

# TSS Strategic Plan

Goal 4

Enhanced Customer Service Plan



TECHNOLOGY  
SERVICES AND SOLUTIONS



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# Overview

While TSS has made steady strides in improving customer service, we recognize it is a continuous quality improvement process. Incremental changes and strategic initiatives are crucial to enhancing our interactions with our customers and improving overall satisfaction with TSS services. Goal 4 in the TSS Strategic Plan for FY24-26, Enhanced Customer Service, highlights our commitment to improve the services we provide to our customers. The objective is to deliver IT solutions that increase productivity and improve efficiency. Benefits of this approach include reduced customer effort and increased customer satisfaction.

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## Customer Service Program Mission and Vision

The development of a Customer Service program will bring our customers' voices to the technologies in which we invest, consistently aligning service offerings with their needs and expectations. We will strive to understand our customers and the ways they work before defining our solutions. This customer-centric approach involves listening to what our customers are saying and collaborating to define solutions that work for them. The purpose is to measure, understand and improve the customer experience across every part of the County. We will ensure that seamless and intuitive services are defined and delivered to meet the needs of our customers in alignment with the County's broader objectives.

### Our Customer Service operational goals are:

- 1 Customer Engagement**  
Establishing customer groups to understand what our customers want.
- 2 Customer Responsiveness**  
Improving service quality by systematically analyzing customer feedback and taking action.
- 3 Customer Service Training**  
Providing training sessions focused on customer service.
- 4 Service Portfolio & Process Improvement**  
Evaluating our current TSS service portfolio.
- 5 Customer-driven Solutions**  
Ensure technological solutions are intuitive, user-friendly, and aligned with customer needs.
- 6 IT Service Management**  
Investing in a robust service management platform that is reflective of the size, scope, and needs of the County's workforce.

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# Goal 1

## Customer Engagement

Establishing customer groups to understand what our customers want.

**Measurable Outcome:** Better alignment of customer input to TSS processes.

MEASURE OF SUCCESS



**IMPLEMENT 80%**

of Customer Group's  
Action Items

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## Initiatives

1. Initiate customer groups in Spring 2024 to directly engage with customers and collect qualitative feedback.
2. Develop a standard set of questions focusing on customer effort and satisfaction to gauge TSS' impact on our customers' work.
3. Utilize feedback from customer groups to inform improvements and communicate back the changes implemented based on their input.
4. Track the implementation of feedback into service improvements and measure the resultant change in customer satisfaction.

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# Goal 2

## Customer Responsiveness

Establishing customer groups to understand what our customers want.

**Measurable Outcome:** Improve service quality by systematically analyzing customer feedback from surveys and taking action.

### MEASURE OF SUCCESS

93%

Net Promoter  
Score



92%

Customer  
Satisfaction



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## Transactional Survey Initiatives

1. Assemble a subcommittee with members from each TSS division to review survey responses.
2. Assign specific members to analyze trends and feedback within their service areas.
3. Develop a standardized process for reviewing and categorizing feedback from transactional surveys, using a continuous quality improvement approach.
4. Identify common issues and trends that lead to suboptimal customer experiences.
5. Establish a protocol for reaching out to customers who report poor service experiences.
6. Utilize feedback to inform targeted service improvements.
7. Implement reminders, incentives, or simplified survey processes to encourage higher response rates.
8. Monitor and adjust strategies based on effectiveness in improving response rates.

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## Net Promoter Score Survey Initiatives

1. Review NPS survey responses to evaluate satisfaction across different TSS verticals.
2. Assess comments for actionable insights, focusing on negative feedback to identify improvement opportunities.
3. Create a system for sharing insights from NPS surveys with relevant teams and divisions.
4. Use data to drive continuous improvement in services and customer experiences.
5. Explore and test various methods to boost participation in NPS surveys, such as through communication campaigns or gamification.
6. Evaluate the effectiveness of different approaches and refine strategies accordingly.
7. Develop initiatives to engage customers in providing feedback, emphasizing the impact of their responses on service improvement.
8. Recognize and reward customers for their valuable input to encourage ongoing participation.

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# Goal 3

## Customer Service Training

Providing training sessions focused on customer service.

**Measurable Outcome:** Train all primary TSS customer-facing staff in customer service best practices, approximately 250 staff members.

MEASURE OF SUCCESS



100%

of Customer-facing Staff  
Trained in Customer  
Service Best Practices

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## Initiatives

1. Continue offering training sessions focused on customer service best practices, communication, and empathy.
2. Equip TSS staff with the skills necessary to understand and effectively respond to customer needs, leading to improved customer satisfaction.
3. Reinforce the value of empathy in customer interactions, ensuring customers feel heard, understood, and valued.
4. Measure the impact of training on customer interactions through follow-up surveys and feedback mechanisms.

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# Goal 4

## Service Portfolio Redesign and Process Improvement

Evaluating our current TSS service portfolio.

**Measurable Outcome:** Reduction in service delivery times and increased customer satisfaction with redesigned services.



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## Initiatives

1. Conduct a comprehensive evaluation of the TSS service portfolio to assess alignment with current business needs and customer satisfaction.
2. Redesign services from the customer's perspective, focusing on high-volume services such as telephony, workstation, and County mobile devices.
3. Simplify internal business processes and improve transparency in accessing County services, realigning solutions with customer needs.
4. Track and report on the reduction in service delivery times and improvements in customer feedback for redesigned services.

# Goal 5

## Customer-driven Solutions

Ensure technological solutions are intuitive, user-friendly, and aligned with customer needs.

**Measurable Outcome:** Begin collecting user satisfaction ratings for new or upgraded systems and applications. After baseline is established, increase satisfaction by 10%.



## Initiatives

1. Design a process to collect and analyze user feedback on new or upgraded systems to measure satisfaction and identify areas for improvement.
2. Implement a solution acquisition or change process that prioritizes user-friendly interfaces and documentation.
3. Involve actual users in the design, testing and acceptance phases of new applications or system upgrades to incorporate the Voice of the Customer.
4. Organize workshops on technology trends and encourage continuous learning to ensure technological solutions are modern, secure, and efficient.

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# Goal 6

## IT Service Management (ITSM)

Investing in a robust service management platform that is reflective of the size, scope, and needs of the County's workforce.

**Measurable Outcome:** Reduction in incident resolution times by one day and improvement in service request fulfillment rates by two days.



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## Initiatives

1. Develop and issue a request for proposal for a new, comprehensive ITSM application that meets the evolving needs of the County.
2. Implement the new ITSM application in a phased approach, focusing first on replacing the existing system and then on adopting an enterprise approach to services.
3. Incorporate predictive analytics and key performance indicators into the ITSM tool to enable proactive IT operations and improve customer satisfaction.
4. Monitor and report on key ITSM metrics such as incident resolution times and service request fulfillment rates to gauge the impact of the new ITSM application. Resolve service requests two days faster and incidents one day quicker.