



F.Y.I.

from the Policy Unit

FYI-397

Date: 3/10/2023

SUBJECT: DCSS Success Stories Standard Work

Please contact the Policy Unit if you have any questions regarding these or any other changes at DCSS_POLICYQUESTIONS@azdes.gov

This Policy FYI is to inform staff that the purpose of the DCSS Success Stories Standard Work is to virtually highlight customer success stories, both internal and external. A [customer success story](#) showcases how an employee or team went above and beyond to provide an exceptional customer experience.

The same process was once used for success stories and ideas, but since these processes have now been separated, the standard work was updated only to include the process for submitting [success stories](#). To submit a new idea, please see the [Dynamic Idea Generator Standard Work](#). If you have any questions, please reach out to your Strategy and Continuous Improvement (SCI) Coach.

Standard work for the DCSS Success Stories process is housed in the Google Drive: DCSS ALL - I > 6. Strategy & Continuous Improvement > [Virtual Success Wall](#).

DCSS colleagues are urged to view this information directly on The PORT and not create a separate personal file.

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