time of Call	High/Critical Priority	Medium Priority	Standard Priority	Time of Call	High/Critical Priority	Medium Priority	Standard Priority	Time of Call	High/Critical Priority	Medium Priority	Standard Priority	
Department	₹	_			₽ŧ	_			₹				
Building	50%	100%		100%	44%	80%	90%	100%	30%	71%	83%	n/a	
Building Inspection	50%	n/a		n/a	33%	n/a	88%	n/a	31%	75%	75%	n/a	
Building Maintenance	60%	n/a	100%	n/a	46%	40%	100%	n/a	22%	80%	83%	n/a	
CDD	50%	n/a		100%	53%	100%	100%	100%	27%	67%	75%	n/a	
Central Services	29%	n/a	80%	100%	34%	75%	74%	100%	24%	33%	70%	86%	
City Attorney	50%	n/a		n/a	46%	50%	87%	n/a	38%	75%	85%		
City Clerk	100%	n/a	100%	n/a	41%	n/a	85%	100%	21%	67%	75%	n/a	
City Council	n/a	n/a	n/a	n/a	100%	100%	100%	n/a	n/a	n/a	n/a	n/a	
City Manager	41%	100%	100%	100%	42%	75%	90%	88%	28%	60%	85%	n/a	
Community Services	56%	n/a	86%	100%	49%	100%	82%	100%	36%	50%	74%	n/a	
Electric	40%	100%	94%	75%	29%	61%	76%	79%	20%	31%	65%	n/a	
Engineering	41%	100%	100%	75%	36%	67%	86%	69%	25%	36%	78%	n/a	
Environmental Utilities	40%	100%	94%	33%	38%	42%	81%	75%	27%	38%	75%	n/a	
Finance	47%	100%	93%	91%	54%	76%	92%	91%	51%	55%	89%	75%	
Fire	53%	86%	94%	80%	47%	74%	87%	68%	28%	36%	76%	57%	
General Accounting	67%	100%	100%	100%	50%	100%	87%	78%	32%	43%	82%	100%	
Housing	56%	100%	88%	n/a	31%	100%	83%	100%	39%	70%	86%	n/a	
Human Resources	13%	n/a		67%	53%	75%	89%	73%	25%	40%	74%	71%	
Information Technology	42%	43%	91%	75%	31%	46%	79%	77%	13%	30%	60%	68%	
Library	25%	67%	82%	100%	24%	50%	77%	50%	16%	48%	74%	100%	
Media	100%	n/a	100%	n/a	47%	n/a	79%	n/a	22%	n/a	71%	n/a	
Parks & Rec	44%	100%	97%	100%	42%	67%	85%	71%	26%	31%	78%	100%	
Planning	22%	n/a	88%	n/a	30%	20%	68%	71%	20%	23%	78%	n/a	
Planning & Redevelopmen	50%	n/a	100%	n/a	70%	0%	100%	100%	29%	n/a	71%	n/a	
Police	44%	70%	90%	n/a	35%	60%	81%	43%	24%	37%	71%	50%	
Public Information	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	
Public Works	40%	n/a		n/a	36%	64%	89%	67%	34%	43%	87%	n/a	
Purchasing	n/a	n/a	n/a	n/a	52%	100%	88%	75%	21%	50%	81%	67%	
Risk Management	n/a	n/a		n/a	29%	n/a	88%	100%	39%	50%	94%	n/a	
Streets Traffic	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	
	n/a	n/a	n/a 67%	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	
Transportation	n/a	n/a		n/a	38%	67%	79%	n/a	22%	50%	76%	n/a	
Vehicle Maintenance	14%	n/a		100%	44%	71%	92%	100%	36%	75%	72%	n/a	
Average:	43%	77%	93%	75%	40%	62%	84%	75%	28%	41%	76%	64%	
Targets:		65%	90%			55%	75%			55%	75%		