



Tech Alert

from the Customer Delivery Division
"Your Gateway to Technology Services"

TA 15-22: Service Request Fulfillment Project Update

ATTENTION: All Customers

ACTION REQUESTED: Participate in SRF Project Migration Kickoff and Training

EFFECTIVE DATE: January 15, 2016

Introduction:

In 2015, the California Department of Technology (CDT) launched the Service Request Fulfillment (SRF) project to replace the existing Customer Service System (CSS). This project resulted from the customer feedback provided in the CDT Customer Satisfaction Surveys.

As part of the SRF project effort, CDT partnered with our customers to define the scope and requirements of a new service request fulfillment system. Initially, the rollout of the new system was planned for May 2015. However, the statewide deployment was delayed to accommodate additional system enhancements identified by our customers.

Next Steps:

CDT will host a SRF Migration Kickoff meeting next month to provide an update on the project, demonstrate the new system, discuss the customer onboarding process, reveal the migration groups, and review the training schedule.

Customer training and migrations will commence in Spring 2016. Customers will be placed in one of five migration groups, and receive formal training on the new SRF system prior to migration.

Expect an invitation to these events within the upcoming weeks.

Action Required:

To learn more about the SRF project efforts and how it will impact your submission of CDT Service Requests, please plan to attend the SRF Migration Kickoff meeting and sign up for training.

Due Date:

Please RSVP to the invitations to these events by the specified due dates. Invitations will be sent by our Marketing Team in the next few weeks.

Contact:

If you have questions or need further clarification, please contact your CDT Account Lead by using the [Account Lead Lookup](#), or call the Customer Delivery Division at (916) 431-5476.