


111.11030 - Senior Practitioner role in Technical Peer Support (TPS)

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111.11030 Senior Practitioner role in Technical Peer Support (TPS) - Overview

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This procedure explains the role and responsibilities of Smart Centre Call Channel Senior Practitioners in Technical Peer Support (TPS).


Senior Practitioners are responsible for coordinating the completion of escalations generated by Customer Service Officers (CSOs) and TPS from their Centre. Staff other than Senior Practitioners, including high performing TPS staff, or staff within the Senior Practitioner development pool, can be utilised in the processing of their Centre's escalations.

It is expected that escalations will be dealt with in a timely manner. Any referrals must be followed up on a regular basis to ensure completion as soon as possible. In addition, when a customer requests a review of decision made by a Smart Centre Call CSO, the Centre's Senior Practitioner will act as the review officer.

Extra contains links to the Information Communication Technology (ICT) Service Desk page that has instructions on how to request to stop an incorrect immediate payment from being issued, the Policy Enquiry Web Form, the ICT Service Desk home page, the Applications Service Desk Online Incident Reporting Form and the Core Duties statement for Senior Practitioners.

Other related links

 [Customer Service Officer \(CSO\) role when seeking Technical Peer Support \(TPS\)](#)

 [Technical Peer Support \(TPS\) role](#)

[Team Leader role in Technical Peer Support \(TPS\)](#)

[Quality On Line \(QOL\) checking in the Smart Centre Call Channel network](#)

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Procedure last issued 2014/06/16, see [Procedural Updates](#) and [Current Daily Updates](#) for details of major e-Reference updates.

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111.11031 Senior Practitioner role in Technical Peer Support (TPS) - Detail

1 For Smart Centre Call staff only

- [!\[\]\(e492b5d52ab457a7a3c2826c4091dfee_img.jpg\) Arrears generated incorrectly](#)
- [!\[\]\(1d9440fab1f214291ce1c26a75f9c2cd_img.jpg\) Review of a decision](#)
- [!\[\]\(6be2e1cb461308cfbb51376f893366b1_img.jpg\) Notification of death escalations](#)
- [!\[\]\(9d1c9e561b4c39f4d970a841cbc526df_img.jpg\) First Contact Service Offer \(FCSO\) escalations](#)
- [!\[\]\(638c4e65afbf8f3994df6311f702c5cb_img.jpg\) If action is required, who completes the work?](#)
- [!\[\]\(ac8167fe1d77dc734374ed4531294f8f_img.jpg\) System issue referrals](#)
- [!\[\]\(fff2f1ab464b6499fbd670c53975d01d_img.jpg\) Policy escalations and reference inconsistencies](#)
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- [!\[\]\(bd11cf6cf489dc15cf9338e623a26e31_img.jpg\) Feedback protocols](#)
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Category	Description
Arrears generated incorrectly	<p>When an activity is finalised by a Customer Service Officer (CSO) and incorrect arrears are generated, the request to prevent these arrears from being issued must be referred to the Information Communication Technology (ICT) Applications Service Desk before close of business.</p> <p>Due to the urgency of this request, CSOs are to escalate this directly to their local Technical Peer Support (TPS) officer for immediate action.</p> <p>The TPS officer will:</p> <ul style="list-style-type: none"> • Verify if arrears are incorrect.

	<p>-----</p> <ul style="list-style-type: none"> • Check that the CSO has recorded a Stop Payment Request DOC that includes the amount and exactly why the customer is not entitled to the arrears. • Record the CSO contact in the Technical Support Tool and escalate to a Senior Practitioner. The TPS officer will then contact a Senior Practitioner to highlight the urgency of the escalation. <p>The Senior Practitioner will then take the necessary action to have the arrears stopped by contacting ICT and finalising the TPS escalation.</p> <p> <i>Extra</i> contains a link for more information on how to request to stop an incorrect payment.</p>
<p>Review of a decision</p>	<p>The Senior Practitioner is required to action any requests for review of a decision made by an officer working in Smart Centre Call.</p> <p>See <i>Internal review of decision</i> for more information.</p>
<p>Notification of death escalations</p>	<p>When an activity relating to coding the death of a customer or partner is escalated to a Senior Practitioner, the escalation must be actioned within 24 hours.</p> <p>If the escalation cannot be finalised at the first contact (e.g. has to be referred to Information Communications Technology (ICT), it must be reviewed within 14 days.</p> <p>The action taken must be clearly documented on the record using the Senior Practitioner Escalation file note macro.</p>
<p>First Contact Service Offer (FCSO) escalations</p>	<p>Technical Peer Support (TPS) contacts escalated to Senior Practitioners with FCSO/SAC in the Enq 1 field that have been referred to ICT, are to be finalised on the 15th day from the original contact.</p>
<p>If action is required, who completes the work?</p>	<ul style="list-style-type: none"> • If the escalation is finalised on day one, and the required work is within technical scope of the CSO, the CSO is to complete. • If the escalation is not finalised on day one, the Senior Practitioner is to complete all necessary work on the customer's record. • On the rare occasion the customer needs to be called back, this is the responsibility of the CSO and must be clearly stated on the escalation notes. • If coding or workaround is not standard procedure it must be completed by the Senior Practitioner.

<p>System issue referrals</p>	<p>Prior to referring a system problem to ICT, Senior Practitioners must check the following:</p> <ul style="list-style-type: none"> • eReference • Operational Blueprint Messaging • Network News Update (NNU) • ICT Service Desk - Ask Kristy • ICT Service Desk - Current Known Issues • Customer First Known issues <p>When completing the Applications Service Desk Online Incident Reporting Form, the Senior Practitioner positional mailbox must be used at all times.</p> <p>TPS staff who encounter escalations for system issues that are supported by instruction in a Network News Update (NNU) can escalate the issue directly to ICT using the Applications Service Desk Online Incident Reporting Form.</p> <p>TPS must include the service first number in the escalation so the Senior Practitioner is aware that the activity has already been forwarded to ICT.</p> <p>See <i>Extra</i> for a link to the ICT Service Desk and the Applications Service Desk Online Incident Reporting Form.</p>
<p>Policy escalations and reference inconsistencies</p>	<p>If Senior Practitioners encounter a conflict in policy or a contradiction or inconsistency in reference material (e.g. e-Reference, NNU), it should be referred for investigation via the Smart Centre Channel Operations Policy Advisor Web Form.</p> <p>See <i>Extra</i> for a link to the Web Form.</p>
<p>Documenting escalations</p>	<p>Any escalation that Senior Practitioners are not able to finalise on day one must be updated following the comment guidelines below.</p> <p>At a minimum it is expected that the following be included in the escalations notes and escalation file note on the customer's record:</p> <ul style="list-style-type: none"> • Action taken to resolve the issue • Resources used • Detailed information if there is action required by the CSO • If the escalation is not finalised on day one, details of why. <p>A DOC must be created in the customer's</p>

	record, to conform with <u>Online Document Recording (ODR)</u> standards if information is received and not processed on Day One. Senior Practitioners are to check the customer's record and action if required.
Escalation finalisation and follow up guidelines	<ul style="list-style-type: none"> • All escalations are to be finalised in cases where 'hand off' has occurred and/or no further action is required in the Smart Centre Call Channel. This includes; <ul style="list-style-type: none"> ▪ where an ACTDOC has been sent to a Processing Centre/Service Centre/decision maker (DM), or ▪ an NNU confirms there is no current work around for that particular issue, and ▪ it will be fixed in a future systems release. • System issues escalated to ICT that are affecting the customer's entitlement are to be followed up by Senior Practitioners each week or on the customer's Entitlement Period End Date (EPED).
Feedback protocols	If a CSO approaches a Team Leader or a Senior Practitioner with a concern regarding technical correctness of information received from a TPS, where it is found that incorrect information was provided, feedback is to be provided to the Team leader of the TPS concerned.
Q999 letter requests	For information regarding Q999 letter requests, see <u>Assessing suitability to issue a Q999 letter</u> .

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111.11032 Senior Practitioner role in Technical Peer Support (TPS) - Extra

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This page contains links to the Information Communication Technology (ICT) Service Desk page that has instructions on how to request to stop an incorrect immediate payment from being issued, the Policy Enquiry Web Form, the ICT Service Desk home page, the Applications Service Desk Online Incident Reporting Form and the Core Duties statement for Senior Practitioners. These links are not available to the public.

 [How to request to stop an incorrect payment](#)

 [Smart Centre Channel Operations Policy Advisor Web Form](#)

 [ICT Service Desk](#)

 [Applications Service Desk Online Incident Reporting Form](#)

 [Core Duties statement for Senior Practitioners](#)

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