

Chatham-Kent Receives Two Awards from MISA Ontario

The Municipality of Chatham-Kent received an Excellence in Municipal Systems Award and a People's Choice Award during the 2016 annual conference of Municipal Information Systems Association of Ontario (MISA) in Blue Mountain. The Excellence in Municipal Systems Award was presented to the Customer Services and Information Technology Services divisions for the innovative "Virtual Call Centre" project. The award is for both a Municipality, and one or more individuals within the Municipality, who have successfully undertaken a significant initiative or set a new standard that other municipalities may follow. The People's Choice Award was received after delegates at the conference voted for their favorite award submission.

The Virtual Call Centre project came as a result of a Service Sustainability and Review Process performed in 2014 that recommended de-centralizing the current Chatham Municipal Call Centre through virtualization and redistributing workload and workflow for first level service response to all 9 municipal service centres. This has resulted in increased staff coverage, staff utilization, service and efficiencies while reducing the overall operating budget and staff count. The overall implementation of the project has provided a complete transformation of the Municipal Customer Services Division. Collaboration, team work, customer focus and training between the Customer Services and Information Technology Service divisions ensured project success. The opportunities for service progression are endless due to the technical and systemic improvements achieved. The shared motivation to enhance business processes with well researched technical solutions was absolutely fundamental to the overall project success!

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