

MAUCSE Status Report: Competent and Timely Support

Last revised: September 11, 2017

- On target as scheduled
- Delays or barriers, new target date
- Paused indefinitely

Quick fixes: Zero three months

Solution	Customer Reality	Start Date	Target End Date	Progress	Status, Issues, Dependencies
Setup all team phone number to zero out to team line	Not clear who to call when someone is out of the office...	9/1/2017	9/6/2017	100%	
Create customer service level expectations	Responses are not consistent and take too long...	9/1/2017	11/30/2017	50%	In Progress

Intermediate solutions: Three to six months

Solution	Customer Reality	Start Date	Target End Date	Progress	Status, Issues, Dependencies
Create FAQ document for each contract	Prefer to find information on DES website and not have to call...	12/1/2017	2/28/2018	5%	
Develop IT team high-level back-up for all contracts	Responses are timely, but not consistent...	12/1/2017	2/28/2018	0%	
Implement CRM tool	?	9/1/2017	2/28/2018	0%	WaTech

Long-term maintenance: Six months to two years

Solution	Customer Reality	Start Date	Target End Date	Progress	Status, Issues, Dependencies
Look into additional IT Support FTE	Responses are not consistent and take too long...	3/1/2018	8/31/2018	0%	
Develop at least 1 full back-up for everybody	Responses are not consistent and take too long...	3/1/2018	8/31/2018	0%	

