



Maryland Department of Information Technology Customer Service Overview

The mission of the Maryland Department of Information Technology is to enable state government through enterprise IT services and capabilities, protect Maryland's IT assets and investments, and provide the highest level of customer service to our internal and external customers. We will continue to expand the number of agencies we support, driving down the cost of IT services while increasing customer satisfaction.

The Department of Information Technology primarily serves an internal customer base comprised of state employees and contractors. We provide IT services such as desktop support, application support, help desk services, data assurance, and cybersecurity. The department also hosts websites and applications that support the needs of employees and the general public. Externally, we support customers with our six regional Telecommunications Access Maryland (TAM) offices. TAM provides assistive hardware and calling services to those who are Deaf, Hard of Hearing, Late-Deafened, DeafBlind, or have cognitive, mobility, or speech difficulties.

The Department of Information Technology's Customer Service Promise describes our comprehensive approach to ensuring customer satisfaction. Customer service activities include:

1. Improve the tracking, responsiveness, and time-to-resolution of all electronic, telephone, written, and in-person correspondence. For example, we acknowledge all email inquiries within two hours of receipt. The IT Services Management platform is programmed with each service's individual Service Level Agreement. If a service request exceeds its expected resolution time, a report is sent to management.
2. Ensure state employees and managers continue to improve customer service skills through formal training classes and informal coaching on best practices in customer service. Through Governor Hogan's IT Enterprise Plan, a unified support structure has been created that provides our staff with improved training opportunities. As part of each new employee and/or employee transfer orientation, departmental service standards are delivered.
3. Improve the processing times of agency services to help citizens and businesses accomplish their transactions with the state. The department improved the customer experience by

CUSTOMER SERVICE PROMISE
Larry Hogan, Governor • Boyd Rutherford, Lt. Governor

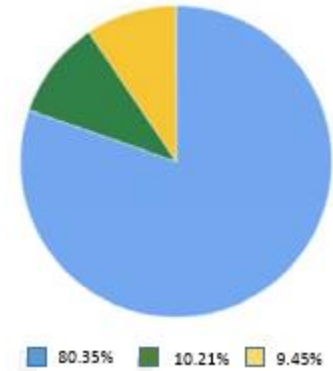
The State of Maryland pledges to provide constituents, businesses, customers, and stakeholders with services in the following manner:

- **Friendly and Courteous:** We will be helpful and supportive and have a positive attitude and passion for what we do.
- **Timely and Responsive:** We will be proactive, take initiative, and anticipate your needs.
- **Accurate and Consistent:** We will always aim for 100% accuracy, and be consistent in how we interpret and implement state policies and procedures.
- **Accessible and Convenient:** We will continue to simplify and improve access to information and resources.
- **Truthful and Transparent:** We will advance a culture of honesty, clarity and trust.

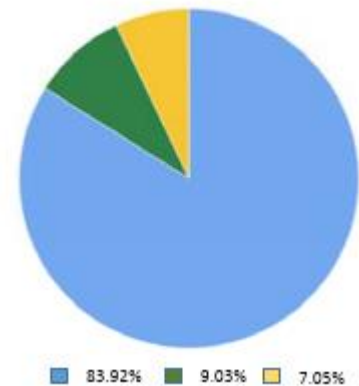
decreasing wait times and implementing a new hold system. Previously a caller would go directly to voicemail if a technician was not available. Now callers have the option to hold for the next available operator. This allows the department to better address the issue.

4. Increase the number of services the state provides online so that citizens and businesses can utilize self-service, as appropriate.
5. Update online publications, forms, FAQs, and pertinent information on our website so that citizens and businesses can find relevant information quickly and accurately. The department is continuously updating its website to ensure businesses and vendors know the process to follow to apply to work with the state.
6. Use social media to help get the word out about services, events, and news to provide citizens and businesses with information important to them. The department has a Facebook Page (<https://www.facebook.com/MarylandDoIT/>), Twitter feed (<https://twitter.com/MarylandDoIT>), and blog that is updated daily with news and information about the department.
7. A three question Customer Experience Survey is available on our website for citizens and businesses to provide feedback. As each service ticket is resolved, customers automatically receive an email link to complete the survey. Results are used to make improve customer satisfaction. Since January 2016, over 900 people have responded to the survey. Over 90 percent of respondents rated the overall quality of service as Satisfactory or Excellent, and 92 percent rated the technician who assisted them as Satisfactory or Excellent.

Survey Response: Rate the Overall Quality of Service



Survey Response: Rate the Technician who took your call



In addition to these core customer service-related activities, we will also analyze our business hours in order to better align them to customer needs, ensure literature is up-to-date, and conduct staff meetings to discuss progress on achieving customer service goals. We will also continue to recognize top performers in our agency for professionalism and courtesy, responsiveness in resolving a customer's needs, and for innovations that improve customer service. We will monitor the execution of the aforementioned activities, measure performance, and analyze the results in order to continuously improve customer service.

We are committed to providing Maryland citizens, businesses, stakeholders, and other customers with the best customer service. For more information, please visit our website located here: www.doit.maryland.gov.

[Click here](#) for our three question customer experience survey.