**Kim’s Corner -**

**Note from Rick - What is important for Kim to share? Org changes, system changes, etc?**

**Employee Engagement Index Scores**

*Thank you! Thank you! Thank you!*

The scores for our organization overall were much better for our August 2020 EEI versus our March 2020 EEI increasing from 62 to 69, as well as our participation rate increasing from 53% to 77%. You told us we were doing well with communicating expectations and listening to and responding to feedback. In addition, you let us know you are comfortable reporting suspected violation of laws or company policies and unethical practices without fear of reprisal.

Now for the things we need to work on. We, as a leadership team, need to do a better job of communicating the rationale behind business decisions. We need to help you be successful in your role and make it easier for you to deliver the desired customer experience. Me and my leaders have action items around these problem areas. Some of you should have already seen an increased number of team meetings, 1 on 1’s with your manager and other activities to help combat and resolve these topics. In addition, the teams are working on continual communication, explanation of business decisions, and many other actions.

Thank you for all you do! We appreciate the feedback and will use it to strengthen our team even more.

I am so proud of our Dispatch team. We have done amazing things this year! In addition to successfully migrating to a work from home environment, with no impact to customers, we continued to improve the business and move several large projects forward. You did this! You!

**Centralized Enterprise Dispatch**

On Monday, November 16, the new Centralized Enterprise Dispatch (CED) team migrated the Enterprise

tech phase 6 of 9 and began assigning tasks for almost 600 technicians out of Flight Deck and BPM. Since the first conversion of approximately 80 techs on August 24, the team has dispatched about 32,000 tasks. While migrating tech groups from assigning their own tickets to a centralized group, there are also system conversions happening. The CED team is learning this side of the business and working with new resources, they are also learning new applications and working through the migration of those applications successfully. This CED team is a small group of Dispatch resources out of the La Crosse area. We as Dispatch are depending on the remaining resources to cover the BAU efforts and continue to deliver for our customers.

**Amdocs Scanning**

In June, we signed a contract with a company called Amdocs to scan and cancel unneeded dispatch tickets, reducing expense for our company. As of October month-end reporting, the team has cancelled approximately 19K tasks and had a net benefit save for Lumen of $857K over 5 months, with an ROI of about 120%. Many thanks to you in Dispatch that have helped this team be successful as well as the various business partners that have helped to deliver these savings.

**Plant Rehab**

Earlier this year we created a Cable Rehab group. The team was directed to manage anything cable rehab related and drive the use of Transformation dollars to benefit our copper network. The team really geared up by driving process standardization, creating reporting views for both expense and capital, managing the workload through the process, and working side by side with the Regions to forecast the $13.4M budget they had to spend. On the capital side, there was a budget of $7.74M which was hit early in the year. The Expense/Transformation side of the house was given a $13.4M budget in June of this year. As of the end of October, the team had spent approximately $7.6M of that budget with the remaining to be used in November and December. The team is currently working to show the benefit of both capital and expense jobs after the work is completed, ultimately driving down expense for the business and improving the customer experience.

**Force to Load**

Force to load story?

**After Hours Callout Desk - James**

A lot has changed in afterhour callouts this year!  A new team was formed to focus solely on callout improvements.  Data analytics are at the core of our efforts and the results are being used to improve the callout process for Lumen employees and reduce the time our customers are out of service.  Throughout this year data quality has been improved to ensure analysis is telling the right story about the callout operations.  We’ve undergone several trials to look at and measure new ways to handle afterhour callouts with additional trials on the way.  Automation is on the horizon that will allow technicians to be contacted much more efficiently without the need for manual updates to call logs and spreadsheets.  We’re driving improvements for afterhour callouts… and the future looks bright indeed!

**Percipio Training**

Everyone on my team has successfully completed the North America Business Analyst training classes in Percipio. The deadline to complete the four Foundation classes, specific to Dispatchers is due the end of November. Please contact your supervisor if you need to schedule time to complete this training. There are lots of class opportunities in Percipio. If you are looking to expand your learning, go out to the site and search for the things you are interested in. Any training not assigned by leadership needs to be taken during your own time.