



Tech Alert

from the Customer Delivery Division
"Your Gateway to OTech Services"

TA 14-08: Service Request Modernization Customer Forum

ATTENTION: OTech Customers who use the Customer Service System
ACTION REQUESTED: Register and Attend Customer Forum
FORUM DATE: April 15, 2014

Overview:

The Office of Technology Services (OTech) will host a Customer Forum to discuss the modernization of the Customer Service System (CSS). CSS is a request fulfillment system used by OTech customers to submit Service Requests (SRs). However, because the system is dated and no longer meets the needs of our customers, OTech is launching an effort to modernize the process and system. As part of this effort, we would like to solicit input from our customers. Please attend the Customer Forum and share your comments about what works well, what needs improvement, and any new features you would like to have in the new system. The forum will include discussions on an array of topics related to the system, including but not limited to:

- Would drop down menus be helpful when filling in the data fields?
- How would you like to be notified about the status of an SR as it progresses?
- What improvements can be made to the routing of SRs?
- What reports would you like to run for your SRs?
- Would you be willing to complete a brief survey on the service received, after each SR is completed?

Your input is very important to us, and we look forward to your participation in this very important effort.

Impacted:

Customers who create, authorize, approve and submit SRs to OTech.

Requested Action:

Register to attend the Customer Forum.

Date:

The CSS Customer Forum will be held on Tuesday, April 15, 2014, from 9 a.m. to 11 a.m. at the OTech Training & Education Center, 10860 Gold Center Drive, Rancho Cordova, CA 95670. Please use this link to register.

**Register
Now**

Contact:

If you have questions or need further clarification, please contact your OTech Account Lead. If you are unsure who your Account Lead is, please use the [Account Lead Lookup](#), or call the Customer Delivery Division at (916) 431-5476.



Office of Technology Services • P.O. Box 1810 • Rancho Cordova, CA 95741-1810
Phone: 916-431-5390 • Fax: 916-463-9916 • www.otech.ca.gov • OTechTechAlert@state.ca.gov