



Governor's Office of Customer Service **FASTER. FRIENDLIER. EASIER.**

July 2007

Georgia Leads the Way

State contact center contract complete

The first-ever enterprise-wide technology solution for the state's call handling operations is about to become a reality. A contract has been signed with Nortel, the vendor with the successful bid for the systems, to manage citizen contact with state government.

The combination of hardware and software will provide state-of-the-art management for call centers as well as providing other channels for contact, including email, web and fax. Citizen Relationship Management (CRM) software provided by Oracle permits tracking of requests and extensive analytical reports as well as tools to manage work flow and processes.

The statewide contract provides a turn-key solution; that is, everything is managed by the vendor. It offers a current, less costly, more scalable and compatible solution to replace the existing array of diverse systems. The new system will enable agencies to better understand and ultimately reduce their costs per call by providing tools for managing both people and technology.

In addition to cost efficiencies and quality assurance in the state's call centers, this solution offers an opportunity to consolidate technology across agencies, making centralized information and uniform data collection possible. It can aid in data recovery in case of disaster.

A common platform among call centers also enables common training programs and supports remote workers, teleworkers and seasonal staffing. These are capabilities that no other state provides as an enterprise-wide solution.

The new systems will first be installed in the Governor's Office of Customer Service Call Center (formerly GTA Constituent Services). In the next year, it will be installed in four other state call centers. This solution is also available to other state agencies on a subscription basis with pricing based on a per seat, per month charge.

For more information contact Marty Hicks at 404-463-5913 or marty.hicks@ocs.ga.gov

Welcome to the Governor's Office of Customer Service!



The Governor's Office of Customer Service (OCS) welcomed 17 new call center employees, formerly the Georgia Technology Authority's Constituent Services group, at a celebration Monday, July 2. The OCS call center will form the core of a general information center in 2008.

From left: Joe Gray, call center manager; Creshenda McCaskill; Toemeika Goard; Joe Doyle, Director of OCS.

Customer Service Heroes on the Web!

Rick Beal, DOAS
Victoria Rice, DTAE
Bentley Ponder, DECAL

Visit <http://team.georgia.gov> and click on the "Customer Service" tab to read more about these "heroes" nominated by their peers!

Call to Action



The Best of Team Georgia

Team Georgia is serving customers better each day, and Governor Perdue wants to show his appreciation for all that you do to serve faster, friendlier and easier. To that end, we are pleased to rollout a new statewide recognition program focused on customer service. This program includes "anytime" recognition opportunities and an annual recognition event.

"Anytime" recognition

Employees demonstrating exceptional customer service may be nominated to receive **Governor's Commendation certificates** signed by Sonny Perdue. Nominations will be reviewed starting in August; up to 12 winners will be selected each month.

Annual recognition

The first annual recognition event will coincide with the second **Governor's Customer Service Summit** on Oct. 30. The Governor will join state agency heads and champions in honoring those individuals and teams who best represent the spirit of "Team Georgia. Ready To Serve."

Nominations for annual recognition are due Sept. 14!

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Same-Day Service and So Much More

Child Support Services speeds up processes across the state



The Office of Child Support Services team at the Albany hub joins in the excitement over Rapid Process Improvement.

The Office of Child Support Services (OCSS) is currently implementing a series of faster, friendlier, easier processes in its 63 offices across the state to better serve parents and children. The changes are the result of several months of teamwork on Rapid Process Improvement (RPI), in partnership with the Office of Customer Service.

Faster order establishment: Parents have waited as long as four months for child support orders to be prepared for court or settlement. The new streamlined process, first piloted in the Carrollton office, allows same-day service if all necessary documentation is provided.

Quicker location of non-custodial parents: OCSS used to wait for written Postal Service confirmation on all addresses. Now they use Internet tools to validate most addresses on the spot. Thanks to the new process, piloted in Albany, OCSS reported 18.3% fewer cases in "locate" by April.

Expedited legal work: The Americus team identified a process for secretaries that saves 10 hours per week and eliminates five hand-offs. Fewer photocopies and more electronic signatures also save time and resources.

Enforcement/Early intervention: OCSS aims to reduce non-payments by developing relationships with non-custodial parents early on through a non-adversarial approach piloted in

Dallas. After early intervention phone calls, 75% of parents paid up in March and 60% in April, up from 42% in January. Should a non-custodial parent still refuse to pay, enforcement now takes place 60 days sooner.

Enhanced Fatherhood Program: This program offers employment resources and life skills training, as well as setting expectations for child support. Enhancements were identified at an RPI event in Atlanta. The program is now reorganizing and improvements will rollout statewide at a later date.

Stone Mountain Supervisor Mike Parks shared this letter from a customer pleased with prompt, friendly service:

"I would like to thank you for the service I received from you and your staff today. I am a flight attendant and have to take the red-eye to Las Vegas tonight. I didn't have a long wait in the front lobby. I came right back to your office and you put all the vital information in the computer about my case, I set up my direct deposit and now I look forward to receiving support for my children.

"Same-day service works incredibly well in your office. All of my needs were met today and I can use my time working and taking care of my children. Also, I recommended your office to a friend who is having trouble collecting child support."

"These process improvements represent the future of OCSS," said OCSS Director Cindy Moss. "This is how we will do business each day: serving customers more quickly and with higher quality service. Best of all, our teams feel great about their work because they are empowered and able to make a difference. We are grateful to our own RPI Champions, Tangler Gray and Donovan Emerine, for guiding OCSS teams through these important changes."

Statewide rollout of the improved processes will take place through the end of December. Planned RPI events for 2008 include interstate cases, financial services, accounting and addressing pre-RPI backlogs. In the meantime, the Division of Family & Children Services is beginning RPI. Stay tuned for more from DHR and DFCS!

Call to Action...(cont.)

Visit <http://team.georgia.gov> and click on "Customer Service" for complete details and a nomination form.

Annual recognition categories

Exemplary Customer Service Attributes:

- » Excellence Awards – Individual & Team
- » Customer Service Employee of the Year
- » Customer Service Team of the Year

Up to five individuals and five teams will receive "Excellence Awards" for outstanding service reflecting all five of the state's customer service attributes: COURTEOUS, HELPFUL, ACCESSIBLE, RESPONSIVE and KNOWLEDGEABLE. From these, one individual will be selected as "Customer Service Employee of the Year," and one team will be selected as "Customer Service Team of the Year."

Call Center Excellence: Awarded to the highest-performing call center.

Outstanding Customer Service Improvement Initiative: Awarded to the agency or team with the most impressive improvement initiative and results.

Outstanding Customer Service Leadership: Awarded to a leader of an agency, division, institution or major program who has demonstrated extraordinary leadership in customer service.

Customer Service Agency of the Year: Awarded to the state organization that has made the greatest strides in improving or enhancing service to Georgians in the last year.

A committee of frontline staff and managers, customer service and rapid process improvement champions, and representatives from private industry will judge the awards. Winners, their supervisors and agency leadership will be notified in early October.

Customer Service "Heroes"

Don't forget, we always want your stories and photos of the people in state government who show what excellent customer service is all about. Selected "heroes" will be recognized in this newsletter or on our web site. Send the details to success@ocs.ga.gov.

Governor's Office of Customer Service

Sonny Perdue, Governor • Joe Doyle, Director

COMMUNICATIONS • Jerri Cloud, Director • Justine Holcomb • Casie Yoder

CONTACT • 404-463-5914 • success@ocs.ga.gov • <http://team.georgia.gov>