Service Dimension	Action Plan	Timeframe
Communication	- On helpdesk tickets, and any related Jira, include more details (screenshots, report parameters, report output,	January - March 2024
	etc.) about our issue troubleshooting and research	- Internal training and communication on new
	- On helpdesk tickets, and any related Jira, include root cause analysis where available	processes and requirements
	- On helpdesk tickets put updates as issues are assigned to different groups (CITS Security, CITS QA Dev, CITS FN	
	Dev, OOTC Disbursements, OOTC Travel Policy, etc.)	April 2024
	- On helpdesk tickets include timelines for issue resolution or enhancement delivery where available	- Begin new processes and requirements
	- On helpdesk tickets include regular updates on outstanding issues so customers know issues are still being	January - March 2024
	addressed	- Internal training and communication on new
	- Investigate chat bots to give customers an immediate response to basic questions	processes and requirements
		April 2024
		- Begin new processes and requirements
		June 2024
		- Complete research on potential AI Chat Bot
		December 2024
		- Depending on research; establish AI Chat Bot
		where appropriate
Process Improvement	- On helpdesk tickets, and any related Jira, include more details (screenshots, report parameters, report output,	January - March 2024
	etc.) about our issue troubleshooting and research	- Internal training and communication on new
	- On helpdesk tickets, and any related Jira, include root cause analysis where available	processes and requirements
	- On helpdesk tickets put updates as issues are assigned to different groups (CITS Security, CITS QA Dev, CITS FN	
	Dev, OOTC Disbursements, OOTC Travel Policy, etc.)	April 2024
	- Complete internal Business Applications training on what different groups within A&F and CITS do.	- Begin new processes and requirements
	- Establish additional process documents on common issues and resolutions	

Ownership & Accountability	- Partner with the Change Management Network members and CMAS to work closely with customers and "super	January 2024
	users" to identify and address customer pain points	- Meet with Change Management Networks
		(Quantum Financials, Quantum Analytics, and
		Concur) on a quarterly schedule to identify and
		address customer pain points
	- Prior to closing a helpdesk ticket confirm with the customer that the issue is resolved and ask if the customer	January - March 2024
	has any additional questions	- Internal training and communication on new
		processes and requirements
		April 2024
		- Begin new processes and requirements