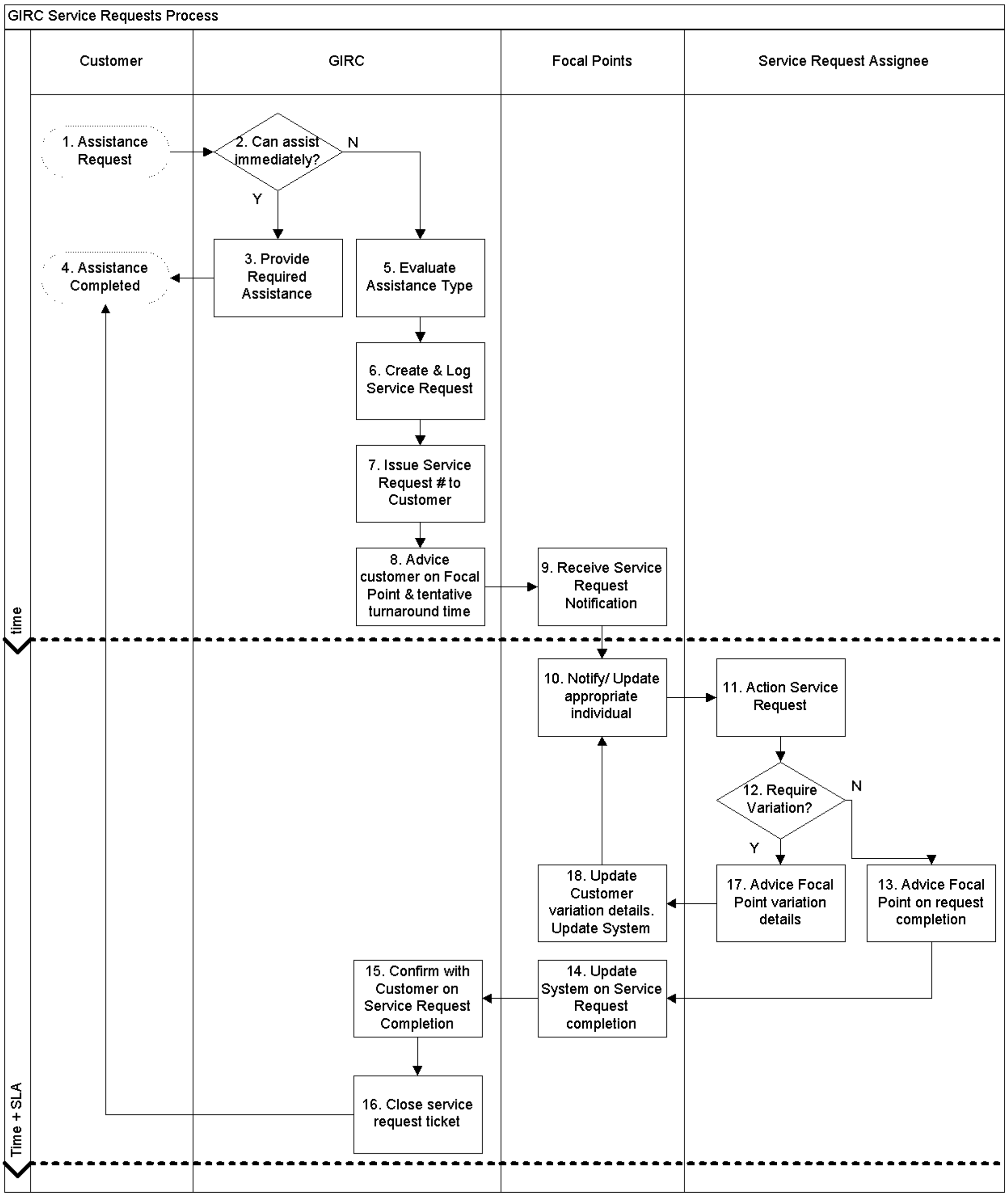
1. OVERALL DESCRIPTION OF PROCESS

1.1 Process Overview/ Flowchart Model

Flow Chart - Assistance Processing Basic Flow:



1.2 Overall Process Description

1: GIRC Customer Service Representative (CSR) makes the judgement call based on the service request. Some assistance cannot be provided through the GIRC and the CSR expected to know which particular services are possible through the GIRC;

2: CSR can be rendered immediately for the following: (i) pick blank application forms, (ii) drop application forms, (iii) pick up faxes, (iv) application for government services available online, (v) basic information requests such as fees, closing dates, opening hours, office location, telephone/fax numbers;

3: These do not have to be logged either manually or otherwise;

4: End of service request;

5: CSR makes this analysis. Assistance requests are usually of three types: (i) Type1: Queries, (ii) Type2: Problems, and (iii) Type3: New Service Requests.

6: CSR creates a new request and logs the request into the "Unicenter" Application. The full details of the request are entered;

7: CSR provides the CR# generated by the "Unicenter" Application to the customer;

8: CSR provides the contact details of the focal point for the request and the tentative turnaround time for the completion. This should be based on the SLA;

9: The Focal Points (FPs) should access their emails and the "Unicenter" Application at least once every 30 minutes to be able to view all incoming requests. When the CSR logs a request, the focal point will be notified immediately via email and the "Unicenter" Application;

10: FPs should assign the execution of the request to the appropriate individual. Once the assignment has been completed, FPs also need to update the "Unicenter" Application on who it has been assigned to and the probable turnaround time;

11: Service Requests Assignees (SRAs) who have been assigned the request should try to complete the request within the agreed timeframe;

12: The SRA needs make a judgement call whether he/she would be able to complete the request within the agreed timeframe and scope before it is due;

13: The SRA advices the FP on the completion of the service request;

14: The FP updates the "Unicenter" Application and then transfers the request back to the GIRC;

15: The GIRC confirms with the customer whether the request has been completed. This can be via email or through telephone;

16: The GIRC updates the "Unicenter" Application on the status of the request to "Closed";

17: The SRA advices the FP on possible variations to the service request, including timeframes and scope;

18: The FP advices the customer and comes to some agreement on possible variations to their service request, including timeframes and scope. The FP then advices the SRA;

1.3 Assumptions and Dependencies

The following assumptions have been made:

a. The various ministries have agreed to and endorsed the Service Level Agreements (SLAs).

b. A primary and secondary focal point has been assigned for each department (not Ministry)

c. Focal points are aware of the SLAs.

d. The "Unicenter" Application will be used for the online system for logging service request.

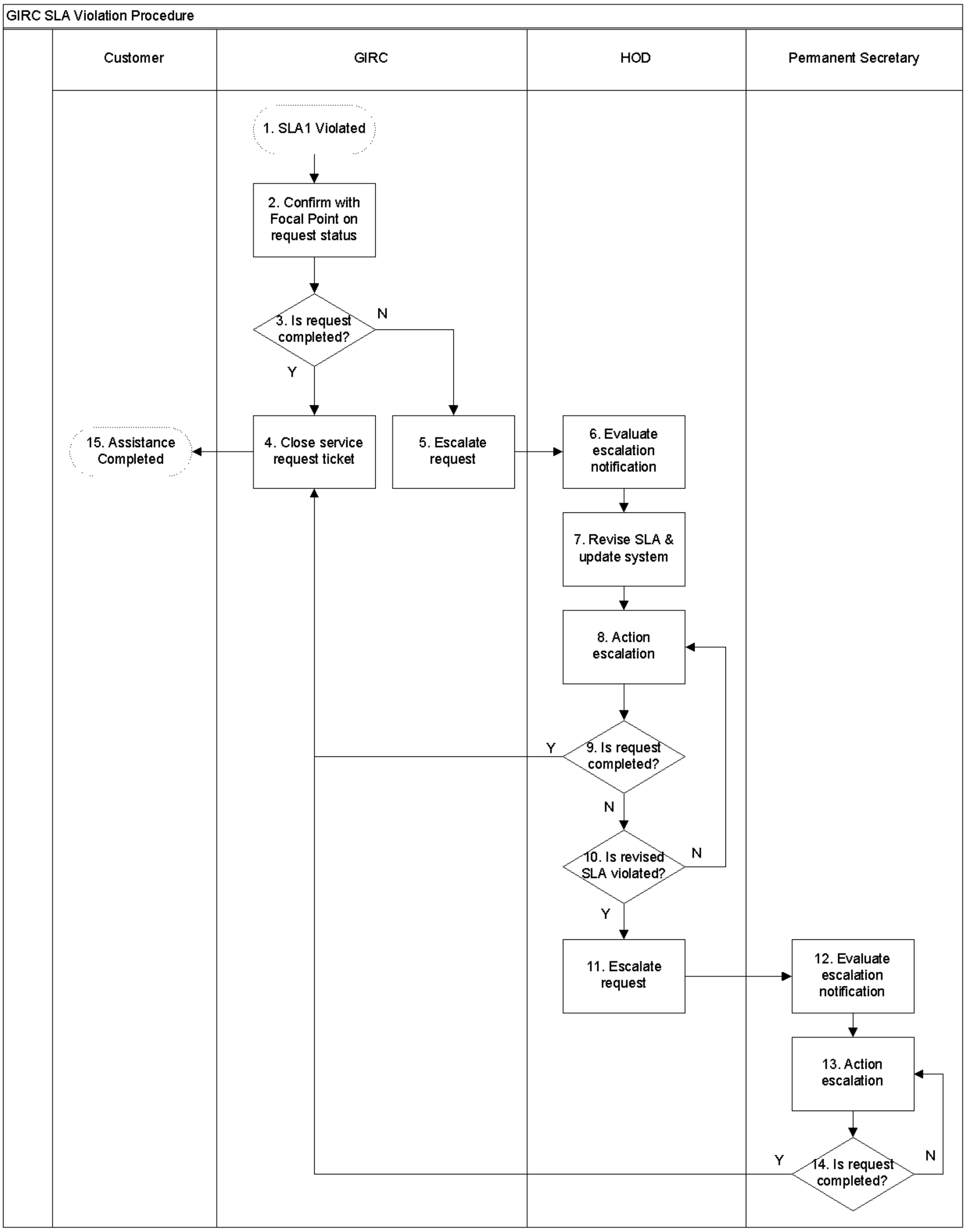
Other dependencies:

a. Focal points have access to GOVNET and have a valid email account.

2. SLA VIOLATION PROCESS DESCRIPTION

2.1 SLA Violation Flowchart Model

Flow Chart – SLA Violation Procedure Basic Flow:



2.2 SLA Violation Process Description

1: A SLA is violated when the agreed tentative turnaround times have not been met. The notification of the violation is automatically triggered by the "Unicenter" Application. The result is an email sent to the GIRC;

2: The CSR reconfirm with the FPs whether the request in question has been completed or is still pending;

3: The CSR updates "Unicenter" dependent on the feedback from the FP;

4: The CSR closes the service request if the FP confirms that the request has been completed;

5: The CSR escalates the request to the HOD should the request still not be completed. The case is also transferred to the HOD via "Unicenter";

6: The HOD evaluates the escalation via "Unicenter";

7: The HOD judges what the most probable turnaround time would be and whether the scope of the request would remain. The HOD then updates the "Unicenter" accordingly;

8: The request will be actioned according to how the HOD sees fit;

9: The HOD will update "Unicenter" when the request is completed;

10: "Unicenter" automatically checks whether the revised SLA has been violated or not;

11: "Unicenter" automatically escalates the request to the PS when the revised SLA has been violated;

12: The PS judges what the most probable turnaround time would be and whether the scope of the request would remain. The HOD then updates the "Unicenter" accordingly;

13: The request will be actioned according to how the PS sees fit;

14: The PS will update "Unicenter" when the request is completed;

15: End of service request;

2.3 Assumptions and Dependencies

The following assumptions have been made:

a. The HOD can be a designate, most likely their PA.

b. The PS can be a designate, most probably their PA.

c. The "Unicenter" Application will be used for the online system for logging service request.

Other dependencies:

a. HODs & PSs or their designate have access to GOVNET and have a valid email account.