

Operations Communique #07-09 Unification and CCMIS Release 4.0 - CCIS Needs Assessment

Title: Unification and CCMIS Release 4 – CCIS Needs Assessment

Date: August 15, 2007

Priority: High

Category: Follow up required.

Action Required: Read, disseminate to appropriate staff and follow the instructions.

Response Required: Yes. See “Next Steps”.

Purpose:

The purpose of this communiqué is to obtain information from the CCIS about agency needs to prepare for wrap-up training for Unification and CCMIS Release 4.

Discussion:

The Inbox Strategy Wrap-Up Needs Assessment is a tool we are using to understand the current business practices surrounding Unification case processing. The information contained within this needs assessment will help OCDEL support CCISs with ongoing maintenance and wrap-up activities for Unification.

The assessment is in two parts. The first contains a series of specific questions regarding communication, files, training and case processing. The second part will be conducted at a later date; it will be a more in-depth analysis and will require detailed information and tracking of data by each CCIS to help us better assist you.

Wrap-Up Needs Assessment Part 1

Details: This is a survey to be completed by CCIS Directors or Supervisors regarding the overall communication, training, files and case processing within your CCIS. This survey will help OCDEL determine next steps for better servicing CCISs’ training needs.

Each CCIS should do one survey by having the individual in the office that is most familiar with CCIS business practice complete it. A pdf version of the survey is enclosed for your reference. **To do the actual survey, the CCIS may access the link below to complete the survey on-line or print a hardcopy of the enclosed survey, complete it and FAX it to the attention of Carissa Woleslagle at 717-214-6575.**

Deadline: Friday, August 17, 2007

Access:

http://www.surveymonkey.com/s.aspx?sm=HSLQwzIbrVxzvERBs7yJog_3d_3d

Wrap-Up Needs Assessment Part 2

Details: This part of the assessment is a more in-depth analysis and will require detailed collection and tracking of data by each CCIS over a 5-day period. Information about Part 2 will be disseminated after Part 1 of the assessment has been completed.

Next Steps:

1. Distribute this Communique to appropriate CCIS staff members.

2. Complete Part I of the Needs Assessment by close of business Friday, August 17, 2007.
3. Obsolete this Communiqué Monday August 20, 2007.
4. Direct questions to Carissa Woleslagle at (717) 705-2217.

OBSOLETE