

MAUCSE Status Report: Competent and Timely Support

Last revised: May 16, 2018

- 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 whom to call when someone is out of the office...	9/1/2017	9/6/2017	100%	All phones zero out to team line, everyone has access to team email.
Create customer service level expectations	Responses are not consistent and take too long...	9/1/2017	11/30/2017	100%	Posted to website
Create customer group representative process	No consistency when customers reach out for answers with multiple ITC representatives.	11/1/2017	2/1/2018	100%	Customers identified and assignments made to contracts representatives.

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 Activity to resume 9/1/18*	6/30/2018 TBD	80%	FAQ document completed and reviewed. All team members are to include FAQs on the portal. *Activity on this solution has been paused for the next 90 days as staff resources have been realigned to address mission critical workload.

Develop IT team high-level back-up for all contracts	Responses are timely, but not consistent...	12/1/2017 Activity to resume 9/1/18*	6/30/2018 TBD	70%	All of the contracts have backups. Backups have knowledge of a major number of their contracts, continued training is in Progress. *Activity on this solution has been paused for the next 90 days as staff resources have been realigned to address mission critical workload.
Implement CRM tool	?	9/1/2017	2/28/2018	0%	Licensing is cost prohibitive

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	2/31/2019	0%	
Develop at least 1 full back-up for everybody	Responses are not consistent and take too long...	3/1/2018	2/31/2019	0%	