

## **Municipal ICT Department – User Services**

**Date:** 25.02.2013

**Subject:** Training Invitation: Integration of Outlook Calendar with Permit Planning Tool

As part of our internal productivity initiative, all case handlers and team leaders are invited to attend a **training session** on synchronizing the Outlook calendar system with the ProcessOffice planning dashboard.

The goal is to ensure staff can:

- Schedule reviews and team meetings without double-booking
- Set automated reminders for review deadlines
- Share availability for multi-department permit cases

Sessions will be offered in two slots (March 1st and March 4th). Attendees must bring their laptops and have at least two active permit cases in their dashboard for demonstration.

This change **improves calendar efficiency only** and does not affect decision-making, process logic, or citizen interaction in permit workflows.