

# Service Delivery Model

## Summary and Recommendations

### Overview

Facilitator: Amanda Mathis & Erin McMahon

This session will focus on strategies to build capacity to deliver excellent customer service to partners (availability, responsiveness, accuracy, timeliness). [Service Delivery Recording](#)

### Findings

The ODEM 90 Day Assessment revealed 4 total lines of effort relative to Service Delivery Model:

- 1) ODEM does not maintain a culture of customer service to effectively train and empower employees to serve.
- 2) ODEM does not have standardized processes for developing and coordinating work internal and external to the agency.
- 3) The ability of ODEM to provide remote data access is essential to emergency management.
- 4) ODEM continues to struggle with resolving overdue payments due to years of unexercised fiscal stewardship, lack of clear policies and lack of data management systems.

### Polls

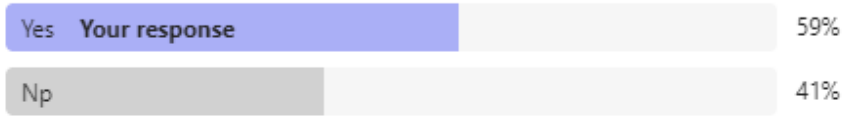


What does customer service mean to you?

34



1. I have the equipment and resources necessary for successfully supporting my position.



51 responses

Back to question

< 1/4 >

2. I understand what customer service means for our department.



51 responses

Back to question

< 2/4 >

3. I know what the expectations are for customer service for my section.



51 responses

Back to question

< 3/4 >

4. I am aware of the Customer Satisfaction Survey email signature link and what it's used for.



51 responses

Back to question

< 4/4 >

## Goals

1. Establish standards for customer service for OEM staff.
2. Create OEM Ambassador role for a staff member to be assigned to support development of customer service for OEM.
3. Support development of communications strategy and grants management system that will improve customer service.

4. Review and reference to OEM projects and timelines to understand expectations for scope of support.
5. Ensure aligned with office climate and agency culture so staff feel supported, respected and valued in order to service others.

## Objectives

1. Develop methods for receiving feedback and input from internal and external partners on the level of service received.
2. Respond to all Customer requests within a timely and reasonable period of time.
3. Assess existing data systems ability to assist in processing of questions or concerns in lieu of receptionist.
4. Develop guidance document for OEM customer service standards to review response times, outreach, communication etiquette, etc.

## Recommended Action Plans

1. Review Customer Service Satisfaction Survey email link and ensure staff are trained and aware of purpose and regularly see results.
2. Work with staff to develop OEM Customer Service Guidance Document.
3. Support other initiatives for improvements that impact customer's utilizing OEM programs.

## Measurable Outcomes

1. One staff member assigned as OEM Ambassador role that will support guidance document and work with sections on aligning department as a whole.
2. Time from query to response consistent with established customer service guidelines

# Appendix A – In-Person Transcript

Create PDF and upload to matrix

# Appendix B – Chat Transcript

Create PDF and upload to matrix

# Appendix C – Email Feedback

Create PDF and upload to matrix