

Annette Altounian

From: Annette Altounian
Sent: May 25, 2017 3:40 PM
To: 'Woodard, David (MCSS)'
Cc: Donna Kinapen
Subject: OESP Project Schedule

Hello David,

Thank you for taking the time to talk with me today. As promised, here are my comments and edits to the Project Schedule. Being new to the project, I apologize if my questions appear redundant:

1. **Lines 66 and 67:** Please delete.
 - No back-end processes will be changed and since we are moving forward with a SWAT team approach, a contact centre will not need to be established at ICF until Step 3 (when we bring the remaining agents on board).
 - Please replace Line 66 with: "OESP (ICF) completes onboarding of new staff."
 - Please replace Line 67 with: "OESP (ICF) completes training of contact centre on new business processes"
2. **Line 39:** As I understood it, the initial intent was to perform a comparison of SA clients to the OEB's list of recipients so that an appropriate communications strategy could be developed. Line 39 appears to address the Service Request for this, but the due date is August 31, a month after the August 1st implementation date for the SWAT team and associated processes.
3. **Line 8:** The due date for this is May 29 – next Monday; please consider revising as it will not be met.

I also have some more general questions / comments that I hope you can answer so I can feed back to ICF:

4. **SWAT Team:** Will the SWAT team be responsible for signing up new OW applicants, existing OW applicants or both?
5. **SWAT Team Support:** As I mentioned over the phone, the SWAT Team will require support with questions related to the application process or online system. To minimize volume impacts on ICF, there is an opportunity to give additional training to a small sub-group of about 3-5 "super users" to enable them to provide more timely support; these super users in turn would funnel questions they can't answer to ICF.
6. **Applicant Questions:** Who will answer eligibility-related questions from OW applicants?
7. **Working Group:** When Project Committee meetings begin?

Thanks again for all your support,
 Annette

Annette Altounian

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***Please note my email address has changed to annette.altounian@oeb.ca. Please update your address book accordingly.*