

Service Dimension	Action Plan	Timeframe
Communication	<ul style="list-style-type: none"> - On helpdesk tickets, and any related Jira, include more details (screenshots, report parameters, report output, etc.) about our issue troubleshooting and research - On helpdesk tickets, and any related Jira, include root cause analysis where available - 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.) - On helpdesk tickets include timelines for issue resolution or enhancement delivery where available 	<p>January - March 2024</p> <ul style="list-style-type: none"> - Internal training and communication on new processes and requirements <p>April 2024</p> <ul style="list-style-type: none"> - Begin new processes and requirements
	<ul style="list-style-type: none"> - On helpdesk tickets include regular updates on outstanding issues so customers know issues are still being addressed - Investigate chat bots to give customers an immediate response to basic questions 	<p>January - March 2024</p> <ul style="list-style-type: none"> - Internal training and communication on new processes and requirements <p>April 2024</p> <ul style="list-style-type: none"> - Begin new processes and requirements <p>June 2024</p> <ul style="list-style-type: none"> - Complete research on potential AI Chat Bot <p>December 2024</p> <ul style="list-style-type: none"> - Depending on research; establish AI Chat Bot where appropriate
Process Improvement	<ul style="list-style-type: none"> - On helpdesk tickets, and any related Jira, include more details (screenshots, report parameters, report output, etc.) about our issue troubleshooting and research - On helpdesk tickets, and any related Jira, include root cause analysis where available - 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.) - Complete internal Business Applications training on what different groups within A&F and CITS do. - Establish additional process documents on common issues and resolutions 	<p>January - March 2024</p> <ul style="list-style-type: none"> - Internal training and communication on new processes and requirements <p>April 2024</p> <ul style="list-style-type: none"> - Begin new processes and requirements

Ownership & Accountability	- Partner with the Change Management Network members and CMAS to work closely with customers and "super users" to identify and address customer pain points	<p>January 2024</p> <ul style="list-style-type: none"> - 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 has any additional questions	<p>January - March 2024</p> <ul style="list-style-type: none"> - Internal training and communication on new processes and requirements <p>April 2024</p> <ul style="list-style-type: none"> - Begin new processes and requirements