



Communications Customer Council

Meeting Notes
March 16, 2009
2:30-4 p.m.

Attendance

Name	Agency	Attendee
Ballinger, Sylvia	VDOT	
Bernstein, Dorothy	VSP	
Dunn, Cheryl	VITA	Yes
Erbach, Tiffany	Booz	Yes
Giddings, Ron	DMV	
Goheen, Pam	DMV	
Hayden, Bill	DEQ	Yes
Markva, Craig	DMAS	
Monson, Mark	DHP	Yes
Rodriguez, Cheryle	VDH	
Tywman, Bruce	DJJ	
Williams, Greg	DCE	
Williamson, Marcella	VITA	

Hunter, Jenny- VITA, guest attendee

Welcome

Ms. Erbach solicited input regarding the "End User Toolkit" document. Members believe the format is great. They could not offer complete feedback since linked documents are not yet active.

Members suggested that when distributing the toolkit, an e-mail introduction be included that details which tools will be helpful for general staff and which tools will be helpful for the more technical staff. This toolkit will be sent to AITRs and shared with communications staff.

Managing your Mailbox

The "Managing your Mailbox" document was reviewed. General consensus was that the document was helpful. It is not clear in the document why the 100 mb standard is being used. Members suggested that terms such as "best practice" and "industry standard" should not be used as part of the explanation; they agreed that information about how to reduce mailbox size is very helpful.

Combining the second paragraph in the introduction with the first FAQ could be helpful in explaining why 100 mb is the standard. Members asked that the document contain more specifics regarding the reason for the standard if possible.

Premium PC Charges

A draft letter to AITRs regarding charges for premium PCs was shared with the council. Mr. Monson said this is not new information and suggested an introductory statement such as:

"As you probably know by now ..." be added. It was suggested to include a quick link to the numbers so readers can just get to the bottom line and include more information about how the numbers were calculated.

Help desk rebranding

Ms. Hunter led a discussion regarding rebranding of the VITA Customer Care Center (VCCC) or help desk. Members commented that the name change should be accepted without too much opposition. They said they do not believe that VCCC is a strong brand that would cause confusion if it is changed; however, one member said VITA should select a name that will be used for a longer period of time versus a name that may change next year.

All members were in agreement with the suggestion of VITA Service Desk as the new name. They said this keeps the name simple. Agencies already have multiple help desks, so using "help desk" in the name could cause confusion.

Council members said they would help communicate this message via e-mail or newsletters. They suggested not giving too much notice that the change is coming until close to implementation date.

Members discussed the best timing to rebrand the help desk and suggested waiting until nearly full functionality in late summer/early fall.

For new agencies converting to the VCCC, it would be good to know that the level of service when calling the VCCC is the same or better as when calling someone in their agency.

CAM/APM Merger

There was brief discussion regarding combining customer account managers and agency performance managers into one position, to be called customer account managers. There were no comments on this topic.

Customer Council Survey

The survey should be coming in next month or so. It will take less than five minutes to complete. Members were asked to please complete the survey, which is conducted every six months.

AITR Meetings

The next AITR meeting is at DEQ downtown from 9-11 a.m. on April 23 and council members are welcome to attend or listen in by teleconference.

Open Discussion

No other topics were discussed.