



Investigate online enquiry ticket system	Investigate online enquiry ticket system			
Link to Strategic Pillar	Leading			
Link to Strategic Priority	Communication			
Link to Strategic Goal/s	Clear and agreed communication protocols throughout the game which facilitate effective working relationships and good governance.			
RACI	Responsible – Who? Reception & Admin. Assist.	Accountable – Approval? FM	Consulted Executive, Zones and staff	Informed n/a
Outline of Strategic Activity What is the principal purpose?	Investigate the viability of introducing an online enquiry ticketing system which enables stakeholders to log enquiries. The system prioritises and distributes the ticket to the attention of the relevant staff member. Managers have oversight of active tickets and will be encouraged to follow up tickets which remain unresolved. Stakeholders can also track the status of their enquiry and the staff who are involved.			
Desired outcome/s aligned to Goal	Clear and agreed communication protocols throughout the game which facilitate effective working relationships and good governance.			



Prioritisation assessment matrix

Measure	Urgency	Potential Impact	Success	Resources	Stakeholder readiness	Integration	Total Points
Definition	<i>Is this a priority activity which needs to be implemented?</i>	<i>Is it likely that the implementation of this activity will have a significant impact on one or more specific challenges?</i>	<i>Do you have reason to believe that the activity will be a success?</i>	<i>Are resources (funds, staff, expertise) readily available to implement the activity?</i>	<i>Will this activity be supported by relevant stakeholders? Is there momentum to move this initiative forward?</i>	<i>Is there opportunity for collaboration and/or opportunity to build on existing initiatives?</i>	
Rate 1 to 3 (3 is the highest)	2	1	1	1	2	1	8