



City Administrative Policy

CAP 10

GlendaleOne (QAlert)

Title: GlendaleOne (QAlert)
Effective: January 15, 2021
Revised: N/A
Contact: City Manager's Office

Application

GlendaleOne is the City's one stop for service for our customers. The system should be used to manage, track and document all customer requests. The information in the system will be used to inform data driven decisions, adjust operations, and supplement budget requests.

These guidelines apply to the City of Glendale staff responsible for entering or responding to GlendaleOne service requests.

Guiding principles

- **Excellence in Customer Service:** in the frequency, speed of response and clear understandable language we use to communicate with customers, we consider their needs and strive to provide the highest level of customer service.
- **Integrity:** ensuring that information is not altered, deleted or otherwise modified by individuals or processes unauthorized to do so. It is important to protect the integrity of the information contained in this system to ensure it is a valuable resource for data driven decisions.
- **Confidentiality:** ensuring that only those individuals who have a valid and authorized reason to access the information can do so. All users must maintain the confidentiality of data and information stored on the GlendaleOne system. No data should be disclosed to individuals without a valid and authorized reason to have this data nor accessed for non-work-related purposes
- **Availability:** ensuring that accurate information can be accessed when it is required. All information contained in the GlendaleOne system is subject to public record. The information contained in the system is to be accessed and used in your normal course of business

Data Quality – Input, Editing and Monitoring

- Ensure that the data that is entered in GlendaleOne meets our city data quality standards. Quality data is defined in Glendale as data that is usable, comprehensive, accurate, precise, and protected.
 - Through periodic reviews, Departments should ensure that the quality of the data being entered into GlendaleOne meets the standards outlined in the "Best

- Practices*” document, any additional quality standards the department has, as well as the city’s data standards.
- Departments should identify individuals who will be responsible for reviewing the department entered data on a regular basis to ensure that quality standards are being kept.
 - Reports to facilitate this have been created and can be scheduled to be automatically delivered to those responsible in each department for data quality review.
 - Department Directors and division supervisors should participate in these reviews to provide direction on changes that are needed in the quality and detail of the customer service being provided. Verification of appropriate use of reason codes should be included in this review. The focus of this review should be if the comments have the appropriate level of detail to provide excellent customer service as well as ensuring that consistent messaging is being used department wide.
 - Data fields should be updated, and changes documented in the system when new information is obtained.
 - GlendaleOne is not intended to contain Personally Identifiable Information (PII) such as social security numbers, date of birth, income, etc. If you discover information that should not have been submitted, please contact your department’s Power User
 - Only system administrators will be able to delete records.
 - **All employees should follow the “Best Practices” document.**


Kevin R. Phelps, City Manager

1-19-2020
Date