

## SERVICE IMPROVEMENT INITIATIVES

### NOW

- Reopening the Service Desk office, allowing team to start to come back together, safely, for the first time in over a year (effective 7th June)
- A new Customer Success Officer has joined to increase the account management team (complete)
- Two new Project Managers have joined the Project Management Office (complete)
- Three new Technical Engineers have joined the technical team (complete)
- We are now licensed by IASME to audit and award Cyber Essentials Plus for customers (complete)
- Mind Workplace Wellbeing benchmark: detailed survey on wellbeing filled in by 100% of staff (complete)

### JULY - SEPT 2021

- Creating an "IT Health Scorecard" for every customer, collaboratively with you, to visualise your IT Strategy & Roadmap for the next 18-24 months
- Implementing a new Contact Centre platform, to improve phone call routing and reduce waiting time when phoning the Helpdesk.
- Rolling out a new Antivirus / Ransomware application called BitDefender Gravity Zone, to provide more holistic virus and malware protection to customers.
- Hiring a dedicated IT & Digital Trainer whose sole focus is delivering training to customers.
- Enhancing the IT hardware ordering process, allowing you to select options and see prices instantly 24x7.
- Updating our Cyber Security Baseline; a minimum set of security standards all customers should adhere to, including Two Factor Authentication and improved spam protection.

### DEC 2021 - MAR 2022

- Migrating to a new Helpdesk ticketing system, to provide a better customer experience, richer Dashboards, and more insightful trend analysis and monthly reporting.
- Building an IT Training e-learning platform, bespoke for the non-profit sector, which will include content around recurring topics, issues and themes.
- Developing an "Enhanced" Cyber Security level for customers wishing to maximise their cyber security, focussed on Microsoft 365, email phishing simulations, mobile device management.
- Implementation of key recommendations from the Mind Workplace Wellbeing framework.