

Update on Responsibilities for Performance Engagement

Performance Assurance Committee
18/01/2022

The logo for Xserve, featuring a stylized 'X' composed of two overlapping blue shapes, followed by the word 'serve' in a light blue, lowercase sans-serif font.

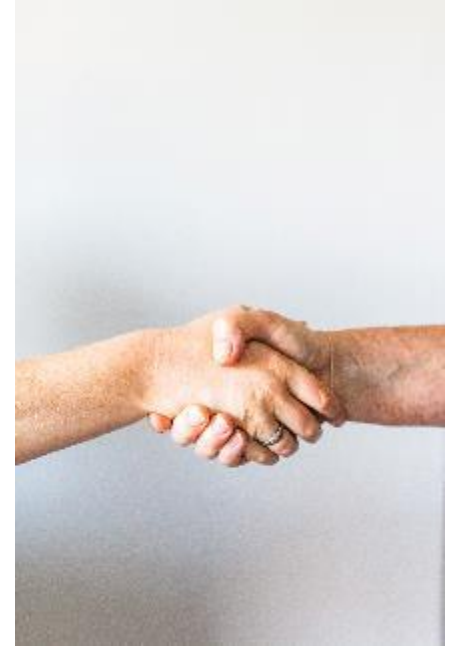
Provided by:

The logo for Correla, consisting of two overlapping circles, one blue and one yellow, followed by the word 'correla' in a bold, dark blue, lowercase sans-serif font.

correla

Background

- Correla delivers the majority of the DSC obligations on behalf of Xoserve
- The Customer Advocate Managers (CAMs) works on behalf of Xoserve as to “champion” the customer’s strategic requirements and be available for escalations
- PAC has previously asked CAMs to have informal engagements with customers about performance issues



Recent Developments

- Customer Operations team is moving to a “Centre of Excellence” approach bringing together process teams and subject matter expertise into new teams
- New teams are better equipped for proactive customer engagement and support – AQ Focus Team was the first to adopt this approach
- Customer Operations process expert teams will now take on the role of proactive engagement on performance topics



Updated Roles & Responsibilities

Role	Lead Responsibility	Supporting Roles
Liaising with parties on existing Performance Plans, chasing for updates	PAFA (unchanged)	Customer Ops team to provide DSC Contract Manager contact details to PAFA for Parties on an Improvement Plan. Customer Ops team can escalate or try alternative contacts if PAFA are not getting sufficient engagement from the customer.
Attending regular (e.g. fortnightly) meetings with a customer on a Plan if mandated by PAC	PAFA & Customer Ops team	Relevant Customer Ops team will give CAMs an optional invite, for awareness that the meetings are taking place.
Regular Correla/PAFA meetings to share intelligence about any customer issues	PAFA & Customer Ops team	CAMs will provide any updates from their customer engagement sessions to Customer Ops team to pass on to PAFA, Customer Ops will share with CAMs details of any customers who are on a PIP – or in danger of being on one.
Attendance at PAC meetings	PAFA & Customer Ops team	Representative of the CAMs to attend for Performance section of meeting, whenever possible.

Implementation

- This approach is now live
- We will monitor closely to ensure that customers and PAFA still get the support they need
- We have regular lines of communication with CAMs to ensure good two-way information sharing



Questions?

