Business Rule – Automate everything for staff.

Adding to the sum total of manual tasks, no matter how small, across large volumes of Apps and users, puts unsustainable additional pressure on help desks.

Case Scenario email re "Residential Statement App", which relates to both DHS and CSOs

Hi Roxanne

No action required your end in this below - laying it out like this only for easy transfer into EMSOnline Continuous Improvement Program (CIP)

Re: Browse for Staff Picture [for Resi Statement App]

I've spoken to the coders just now, and we've decided to include new menu item "browse for staff picture" under the "RS Continuous Improvement Program (CIP)", which is funded by us, which has a brief to:

- Gradually convert the RS from a Partial App to a Full App*, and to
- Continuously reduce pressure on help desks.

They will have this ready within days (works similar to pre-existing "browse for client picture").

Re: EMSOnline-wide context (applicable business rule)

Above fits under the EMSOnline-wide business rule: "*Automate everything for staff. Adding to the sum total of manual tasks, no matter how small, across large volumes of Apps and users, puts unsustainable additional pressure on help desks*"

With RS App specifically, as we discussed last week on phone, we are advising CSOs and Regions that DSB funding for changes ceased some time ago, but that this should be viewed in a positive light, and not a negative light: RS was installed free of charge as a Partial App, not a Full App, to regions, and to the first 48 CSO installations, and as such the focus is on:

- Features that are included; and not
- Features that have not been included

This message, as it transpires, is turning out to be very easy for people to understand: "glass half full rather than glass half empty" - stops them complaining, and makes them grateful that they got anything at all. We are finding that they understand then that if they want anything additional to the Partial App initially installed (tailoring for local needs**, MS 2007/10 compliance etc.), then they need to pay for that. Eventually, we would anticipate a 'Full App' will be available, complete with 2007/10 compliance etc., which would be approx double the initial Partial App.

Rgds

Damien

*A 'Full App' includes ongoing regular coding under CIP, maintained user support websites including user manuals, FAQs, staff training etc. This includes, of course, response to user requests like the request you got from regions in email below (ordinarily, the region that made the request would be approached to fund for that, but it's come through you, so we'll just "do it" on this occasion: we have the code open for MS 2007/2010 upgrades in any case).

**One example among many: CSOs want the "weekday staffing" section split into individual days, as the DHS version assumes that clients are home at the same times every day of the week, and that's not true.