



American Association of
Motor Vehicle Administrators

Governance

Steven Young – Mathtech

OUR VISION

Safe drivers

Safe vehicles

Secure identities

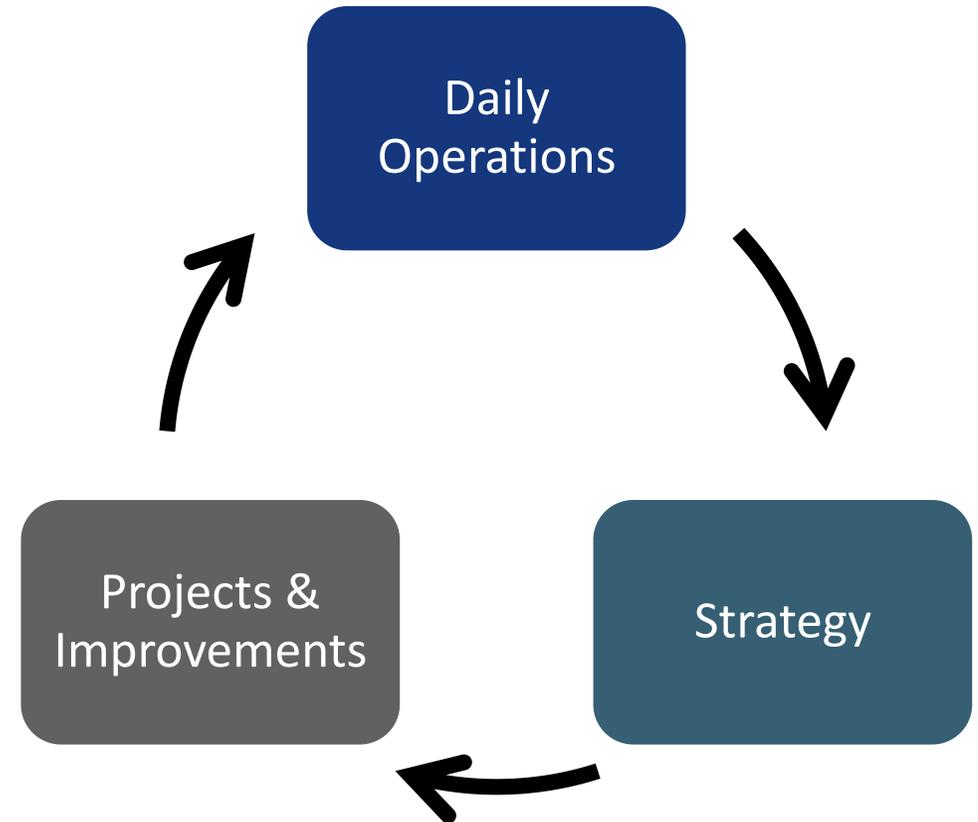
Saving lives!

Governance Must Balance Daily Operations With Continual Improvement

Contact centers must always be evolving...

- Managing performance
- Collaborating with overall agency strategies
- Evolving service delivery

**Contact centers are at the
forefront of modern agency
service delivery.**



Mission or Charter

Every business unit or operation needs a mission or charter

- Services
- Transactions
- Customers
- Roles & Responsibilities
- Management Structure
- Staff
- Facilities
- Systems
- Performance Metrics & Goals

How is your agency managing Field Offices?

- Wait Times & Customer Satisfaction
- Accuracy & Auditing
- Facilities & Resources
- Systems
- Support from Back Office

Policies & Procedures

**Don't Try And Run A Contact Center
or Hold Staff Responsible**

**if You Don't Have Properly Documented
Policies & Procedures**

....and Conduct Training

**Your knowledge management & process
management tools must accurate and
accessible.**

Functions

Service Delivery

Contact Mgmt.

Customer Comm.
Mgmt.

Case Management

Agency Ops
Coordination

Knowledge &
Process Mgmt.

Operational Support

Technology
Support

Quality Management

Forecasting

Process
Improvement

Reporting &
Analytics

Staff Support and Governance

Training

Staff Comm. Mgmt.

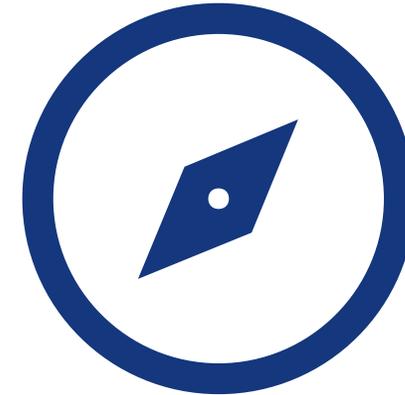
Project & Portfolio
Management

Workforce Mgmt.

Strategy

Every Contact Center must continually assess current operations and plan for the future...

- Technical Strategy
- Customer Service Strategy
- Staffing Strategy
- Operational Strategy



Data analytics is critical for planning and assessing the results of improvements.

Staff Management

Staff is a critical component to every operation. Leadership must address...

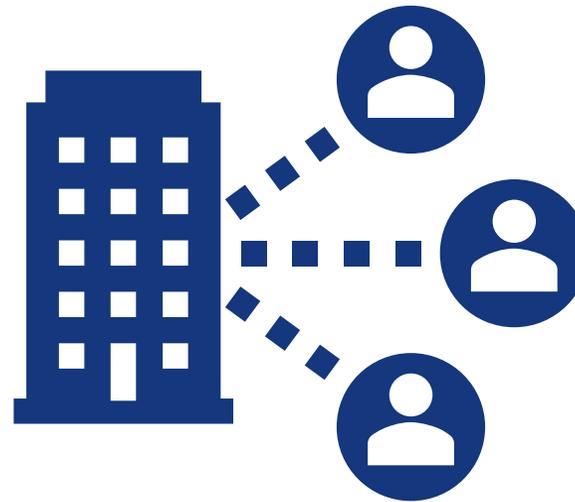
- Training
- Culture
- Recruitment & Hiring
- Forecasting & Scheduling
- Communications



Coordination With Other Business Areas

Contact centers require coordination with other operations just like a field office, this includes collaboration with...

- Agency Leadership
- Policy & Product Specialists
- Legal
- Audit & Investigations
- Finance



Analytics & Quality Assurance

Service Delivery Quality is vital to operational success and the conditions under which we operate will always be changing. Areas to watch include...

- Operational Metrics
- Call Quality
- Customer Satisfaction Surveys
- Staff Surveys
- Transaction Accuracy
- Adherence to Policy & Procedure
- Assessment of Complaints



Get Curious, Investigate Changes, Adapt

Process Improvement

There is always need for refinement and enhancements. Understand what is happening by...

- Reviewing metrics
- Meeting with staff
- Performing quality reviews



Be Ready to Adjust

- Web Site Content
- Notice/Reminder Content and Organization
- Service Channels
- Procedure
- Staffing Levels
- Tools & Systems



THANK YOU

Questions?

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