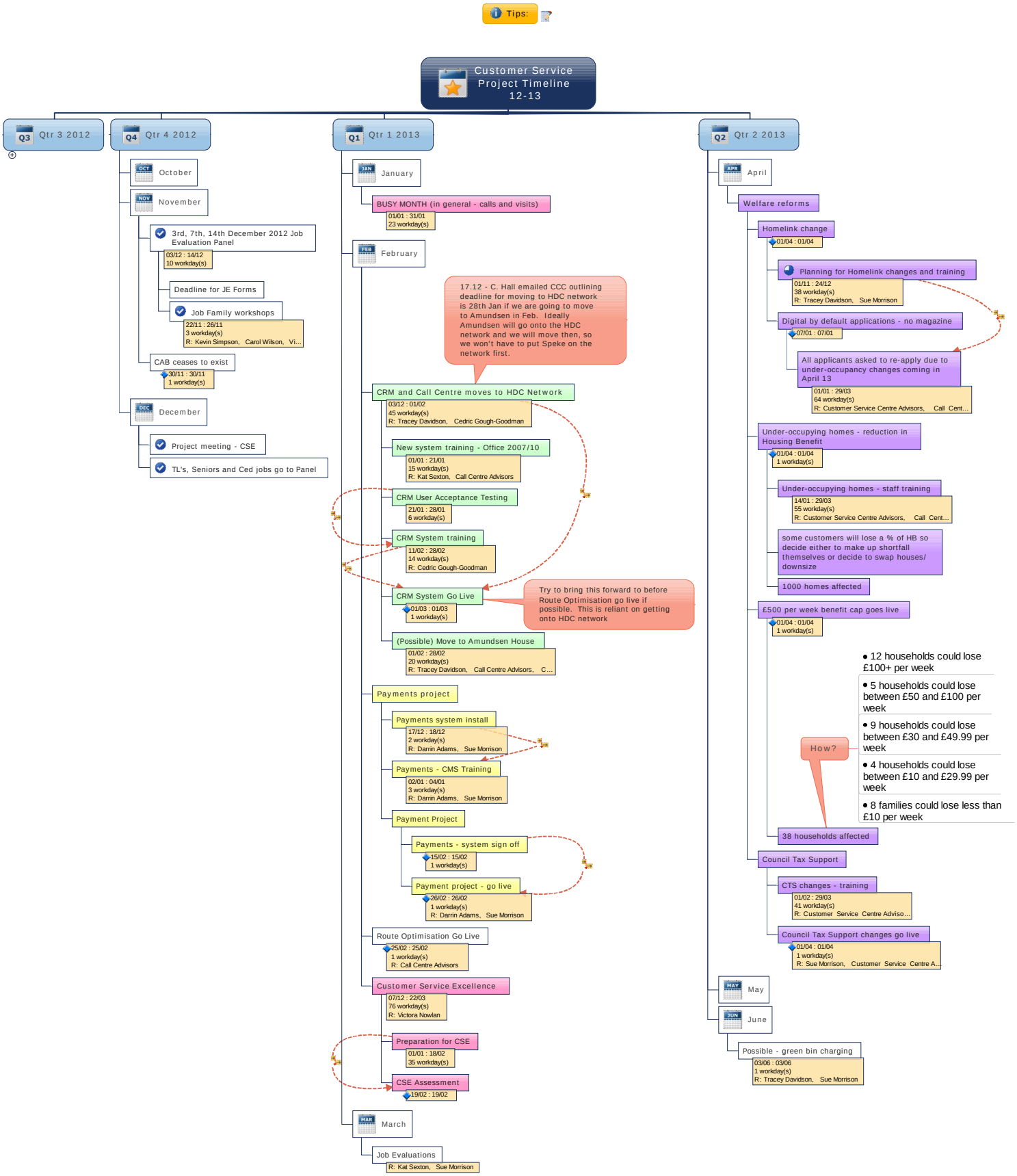
Tips:
Customer Service Project Timeline 12-13
Qtr 3 2012
Qtr 4 2012
Qtr 1 2013
Qtr 2 2013
October
November
3rd, 7th, 14th December 2012 Job Evaluation Panel
03/12 : 14/12
10 workday(s)
Deadline for JE Forms
Job Family workshops
22/11 : 26/11
3 workday(s)
R: Kevin Simpson, Carol Wilson, Vi...
CAB ceases to exist
30/11 : 30/11
1 workday(s)
December
Project meeting - CSE
TL's, Seniors and Ced jobs go to Panel
January
BUSY MONTH (in general - calls and visits)
01/01 : 31/01
23 workday(s)
February
17.12 - C. Hall emailed CCC outlining deadline for moving to HDC network is 28th Jan if we are going to move to Amundsen in Feb. Ideally Amundsen will go onto the HDC network and we will move then, so we won't have to put Speke on the network first.
CRM and Call Centre moves to HDC Network
03/12 : 01/02
45 workday(s)
R: Tracey Davidson, Cedric Gough-Goodman
New system training - Office 2007/10
01/01 : 21/01
15 workday(s)
R: Kat Sexton, Call Centre Advisors
CRM User Acceptance Testing
21/01 : 28/01
6 workday(s)
CRM System training
11/02 : 28/02
14 workday(s)
R: Cedric Gough-Goodman
CRM System Go Live
01/03 : 01/03
1 workday(s)
Try to bring this forward to before Route Optimisation go live if possible. This is reliant on getting onto HDC network
(Possible) Move to Amundsen House
01/02 : 28/02
20 workday(s)
R: Tracey Davidson, Call Centre Advisors, C...
Payments project
Payments system install
17/12 : 18/12
2 workday(s)
R: Darrin Adams, Sue Morrison
Payments - CMS Training
02/01 : 04/01
3 workday(s)
R: Darrin Adams, Sue Morrison
Payment Project
Payments - system sign off
15/02 : 15/02
1 workday(s)
Payment project - go live
26/02 : 26/02
1 workday(s)
R: Darrin Adams, Sue Morrison
Route Optimisation Go Live
25/02 : 25/02
1 workday(s)
R: Call Centre Advisors
Customer Service Excellence
07/12 : 22/03
76 workday(s)
R: Victora Nowlan
Preparation for CSE
01/01 : 18/02
35 workday(s)
CSE Assessment
19/02 : 19/02
March
Job Evaluations
R: Kat Sexton, Sue Morrison
April
Welfare reforms
Homelink change
01/04 : 01/04
Planning for Homelink changes and training
01/11 : 24/12
38 workday(s)
R: Tracey Davidson, Sue Morrison
Digital by default applications - no magazine
07/01 : 07/01
All applicants asked to re-apply due to under-occupancy changes coming in April 13
01/01 : 29/03
64 workday(s)
R: Customer Service Centre Advisors, Call Cent...
Under-occupying homes - reduction in Housing Benefit
01/04 : 01/04
1 workday(s)
Under-occupying homes - staff training
14/01 : 29/03
55 workday(s)
R: Customer Service Centre Advisors, Call Cent...
some customers will lose a % of HB so decide either to make up shortfall themselves or decide to swap houses/ downsize
1000 homes affected
£500 per week benefit cap goes live
01/04 : 01/04
1 workday(s)
• 12 households could lose £100+ per week
• 5 households could lose between £50 and £100 per week
• 9 households could lose between £30 and £49.99 per week
• 4 households could lose between £10 and £29.99 per week
• 8 families could lose less than £10 per week
How?
38 households affected
Council Tax Support
CTS changes - training
01/02 : 29/03
41 workday(s)
R: Customer Service Centre Adviso...
Council Tax Support changes go live
01/04 : 01/04
1 workday(s)
R: Sue Morrison, Customer Service Centre A...
May
June
Possible - green bin charging
03/06 : 03/06
1 workday(s)
R: Tracey Davidson, Sue Morrison