

# NYC Customer Service Newsletter

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## NYC Observes Customer Service Week – Oct 4 thru Oct 8

For the third straight year, City agencies will observe Customer Service Week. The first week in October is officially recognized by Congress as an opportunity to show appreciation for customers and customer service staff. As in prior years, agencies will host a wide variety of events, like reward and recognition ceremonies, staff

luncheons, parties and more. Some examples from agency Customer Service Week calendars include: NYCHA will introduce its Frontline Assignment Program (see next article), where managers will work along side frontline staff for the week; HRA will host luncheons at its job centers and non cash assistance Food Stamp offices to

recognize the efforts of the bilingual staff; and 311 will hold a dessert competition. On October 4, Mayor Bloomberg will recognize individual agency staff selected for the third annual Mayor's Excellence in Customer Service Awards at a recognition ceremony. These events should make for another memorable Customer Service Week.

## NYCHA Launches Frontline Assignment Program

Customer-facing interactions form the backbone of the New York City Housing Authority's (NYCHA) operation— it is where customers assess the efficacy and efficiency of our processes, and where exemplary staff can leave lasting impressions by making a measurable difference in customers' lives.

NYCHA will take an important step toward achieving customer service excellence by launching a *Frontline Assignment Program*. As part of this program, more than 35 members of NYCHA's executive and senior management team will work alongside frontline staff at various locations on a quarterly basis. The *Frontline Assignment Program*

provides a unique opportunity for NYCHA executives and senior managers to increase their sensitivity to the demands, daily challenges and intangibles of interacting with the public, and the way interactions can affect customers' experiences. The Program also provides an opportunity for executives and senior managers to gain a better appreciation for the issues our customers face, connect with staff in the environment they work in, apply immediate changes to improve operations, and make observations that will inform strategic thinking around continuous improvement.

The Frontline

Assignment Program will kick-off on Monday, October 4 — the first day of National Customer Service Week 2010 — as a way of reaffirming our commitment to customer service excellence. At the end of the frontline assignment, team members will be asked to think critically about their experience and provide feedback that will be invaluable as we refocus on the principle and process of delivering excellent customer service.

For additional information concerning this program, please contact:

Lillian Harris  
New York City Housing  
Authority  
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**FDNY Medical Emergencies**

Calendar Year 2008

Medical Emergencies (Fire response) - 211,776

Total EMS Incidents - 1,215,026

Total EMS Life-threatening Incidents - 451,356

Hospital Transports - 933,260

Calendar Year 2009

Medical Emergencies (Fire response) - 209,563

Total EMS Incidents - 1,236,730

Total EMS Life-threatening Incidents - 444,920

Hospital Transports - 940,519

## **FDNY's New Treatment for Victims of Cardiac Arrest**

The New York City Fire Department (FDNY) is proud of its many customer service initiatives, including those previously reported in this newsletter. But saving lives is also an important service we provide – and perhaps are best known for -- and a new initiative is helping the FDNY do that even better. The Mayor and Fire Commissioner recently announced a life-saving hypothermia treatment that is now being administered by FDNY Paramedics.

Starting in August, City Paramedics are now treating cardiac arrest patients with hypothermia therapy – a new, life-saving medical procedure that has been proven to slow the deleterious impact of cardiac arrest on the human body. The treatment involves providing cold intravenous liquids to patients in an effort to halt muscle and tissue damage as well as preserve neurological function for patients who survive a cardiac arrest. Hypothermia treatment has already helped save hundreds of lives during the past 18 months in New York City hospitals, where it's been administered to patients during Phase I of Project Hypothermia, a joint initiative between the City's Emergency Medical Service (EMS) and the Greater New York Hospital Association. With Phase

II, started in August, Paramedics now provide the treatment sooner, in ambulances and outside the hospital setting, in an effort to save even more lives with earlier intervention.

"New Yorkers already know they get excellent service from our Paramedics, EMTs and firefighters – and today we're taking another big step to improve on what we do best – saving lives," Commissioner Cassano said when he made the announcement with the Mayor last month. "Hypothermia therapy has helped patients recover from the traumatic experience and damage normally associated with cardiac arrest. With our Paramedics beginning this treatment sooner in the field, even more patients are going to benefit and we're going to do an even better job of saving and improving the lives of affected New Yorkers."

Phase I of Project Hypothermia was initiated in January 2009. Since then, more than 2,600 cardiac arrest patients were transported as potential recipients to 43 city hospitals that set up protocols to administer hypothermia therapy. This led to a dramatic increase in the number of patients that have not only survived, but left the hospital with little or no permanent neurological or physical impairment. Since the program

began, the survival rate of cardiac arrest patients admitted to a hospital after being stabilized in the Emergency Room has increased 20 percent. The number of those patients discharged from hospitals has increased 30 percent. Nearly seven out of 10 patients who received hypothermia treatment left hospitals with little or no lasting mental or physical impacts.

The new initiative entails Paramedics on 911-system ambulances administering the chilled intravenous fluids themselves. Paramedic ambulances have been outfitted with refrigeration equipment and members have been trained to administer the treatment. FDNY EMS expects to administer the therapy to 6,000 patients over the next year, more than doubling the number of patients who benefited from it during the first phase of the program.

Hypothermia therapy reduces the body temperature of patients to approximately 32 degrees Celsius for 24 hours. Cardiac arrest patients who are not immediately revived by resuscitation efforts, such as shocks from a defibrillator, will receive the treatment unless they are under the age of 18, have fluid in their lungs or have suffered trauma, such as smoke inhalation or burns.

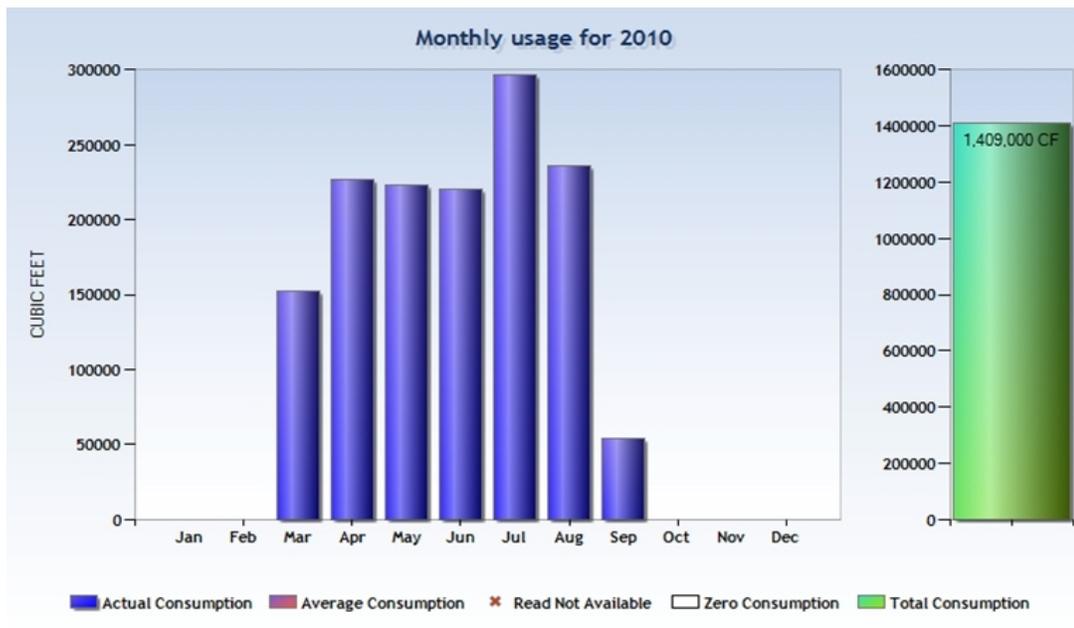
## DEP: Improving Customer Service Through Technology

At the Department of Environmental Protection, the Bureau of Customer Service is responsible for metering water, issuing bills, and collecting revenue - and technology is an important piece to the puzzle. The Bureau's ongoing transformation includes improved customer assistance, dramatically reduced customer call wait time, and reduced response time for written customer inquiries. In short, customers get faster, friendlier service, and with the installation of Automated Meter Reading (AMR) technology citywide, which enables DEP to provide its customers with more accurate account information, DEP is investing in state-of-the-art technology to enhance the quality of the services it provides. So far, more than 475,000 AMR devices have been installed

since 2009, and when completed, 834,000 customers citywide will be connected. Soon New York will be the largest city in the world to use wireless technology in water metering. AMR systems consist of small, low-power radio transmitters connected to individual water meters that send readings to a network of rooftop receivers throughout the city. AMR technology will end the use of estimated water bills giving customers the ability to identify how they can conserve water, reduce costs, and detect leaks more quickly. Instead of meters being read four times a year, as is now the case, they'll be automatically read four times a day. Starting this past summer, DEP customers can visit [www.nyc.gov/dep](http://www.nyc.gov/dep) to sign up and see their water usage in real time and nearly 15,000 customers have already taken advantage of this new

online tool. Earlier this year, DEP also launched an on-line payment feature to make it easier for DEP's customers to pay and track their bills by allowing for direct debit payments. Having served in DEP's Call Center when it opened 16 years ago, Gloria Williams said, "It is rewarding to see the ongoing improvements in technology." The Call Center is run by Steven Barry, who joined DEP from the City's 311 headquarters. He and his staff of three supervisors, and over three dozen employees, handle almost 400,000 calls each year. Steven also appreciates the value of technology in improving customer service. "Our reps work with two screens on their desks, and can retrieve twice as much information at the same time, including billing history and Department of Finance records."

DEP AMR Facts	
<b>Total number of AMR devices installed as of September 29, 2010.</b>	
Borough	Total # of AMR Devices Installed*
Manhattan	35,784
Bronx	70,707
Brooklyn	131,919
Queens	191,581
Staten Island	48,970
<b>Citywide Total</b>	<b>478,961</b>
*AMR installations increase daily. Total planned installations are 834,000.	



AMR screen provides customer with view of monthly usage to help manage bills or detect leaks more quickly

## Treasures of New York City and Its People: The NYC Department of Records

Not only is New York City the greatest city in the world, it has the largest and most extensive archives of any city in this hemisphere. And it's all right here in the Civic Center at 31 Chambers Street. With historical records dating back four centuries, to the first Dutch colonial settlement, the Municipal Archives is a treasure trove of information about the city and its inhabitants.

You can trace your family history using over 9 million birth, death, and marriage records. Interested in historical photographs? There are over two million pictures in the Archives' collections. Between 1939 and 1941, the City photographed every house and building in all five boroughs. And if that is not enough for you, the City did it again in the mid-1980s, this time using color photography.

The Archives' collection of records pertaining to the administration of criminal justice is the most comprehensive in the English-speaking world. There is a record of virtually every felony prosecution from 1664 up to the 1970s, as well as millions of misdemeanor records. The collections of architectural renderings of Central Park (and 150 other City parks) are works of art.



**Municipal Archives patrons researching family histories view vital records on microfilm readers in the Reference Room**

## 311 Introduces Blog – “The 311”

NYC 311 has introduced a new and innovative way to reach New York City customers via “The 311”, a blog created and maintained by the 311 team. Keeping with a strategic “one-to-many” approach for disseminating information and soliciting public feedback, “The 311” was launched in August. In addition to providing city government information to the community, it offers an opportunity to personalize the interface with the City. As a 311 team member noted in the inaugural posting “I am passionate about helping bring down some of the walls surrounding

government to make it more accessible, transparent, collaborative... and maybe even more personable at the same time.”

The 311 team will provide information and share updates on topics and trends, but the real goal is for the blog to evolve as the public shapes and guides it. To generate interest and a following content will range from frequent inquiries received via the 311 call center and 311Online, to little known helpful facts about city government, and an occasional funniest call or story. Moving away from the traditional forms of government

communication, “The 311” enables employees to add a personal touch and break loose from the structured approach that is necessary to manage information in a call center and via a website. Blog followers have the ability to post, respond and receive a response from 311 employees. “The 311” was shaped by the recent citywide social media guidelines and is an exciting opportunity to open up another channel to represent the City of New York and engage New Yorkers.

You can check out the 311 blog at:  
<http://311nyc.wordpress.com>



## Markham Gardens Residents Return – and Now They Can Be Owners



Natasha Chapman stands in her new kitchen at Markham Gardens in Staten Island.



The new Markham Gardens stands ready for more residents to move in and call it home.

You really can go home again. Natasha Chapman, a 40-year old single mother who used to live in Markham Gardens in Staten Island, has just moved back to Markham Gardens. When Ms. Chapman lived there in the 1990s, she was a tenant in NYCHA public housing, but she returns as a homeowner of a two-family home, now that Markham Gardens is a private development.

“It’s overwhelming,” said Ms. Chapman. “It’s an excitement you can’t even imagine. It’s success.”

Ms. Chapman was the first person to take advantage of a program that gave former Markham Gardens residents first preference to purchase one of the new townhouses. The development’s original buildings, which included 360 apartments, were razed in 2007. The redeveloped property now has 240 affordable rental units and 25 two-family homes for affordable homeownership.

To qualify for owning one of the homes, Ms. Chapman had to take a course on home ownership, achieve an acceptable credit score, earn a minimum income and have enough in savings to cover the down payment. As soon as she heard about the chance, Ms. Chapman knew she wanted to take advantage of it.

However, she knew was not making enough money at her clerical job at the Richmond University Medical Center to realize her dream, so she took a second job, and worked seven days a week. On Tuesdays and Thursdays, she would wake up at 5:30 a.m. and get home at 11:00 p.m. and would not even see her two sons. “It was pretty rough, we all worked together and I had help from family and friends,” said Ms. Chapman. “Working that hard, there had to be a light at the end of the tunnel.”

Participants in the program receive several subsidies that help with the costs of the down payment and closing. NYCHA provided Ms. Chapman with a \$50,000 note that will be absolved after 15 years, if she still owns and lives in the building. She also received assistance from the New York City Department of Housing Preservation and Development, New York State Affordable Housing Corporation, New York State Division of Housing and Community Renewal and HSBC Bank.

Former residents of Markham Gardens have top priority at the new development, and 14 have moved back, with another 24 residents receiving approval to join them. The next priority goes to NYCHA residents living on Staten Island. After them, any remaining homes are offered through a lottery

system to any qualified household. So far, one other NYCHA resident has been pre-approved for a mortgage.

Markham Gardens is considered a mixed-income community, and tenant-based Section 8 vouchers were provided to all returning residents.

Returning residents must have satisfactory credit, undergo a criminal background check and be a public housing resident in good standing. A final phase of the project will include development of an 80-unit building for seniors, with construction set to begin in 2011.

Ms. Chapman had lived in Markham Gardens since 1992 when she moved to Mariners Harbor Houses in 2004 in advance of the demolition of the development. She lived there until August 2 of this year, when she closed on her new home and slept there that night, even though she had no furniture moved in yet. Already, she has rented out the second unit in her new, two-family home.

“Was I going to continue to pay all of this rent, or did I want to own?” said Ms. Chapman. “Now I can leave my kids something. I had to do this. It’s so important to own something.”



## BIC STAFF REACHES OUT TO CUSTOMERS IN QUEENS

### Customer Service Outreach

For three days in July, BIC Licensing Specialist Alexis Torres and Market Agent Peter Relyea, along with Bruno Ignacio and Jason Chen from the DSNY, visited over 100 businesses along 101st Ave. in Ozone Park, Queens as part of a community outreach initiative.



BIC and DSNY join forces to deliver Customer Service in Ozone Park

Our two staff members were paired up with the DSNY employees and went from business to business explaining the functions of their agencies along with new programs they have to offer such as the adopt a basket program with Sanitation and introducing the new Business Express website where businesses can do one stop shopping and find out what business requirements are needed to legally operate in NYC and how to apply for various city permits all in one web portal. (<http://www.nyc.gov/portal/site/businessexpress>)

Businesses were also advised to alert BIC if they have any issues with their private carter and were

informed of BIC's redesigned carter-identifying orange decal provided by the carters that must be affixed to storefronts. This outreach gave DSNY and the BIC an opportunity to learn about each other, while helping inform business owners of the work we do.

The outreach we did those days made many business owners feel that our agencies are making an effort to make ourselves more accessible and the work we do easy to understand. Both agencies look forward to future opportunities to work together and provide further assistance to NYC business owners.



DSNY and BIC staff hand out pamphlets to business owners

### Customer Service Workshop

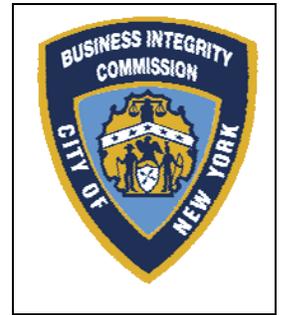
Licensing staff are in the final stages of developing training on customer service. Our goal is to improve our customer service delivery both, externally to the clients we serve and internally to our co-workers. We hope that this will provide employees with an opportunity to strengthen their awareness of the Mayor's vision of customer service and gain important

strategies relating to how we interact with customers everyday. The training will focus on customer service on a conceptual level as well as specific issues related to customer service delivery, such as language accessibility (in terms of both literacy level and English proficiency) and cultural sensitivity.



Assistant Commissioner Hector Serrano reviews customer service training presentation with Samantha Stanton and Nicholas Bon.

As an agency, our customer service experience is broad, so we also hope that these sessions will provide an opportunity for employees to learn from each others' experience in customer service. The skills we hope to cultivate will be applicable to our interactions in the field, serving walk-in clients and working with other City Agencies.



Licensing Center is located on the 20<sup>th</sup> floor at 100 Church Street New York, N.Y. 10007.

Licensing Center is open to the public from 9am-5pm Monday – Friday

Information call: (212)-676-6219

Visit our website at: [www.nyc.gov/bic](http://www.nyc.gov/bic).

#### BIC Stats and Facts

Business Integrity Commission collected 1,040 NYC feedback cards in FY'10.

1,402 complaints have been responded to since the beginning of the calendar year.

## DPR's New System Supports Fleet Customer Service



Snow removal in Central Park



Parks forestry in action

Many Parks divisions have as their primary customers not the public directly but agency staff. Fleet services is one of the largest examples. Almost everything that Parks does depends on its 2,400 fleet and equipment pieces. Parks has been working to improve the customer service and responsiveness we provide internally.

In 2009, Parks completed implementation of a new Vehicle Out of Service tracking system called VOOS. Most internal work order systems are mostly if not exclusively used and administered by shops staff. VOOS, however, was designed as a 311-like system for all agency staff to address their fleet

issues. Through VOOS, any agency staff person can go on their work computer and put a vehicle out of service. All staff can also look up fleet histories and do other analysis through a Fleet Search function. The fleet garage staff uses the same VOOS system and screens to also enter work orders, as well as to report on the status of repairs, inspections, and other work.

VOOS is designed to provide automatic email alerts and tracking numbers for all work orders. Whether the garage opens your work orders or you do, you will get an email confirmation. When a

vehicle is ready to return to service, all staff who need to know are automatically alerted.

To ensure quality and accuracy, Parks has also instituted a random biweekly customer check where a staff person contacts our customers to check on servicing as reported on VOOS.

VOOS has brought new transparency and to-the-minute communication to this critical area of expenditure and importance.

For additional information on VOOS contact Keith Kerman at [Keith.Kerman@parks.nyc.gov](mailto:Keith.Kerman@parks.nyc.gov)

## 311 Online Receives Digital Government Achievement Award

Mayor Michael R. Bloomberg announced on September 17 that New York City received the Digital Government Achievement Award from the Center for Digital Government for the creation and implementation of 311Online, the one-stop, searchable web portal for thousands of City services. Through the site, New Yorkers can obtain information, report problems, lodge complaints, check the

status of previously-filed complaints and request City services – just as they can by calling 311. The service, available at [www.nyc.gov](http://www.nyc.gov), is one of six national winners named by the Center for Digital Government in the government-to-citizen local government category. The Digital Government Achievement Awards recognize outstanding government websites and projects from across

the country.

311Online is a part of the City's effort to constantly innovate and continue to look for new ways to improve how we serve New Yorkers, and that effort is the reason why New York City is at the forefront of providing access to quality services from anywhere, and at any time.

## DOHMH Launches New Restaurant Rating System

In July, the Health Department launched New York City's new system to raise public awareness of sanitary conditions and encourage best practices by restaurant operators. Under the new system, restaurants must post sanitary grades of A, B or C near their entrances following certain sanitary inspections. The new system also ties each establishment's inspection schedule to its sanitary conditions. By inspecting lower-performing establishments more often than those with high grades, the new system concentrates City resources on restaurants that pose the greatest potential risk to public health. The Health Department is working closely with operators to ensure that they can achieve the highest level of food safety – and inspire the highest levels of consumer confidence.

In July Dr. Thomas Farley,

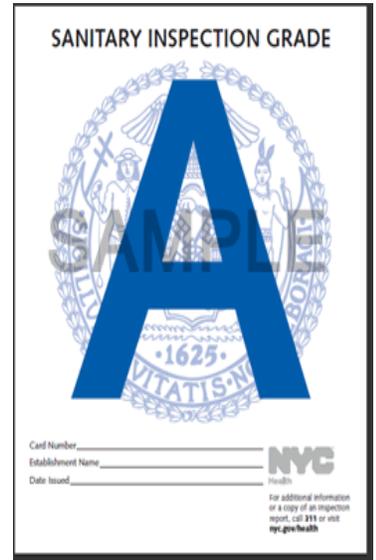
the City's health commissioner, presented the first A grade to Sparks Deli of Long Island City. He heralded the luncheonette's food safety practices as a model for the city's 24,000 other eating establishments. "Whether it's a neighborhood deli or a pricey dinner house, any food establishment can prepare food safely," he said. "Sparks has set an example."

To complement the posting of grades at restaurants, the City has revamped its restaurant-inspection website to help consumers to find detailed, up-to-date inspection results for any eating establishment. The site's search tool can sort eateries by name, borough, neighborhood, ZIP code, cuisine type or inspection score. It can also search by multiple criteria at once (for example, A-grade Italian restaurants in

Williamsburg, Brooklyn). The site provides maps and addresses for restaurants, and it includes a downloadable widget that other websites can use to give viewers direct access to inspection results. The enhanced site also includes a tool that restaurant operators can use to settle fines with the City without a hearing. The settlement tool was developed by the City's Department of Information Technology and Telecommunications.

Results from the first two months of the new program suggest that about 80% of restaurants are earning A or B grades. It will take approximately a year to complete graded inspections for the entire city's eating establishments.

For more information contact Robert Edman, Assistant Commissioner for the Bureau of Food Safety and Community Sanitation at 212-676-1654 or [redman@health.nyc.gov](mailto:redman@health.nyc.gov).



Inspector Ivonne Gomez tests meat temperature as part of DOHMH's new restaurant grading system.



Joshua Livingston  
Manager of School-Based Programs

Employer: Abyssinian Development



From  
While  
psychology  
so he  
train  
bond  
bec

in youth work. She hired him for other  
after-school programs that he can

## DYCD Launches Job and Career Resource Site for After-School Program Staff and Employers

For the first time, New Yorkers who work with and inspire kids in youth and after-school programs have one place to get all of the tools they need to find jobs, develop their skills and publicize job openings in their schools and agencies.

Pathfinder ([www.afterschoolpathfinder.org](http://www.afterschoolpathfinder.org)) – the first website of its kind in the country – was developed by the Department of Youth and Community Development ([www.nyc.gov/dycd](http://www.nyc.gov/dycd)) and The After-School Corporation ([www.tascorp.com](http://www.tascorp.com)), as a **free** online hub where youth work professionals can find trainings, job-seekers can find an array of full and part-time opportunities, and trainers and employers can connect with their target audience.

Visitors to

AfterschoolPathfinder.org can: 1) publicize job openings to qualified job-seekers; 2) search for jobs and receive alerts when job openings are posted; 3) create winning resumes and cover letters; 4) plot a career path to turn part-time and entry-level youth employment into a career; and 5) post and find training and professional development opportunities for themselves or their staff members.

DYCD Commissioner Jeanne B. Mullgrav encourages New York City youth workers, trainers and employers to register at the site to get full value from its free services, and to visit frequently for updated opportunities.

More than 1 million Americans work with kids in the hours beyond the traditional school day in after-school programs and other youth organizations

such as settlement houses and YMCA programs. For many, it's their first job. Most youth workers undergo extensive on-the-job training and gain valuable skills they can apply to related careers, such as teaching. Yet this field has been overlooked as part of a national strategy to boost employment and create new career paths, in part because it's often difficult for individuals to discern what kind of training and education is necessary to rise to positions of growing responsibility and compensation.

AfterschoolPathfinder.org provides a path not just to the next job, but to a rewarding career. For more information or to arrange a site demonstration for your staff, contact Chymeka Olfonse at [colfonse@afterschoolexcellence.org](mailto:colfonse@afterschoolexcellence.org), 646.943.8847.

HOME ABOUT TRAININGS JOBS SUCCESS STORIES RESOURCES FOR EMPLOYERS FOR TRAINERS Login »

**pathfinder** BETA  
the career site for after-school and youth work

Latest Jobs Latest Trainings Latest Reviews

There are 12 new jobs this week. POST A NEW JOB

Education Specialist Homes for the Homeless	Bronx	Sep 14
Research Assistants The After-School Corporation (TASC)	Manhattan	Sep 14
Groundwork for Youth - Activity Specialist Groundwork, Inc.	Brooklyn	Sep 13

Want to see more? [Search Jobs](#)

**Welcome to Pathfinder**

This is the place where trainers, employers and people who work with kids connect online to share job, training and career opportunities in New York City. By using the free resources of this site and becoming a regular visitor, you'll get continually updated information on job openings, trainings and educational opportunities that will help you have the greatest possible positive impact on kids.

**If you're a job-seeker:**

- > Search continually updated listings for jobs in after-school, expanded learning time and youth programs
- > Get help producing winning cover letters and resumes

**If you manage an after-school or youth program:**

- > Post job openings that will be seen by qualified staff
- > Find trainings to help staff get licensed and improve practice

**If you're a trainer or educator:**

- > Post information on upcoming trainings and other opportunities

You will get the most out of this site by registering, posting and checking back regularly for new opportunities.

**Create Your Resume**  
With just a few clicks you can produce a professional resume. Let us help you put your best foot forward!

**Build Your Career Path**  
Tell us about your professional goals and we'll create a personalized learning plan to get you there.

**Read My Success Story**

**Rashida Ledner**  
Program Officer, The After-School Corporation (TASC)



## NYC Business Express Promotes Customer-Centric Customer Service

The SBS Customer Service Center is promoting inter-Agency customer-centered customer service as part of its Operational Readiness Testing (ORT) for NYC Business Express. NYC Business Express ([www.NYC.gov/Business Express](http://www.NYC.gov/BusinessExpress)) provides business customers with information about starting, operating and expanding businesses in New York City, and offers them the opportunity to apply for permits and licenses, pay violations and settlements, and check statuses online. Through NYC Business Express, business customers are able to access data, services and resources from 20 different City Agencies. Prior to each public release of new services available through NYC Business Express, SBS Customer Service Center staff engage in the ORT process to verify that all operational considerations for the new functions of the website, including customer support related issues, have been thoroughly considered,

planned for and tested to ensure a smooth reception by business customers. Because NYC Business Express offers business customers the opportunity to access varied Agency services and information, the planning and execution of the ORT includes staff from participating Agencies. In addition to SBS and City Agency staff (such as the Departments of Health and Mental Hygiene, Buildings, Finance, Consumer Affairs, and the Environmental Control Board), the ORT process also includes staff from 311, who make the initial decision on where to route business customer inquiries, as well as staff at DoITT, who are driving the construction of NYC Business Express and are therefore able to provide creative technological solutions to customer issues. To create a successful joint customer support plan, including contingencies for what happens when things don't happen according to plan, all parties

provide input through face-to-face meetings with customer service staff and supervisors. As a part of these meetings, primary and secondary points of contact are established by each Agency to ensure that reliable communication is possible. Finally, when executing ORT, SBS Customer Service Center staff takes a customer-centered approach to customer support processes. This includes being proactive in helping customers solve problems regardless of whether or not their problem relates to NYC Business Express, always providing a name and direct phone extension for the staff person who will help the customer, and never telling a customer to call another Agency or search on a website for information, even if it means the staff person must call the Agency personally and then follow up later with the customer.

The screenshot shows the top navigation bar of the NYC Business Express website. It includes the logo, a search bar with a 'GO' button, and links for 'Wizard', 'Incentives', 'Apply', and 'Index'. Below the navigation bar, there are three main content areas: a 'Sign In' form with fields for 'Email' and 'Password' and a 'Sign In' button; a 'Welcome to NYC Business Express!' section with text about starting a business and links for 'Apply' and 'My Account Information'; and an 'EasyStart' section with text about learning requirements and a 'Did You Know' section.

## DoITT's Service Catalog Meets Agency Business Needs with Enhanced Customer Service

In September 2010, the Department of Information Technology and Telecommunications (DoITT) officially launched its enhanced online Service Catalog to provide City agencies one-stop access to comprehensive IT services. [The Service Catalog](#) is available through the City's intranet, CityShare, and provides agencies with an A to Z directory of services from "audio conferencing" to "wireless voice and data," as well as the ability to track project requests through implementation with Email alerts as the request moves through the intake process.

"The Service Catalog will provide agencies a quick and easy way to review a complete list of DoITT's IT services, including performance standards where applicable," said Commissioner Carole Post. "They can then request services directly online, making the process faster and more efficient." The Service Catalog also provides agencies with visibility into services offered through DoITT's Citywide Information

Technology Infrastructure Services program (CITIServ). The implementation of the Service Catalog represents a significant step toward streamlining the delivery of the City's information technology and better enabling City agencies to avoid or reduce costs related to hardware, software, staffing, and services as they implement programs that span all aspects of municipal government.

"We designed this tool to be comprehensive, yet constantly-evolving, and ultimately easy-to-use for our agency partners to better access the IT resources they need," said Evan Hines, Associate Commissioner of Project Management Services.

"We've received eleven requests since the Catalog was placed into production a few weeks ago and are already rolling these through the intake and project initiation processes," said Helen O'Sullivan, the Service Catalog's business owner. "It's exciting to see how this technology is

transforming the way we can do business within the City."

In addition to the Service Catalog, DoITT has recently re-introduced agency relationship managers within the Project Management Services office. Each City agency has a designated relationship manager who will act as the single point of contact and provide guidance and assistance to agencies in working with DoITT on current and prospective IT initiatives. For information about your agency's DoITT relationship manager, please contact Evan Hines at [ehines@doitt.nyc.gov](mailto:ehines@doitt.nyc.gov).

As DoITT works to refine this tool and the way it delivers services, users are invited to provide feedback on the DoITT Service Catalog by sending comments to [ServiceCatalogFeedback@doitt.nyc.gov](mailto:ServiceCatalogFeedback@doitt.nyc.gov).

### Customer Service Group Mayor's Office of Operations

253 Broadway  
10th floor  
New York, NY 10007

Email:  
[customerservice@cityhall.nyc.gov](mailto:customerservice@cityhall.nyc.gov)

**[www.nyc.gov](http://www.nyc.gov)**

Elizabeth Weinstein  
Director  
Office of Operations

### *About the Customer Service Group*

The Customer Service Group (CSG) was established by Mayor Bloomberg's Executive Order 115 to support and implement the mandates of the order. CSG is part of the Mayor's Office of Operations.