

Customer Survey Action Plan Update

Addressing 18 of 40 Recommendations

“List of 6”

“WaTech Action Plan
Team Recommendations”

List of 6

- Initial meetings with leads completed
- Action Plan being documented
- Will be contacting you to be involved

1. WaTech Website
2. Customer Portal
3. Publish O365 & Cloud Strategy Sheet
4. Audit 3 months of communications (Incident/Change)
5. Additional level of monitoring tickets (measure/track)
6. Meeting structure: CIO Forum, Quarterly Customer Meeting

Action Plan Team Recommendations

1. All-Staff Customer Service Training
2. More 2-Way Customer Communications
3. Customer Involvement in Change Board
4. Optimize Customer Relationship (Services Paid For Not Used)
5. Solicit Customer Feedback
6. Update Agencies on Ticket Progress
7. Audit Invoices
8. Invoice Review Meeting
9. Invoice Training for CAMs
10. Reduce Barriers Keeping Staff From Solving Agency Issues

Managing Action Plan

- PM Assigned – Gary Duffield
- Master Action Plan Tracking Sheet
- Monthly Progress Communication Cycle
 - Week 1 = Staff
 - Week 2 = Customer (CIO Forum)
 - Week 3 = Executive Team