



RSD's Project Goals

1.
Ensure customer needs are responded to promptly and thoroughly. (Never viewed as an interruption.)

2.
Reduce response time for technical tasks

3.
Reduce system work spikes by increasing the DRS' capacity to fluidly assign work across systems.

4.
Provide more learning and growth opportunities

5.
Ensure team members have easy access to accurate and consistent information



Employer Impacts

- We don't foresee big employer impacts
- But we want to keep you in the loop
 - project overview
 - timeline
 - feedback



Project Overview

1. Ensure customer needs are responded to promptly and thoroughly. (Never viewed as an interruption.)	2. Reduce response time for technical tasks	3. Reduce system work spikes by increasing the DRS' capacity to fluidly assign work across systems.	4. Provide more learning and growth opportunities	5. Ensure team members have easy access to accurate and consistent information
1.1 Create a Contact Center to focus on outward facing customer needs	2.1 Create a Processing Center to focus on tasks which are better completed with focused attention (Estimates, Calcs, recalcs)	3.1 Cross train team members at all levels (OAS, CSR,, MAS, RSAs, Leads and Leaders) so they can "plug and play"	4.1 Provide time for learning and advancement	5.1 Implement Knowledge Management System
1.2 Maintain phone call quality and responsiveness	2.2 Develop best practices across units to increase overall efficiency	3.2 Develop best practices across units to allow team members to cover for each other during peak times	4.2 Create rotation process	
1.3 Institute a First In First Out FIFO system for applicable tasks	2.3 Institute a First In First Out (FIFO) system for applicable tasks	3.3 Design and support a workload leveling program including roles and tools	4.3 Develop personalized training plans that support the new structure	
1.4 Develop ACD structure to reduce misdirected calls	2.4 Create specialty teams to streamline complex account processing	3.4	4.4	



Analyst Duties Overview

Historic RSA 2 Duties

- Phones
- Correspondence
- DCP Processing
- Withdrawals
- Walk-ins & Scheduled Members-in
- Optional Bills
- Estimates
- Calculations
- Recalculations
- Verifying
- Project Work



New RSA2 Duties Contact Center

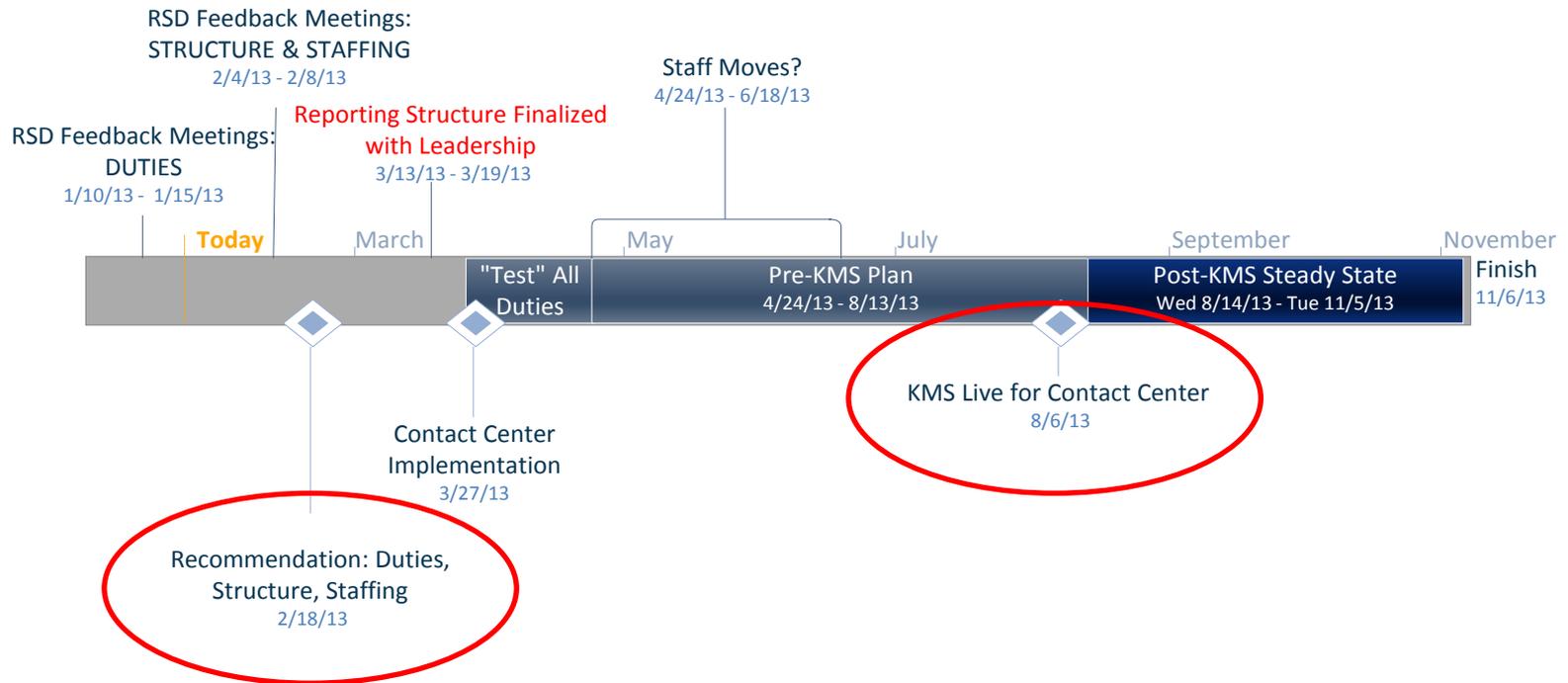
- Phones
- Correspondence
- DCP Processing
- Withdrawals
- Walk-ins & Scheduled Members-in
- Optional Bills – Create & Complete Simple Ones
- Verifying
- Project Work
- Estimates, Calcs & Recalcs as time allows*

New RSA2 Duties Processing Center

- Estimates
- Calculations
- Recalculations
-
- Scheduled Members-in
- Optional Bills: Process Complicated Ones
- Verifying
- Project Work
-



Draft Timeline





Employer Feedback

- Any feedback or questions?
- Future Concerns?
- We'll keep you in the loop, as we continue making improvements