

MEMO / NOTE DE SERVICE

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TO :	Information Technology Sub-Committee	
DESTINATAIRE :	Sous-comité de la technologie de l'information	
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DATE :	April 5, 2013 5 avril 2013	
REF N ^o :	ACS2013-COS-SOD-0002	
SUBJECT :	2013 SERVICEOTTAWA PROGRAM UPDATE	
OBJET :	MISE À JOUR SUR LE PROGRAMME SERVICEOTTAWA DE 2013	

PURPOSE

The purpose of this memo is to report on the status of the ServiceOttawa service improvements planned for the first quarter of this year, and outline the service improvements planned for the second quarter of the year.

INTRODUCTION

Further to the information provided to the IT Sub-Committee in November 2012 and in February of this year, this memo provides an update on the specific service improvements planned for the first quarter and second quarter of 2013.

Improvements have already been implemented this year that will improve the service experience for all citizens, as well as enable internal efficiencies and effectiveness. In the second quarter of this year, the ServiceOttawa Program will deliver more service improvements for all citizens, as well as targeted improvements for businesses and older adults.

BACKGROUND

At the IT Sub-Committee on November 19th, 2012, ServiceOttawa outlined 'The Way Forward' which provided a high-level view of the service improvements citizens, businesses and older adults can expect in 2013. On February 25th, 2013, ServiceOttawa provided an update to the IT Sub-Committee which gave more detail into some of the major service improvement milestones of the 2013 ServiceOttawa program by quarter.

Now that the 2013 ServiceOttawa Program is well underway, this memo provides updates on the status of service improvements planned for the first quarter of this year and more detail on our plans for the second quarter of this year.

DISCUSSION

Status of Planned ServiceOttawa Program Accomplishments – January to March 2013

Service Improvements for All Citizens	Status	Date Delivered
<p>1. Event Central Online Application Form A new Event Central web page and an online application form for event organizers is now available on Ottawa.ca. The electronic application form initiates a newly automated workflow, coordinating all the licenses, permits and city services that are required to support the wide array of large scale events in our city. This system enables Event Central to be the primary point of contact.</p>	Complete	February
<p>2. Environmental Services Water/Waste Water calls consolidated into 311 to enable a closed-loop process Maximo has replaced the ITX system allowing inbound client interactions for Water & Wastewater services to be managed through the ServiceOttawa channels. Lagan integrates with Maximo to enable a fully closed loop for service requests, and new knowledge base articles support first contact resolution for information requests in the phone and counter channels. Calls will still be transferred to Business Services from 311 agents for all meter-related issues, new meter installs and building demolitions.</p>	Complete	March 11
<p>3. Calls to the new Application and Benefits Unit (ABU) of the Community and Social Services Department (CSSD) now routed directly through 311 (Note: Public announcement planned for April) City residents now have one number to call (3-1-1) to request benefits, apply for programs or report changes. These 311 calls are routed directly to the new Application and Benefits Unit (ABU) that processes applications for Ontario Works and Child Care Subsidies as well as calls from existing CSSD clients currently processed at each of the four community and social support centres. The ABU integrates these two services and provides clients access to staff who will respond to and resolve most service requests at first contact. Every call is answered and clients no longer have to leave voicemails.</p>	Complete	March 11

Service Improvements for All Citizens		Status	Date Delivered
4.	<p>Traffic Safety & Mobility (TSM) calls consolidated into 311 to enable a closed-loop process</p> <p>The existing TSM Call Centre and email (ext. 27777 and Traffic@Ottawa.ca) is being decommissioned and calls will now be taken through 311. The majority of the work for this project was done in 2012, with the emphasis in 2013 being the final checks and cut-over activities. TSM 311 calls will be documented in Lagan and will automatically generate a work order within SAP that will be directed to the correct individual or group. An automated process has been established that allows for information to flow back to the Lagan service request over the life of the work order. Upon closure of the work order within SAP an automated process will close the service request within Lagan allowing the caller to be informed that it has been closed. This project has resulted in transformational changes within TSM, such as enhanced transparency and information sharing and operational efficiencies.</p>	Complete	April 4
5.	<p>Updated Ottawa.ca Newsroom</p> <p>The existing Newsroom application is being replaced with the Drupal version which provides better integration potentials to the rest of the Ottawa.ca website as well as more flexible filtering and search capabilities.</p>	In process	Moved to April

Internal Efficiencies/Effectiveness		Status	Date Delivered
6.	<p>Human Resource Management (HRM) Onboarding</p> <p>Building on the automation potential of eRecruitment which was implemented in 2011, additional automated tools are now in place to support hiring managers and internal and external candidates. These tools will allow candidates to complete tax, benefits and banking information online, rather than coming to Laurier to fill out several paper forms and will enable HR to provide a more streamlined and consistent hiring and onboarding process.</p>	Complete	March 4

Internal Efficiencies/Effectiveness	Status	Date Delivered
<p>7. Business Intelligence (BI) Reporting for Finance BI is an easier and more powerful way to do financial analysis. This reporting tool will enable improved client service delivery and eliminate the many hours it takes to build standard operating and capital reports. Users will be able to report data in a single output instead of having to generate multiple extracts out of SAP. BI will also allow combinations of data elements that did not exist previously, supporting improved analysis and decision making.</p>	Complete	March 4

ServiceOttawa Program Planned Accomplishments – April to June 2013

Service Improvements for All Citizens
<p>1. Ottawa.ca enhancements:</p> <ul style="list-style-type: none"> • Updated Ottawa.ca Newsroom capability on Ottawa (carried over from the first quarter; see #5 above); • Immigration portal; • Introduction of ‘In-My-Neighbourhood’ features; • Ability to make one time property tax debit/credit payments; • Ability to apply and pay for parking permits; • Ottawa on the Move - tools and information to assist residents with traffic disruptions, road closures, etc.; • Launch of GeoOttawa application which replaces the current eMaps with greatly increased usability and features; and, • Continued improvement to search functionality on Ottawa.ca. <p>2. Increased capability of 311 to handle service request at first point of contact – Social Services</p> <p>3. Further quality monitoring implemented in the 311 contact centre to ensure quality client service</p>

Service Improvements for Businesses
<p>4. Launch of the Business Ambassador Program led by a Business Information Officer (BIO) which will be one point of contact in the City, initially for new restaurant owners in Ottawa, to help them navigate through the permits, licenses, and other City services they require to open their business</p>

Service Improvements for Older Adults

5. Launch improved web format to consolidate and **simplify volunteering opportunities in registration**

Internal Efficiencies/Effectiveness

6. **Workforce planning tools will be implemented for 311** to enhance planning and staff management
7. **Distributed publishing** will be launched using workflow to review and approve Ottawa.ca content updates

CONCLUSION

The 2013 ServiceOttawa Program is well underway in designing and delivering tangible service improvements for citizens, businesses and older adults. The program also remains focused on continually improving internal City efficiency and effectiveness.

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CC: Executive Committee