

Dynamics 365 311 Technology Assessment

Upgrade your 311 systems with Dynamics to elevate your delivery, reach more citizens, respond to cases faster, and increase overall satisfaction.

6-week

Assessment

This collaborative six-week engagement is focused on uncovering gaps in your current 311 delivery model's ability to provide effective citizen service – and how it can be elevated. We will explore your current intake channels, your service offerings, and your fulfillment systems through a series of interviews and review sessions to better understand your current landscape and identify areas of improvement.

Measuring against your key performance indicators for 311 citizen service, we will explore technology options to extend, enhance, or transform your systems to service your constituents.



Key benefits

At the end of this engagement, you will have the following:

- ✓ A review of your current 311 technology strategy
- ✓ New technology options for greater impact and faster service
- ✓ New call center options to drive internal efficiencies
- ✓ Integration options to extend the shelf life of downstream legacy fulfillment systems

What's included

To be tailored to your organization's needs.

	1. Discovery	2. Analysis	3. Findings
Objectives	<ul style="list-style-type: none"> Understand your 311 strategy Understand your current services Understand your constituents' expectations Understand your current delivery systems Understand current service analytics 	<ul style="list-style-type: none"> Determine relevance of current strategy & effectiveness of channels Explore opportunities in delivery Assess effectiveness of current client-facing systems Analyze quality/availability of performance metrics Establish longevity of current fulfillment systems 	<ul style="list-style-type: none"> Confirm current 311 strategy & suggest alignment improvements Identify current opportunities and gaps Provide options to increase citizen engagement & increase service fulfillment Recommend roadmap solutions & services
Activities	<ul style="list-style-type: none"> Review 311 technology roadmap Gather service analytics Conduct interview sessions with customer service team Inventory current 311 delivery systems Review customer satisfaction surveys 	<ul style="list-style-type: none"> Compare current technology strategy to industry comp set Perform gap analysis of delivery channels Assess trends and analytics for current channels Investigate options for improved citizen experience, automation, and integration 	<ul style="list-style-type: none"> Present findings for current systems Present possible technology solutions & options Share best practices and lessons learned Present best practices for citizen experience and engagement
Deliverables	<ul style="list-style-type: none"> Scope of assessment Inventory of contributing artefacts 	<ul style="list-style-type: none"> Analysis data sets 	<ul style="list-style-type: none"> Recommendations & roadmap
Timing	<ul style="list-style-type: none"> 1-2 Weeks 	<ul style="list-style-type: none"> 3-4 Weeks 	<ul style="list-style-type: none"> 3 Days
Team	<ul style="list-style-type: none"> Principal Consultant (PT), Solution Designer (PT) 		



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Ready to Get Started?

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