CITY COUNCIL COMMUNICATION: **00-328** **AGENDA:** JULY 24, 2000 **SUBJECT:** CUSTOMER SERVICE SOFTWARE **TYPE:** <u>**RESOLUTION**</u> ORDINANCE RECEIVE/FILE **SUBMITTED BY:** RICHARD CLARK DEPUTY CITY MANAGER MARYLEE WOODS EMPLOYEE DEVELOPMENT AND CUSTOMER SERVICE ADVISOR	ITEM ____ **OFFICE OF THE CITY MANAGER CITY OF DES MOINES, IOWA** **SYNOPSIS -** Recommendation for the purchase of customer request management software to be implemented organization-wide. This software will provide better service to our citizens and improve internal tracking and data analysis within City departments. **FISCAL IMPACT -** The total expenditure of $188,714 includes a software purchase ($138,714) comprised of unlimited users licenses, on-site implementation, system design, and training, as well as the contract services of an application development manager ($50,000) for a one-year period. Employee Development Funds (Training and Benchmarking) is the revenue source. **RECOMMENDATION -** **Approval.** **BACKGROUND -** A Continuous Quality Improvement (CQI) Team was formed by the City Wide Steering Committee in March 1999 to develop a system of timely, accurate, and appropriate responses to customer requests. The Team studied the processes each City department currently uses to respond to requests from citizens, Council, and other City staff. The Team recommended that a standard process be implemented organization-wide to eliminate inconsistencies, delays, and redundancies in responses. The Team reviewed software options and recommended to the City Wide Steering Committee the purchase of Help Desk Automation Tool (HEAT), a request management solution from Goldmine

Software Corporation (1125 Kelly Johnson Blvd., Colorado Springs, Colorado, 80920, Laura Kirkham, Account Manager).

The City is currently using HEAT as the request management software in the Information Technology (IT) Department at their Help Desk. The Team sees the advantage in continuing with software that is both familiar and successfully in use for the City. In addition, criteria identified by the Team as critical to the system indicates that this software was the only solution that met all essential requirements.

The Team's recommendation highlighted some primary benefits of Citywide implementation of HEAT:

¨ Customizable detail screens allow City staff to respond quickly to all types of questions, requests, and complaints.

¨ Consistent answers to questions, requests, and complaints from all City departments.

¨ All procedures from A to Z are outlined and standardized.

¨ Time and money spent on duplicate requests and new or transfer employee training is greatly minimized.

¨ The expandable knowledge base provides a centralized source of all organizational knowledge, procedures, and appropriate problem resolution.

¨ The system affords staff access to a searchable knowledge base in a central repository thereby allowing organization-wide access and preventing loss of knowledge with employee promotion, transfer, retirement, or termination.

¨ The focus of the solution is interdepartmental communication, sharing of knowledge, and breaking down of existing information silos.