



# Implementation of CSR Stages

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| <b>The 311 Guiding Coalition has approved implementation of three common stages for all Service Requests.</b><br><br>(With the direction that closed means the work has been performed or Citizen has been informed why the request will not be addressed.) | We have received your service request and it is being <b><u>reviewed</u></b>    |
|                                                                                                                                                                                                                                                             | Your service request has been reviewed and <b><u>work has been assigned</u></b> |
|                                                                                                                                                                                                                                                             | Your service request has been <b><u>completed</u></b> and is now closed         |



## Steps towards implementing CSR Stages

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| <b>Engage with Business Units, 311 Business Advisors and IT (where applicable) to determine how to adjust CSR workflow and/or integrations to meet the 311 Guiding Coalition mandate</b> | <b>Define required configuration and/or integration adjustments</b><br><br><b>Recommendation to start with high volume Service Requests</b> | <b>Technical integration:</b><br><b><u>Possible Options:</u></b> <ul style="list-style-type: none"><li>• Reconfigure CSR workflows</li><li>• BU workflows moved into CSR</li><li>• Integration points between CSR and BU work order system</li></ul> | <b>All existing and new Service Request types configured to support this change</b> |
| <b>Q 4-2013 TO Q 1-2014</b>                                                                                                                                                              | <b>Q 2-2014 TO Q4-2014</b>                                                                                                                  | <b>Q 4-2013 TO Q 4-2014</b>                                                                                                                                                                                                                          | <b>Q 4-2013 TO 2015</b>                                                             |

•Timelines dependent on approach selected for technical integration, and commitment of management and the business units