Attachment 2: Service Simplified Graphic Summary

Good Service Standards

-2022-

Establish Good Service Standards (complete)

Develop and implement ongoing training (complete)

-2023-

Integrate with employee performance evaluation (complete)

Integrate with employee hiring, recognition (underway)

Request additional funding for ongoing employee training, engagement and recognition campaign (deferred)

-2024-

Consider developing in-house training, engagement and recognition program to support service focused culture

Consider refining standards if needed

Customer Satisfaction Measurement and Reporting

-2022-

Design and test Customer Satisfaction Measurement Framework (complete)

Develop and implement Customer Satisfaction Measurement Policy and training (complete)

-2023-

Start customer satisfaction measurement for all public-facing services

(underway)

Request additional funding for representative sampling/research (deferred)

-2024-

Include customer satisfaction data among KPIs in Strategic Plan Progress report

Use customer feedback when prioritizing service improvements

Customer Digital Service Steering Committee (Governance)

-2022-

Convene committee (complete)

-2023-

Define policies and governance regarding customer and digital service program (underway)

Request funding for customer service planning and support function (deferred)

-2024-

Develop a corporate policy, process, procedure, training, tools and plan to encourage a collaborative and consistent approach to making decisions about public-facing services

Build a corporate customer service planning and support function to continue guiding/governing decisions about service improvements

(deferred)

Contact Centre/Digital Services

-2022-

Convene project team (complete)

-2023-

Develop service consolidation roadmap (complete)

Request funds to support related staffing and technology investments (complete)

Document current state of service desks: staff, processes, tools, technology, etc. (underway)

Begin centralizing customer services function in waves (underway)

Develop change management, communication and engagement plans, tools and training (underway)

-2024-

Communicate results so far

Consolidate corporate payment systems

Continue transitioning services in phases based on available capacity and supporting technology

Updated November 2023