



Consumer/Customer Protection and Service

Identification of Construction Contractors Causing Post-Hurricane Harm

New procedures to facilitate identification of construction contractors causing post-hurricane harm to consumers resulted in quicker revocation of licenses. For more information, please contact Jerry Wilson at (850) 410-3475 or jerry.wilson@dbpr.state.fl.us. 2007 DBPR-027

Processing and Tracking Complaints

A system to expedite processing and tracking of complaints includes an Excel spreadsheet that is color-coded and includes all cases assigned to each staff member, types of cases being worked, and whether cases have been closed or are still open. For more information, please contact Edwardo Garcia at (561) 682-0122 or ed.garcia@dbpr.state.fl.us. 2007 DBPR-031

Reference Guides for Internal and External Customers

Reference guides for Department of Children and Families child care licensing and the Family Safety Program outline a step-by-step approach to assist internal and external customers with pulling and formatting data to facilitate analysis. For more information, please contact Alejandro Villibord at (305) 377-5006 ext. 120 or Alejandro_Villibord@dcf.state.fl.us. 2007 DCF-008

Enhanced Customer Service

An electronic data collection program providing detailed information on problem areas to administrators, a standardized email stationery format for handling complaints, and an improved customer access system, results in faster resolution of issues. For more information, please contact Stephen Conrad at (904) 727-2195 or stephen_conrad@dcf.state.fl.us. 2007 DCF-044

Customer Call Center Resource Tool

A web-based customer call center resource tool reduces caller wait time, thereby improving service and caller satisfaction. For more information, please contact Alicia Chevtaikin at (850) 313-7336 or alicia_chevtaikin@dcf.state.fl.us. 2007 DCF-093

Statewide Help Desk Self-Service Web Ticketing

Expediting customer requests via a help desk web page reduces phone assistance, saving Department of Children and Families staff an estimated \$100,000 worth of time annually. For more information, please contact Nancy Kenyon at (850) 410-2727 or nancy_kenyon@dcf.state.fl.us. 2007 DCF-094

Automated Help Desk Quality Assurance Survey

An on-line quality assurance survey enables customers to submit responses via the Department of Children and Families intranet upon completion of help desk assistance. For more information, please contact Nancy Kenyon at (850) 410-2727 or nancy_kenyon@dcf.state.fl.us. 2007 DCF-101



Centralized Service Center for Field Personnel

Combining help desks of seven organizational units to respond to telephone and email inquiries concerning driver licenses saved the Department of Highway Safety and Motor Vehicles \$450,000 in staff production time. For more information, please contact Michael McCaskill at (850) 617-2541 or mccaskill.mike@hsmv.state.fl.us. 2007 DHSMV-004

Improved Technical Support

The time to resolve help desk tickets is reduced 85% by using ITIL principles in service support processes. Savings are an estimated \$270,000. For more information, please contact Mike Odom at (850) 245-4305 or michael_odom@doh.state.fl.us. 2007 DOH-003

Improved Vital Statistics Services

Training provided to hospital and funeral home staff in Brevard County helped increase the timely filing of birth and death certificates. Streamlining office procedures enabled the health department to handle a large increase in birth and death certificates. For more information, please contact Alexa Doepel at (321) 690-3435 or Alexa_Doepel@doh.state.fl.us. 2007 DOH-035

Client Satisfaction Responses

A process that summarizes client satisfaction survey responses and posts them on an intranet web page for managers and supervisors to review and followup reduced Brevard County Health Department staff time by more than \$8,000 annually. For more information, please contact Paula Winton at (321) 639-5791 or paula_winton@doh.state.fl.us. 2007 DOH-036

Fast Track Clinical Processes

Streamlined processing decreases customer wait time by nearly 20%. For more information, please contact Sara Warren at (407) 665-3383 or Sara_Warren@doh.state.fl.us. 2007 DOH-043

Fast Access Service Terminal

An automated system enables customers to sign in for service and reduce wait time. The system tracks inquiries made, average wait time, and counseling staff involvement. Analysis of the data helps determine peak periods and staffing needs, and improve information on the website. For more information, please contact Lisa Minnick at (407) 823-5393 or lminnick@mail.ucf.edu. 2007 UCF-001