Implementation of CSR Stages

The 311 Guiding Coalition has approved implementation of three common stages for all Service Requests. **(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 **reviewed**
	Your service request has been reviewed and **work has been assigned**
	Your service request has been **completed** and is now closed

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Analysis of existing Business Unit systems	Evaluate technical/ application options	Execute approved approach for technical/ application changes	Service Requests configured to support 3 stages

Steps towards implementing CSR Stages

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	Define required configuration and/or integration adjustments Recommendation to start with high volume Service Requests	Technical integration: **Possible Options:** • **Reconfigure CSR workflows** • **BU workflows moved into CSR** • **Integration points between CSR and BU work order system**	All existing and new Service Request types configured to support this change
Q 4-2013 TO Q 1-2014	Q 2-2014 TO Q4-2014	Q 4-2013 TO Q 4-2014	Q 4-2013 TO 2015

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

Steps Towards Implementing CSR Stages