

# Public Sector Roundtable

Enhancing Your Constituent Service Strategy

Steve Nesenblatt

Vice President Public Sector

RightNow Technologies



# Poll Question

- How many of you have a constituent service strategy in place?



# Improving Your Service Strategy

- What feedback have you received from your constituents since you enhanced your service strategy? Your employees?
- What types of best practices do you have in place to measure the effectiveness of your service strategy?
- What process improvements have you implemented in conjunction with your service implementation?
- How has the focus on your constituent service strategy changed with upper management?
- Has the solution prompted a review of service strategies in other areas of your department? Other areas outside your department?
- Why have your executives allowed you to still spend money on a service strategy with all of the drastic budget cuts that are occurring? What has been your argument to make this happen?



# Future of Your Service Strategy

- How have your challenges changed since you instituted your constituent service strategy?
- What areas of your service strategy still need to be addressed? What is your vision for an enterprise wide service strategy?
- What are your short term goals to further enhance your constituent service strategy?
- What is your long term (3+ years) vision for your service strategy?
- What internal and external political challenges do you see for the future?

