

STRATEGIC ALIGNMENT INITIATIVE - LGLA Conference Input (February 2017)

SERVICE DELIVERY FUNCTION

(Client Service, Schedules, Need Analysis, Service Improvement, Evaluation & Resource Coordination)

| KEY ACTIVITIES | SUCCESS INDICATORS – Expectations/Criteria |
|---|---|
| a. Deliver customer friendly services | |
| b. Provide timely response & processing | |
| c. Pursue revenue generating opportunities | |
| d. Give constant attention to improvements | |
| e. Assess and determine appropriate cost recovery | |
| f. Respond to community needs | |
| g. Ensure and communicate value for money | |
| h. Establish realistic service levels & standards | |
| i. Evaluate service efficiency & effectiveness | |
| j. Manage public and user expectations | |
| k. Deliver consistently, reliable services | |
| l. Seek partnerships to leverage resources | |
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NOTES: