GRANICUS

Transformative Excellence:

Roseville's Citizen-Centric Evolution – Change Management through myRSVL

March 11, 2024

Agenda

1. **Welcome and Introductions**
2. Focus on myRSVL Experience
3. Tips for Putting YOUR ideas into action
4. Q &A

Connecting & Interacting Today

Questions

Submit your questions via the Zoom Q&A console.

Chat

Your peers are in the chat. We encourage you to connect there!

Granicus is Transforming how Government and People Connect Digitally

What if You Could...

- ✓ **Enable an inclusive government** that delights users by helping them easily access, find, and understand government information and services 24/7?
- ✓ **Go paperless** with streamlined workflows for any service, from simple to complex?
- ✓ **Use actionable data insights** that engage users with personalization at every step of the experience?
- ✓ **Develop and maintain relationships** by building, launching, and optimizing digital service programs?

Today's Line Up

Melissa Hernandez

Business System Analyst II
City of Roseville

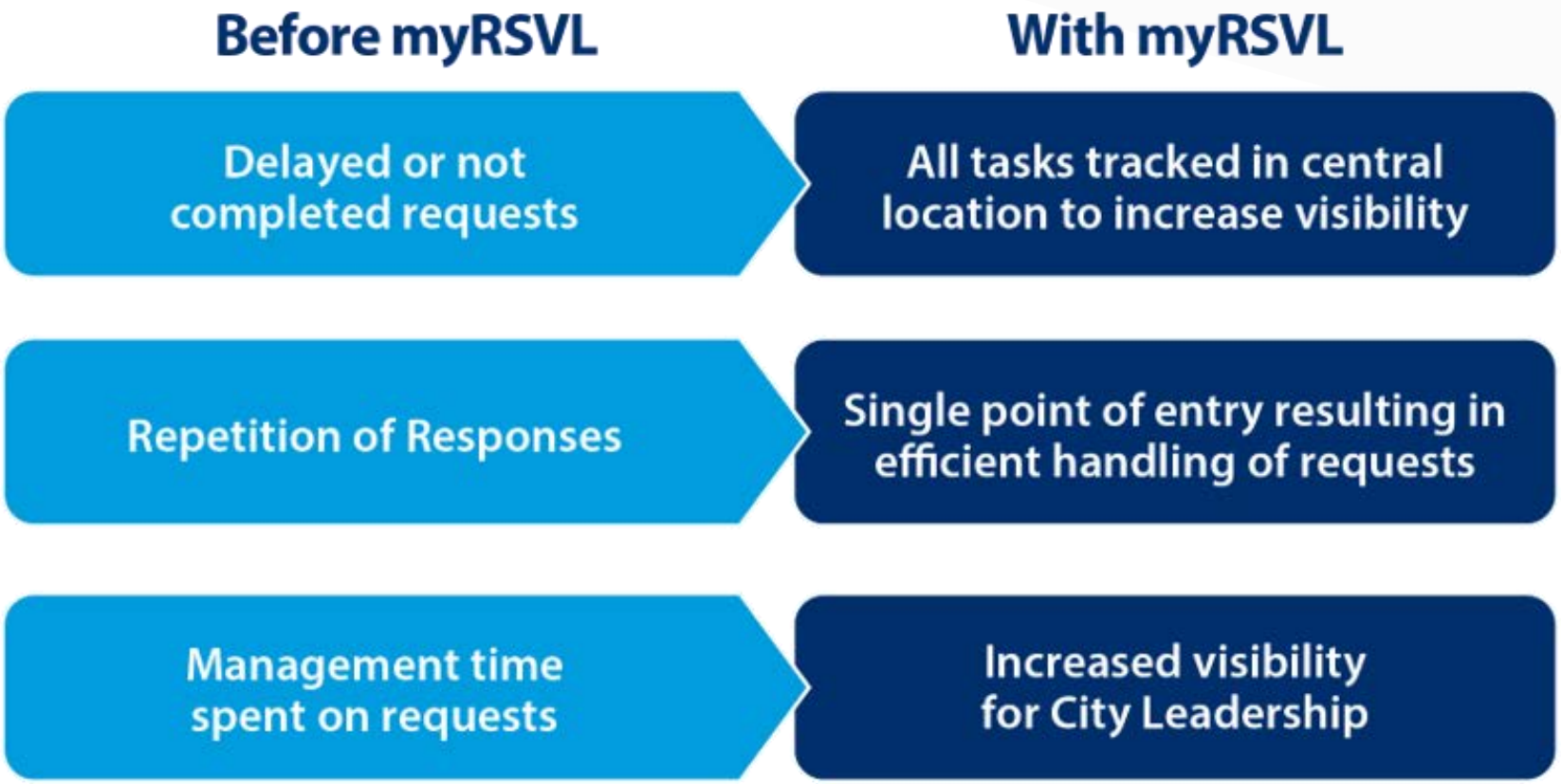
Mollie Chacon

Information Technology Program Manager
City of Roseville

Carolina Prieto

Solutions Advisor
Granicus

myRSVL Background



myRSVL Project and Lessons Learned

myRSVL - Customer Relationship Management

my RSVL

Message from Melissa

This week we are publishing the myRSVL mobile application!

You can download to your Apple or Android devices and submit requests just like our residents.

As a reminder we have one more open session training with Q&A on **Wednesday, September 20 from 9:30 – 10:30 a.m. in the IT Conference Room #2**.

If your team still needs training, please schedule a session with Melissa Hernandez or Christian Barajas.

Reminder: We are just a short two weeks from our October 2 Public (soft) Go Live. Stakeholders, please make sure you are signing off on the October 2 External (soft) Go Live Sign Off sheet or provide the percentages of complete for each of the criteria the group wanted to have done prior to go live.

Melissa Hernandez, CRM Project Manager

Upcoming Deadlines

October 2 External (soft) Go Live Sign Off sheet including Department Head

myRSVL - Customer Relationship Management Project

What is myRSVL?

myRSVL is the name of our customer relationship management (CRM) system. myRSVL is an omni-channel software solution that assists in tracking service requests and report on the progress of those requests through a custom phone app, dedicated web portal and chatbot named Rocio. It is a top priority of City Manager Dominick Casey.

my RSVL

Why is myRSVL important?

As our city grows our priority is to provide citizens with the best technology available for public agencies. This system will increase civic engagement and create a gateway for residents to access resources and services the city provides.

Before myRSVL

With myRSVL

Delayed or not completed requests

All tasks tracked in central location to increase visibility

Repetitive of Responses

Single point of entry resulting in efficient handling of requests

Management time spent on requests

Increased visibility for City Leadership

Key Goals:

- Provide an internal ticket system for all departments improving internal processes
- Provide citizens access to reliable and efficient services online
- Invest in technology that will grow along with our city

Timeline:

Power vs Light User

Go Live Resource Plan

How to create myRSVL shortcut

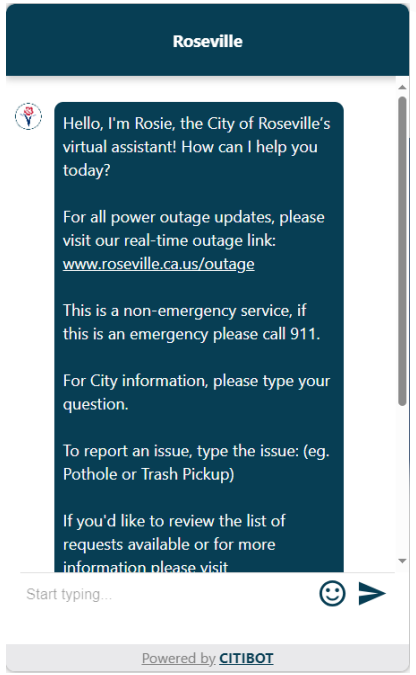
myRSVL workflow and overview

Training videos

Project Status Report

Activities	Status	Health	% Timeline Completed	% Work Complete
Planning/ Analysis	Completed		100%	100%
Design			85%	85%
Development	Completed		100%	100%
Configurations			88%	88%
Internal Go Live	Completed		100%	100%
Public Go Live			85%	85%
Go Live Support			50%	50%

myRSVL Go Live



myRSVL Outcome

Questions?

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Thank you!!

Questions? Contact info@granicus.com