## I.  POLICY

The Service Request Tracking System is a centralized, computerized database accessible to all authorized users in the City of Richmond.  The purpose of the Service Request Tracking System is to provide an automated process of monitoring the timeliness of completion of requests made by customers to the City of Richmond via telephone, in writing, electronic mail, or other methods, historical data for research and analysis, and capabilities for management reporting of data that could be used for various planning activities.

This policy outlines the use of the Service Request Tracking System and guidelines to be followed for entering, tracking, and reporting requests.

Each Director/Agency Head is responsible for ensuring compliance with this Administrative Regulation.

## II.   PROCEDURES

### A.   General

1. Requests/complaints that require follow-up action to resolve must be entered into the Service Request Tracking System.
2. Departments that own specialized request tracking databases are not bound by this Regulation.  Examples are the Utility Service Order System, the Information Technology Help Desk, and the Assessor's tracking system.
3. Each Appointing Authority must assign an employee(s) as appropriate, to enter, update, and report system data.
4. Each department will arrange for employees to receive skills training from the Office of Customer Service and Organizational Development prior to using the Service Request Tracking System.
5. Each department/agency must develop its descriptions of customer requests applicable to their department with estimated completion dates.
6. Each department must work in partnership with the Office of Customer Service and Organizational Development to establish request descriptions, estimated completion dates, security profiles, and any customized reporting requirements.

### B.   Standards of Performance

1. The department's representative (s) must provide a level of customer service interaction with each customer in accordance with the City of Richmond's Promise, Philosophy, and Guiding Principles.
2. The City of Richmond's goal is to complete 100 percent of the work requested by the date promised (the estimated completion date).
3. Each department must inform the customer of the estimated completion date at the time the request is made of the City.
4. If the initial estimated completion date promised cannot be reasonably met, the department should notify the customer and explain the reason (s) for the delay.
5. The department must offer a Service Request Tracking System number to the customer.

### C.   Performance Reporting

1. Management reports are to be used for improving customer service performance.  For example, reports can help to analyze trends, identify improvement opportunities, prioritize work, justify budget requests, and plan.  The department extracts its reports using the reporting request tool available through the

Service Request Tracking System, and provides summaries to the Office of Customer Service and Organizational Development, according to established guidelines.

2. In general, those reports may include the number of new requests by type, past due requests, and the major types of requests entered into the system. Customized reports can be developed on request to the Office of Customer Service and Organizational Development.

### D. Quality Assurance Guidelines

1. The City of Richmond strives to provide "one stop" service for customers. The department's representative who receives a request that is handled by another department or work unit is expected to be trained to the extent that he/she enters the request into the Service Request Tracking System. The system automatically assigns the request to the appropriate department or work unit.
2. Each department must continually review the actual versus estimated completion dates for necessary changes.
3. The Service Request Tracking System verifies addresses against the City's Central Address database. To help the City maintain accurate address data, each department must provide Community Development with any addresses not found in the Central Address file.

### E. Accountability

1. At a minimum, Department Directors/Agency Heads are expected to facilitate the use of Service Request Tracking System within their organizations or work units to enter complaints from customers that require follow-up action to resolve- except in those situations where specialized tracking databases exist.
2. All trained individuals are expected to use the Service Request Tracking System as specified in this Regulation or are subject to disciplinary action.

## III. REGULATION UPDATE

The Office of the Mayor and the Department of Human Resources shall be responsible for modifications to this Regulation.

APPROVED:

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**MAYOR**