

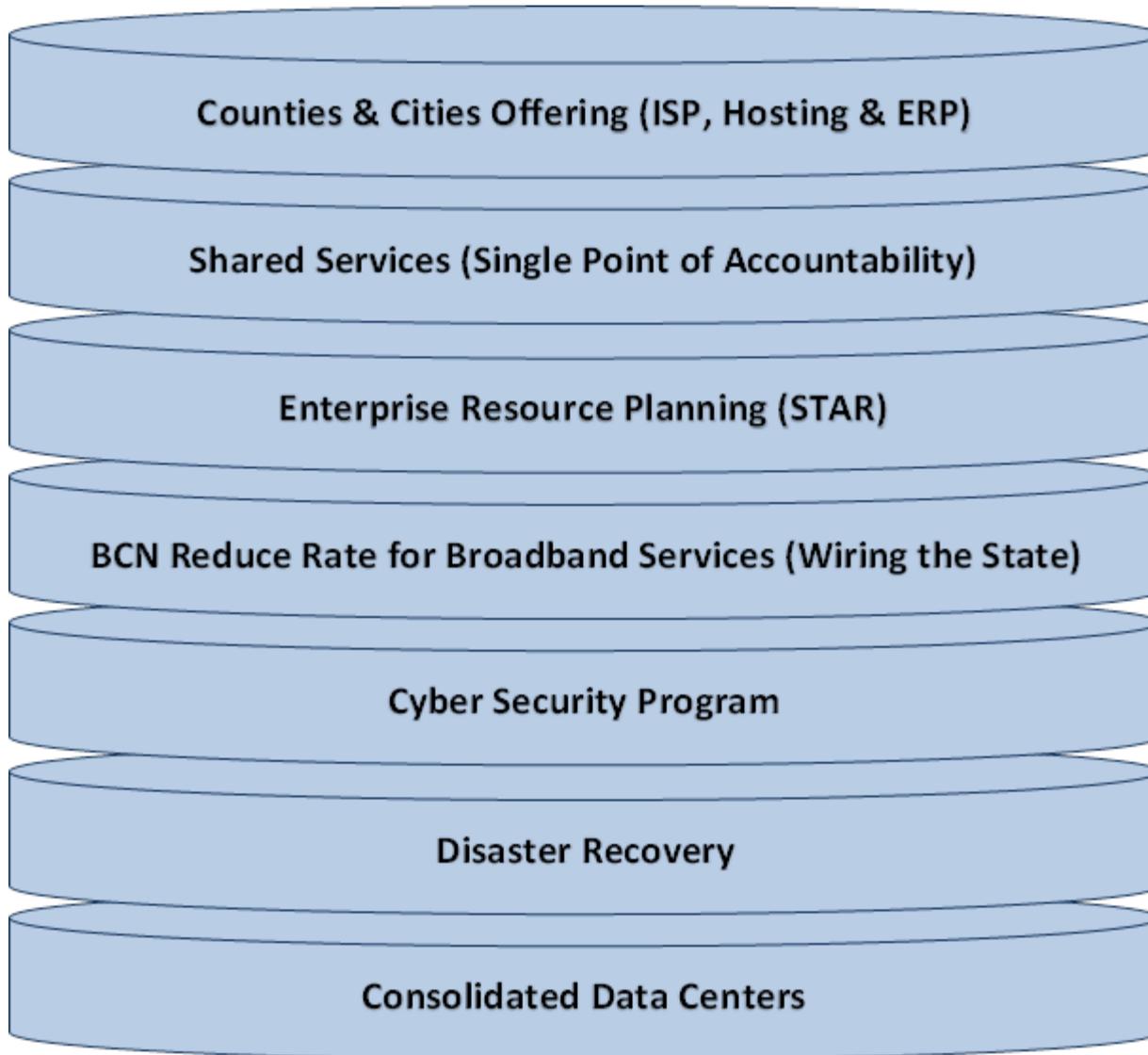


DET December 2015 Town Hall Update



DET Town Hall Agenda

- Review the Stack
- Updated definition of Shared Services/Optimization
- Project Updates
- Customer Service & Metrics
- The Value of “You” awareness program



**DELIVER A POSITIVE
CUSTOMER EXPERIENCE**

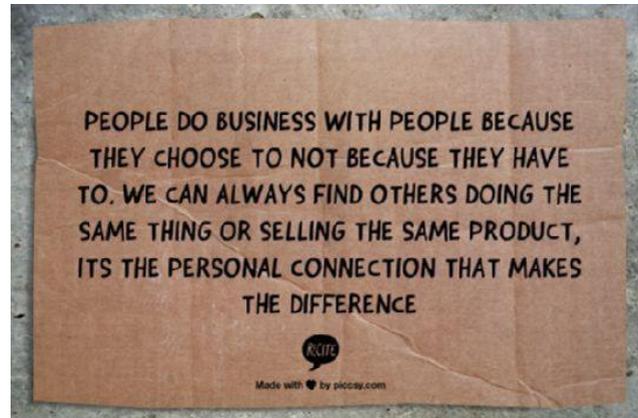
OTHER PROJECT TOPICS

WHAT WOULD YOU LIKE TO HEAR ABOUT?

- Outlook update (why did connectivity issue occur?)
- Define Optimization
- DET Portal
- VOiP project
- Microsoft 365
- Lean Government
- E- Government
- Workforce planning/internships and recruitment
- Innovation

Customer Service Next Steps

- Continue to refine service delivery process
- Create specific metrics to determine progress
- List 3 DET service delivery metrics to track in 2016
- List 3 for each Bureau
- List 3 for each Section



Questions?

Your efforts are greatly appreciated!!
Please let us know how we are doing!

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