DET BBAS Team Standards

DIVISION OF ENTERPRISE TECHNOLOGY

Involvement

- **Communicate with integrity and honesty**
  DET Team Standard - Demonstrate caring by listening, seeking to fully understand customer requests before providing response or suggested solution
  BBAS Bureau Director - We seek to understand how customers use our service offerings, we meet on a monthly basis to review project progress and identify existing barriers preventing quick response to service requests.
  Section Chiefs – I know what my customer's top 3 key business deliverables are and how IT impacts their abilities to provide services
    - Charitable Gaming – We have three 15-30 minute phone meetings per week (M-T-W) to take the pulse of the Raffle Modernization project and stay on track; We meet every other Thursday at 1:30PM to look at the bigger picture and overall health of the project
    - DCS – We will respond within the hour to problems with the data collection system
    - OIGRC – 30 minute status meeting every other Thursday to stay in touch with changes in Indian Gaming's needs and provide updates on issues and work underway

Notice

- **Be a proactive communicator**
  DET Team Standard - Proactively contact customer via phone when service request is unclear or inaccurate
  BBAS Bureau Director - In our customer interactions and communication we are "solution focused", and collaborative in our approach when providing technical services
  Section Chiefs –
    - I will meet informally, in person, monthly at your location for 30 minutes to review service activity, planned events or activities.
    - I will have a 60 minute quarterly meeting to review service request metrics for the quarter, as well as upcoming business activity for the quarter and year, where we may need to increase our focus and resources to ensure service disruptions do not occur.

Standards

- **We are dependable, and always respond with a sense of urgency**
  DET Team Standard - Own the customer service request, or problem, and always provides a graceful hand-off if another source is needed to achieve resolution.
  BBAS Bureau Director - We seek to understand our customer's operation key deliverables, and how service disruptions impact their primary functions. We annually review all BBAS service policies; collaborate with customers on updates before creating new policies or implementation changes
  Section Chief - We return email and phone call within 24 hours. We provide bi-weekly updates on customer projects and review all service tickets weekly.
    - We will follow-up with Gaming staff at least weekly to provide status and updates on any open problem and service requests.
    - Identify key priorities and policies that are critical to Gaming's success, and measure how we perform on tickets and projects that affect these.

Philosophy

- **Share the purpose or rationale for policies/procedures**
  DET Team Standard- Sharing the policy rationale/philosophy provides an opportunity to connect with customers
  BBAS Bureau Director - We consistently communicate the rationale for a policy or procedure, and when needed follow BBAS service request escalation process to address customer requests outside policy guidelines.
  Section Chief- We always share the reason for existence of enterprise standards and policies proactively to work better with our customers and ensure we provide excellent services.
    - Example: The need to allow DET to patch the DCS servers to protect data and equipment from hacking and theft of sensitive information.

I Can

- **DET objective is to create a positive customer experience with each customer interaction**
  DET Team Standard - Always communicate an ***I can attitude*** toward customers/co-workers
  BBAS Bureau Director – We avoid avoiding using "no "as a response to a customer service request, rather we share what we "can do", and always respond with a sense of urgency
  Section Chief – We diligently seek to find solutions for customer challenges; if we are unable to provide the solution we will broker a vendor alternative.
    - Assist OIGRC in the event there are problems with the ability of the vendor to access systems on the state network.

Results

- **Spend time with things that matter the most to our customers**
  DET Team Standard - Act with resolve to customer service requests, and always responds with a sense of urgency
  BBAS Bureau Director - We use metrics, with milestones to track project progress. We share milestone metrics with customers on a pro-active basis.
  Section Chief – We employ best practices in project management with timelines and defined deliverables to measure project success; we use service request update metrics to guide our communications for open service tickets.
    - Use project tracking and status reporting to inform Gaming and DET leadership about milestones & deadlines
    - Develop a dashboard specific to Gaming in Cherwell to monitor status of service requests and Incidents.

Excellence

- **We understand our value proposition to our customer, and each other**
  DET Team Standard - Consistently acknowledge the value of co-workers, and the essential role they play in delivering a positive customer experience
  BBAS Bureau Director - We understand and value diversity, and team members' role in the execution of the BBAS objectives. We meet periodically with team members to discuss top challenges incurred by an individual person/position.
  Section Chief - We complete quarterly customer reviews measuring key deliverables; we act with resolve to address barriers.
    - Analyze the results to identify opportunities for change and report our findings to Gaming leadership
    - Accentuate the positive – reward and highlight success to display its value and encourage its growth
    - Share these results with our customers and co-workers