Support Transparency and Communications

Tim Gill – Agency Tech Services Manager
Wendy Wickstrom – Web & Usability Manager
Agenda

- Background
- Improve Transparency
- Improve Communications
- Next Steps
Background

Customer Survey Feedback Indicates…

1. WaTech needs to improve transparency around service and incident requests.

2. WaTech needs to improve communications around service availability.
Transparency

Expand Access to Current ITSM Self-Service Portal

1. Quick Win
   • Already Available to OFM, GOV, DES & Some Small Agencies
   • Scale to Include all Enterprise Active Directory Customers

2. Optional
   • Each Agency Determines Use
   • Current Processes Do Not Need to Change
   • Only CIO’s will Receive Service Notification

3. Resources
   • Job Aid Will Be Made Available
Transparency

Build More Dynamic Content into New WaTech Website

1. Real-Time
   • Integrate with Existing Support Systems

2. Relevant
   • Deliver Information Pertinent to the Customer and Their Current Situation

3. Self-Service
   • Usable, Value-Add
Communications

WaTech conducted an audit on communications sent Jul - Sep 2016.

Based on findings we identified themes and have been working on iterative improvements.

1. Reducing Number of Emails
2. Improving Targeting
3. Improving Quality
Communications

New Service Alerts Page

1. Reduce Emails
   - 1 to Open, 1 to Close

2. Self-Service

3. Searchable

4. More Secure (SGN Only)

http://support.watech.wa.gov
What’s Next?

On-Going Improvement Efforts

1. Communication Principles
   • Understand Scope
   • Know Who Uses the Service
   • Be Clear and Concise/Plain Talk

2. Educate Staff
   • Increase Skills in Tool Use and Writing Content

3. Increase Dynamic Content
   • Engage Customers
   • Build Portal and Other Capabilities Directly into WaTech Website
WaTech Support Center

855.WaTech1 or 360.586.1000
Press 1 for Secure Access Washington (SAW)
Press 2 for WebEx or Conference Bridge
Press 3 for Applications and Desktop Support
Press 0 for All Other Requests
Support@WaTech.wa.gov