

# Solutions Status Report: Treated as a Valued Customer

Last Revised: September 13, 2017

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

## Quick fixes: Zero to three months

Solution	Customer reality	Start date	Target end date	Progress	Status, issues, dependencies
Collect and centralize all DES 'owned' customer information including name, organization, type of organization, contact title/role, phone #, email, etc. This information provides the opportunity for DES to directly communicate with customers focusing on their business needs. <b>Customer Profile - Phase 1</b>	<ul style="list-style-type: none"> <li>➤ Customer doesn't feel heard</li> </ul>	9/1/2017	11/1/2017	15%	
Develop and define a list of customer involvement 'points' throughout the contract lifecycle. <b>Improve Customer Involvement - Phase 1</b>	<ul style="list-style-type: none"> <li>➤ Customer doesn't know how to get involved</li> <li>➤ Customer feels stakeholder process is too long and painful</li> </ul>	TBD	11/30/17	0%	
Research non-state agency opportunities for DES to get involved (i.e. Technical College forum, specific customer type 'forums' or conferences, School district conventions, etc.). Maintain list of events and contact information and request DES attendance to learn customer's business needs and discuss what services DES offers.	<ul style="list-style-type: none"> <li>➤ Customer doesn't feel heard</li> </ul>	9/1/2017	11/30/17	10%	
Develop a "one pager" describing ITC Contracts to include summary of what ITC offers, how to use our services, how to contact/get involved, how to sign up to receive on-going information, etc.	<ul style="list-style-type: none"> <li>➤ Customer doesn't know how to get involved</li> <li>➤ Customer doesn't feel heard</li> </ul>	TBD	11/30/17	0%	Requires coordinating with DES Communication and Marketing teams and is subject to their workload.

## Intermediate solutions: Three to six months

Solution	Customer reality	Start date	Target end date	Progress	Status, issues, dependencies
<p>Review collected information with known customers and identify how they currently obtain information or receive updates from DES. What are their most effective methods of communication? (Bi-weekly bulletin, updates posted on the website, listserv, focused email blasts, etc.)</p> <p><b>Customer Profile – Phase 2</b></p>	<ul style="list-style-type: none"> <li>➤ Customer doesn't feel heard</li> </ul>	TBD	2/28/18	0%	
<p>Review 'points' of customer involvement throughout the contract lifecycle with customers and see if those fit their business approach/workflow. Ask customers how they would like to be notified about these 'points' and how they would like to provide feedback.</p> <p><b>Improve Customer Involvement - Phase 2</b></p>	<ul style="list-style-type: none"> <li>➤ Customer doesn't know how to get involved</li> <li>➤ Customer feels Stakeholder process is too long and painful</li> <li>➤ Customer doesn't feel heard</li> </ul>	TBD	2/28/18	0%	
<p>Adjust definitions of involvement 'points' as determined with customer's involvement in phase 2. Develop a 'how to' guide and necessary tools for Contract Specialists to use for improving customer involvement.</p> <p><b>Improve Customer Involvement - Phase 3</b></p>	<ul style="list-style-type: none"> <li>➤ Customer feels Stakeholder process is too long and painful</li> </ul>	TBD	2/28/18	0%	

## Long-term maintenance: Six months to two years

Solution	Customer reality	Start date	Target end date	Progress	Status, issues, dependencies
Develop an outward facing tool for customers to be able to review & updated their profiles, preferred contact method and 'subscriptions'. <b>Customer Profile - Phase 3</b>	➤ Customer doesn't feel heard	TBD	11/30/18	0%	
Based on customer feedback, develop online tools for customer involvement throughout the contract tracking feedback on solicitation, vendor performance, contract performance, etc.	➤ Customer doesn't feel heard	TBD	6/30/18	0%	