City of New York

OFFICE OF THE COMPTROLLER

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COMPTROLLER

IT AUDIT and RESEARCH

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Deputy Comptroller for Audit

Audit Report on the Development and Implementation of the New York City Housing Authority's Improving Customer Experience Initiative

7A12-134

June 30, 2013

http://comptroller.nyc.gov

THE CITY OF NEW YORK
OFFICE OF THE COMPTROLLER
1 CENTRE STREET
NEW YORK, N.Y. 10007-2341

John C. Liu
COMPTROLLER

June 30, 2013

To the Residents of the City of New York:

My office has audited the New York City Housing Authority (NYCHA) to determine if the NYCHA Improving the Customer Experience (NICE) initiative is meeting the overall goals and improving the reliability of information. We audit entities such as NYCHA as a means of ensuring systems and technological resources of City agencies are cost-effective, efficient, and operate in the best interest of the public.

NICE is currently operational and has improved NYCHA's customer service function and automated its business processes. However, NYCHA encountered problems during system development and implementation, which resulted in project delays. These delays occurred due in part to inadequate planning in designing business and system requirements, which resulted in the need for system redesign and enhancements. Further, despite NYCHA's identified system improvements, it still has not fully implemented the online self-service capabilities for NYCHA tenants and applicants. System enhancements have also increased the NICE contract from $42.4 million to over $60 million.

Further, the audit found that NICE task log issues are unresolved. As of February 2013, there were 61 Maximo open issues and 109 high priority Siebel open items on the Task Log, which records system issues dealing with system performance. In addition, we found access control weaknesses such as not disabling or deleting users who should not have access to the system. Three hundred and seventy-three Siebel users not employed at NYCHA still appeared on the current active user list.

Finally, the Siebel user satisfaction survey revealed that 44 percent of the users reported that the information displayed is not easy to work with, 19 percent of users felt that the data was often inaccurate, and 65 percent of the users stated they would like to see changes made to the system.

The results of the audit have been discussed with NYCHA officials, and their comments have been considered in preparing this report. Their complete written response is attached to this report.

If you have any questions concerning this report, please e-mail my audit bureau at audit@comptroller.nyc.gov.

Sincerely,

John C. Liu

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AUDIT REPORT IN BRIEF

The New York City Housing Authority (NYCHA) is responsible for providing quality affordable housing for low- and moderate-income New Yorkers. More than 400,000 New Yorkers reside in NYCHA's public housing developments within the five boroughs. NYCHA also administers the Section 8 Leased Housing Program through which approximately 235,000 New Yorkers receive subsidized rental assistance in private homes.

In 2007, NYCHA launched a major multi-year NYCHA Improving the Customer Experience (NICE) project. NICE is an enterprise-wide information technology program aimed at improving customer service and automating business processes by replacing outdated department systems and manual processes. To accomplish its initiative, in 2007, NYCHA entered into a $42.4 million five-year contract with IBM Corp. to develop and implement NICE and to replace its legacy systems and automate its business process functions. Based on the contract, NICE was to be implemented in two major releases. Release 1, expected to be implemented in December 2008, would expand NYCHA's Customer Call Center (CCC) capability and automate the function of the Maintenance Operations Department via the Maximo module and the inspection processes. Release 2, expected to be implemented in August 2009, primarily focused on automating manual processes and replacing outdated systems within the Leased Housing Department (LHD) and the Application and Tenancy Administration Department (ATAD).

Audit Findings and Conclusion

NICE is currently operational and has improved NYCHA's customer service function and automated its business processes. However, NYCHA encountered problems during system development and implementation, which resulted in project delays. These delays occurred due in part to inadequate planning in designing business and system requirements, which resulted in the need for system redesign and enhancements. Further, despite NYCHA's identified system improvements, it still has not fully implemented the online self-service capabilities to NYCHA tenants and applicants. System enhancements have also increased the NICE contract from $42.4 million to over $60 million.

Further, our review found NICE task log issues are unresolved. As of February 2013, there were 61 Maximo open issues and 109 high priority Siebel open items on the Task Log, which records system issues dealing with system performance. These open items include wrong work order priority levels and too many steps to close work orders. Some Siebel high priority issues indentified include the system freezing while creating service requests and a non-responsive toolbar when trying to answer a call.

In addition, we found access control weaknesses such as not disabling or deleting users who should not have access to the system. Three hundred and seventy-three Siebel users not employed at NYCHA still appeared on the current active user list.

Finally, the Siebel user satisfaction survey revealed that 44 percent of the users reported that the information displayed is not easy to work with, 19 percent of users felt that the data was often inaccurate, and 65 percent of the users stated they would like to see changes made to the system.

Audit Recommendations

This report makes a total of eight recommendations, including that NYCHA should:

- Ensure that business and system requirements are adequately defined for all future system developments.
- Monitor and ensure all future system developments and eService modules are properly completed on schedule.
- Monitor and ensure all issues reported on the Task Log are addressed and resolved.
- Conduct periodic surveys to ensure that user concerns are promptly addressed.
- Establish and promote feedback facility to track and monitor user satisfaction.
- Ensure user access is given only to essential users.
- Periodically review the status of inactive user accounts.
- Establish the proper controls to ensure that once employees are no longer employed with NYCHA, their access to Siebel is immediately removed.

NYCHA Response

In their response, NYCHA officials agreed with four recommendations and partially agreed with four recommendations.

INTRODUCTION

Background

The New York City Housing Authority (NYCHA) is responsible for providing quality affordable housing for low- and moderate-income New Yorkers. More than 400,000 New Yorkers reside in NYCHA's public housing developments within the five boroughs. NYCHA also administers the Section 8 Leased Housing Program through which approximately 235,000 New Yorkers receive subsidized rental assistance in private homes.

In 2007, NYCHA launched a major multi-year NYCHA Improving the Customer Experience (NICE) project. NICE is an enterprise-wide information technology program aimed at improving customer service and automating business processes by replacing outdated department systems and manual processes. To accomplish its initiative, in 2007, NYCHA entered into a $42.4 million five-year contract with IBM Corp. to develop and implement NICE and to replace its legacy systems and automate its business process functions. Based on the contract, NICE was to be implemented in two major releases.

Release 1, expected to be implemented in December 2008, would expand NYCHA's Customer Call Center (CCC) capability and automate the function of the Maintenance Operations Department via the Maximo module and the inspection processes. This phase would provide customer access and contact through Regional Walk-in Centers.

Release 2, expected to be implemented in August 2009, primarily focused on automating manual processes and replacing outdated systems within the Leased Housing Department (LHD) and the Application and Tenancy Administration Department (ATAD). Release 2 would provide support via access to one source of customer data through virtual files and content management systems. It would also allow ATAD and LHD to review applications, conduct outreach schedules, and perform eligibility and screening using a new computer system called Siebel. Siebel is a case management system designed to support processes and eliminate redundant data entry.

While developing and deploying the system, a number of modification requests had been identified to improve and streamline the various business processes. NYCHA had amended and increased its contracts from $42.4 million to over $60 million for necessary upgrades to the existing initiative. The following table illustrates NICE's components and implementation process under Release I and Release 2:

Table I

NICE Release 1 and 2
Components/Implementation
Process

Release 1 Modules expected to be implemented in December 2008		
Legacy system used prior to Release I	**Improve NYCHA Employees' Ability to Provide Services**	
Manual process for customer services	Siebel/CCC	Allow automated customer contact processes, eService[1] website.
Work order and Asset Management System	Maximo	Automates business processes for Developments, Boroughs, Emergency Services, and Technical Services.
Legacy EZ Trak Handheld Inspection devices	Global Bay	Automates inspection processes for Maintenance Operations and Leased Housing using handheld devices.
Release 2 Modules expected to be implemented in August 2009		
Legacy system used prior to Release 2	**Automate and Improve Business Functions**	
Housing Authority Tenant Selection (HATS)	Siebel	Automate workflows and process for ATAD and LHD. Standardize correspondence.
Manual scanning and storage process Does not allow multiple users to access the same file simultaneously	Intelligence Forms Processing (IFP)	Receive and scan inbound documents to eliminate paper filing and storage.
	Universal Content Management (UCM)	Electronically store forms and documents. Interfaces with IFP to eliminate paper filing and storage.
Non-standardize printing process	Print Machine (NeoPost)	Standardize addresses, print, collate, and sort outbound bulk mail. Automates the publication of outbound forms needed for customer interactions.

Objectives

The objectives of the audit were to determine if the NICE initiative is meeting the overall goals and improving the reliability of information.

[1] LHD and ATAD self-service process

Scope and Methodology Statement

We conducted this performance audit in accordance with generally accepted government auditing standards. Those standards require that we plan and perform the audit to obtain sufficient, appropriate evidence to provide a reasonable basis for our findings and conclusions based on our audit objectives. We believe that the evidence obtained provides a reasonable basis for our findings and conclusions based on our audit objectives. This audit was conducted in accordance with the audit responsibilities of the City Comptroller as set forth in Chapter 5, §93, of the New York City Charter.

The scope of this audit covers the period from inception of NICE in 2006 to May 2013. Please refer to the Detailed Scope and Methodology at the end of this report for the specific procedures and tests that were conducted.

Discussion of Audit Results

The matters covered in this report were discussed with NYCHA officials during and at the conclusion of this audit. This preliminary draft report was sent to NYCHA officials and was discussed at an exit conference held on June 10, 2013. On June 11, 2013, we submitted a draft report to NYCHA officials with a request for comments. We received a written response from NYCHA on June 25, 2013. In their response, NYCHA officials agreed with four recommendations and partially agreed with four recommendations.

The full text of NYCHA's response is included as an addendum to this final report.

FINDINGS AND RECOMMENDATIONS

NICE is currently operational and has improved NYCHA's customer service function and automated its business processes. However, NYCHA encountered problems during system development and implementation, which resulted in project delays. These delays occurred due in part to inadequate planning in designing business and system requirements, which resulted in the need for system redesign and enhancements. Further, despite NYCHA's identified system improvements, it still has not fully implemented the online self-service capabilities to NYCHA tenants and applicants. System enhancements have also increased the NICE contract from $42.4 million to over $60 million.

Further, our review found NICE task log issues are unresolved. As of February 2013, there were 61 Maximo open issues and 109 high priority Siebel open items on the Task Log, which records system issues dealing with system performance. These open items include wrong work order priority levels and too many steps to close work orders. Some Siebel high priority issues indentified include the system freezing while creating service requests and a non-responsive toolbar when trying to answer a call.

In addition, we found access control weaknesses such as not disabling or deleting users who should not have access to the system. Three hundred and seventy-three Siebel users not employed at NYCHA still appeared on the current active user list.

Finally, the Siebel user satisfaction survey revealed that 44 percent of the users reported that the information displayed is not easy to work with, 19 percent of users felt that the data was often inaccurate, and 65 percent of the users stated they would like to see changes made to the system.

Inadequate Planning

System Requirements Not Properly Defined

NYCHA launched the NICE initiative to automate and improve office operations and to help staff provide a consistent and reliable service to assist customers. However, based on our review of the contract, project plan, and system deliverable documents, NYCHA did not adequately define the business processes and system requirements during Siebel's development. As a result, NYCHA had to undertake significant modifications of its system's basic business functions. As noted, NYCHA amended the original contract for Release 1 to expand the level of business process automation, automate business forms, and back file conversion (ATAD, LHD, and Maintenance Operations), while providing training for end users and helpdesk staff, data migration, and system redesign.

Further, NYCHA also amended the contract to change the scope for Release 2. A number of modification requests have been identified to revise the system to improve and streamline the various business processes. These changes included software design, configuration, testing, deployment, and post-production support. Consequently, the development and implementation of the NICE project encountered numerous problems, which resulted in Release 1 not being implemented until June 2009 and Release 2 not being implemented until January 2011. These modifications caused the original contract to go from $42.4 million to $55.9 million for Release 1 and Release 2.

Additionally, the original system requirements did not include the following:

- Allowing for prioritization of inspection requests for emergency transfers, restorations, and special inspection requests.
- Distinguishing between an emergency and regular transfer. Staff is required to review the notes of each service request to determine the category.
- Suspension status code to identify suspended tenants to recoup overpayments.

Also, Siebel required redesign and improvements in order to make the system more user friendly for both applicants and NYCHA staff. These requirements were finally implemented in September 2012, which was 20 months after the system implementation date in January 2011.

Finally, we found that system deliverables were not properly, timely, and completely implemented. The original system requirements included the development of a self-service function online to allow customers to submit maintenance service requests and applications for public housing and Section 8 programs online, check their application status, and update their information online. The benefits of eService would contribute to reduce the number of calls to the call center by allowing applicants to view and update their profile information online. It would also reduce data errors in Siebel. However, we found the original eService functions were not fully implemented.

Presently, Siebel only allows applicants to submit and check the status of their applications online. Customers still need to call to request repairs and update personal information. NYCHA is in the process of developing and implementing the remaining functions of eService excluding Maximo in two phases, but currently NYCHA has deferred this component of NICE to be completed in the first quarter of 2014.

Systems Enhancement and Future Upgrades Need Monitoring

As noted, NYCHA spent an additional $4.8 million to develop system enhancements to improve various business processes including redesigning Siebel and Maximo, bringing the total cost to over $60 million for system development and enhancements.

One of the enhancements includes the automation of the scanning software IFP scheduled to be completed in September 2012. However, our user survey, conducted in January 2013, reveals that document scanning problems still persisted. Users reported that documents are scanned half way and valuable information is lost in the process. We discussed the survey results with NYCHA officials. NYCHA officials stated they are in the process of including additional enhancements for IFP upgrades. NYCHA should monitor enhancement updates to ensure that all system specifications are working appropriately.

In addition, NYCHA informed us that several scheduled enhancements that were expected to be implemented have been postponed or delayed. This included modifications to the recertification package, application forms, and criminal background checks.

NYCHA also informed us that it is in the process of developing several LHD projects and estimates that these projects will be completed by the end of 2013. These include enhancements to automate lease renewals and the inspection process in the future upgrades.

Recommendations

NYCHA should:

1. Ensure that business and system requirements are adequately defined for all future system developments.

NYCHA Response: NYCHA partially agreed, stating "Project Nice encompassed extensive NYCHA core processes that required numerous changes during the course of its development…Other aspects of NYCHA were also changing rapidly during this period, including changes to HUD regulations that had to be incorporated into the NICE core processes, business commitments (e.g. changes required by Board after implementation took place), staff reductions in LHD and HUD funding cuts which required more automation with less staff."

Auditor Comment: We found the original system requirements did not include the prioritization of inspection requests for emergency transfers and the system did not distinguish between an emergency and regular transfer. NYCHA noted, changes to HUD regulations, staff reductions, and funding cuts, but these issues should not have affected the essential business requirements when the system was developed. NYCHA should ensure that business and system requirements are adequately defined for all future system developments.

2. Monitor and ensure all future system developments and eService modules are properly completed on schedule.

NYCHA Response: NYCHA agreed with this recommendation.

Task Log Issues

Our review identified critical problems in the current Siebel and Maximo systems that were still unresolved. NYCHA and IBM created the Task Log to record issues faced by users or support services during system development and production.

However, as of February 2013, the Task Log indicated that there are 61 Maximo open issues and 109 high priority Siebel open issues that need to be resolved. NYCHA needs to revise and update its current system to include these critical items reported and thus improve its system efficiency and increase customer satisfaction.

Maximo open issues include wrong priorities levels, too many steps to close work orders, and providing additional support when using handheld devices during the field inspections. Furthermore, another Siebel high priority issue is creating a method that would automatically send outbound NYCHA forms to an alternative address, so that the tenants are not terminated from the program. In addition, the Task Log indicated that 50 percent of staff at the CCC workstations have reported Siebel freezing while creating service requests and a non-responsive toolbar when trying to answer a call. NYCHA needs to determine why Siebel periodically freezes at CCC workstations. Also, Siebel needs to automate the procedure used to determine if deceased tenants are still active in Siebel. These issues might affect users' ability to perform their work efficiently.

NYCHA informed us that it is in the process of addressing these issues. Officials told us that some of the Task Log issues will be part of system upgrades and enhancements planned for the first quarter of 2014.

Recommendation

NYCHA should:

3. Monitor and ensure all issues reported on the Task Log are addressed and resolved.

NYCHA Response: NYCHA agreed with this recommendation.

New Automated Functions Improved Customer Service Information Process

We found that NICE has adequate controls to ensure the data was migrated to the new system successfully. We reviewed the system deliverables, data conversion plans, data migration plans, and system testing and results, which provided evidence that data was converted from the legacy systems to the new system accurately and successfully. These documents provided the analyses conducted to identify and correct any data quality issues and any errors when transferring data. In addition, it established the steps to ensure data correctness and completeness after loading into the new system and validated the data prior to system deployment.

We reviewed the user acceptance sign-offs to verify NYCHA had controls in place to ensure the data was transferred accurately and users were satisfied with system performance.

Furthermore, we also reviewed the access controls policy and procedures to determine whether NYCHA has adequate controls to ensure proper system operations, data integrity, and data security. The policy and procedures provide reasonable assurance to protect and secure the data from unauthorized access.

After review and analysis, we found the new automated functions (Siebel, Maximo, Global Bay, IFP, and UCM modules) improved customer service information by eliminating manual processes and reducing data entry errors.

User Satisfaction

We conducted a user-satisfaction survey to determine whether NICE met its overall goal in meeting customer satisfaction and related data integrity issues. Specifically, we sent out surveys to 2,048 current Siebel users as of October 23, 2012 (see Appendix I). As of January 7, 2013, we received 742 (36 percent) returned responses. In the survey, 19 percent of users felt that the data was often inaccurate. The results of the survey also found that 25 percent of respondents were not offered training and, for those who attended training, over 20 percent said the training was not sufficient and additional training was needed. The survey also found:

- 65 percent of respondents would like to see changes to the system,
- 44 percent reported that the information displayed is not easy to work with, and

- 53 percent of users found it not easy or difficult to enter the data into Siebel.

Assessing whether Siebel provides user-friendly access on its system, respondents noted concerns, including scanning documents and form printing issues, repetitively entering data, and system response delays.

Furthermore, 25 percent of the respondents stated that problems reported to team leaders took more than a month to resolve or were never resolved.

Additionally, survey respondents' comments included:

- "Siebel is very slow program to work with. It takes too long switching from one screen to the next."
- "Siebel users at the CCC are so desensitized by Siebel's poor performance that rather than complain about issues frequently occurring, they simply do their job at a lower capacity, with errors or just complete disregard."

The suggested changes from users included providing more training, developing more user-friendly screens, and improving the accuracy of data (see Appendix II). Additional suggested changes were:

- "I believe that some of the tasks that staff is required to do in order to process a case should be refined. In addition, I think that since this is a new system with various dimensions, that training should be on a continually basis."
- "…Siebel would be better if it had the following… a way to show the documents in document tracking, at a minimum by year [creating a timeline]..."

Recommendations

NYCHA should:

4. Conduct periodic surveys to ensure that user concerns are promptly addressed.

NYCHA Response: NYCHA agreed with this recommendation.

5. Establish and promote feedback facility to track and monitor user satisfaction.

NYCHA Response: NYCHA agreed with this recommendation.

User Accounts Not Adequately Monitored

NYCHA did not ensure appropriate user access to the NICE system. Our review found 373 Siebel users who were retired, terminated, or on leave, but still appeared on the current list of active users. Out of these 373 users, 14 have accessed Siebel even after they were no longer employed with NYCHA and nine user IDs were created after the employees left NYCHA, which included housing assistance personnel, housing manager, and customer information representatives. NYCHA should regularly review, update, and monitor user accounts. Lack of user access control may increase the risk of unauthorized access to the system.

User identification recognizes an individual in the system. Active password management includes deactivation of inactive user accounts or accounts for employees whose services have been terminated. Adequate access controls and conducting continual monitoring of unauthorized accounts are intended to help ensure proper system operations, data integrity, and data security. On February 6, 2013, we informed NYCHA officials of our findings and asked them to respond. However, NYCHA did not respond or provide us with any additional information regarding this issue.

Recommendations

NYCHA should:

6. Ensure user access is given only to essential users.
7. Periodically review the status of inactive user accounts.
8. Establish the proper controls to ensure that once employees are no longer employed with NYCHA, their access to Siebel is immediately removed.

NYCHA Response: NYCHA partially agreed with the recommendations, stating "Prior to May 2012, we became aware of some routing logic problems in our eForm process…we found users who resigned and returned to work requiring similar access; and users who were not terminated because they were still collecting paychecks until their leave time was exhausted even though they had retired. We nevertheless encountered 5 individuals (exceptions) where we could not determine why they obtained access after their separation dates. The governing logic in our workflow processes has now been modified to ensure all requests for access, including suspension and removal of access are now handled in a timely manner… Our original Access Control Policy was issued in June 2, 2005, revised September 16, 2009 and most recently updated and posted on June 14, 2013."

Auditor Comment: NYCHA should periodically review, update, and monitor user accounts. Lack of user access control may increase the vulnerability of the system to unauthorized access. NYCHA should also comply with the updated access control policy to ensure necessary steps are taken so that only current authorized employees have access to the system, thus safeguarding the personal data of NYCHA residents.

DETAILED SCOPE AND METHODOLOGY

We conducted this performance audit in accordance with generally accepted government auditing standards. Those standards require that we plan and perform the audit to obtain sufficient, appropriate evidence to provide a reasonable basis for our findings and conclusions based on our audit objectives. We believe that the evidence obtained provides a reasonable basis for our findings and conclusions based on our audit objectives. This audit was conducted in accordance with the audit responsibilities of the City Comptroller as set forth in Chapter 5, §93, of the New York City Charter.

The scope of this audit covers the period from inception of NICE in 2006 to May 2013. Our fieldwork was performed from June 2012 to May 2013. To achieve our objectives, we:

- Interviewed various NYCHA officials in several departments including CCC, Siebel, Maximo, Global Bay, IFP, UCM, Neopost, and IT to review their functions within the NICE initiative;
- Conducted system walk-throughs and attended training classes to gain an understanding of user needs and how NICE initiatives are used by NYCHA personnel to perform tasks in daily operations;
- Reviewed NYCHA training procedures and user manuals for NICE to determine if users are appropriately trained and have the necessary knowledge to record data into the system;
- Reviewed Comptroller's Directive #1 Financial Integrity Statement filing and additional system-related documentation, policies, standards, and procedures to determine if adequate internal controls were present;
- Reviewed NYCHA's Agency Plan and Executive Summary for FY 2009, 2010, 2011, and 2012 to determine if NYCHA's priorities and goals included NICE initiatives;
- Reviewed and analyzed project plans, system deliverables, user manuals, and contracts to determine whether the overall goals of the NICE initiative were met;
- Reviewed and analyzed NYCHA policies, procedures, and regulations to obtain reasonable assurance that the business and system requirements were adequately defined;
- Reviewed and analyzed all system specifications as stated in the original RFP as a basis to determine whether all system deliverables were implemented and completed on schedule;
- Conducted walk-thoughs of NYCHA data centers and reviewed NYCHA's disaster recovery and contingency planning for NICE to determine if preparations and procedures provided adequate security controls and assurance that data retrieved would be complete, protected, and restored accurately;

- Reviewed Siebel and Maximo downtime report for a consecutive six-month period (August 1, 2012, to February 13, 2013) to assess the systems' availabilities and the reasons for unavailability;
- Reviewed the Task Log, which records system issues, to determine whether the open items were addressed or resolved;
- Reviewed and analyzed data conversion plans to verify whether NYCHA has processes in place to ensure data converted from the legacy systems to the new system were accurate and successful;
- Reviewed data migration plans to access whether the plans indicated the analyses to identify and correct any data quality issues and any errors when transferring data;
- Reviewed and analyzed system testing documentation and results to determine whether NYCHA has controls in place to ensure data correctness and completeness after loading into the new systems and validating the data prior to system deployment;
- Requested and reviewed user acceptance sign-off documentation to verify whether NYCHA had controls in place to ensue data was transferred accurately, functioned properly, and users were satisfied with the system performance;
- Reviewed Production Signoffs for Releases 1 and 2 to ensure that all authorized acceptance and approvals were met prior to deployment;
- Reviewed and examined access control policy to determine whether NYCHA had adequate access controls; and
- Review and examined user lists to determine whether NYCHA provides reasonable assurance to protect and secure the data from unauthorized access.

In addition, to determine whether the NICE initiative improved the reliability of information, we conducted a User Satisfaction Survey. We received a list of 2,223 current Siebel users as of October 1, 2012. We found 175 users never logged onto the system or did not provide contact information. Our survey was sent on December 7, 2012, to 2,048 current Siebel users. The survey also provided information as to whether users were satisfied with Siebel and what changes they would recommend to the system. As an additional test of access controls, we also examined the Siebel users list to determine whether the users were listed as active employees on the City's Payroll Management System.

NICE/SIEBEL USER SURVEY

This is an online survey of authorized users of the New York City Housing Authority's Improving Customer Experience (NICE). Your input is important, and we would appreciate your online completion of this brief survey.
* Required

First Name *

Last Name *

User ID *

Title *

Work Location * Please select all relevant boroughs

- Bronx
- Brooklyn
- Manhattan
- Queens
- Staten Island
- Other:

1. How often do you use Siebel? * If "Never" is selected, skip to Comments and Suggestions section

- Daily
- At least once a week
- A few times a month

- [ ] Rarely
- [ ] Never

2. When was the last time you logged into Siebel?

- [ ] Less than a week ago
- [ ] More than a week ago
- [ ] More than a month ago
- [ ] More than three months ago
- [ ] Never

3. Were you offered training sessions? If 'Yes' is selected, continue to question 4; otherwise, skip to question 6

- [ ] Yes
- [ ] No

4. If yes, did you attend all training sessions offered to you?

- [ ] Yes
- [ ] No

5. Which of the following best describes your training?

- [ ] The training was sufficient and I am comfortable using the system.
- [ ] The training was sufficient at the time, but I need more now.

- The training was not sufficient at the time, but I have learned what I need to know.
- The training was not sufficient and I still need more.

6. How would you describe Siebel's availability (the ability to access the system)?

- The system is often available.
- The system is often unavailable.

7. How do you feel about the layout of the information displayed in the Siebel screens?

- The information displayed is easy to work with.
- The information displayed is not easy to work with.

8. How would you describe Siebel reporting capabilities?

- The reporting features meet my needs.
- The reporting features do not meet my needs
- I do not have access to reporting features.

9. How would you rate the accuracy of the data in Siebel? (1 being inaccurate and 5 being accurate)

1	2	3	4	5
☐	☐	☐	☐	☐

10. How would you rate the process of entering the data into the system?

- Easy to enter the data.
- At times, not easy to enter the data.

- I find it difficult to enter the data.

11. How would you rate Siebel overall ease of use? Check all that apply

- Siebel is very easy to use.
- I would like to see changes made to it.
- Siebel is very difficult to use.

12. Have you reported Siebel problems to your team leader within the last 60 days? If 'yes' is selected, continue to questions 13 and 14; otherwise, skip to Comments and Suggestions section

- Yes
- No

13. If yes, how satisfied are you with the resolution of your reported problem?

- Very satisfied with the problem's resolution.
- Somewhat satisfied with problem's resolution.
- Somewhat dissatisfied with the problem's resolution.
- Very dissatisfied with the problem's resolution (please explain at the comment section).

14. Are the problems resolved in a timely manner?

- Within 24 hours.
- Within 48 hours.
- Within a week.

- ☐ Less than a month.
- ☐ A month or more.
- ☐ Never resolved.

Comments and Suggestions In the space provided below, (i.) please state what you like or dislike about Siebel, (ii.) state how you would like to improve Siebel, (iii.) and please provide any other suggestions or comments that you may have about Siebel.

NYCHA Improving the Customer Experience

<u>Siebel User Satisfaction Survey Comments and Suggestions</u>[2]

There are many forms that Siegel is not requesting correctly example: proof of address, criminal background, form 059280. Many errors and you cannot fixed yourself so as address correction and changes in unit error when a transfer is processed
I like Siebel.
11)I would like to see changes made to either the applications or the way an application is being read when initially scanned into Siebel. More often than not, during the scanning process the applications information will not be read with accuracy and the applications scanning process will be incomplete, made invalid or put on hold leaving cases in an un process able status until corrected by a NYCHA staff member. The constant need to correct submitted applications is tedious and consumes a lot of valuable time especially when an employee is trying to meet a daily quota and it causes significant delays that could be better used in the actual processing of a submitted application.
This system has a lot of glitches
The only problem I have with Siebel is-it's slow. It takes too long to process data.
I have a problem accessing applications for rentals in Siebel. I am not familiar with how to update information for rentals or transfers in Siebel. My Secretary is having difficulty entering data in Siebel. My Secretary and I could use more training in how to navigate the information in Siebel.
There is a lot for me to learn and I would like the opportunity to do so.
I am in need of training, however from the usage I have had the system seems to be fair.
This system needs some improvements made to it in order to work efficiently. Most information found inside of Siebel is not current information nor can it be updated in a frequent manner. Staff is not kept informed of any new changes. Siebel also moves entirely too slow to use. I hate using it. It needs better speed time & more accurate information.
SIEBEL IS NOT DIFFICULT TO USE, HOWEVER SOMETIMES WHEN INFO. IS UPDATED OR CHANGED IT DOES NOT ALWAYS AUTOMATICALLY DEFAULT TO ASSOCIATED LINKS FOR EX. WHEN THE LANDLORDS ADDRESS IS CHANGED IN SIEBEL, IT DOES NOT CHANGE IN ORACLE, SO THE INFO. HAS TO BE MANUALLY ENTERED
The Department should offer more training sessions for staff.
I NEVER WAS TRAINING FOR SIEBEL PROGRAM. I CANT ANSWER QUESTION 6 THROUGH 14
Please improve navigation so that the user will not have to navigate through multiple screens to find information.
To be sure that documentations at LIC scanning properly.
Information on Siebel needs to be updated more often (ie. client contact information)
I would like to have accurate access to Monthly Reports in order to discontinue double entry in the ETP Database.
Like- Information is available to everyone. I will like to get across the department training. Recertification, Lease renewal etc.
DISLIKES: 1. SIEBEL ALLOWS MORE THAN ONE I/C SR TO BE CREATED 2. STAFF IS ALLOWED TO PUT I/C & AOI SR ON "PAUSED/ADDITIONAL INFO WITH OUT ANY NOTES 3. SIEBEL REASSIGNS SR ONCE IT ON PAUSED, ORIGINAL HA S/B RESPONSIBLE FOR SR UNTIL COMPLETE
Many customer service request just sit in the system and never get assigned to anyone. Therefore the customer have to come in over and over and repeat the same process and eventually get moved off the program and landlords are not getting paid .
Myself and Manager are the only ones' who has access to Siebel it is tiresome every time I go into Siebel to enter updated information or trying to simply print out applications these acts cannot be done. When I do inquire about how this can be rectified it is a bouncing ball act; from one person to the next. At times my situation is resolved but others not so... Very recently to update data information a prompt shows up and reads "I am no longer authorized to this folder".... This is unacceptable....also I can no longer print out original APPLICATIONS that should be in the system already.... Thank you!!!
It's plain and simple. Siebel would have been a good program but it is not user friendly. You have to figure things out on your own. When u need to make a new Ser Req you have to figure out what type or subtype to use. You have to figure out on your own what status and substatus to use. Then if you have to put a resolution you have to figure out what resolution to use. Then if

[2] We performed Word spell check on the received comments. Other than that, the survey results represent the user's actual comments and remarks.

you use the wrong resolution the submit button will not generate. The system is just not user friendly. If it was as soon as u put in a type the system should tell you that u must use a or b subtype. the same with the substatus's and the same with the resolutions. If you put in a certain status and substatus and you choose the wrong resolution, the system should tell that you have chose the wrong resolution. This would make the system a lot more user friendly. And there would be a whole lot lesser mistakes
I communicate with a wide cross-section of Siebel users in the field and I think the manner in which the system is set up it takes away from productivity. Data is not readily available or if available there are discrepancies, simple changes performed by Clerks/Secretaries are not easily accomplished and are always changing without further training to the afore-mentioned group. There is a lot of enhancement needed to make Siebel a viable tool for NYCHA.
Compared to AS400 data entry, this Siebel system' range had overtaxed my eyes balls. My vision have been deteriorating due to constant entering data on the Siebel field. Too much dragging left and right, and repetition of clicking in and out indeed resulting this system user unfriendly. User friendly like AS400 has a better design and is simple enough to allow data entry on one screen basis, follows by clicking F1 to proceed to next page. No left or right dragging is required. Ironically, welcome to new era of technology but wasn't AS400 had been in Housing more than 15 years. I guessed the old brain works better. Simplicity of Siebel should be the key.
Most manual entries are very time consuming.
We need IT team to be extended and help us solving the problems much faster. And it helps if the workers will be allowed to speak to IT members directly but not via their managers which always delays solving problems. Overall keying in cases became time consuming compare to the old system. Also correcting mistakes during keying cases is very complicated compare to an old system
I need training about how find applications, transfers and transfer request in the system.
Siebel is complicate to use. It provides too much information in the document tracking. If you want to solve one case, you have to look through all the document tracking in order to find out the information. It takes a long time to complete a case.
For me it will be better: 1.To put password to see documents in the Document Tracking once a day, not every time all day long. 2.To see payments in Agreement sorted by date at once. 3.To see inspections in the Inspections section sorted by date at once.
I like using Siebel to look up the contacts information. I use it mostly to look up the applicants addresses. I would like to know the new updated method of making changes to the addresses.
Still need Training
Never had a training class and only use system if the Manager is on vacation. I don't really remember how to use the system. I do not have enough experience with the system to answer some of the questions. However, the few times I used it, with help of someone on the phone, I was able to get the info I needed. Therefore, I believe the system is simple enough to use.
Siebel is too slow. For every field input there can be up to a few seconds of delay. That hinders the amount of cases that can be processed. Even the mainframe was much faster. Siebel often freezes unexpectedly, then logs itself off in the middle of processing a case. The information that I need is in too many different screens. I often forget what I am looking for or what I just looked at when i have to switch screens. In addition to putting the info in less number of screens, I think we should get bigger monitors such as a 24 inch or perhaps add 2 monitors. That would minimize the amount of switching screens, reduce stress from mouse clicks and improve productivity. The background color is not customizable. The white background makes my eyes hurt after all day use. The whole look and feel is blocky, outdated, and needs updated visual design. The font size of the words are too small. At maximum monitor resolution, the font is too tiny. I am forced to use the lowest monitor resolution, but then everything is blurry. There is no definitive instruction manual. The instructions I read do not follow the actual processes and should be better worded. There are many nuances and field choices that I do not know what effects they would have by choosing them. Or there are certain programming commands that can be entered to get a certain effect (such as in Queries) that I would be more productive to know, but have no help menu to ask unlike other 3rd party software programs. It is painful to need to sign in to UCM multiple times a day when uploading or viewing a document. The 'remember my password' checkbox does not work on my computer. The biggest headache is that when generating Additional Info Letters, the letters do not always generate. At this point I do not know why, even though I set the parameters the same way each time. Thank you
I used Siebel for a couple of months, during the course of my Audit assignment on a Leased Housing-Section 8 Audit. I did not have access to enter information, but only to view the residents' data information. Training was a one day session (crash course)and learning how to navigate through the various screens were very confusing at first and very basic. However, after going over the NICE training manual, and learning how to navigate through various screens, and obtaining the information needed took a lot of time at first. Training should be longer, and more detailed.
My only comment is that I hope the software reactions faster for those of us who like speed.
Too many different places to look for specific information, doesn’t seem to be organized coherently.
Lots of improvement is needed in the area of reporting to ensure accuracy and accountability for audit purposes. Siebel reports don't allow for look back as data are overridden daily.
I am in Budget department and we use the system to forecast but the system is still in works because we are not getting accurate report. I do not find the reports useful right now.

The last time I used Siebel was July of 2011. I did not receive formal training on the application. I did find it difficult to navigate and found it was not user friendly. It was a program that required extensive user training. My opinion is that the program was designed for persons with IT experience and not for the average user.
I LIKE THE AUDIT TRAIL BECAUSE IT ALLEVIATES BLAMING THE WRONG PERSON FOR ANOTHER PERSON'S ERROR AND DISLIKE THE FACT THAT SIEBEL WAS NOT AT ITS FULL CAPACITY BEFORE INTRODUCED TO US AND WE HAVE TO DEAL WITH ITS PROGRAMMING ERROR ON A DAILY BASIS WHICH MAKES MY TASK MORE DIFFICULT. SIEBEL SHOULD HAVE BEEN IMPLEMENTED WHEN IT IS AT ITS FULL CAPACITY MEANING HUNDRED PERCENT EFFICIENCY AND PROFESSIONAL AND TRAINING DEVELOPMENT CENTRE SHOULD BE ABLE TO TEACH THE COURSE TO ALL EMPLOYEES.
I have no idea who our team leader is. When you click on certain things in Siebel by mistake, you're unable to change it so then you have to cancel and do it again. That becomes time consuming. Also, most Secretaries (at least in Leased Housing) received very little or no training at all in Siebel.
it needs to be more user friendly and less time consuming.
I work at the Developments and I work primarily on Transfers for Tenants and I find that often the information for the Tenant is not in Siebel, a statement come up "NO RECORDS"; BUT this tenant is currently in the development. Things like that should not happen. I've been working here two years now and NO training offered and the Tenant Transfers are expected to be put into the system in a timely manner. I do the best I can but Training--Full training; NOT light training in a particular area-- Training so that one can understand the system. Thank you.
I SEE THE POTENTIAL IN SIEBEL, WE HAVE CAME A LONG WAY SINCE IT WENT LIVE. I BELIEVE THAT THE ADVANCEMENTS IN SIEBEL TO DATE ARE BASED ON USER EXPERIENCES.
Often relevant data is not scanned in, descriptions are not specific enough so it requires reviewing unnecessary documents in order to locate relevant information. No training was ever offered, so I have to "play" with system to find things.
I'm comfortable with navigating in Siebel for what my department does but the I think cross training is needed so I can be comfortable getting information or answering questions regarding what's done in the annual review, lease renewal or rental units.
I feel that the many screens that you must go to input data are a lot. I'm a interviewer and a lot of information has to be entered in the system before I can begin the actual interview. Also, having a note entry on each screen is repetitive.
First, I think an overall training is necessary to ensure the accuracy of the system. At this time, it appears that a lack of training or understanding of how Siebel works is causing issues in accuracy. Consistency in entering information. I often see misspelled names, addresses that are not current, move in and move out dates that are incorrect. Information and documentation is not uploaded fast enough into Siebel upon receipt from program participants causing issues with meeting legal federal deadlines built into Siebel's programming.
i would like to see Siebel having better connect with maximo system
As an Auditor I would like to gain a better understanding of what data is available in Siebel. The audit department did an audit of lease housing and the audit team learned how to navigate and understand the information available in Siebel by self taught trial and error. Near the end of the Audit we were assigned a contact person who had a working knowledge of the system.
be able to write more than one query
Once rental is pulled up from TSAP application should automatically print as well showing household composition and income.
I haven't used Siebel before, but I will at my new location.
I have never used Siebel nor do I have access.
i find Siebel very easy to use.
There is nothing I "like" about Siebel. I am able to use it because I am a capable, intelligent human being. However, as the trainer of new hires to the CCC XXX, I can say it's design is very short-sighted, and lacking in functionality. Since different users have different access and capabilities, why not only display necessary information and tabs to the users who need them. The upgrades, while appreciated, are coming at a snail's pace, and are only exciting because it is shocking that anything at all is improving. Siebel users at the CCC are so desensitized by Siebel's poor performance that rather than complain about issues frequently occurring, they simply do their job at a lower capacity, with errors or just complete disregard.
Please be advised that I am currently at a development location and have never used Siebel in this capacity.
it is very slow
For what I use Siebel it is okay
The screens need to be easier to go through instead of looking all over for the information.
There should be an easier way to make corrections or add documents to transfers.
highlights the approved transfers to identify easily. Need access to Housing Assistant to check status of application.
I am not a Siebel user, but rather am a member of XXXX that is tasked with troubleshooting and correcting problems in Siebel. I large number of problems in Siebel have been caused by changes to processes requested by the business owners.
I dislike the fact that Siebel is not easy to navigate. You have to switch to too many screens to get your work done.
Siebel is very helpful.
Siebel and Maximo work ticket system should work together Housing Assistants should have Siebel access to enter transfers
There should a serious attempt to evaluate the complexity of the system and determine if this level of complexity is in line with

the mission of NYCHA.
i only use Siebel to do inquiry on a landlord. When i use it information is always available to me to assist the landlord.
Easier reporting and search/query capabilities are needed. Also, information should be better organized to help business units. We are required to build data warehouse reports so staff can get case summary information that is organized in a way that provides a snapshot of the case-- e.g., case summary information, payment history, open SR, etc.
I only have access to Siebel for inquiry purposes.
Problems had not been resolved yet.
I have a problem getting the application for referrals who are selected in Siebel. I usually have to call Ms. Lopez, FLD for assistance.
I like the easy way of putting information in the system and getting the output in an easy manner.
Sometime i found it easy to work with and sometime i find it difficult.
We are the frontline staff dealing directly with customers. I feel we should have go to people and given priority so we can service our customers without delays. Whenever there is a problem with Siebel we would like to be notified as quickly as possible. Sometimes Siebel is down and we get no notification.
Need more training in the program, transferring residents and getting applications from the program. this was not discuss in the training session. also this program should be provided to Assistant Manager's and Housing Assistants. Siebel and Maximo should communicate with each other, this would make my job a lot easier.
I believe that some of the staff that use the system on a daily basis still have difficulty mastering the process. As a result, cases become stagnated and closed - user error. I believe that some of the tasks that staff is required to do in order to process a case should be refined. In addition, I think that since this is a new system with various dimensions, that training should be on a continually basis.
Some of the tabs are not necessary and can be eliminate until further usage being that the system is not of its full capacity with NYCHA. Once a transfer request is approved at all levels and if a change occurs that require a change in category, you have to start all over opposed to simply adding the change and alerting the next level person.
Siebel has potential. It is a work in progress just like my learning to use it. I am not afraid to use it or make mistakes and learn to correct them. However in my family I am a first generation video game player and household computer user and those skills have helped me not to be afraid to try to use this program.
INITIALLY, STAFF WAS GIVEN ABOUT 1 WEEK OF INCOMPLETE TRAINING. SINCE THEN, STAFF BASICALLY ASSIST EACH OTHER WITH ANY DIFFICULTY. SOME ADDITIONAL TRAINING WAS OFFERED LATER. WE NEED A WRITTEN GM FOR SEIBEL SO THAT EVERYONE CAN FOLLOW A SET POLICY WHEN PROCESSING ANNUAL REVIEWS. NO ONE IS ON THE SAME PAGE, GETTING DIFFERENT ANSWERS EACH TIME ON HANDLING SITUATIONS.
I use Siebel to inquiry about NYCHA Section 8 tenants, properties and landlords. Siebel works well when I am looking for information pertaining to new tenants. When it comes to older and transferred tenants Siebel does not have all the information, which was not migrated from the old inactive database. My access to Siebel is strictly inquiry.
More training needed for Siebel
proper training was not given to the field staff on how to navigate through Siebel. there are many tasks in Seibel that i am not able to do because i was not trained to navigate to search for applications or accounts in Seibel
It is difficult to do an interview (in the Smart Script) when the server goes down and the Smart Script is wiped out and you have to start all over again. It is very time consuming and frustrating when you have the applicant sitting there waiting in front of you. Also, it is frustrating when working on a case and you have to be switching constantly from one screen to another and if you make a mistake, in certain instances, you cannot go back and make corrections. It would be great if we didn't have to constantly be signing on because the session closes or when you go to another screen you have to sign on again.
Siebel is not easy to navigate
Nothing to do with like or dislike. Have to use it at work. I think no workers here know all about Siebel. We only know our own part of work. Even the supervisors don't know about the subordinates' Siebel work. Customer Service dept. even refused to update/correct the information in Siebel. The training of Siebel is only one day. How we can learn Siebel in such a limit time?
There should be provision for requesting the forms through Siebel: for adding people for excess income cases
How I would like to IMPROVE Seibel? a)To be able to make corrections on NOTES. B)Applicant's Statement of Rent Payment Record and, the Landlord Information Form to be included in Eligibility Interview Notice (070015). c)Cutting steps to conduct Eligibility Interview. d)Smart Script must be designed according to the Scheduled Priority. e)The procedure to manage Additional Information Received within ATA-D and CCC MUST BE REVISED.
Sometimes, the system shut you out repeatedly while you are working on something. A notice would be great when that occurs.
the system crashes way too often

It will be better if the scrolling up and down and sideways to see information on the same screen is reduced.
As a Housing Assistance who works for Customer Contact Service I can see that service requests that were created were not assigned to anybody for long time. The Siebel doesn't not work productive right now.
Siebel is an okay system, but it freezes a lot. Very often, there are issues when accessing the landlord vendor issue. The vendor screen would freeze and take a couple of minutes to load, sometimes I would have to restart Siebel.
Too much navigation within different tabs to obtain basic information.
Siebel still could be improved and make it easier to see and handle information for the customers. In the main page should appear all the customer's information besides voucher or case number. Information such as status of transfer, recertification, lease renewal and inspection should appears in the customer's main page.
I haven't used Siebel in over 2 years, but when I did use it was easy to navigate the system.
NO COMMENTS RIGHT NOW
Please note I am XXXXX which supports the Unix Systems Infrastructure (i.e. all Unix/Linux Servers) which includes the Siebel Servers. My Team supports the Hardware, Operating Systems and the related Infrastructure components. I am not an end-user.
Information about voucher holder is not compiled .You have to navigate to too many screen to get the information.
(i) It is a well organized system, but it tends to crash and stall out a lot and I often get 2-5 calls a day with incorrect information listed in their account. (ii) Increased stability is needed, and for some reason the current version seems to be less accurate at pulling up records when people call from recorded phone numbers -- usually Mobile Numbers -- than the version that was active when I started working here 2 years ago. Also, the below mentioned arrows were very useful. (iii) I would like to see the functionality returned to the little arrows so that we can once more use them to switch between listed WOs and not just WOs we are creating (as long as we don't triage or switch back to the res' main page). When it comes to items like Windows, Electrical Outlets, or any other item that may be present in large numbers throughout the apt, I would suggest having an option to put them in under the Apartment in general instead of individual rooms, and have a Triage question asking for how many need repair (like they have for Floor Tiles DML). For Follow Ups, I would recommend having the "Assigned To" bar automatically search under location instead of name (at least once you open it up), just to shave off a second or two since you normally search for the development name instead of the individual housing managers. If possible, it could be useful for there to be some indicator when the call we picked up had requested for a Spanish Line in the queue so we know that they may require a translator (assuming that the CIR doesn't speak Spanish, in which case they know to start with Spanish).
I like the Siebel. Make a application easy to navigate and user friendly.
SIEBEL IS VERY SLOW PROGRAM TO WORK WITH IT TAKES TOO LONG SWITCHING FROM ONE SCREEN TO THE NEXT AND BY THE TIME IT MAKES THE CHANGES YOU WANT AS WELL . OTHERWISE I DON'T HAVE PROBLEM WITH IT I DON'T HAVE ACCESS TO REPORTS SO, I DON'T KNOW IF ITS EASY TO WORK WITH OR EASY ON THE EYES EITHER.
unlike the pass mainframe program. Siebel does not do the following for lease renewal. retro payment or mci order calculation. The clicking of going back and forth to one screen to another or program to obtain information. To be able to use the panel that we need to easily, without clicking two or three panel to get to where we want to get.
NEUTRAL
I would like to see improvement in Seibel processing Lease Renewals without us recalculating the HAP whenever the Recertification unit have an Annual Review in progress. If an A/R is in progress, than Seibel should automatically pick up the previous year A/R for calculating the rent.
In my opinion there seems to be too many steps to enter information. As indicated above it is somewhat easy to use however, I run into "unauthorized" personnel to use Siebel particularly when updating information - I can no longer update information. Myself and the Manager of my Development are the only ones who has access to Siebel and I need total authorization to Siebel when dealing with TRANSFERS, etc....
1) Inspection scheduling (dates listed are sometimes not the correct date and sometimes correct date has not been listed) is highly inaccurate as well as inspection results. 2) Stages of SRs are difficult to decipher ("In progress" does not give customer sufficient information, no times frames available, which is the key information most customers want. 3) Updating information and correct SRs to enter have fluctuated and not enough Ongoing training has been provided so that I can submit appropriate action to the back office, so they can process SR in a timely manner.
Every month there's a new glitch with Siebel that causes problems section 8 tenant cases. These issues are never resolved, and every month we have to work around the new Siebel glitch, along with the many others that has occurred in the past. Since I work at the call center, I, and everyone else here, encounters all these problems on a hour basis. Most of the times, the resolution to these glitches is to have the caller call back later.
I need more training Siebel still at on-set stage we are doing double work: what we used to do and Siebel Wish never had Siebel

When I am doing Siebel follow-ups for Maintenance, Siebel is extremely slow. Please do something to increase the speed going from screen to screen
THE SYSTEM IS WELL. I SERVICE THE PUBLIC AND SIEBEL IS 100% MEETING THE NEED OF MY JOB. THE INFORMATION IS ALWAYS THERE AVAILABLE TO BE USE. WHEN THE CCC DEP. CREATE A SR IT STILL TAKE A LONG TIME FOR THE BACK OFFICE ACKNOWLEDGE IT. SPECIALLY, THE OLD SR# I LOVE SIEBEL. No complain.
What i don't like is when you have to attach a document it not easy to you have to go through 2 or 3 steps for the documents to be attach
I dislike the fact that if a mistake is made it cannot be easily corrected because the responses that are given does not correspond with what I would like to say.
I see issues like cases closing after only a month of being interviewed with AI still pending instead of closing after 6 months. I see cases that should have closed but are still opened after 6 months. I see cases close after screening with no indication of why it closed but applicants should have received project choices.
More forms need to be added in Siebel. ex: request permission to add someone to the household, contribution and proof of income etc.
I LOG IN DAILY TO CHECK FOR FOLLOW UPS, SOMETIMES 2 - TIMES A DAY. I ONLY RESPOND TO COMPLAINT FOR MAINTENANCE WORK NEEDED. THERE IS NOT A GOOD CHOICE OF RESPONSES THAT CAN CLEARLY RECTIFY A SOLUTION. I DO THE BEST I CAN BY SUBMITTING A COMMENT FOR EACH COMPLAINT.
Siebel is definitely not user friendly. In order to review a case in the Smart Script one has to go from page to page pushing buttons- and this is extremely difficult and time consuming. Siebel does not always close cases after the 6 months as it is supposed to, and it is often impossible to figure out why and close the case- this is also very time consuming. In order to do updates, especially on the address, when there are other addresses listed, you often have to click buttons that make no sense. Also, sometimes the screen freezes, especially when you have 2 addresses or prior addresses, the computer has to be shut down and rebooted. It is an unforgiving system for any errors made. In short, our old computer system was much easier to work with as well as the paper cases easier to deal with and it was much less time consuming to actually work with the cases. In its defense, a case cannot get lost in Siebel, and there is no transit time when a case moves from unit to unit.
Many documents are incorrectly classified. Sometimes Siebel or UCM is unavailable.
Do not know who to contact regarding Siebel issues.
I use Siebel only to access information; I do not enter data in Siebel.
Who is the team leader for correspondence? when I have to search under document tracking for a specific letter, I need to open 10-15 or more Correspondences before obtaining the one I need. This is too time consuming and I gather this may happen to foundation documents as well. If these doc/types could be re-evaluated so one can locate the document quicker, it would be make the job less time consuming.
Too many steps to get into panels and too many steps to making any print out.
every time we open a service request the request stays open under our id for months on in. when we were allowed to change assigned to SADMIN we never had that problem the service request went right through .
-Layout and presentation of information is not intuitive and is hard to navigate. Too many tabs, window frames, and scroll bars. Not everything fits on computer screen, even with highest resolution settings. -Certain important functions are hidden within drop-down menus and the tabs are not displayed. -Printing from Siebel is very difficult and time consuming. -Search function is poor (i.e. search by address - why is the building number incorporated into the street name? Search function is too rigid?) -Sorting function is poor (i.e. addresses can't be sorted by building number alone. Building numbers have been incorporated into street name field. Also, the sorting function is not chronological - instead it sorts numbers as if they are alphabetical - 111, 1234, 1567, 23, 209, 3, etc.) ***-Document tracking and UCM information is confusing and unorganized. Nearly impossible to find document that you are searching for without clicking on every inbound document. -Once a document is clicked, there is no way to know which documents you have viewed, because the hyperlinks do not change color (i.e. they do not change from blue to purple) -A/R paperwork has been organized into many separate individual documents, which is creating a massive amount of separate files to look through. This problem will only get worse as time goes on. ***-Inbound documents stored in document tracking are not labeled well (often times no dates or adequate descriptions are provided). The documents in the system are becoming unmanageable because they are not organized. This has made using document tracking very difficult. -There is no clear difference between search results for HATS cases / LHD / and Public housing application records. It is nice that they are in one system, but it should be more clear when a record is a Section 8 tenant or an applicant, etc.

no comments
The As400 was much easier and faster than Siebel, we never experienced system down, or system being slow. it was accurate.
when changes are made to Siebel it should be updated in everyone's system and that not happening, I've been waiting for a month to have changes made on system to change addresses and enter section 8 application it's a problem
(i) with respect to Section 8 participants, it is not easy to figure out the status of the case or even easily decipher the reasons for actions that have been taken. This causes great confusion unless each Siebel user viewing the account has the time and concentration to look through every single tab to ensure they have "caught" everything that might change the status of the participant. For example, if a Section 8 participant was terminated from the program, that reason for termination often is not inputted or what is inputted is an unknown or general reason. (ii) Siebel would be better if it had the following: (a) a way to show the documents in document tracking, at a minimum by year [creating a timeline]; (b) a way to open all/open many documents at once in document tracking to form a booklet for the law department to review rather than forcing us to view each document separately and keep track of which ones we have viewed (e.g. if I want to open all documents for a selected participant from 2012 in one packet), (c) a way to track the reason for creating or cancelling a service request (perhaps users just need to add more notes), (d) a way for the law department to create a list of participants they are monitoring and get alerts when things happen to these particular participants on the system, (e) an easier way to print a screen without words/line items being cut off (e.g. under agreements >> HAP, if I wanted to print all the "regular" payment invoices versus the "adjustment" payment invoices) on one page. If you print from the web browser, things get cut off. if you print within Siebel, you can only print a portion of the information at once (e.g. just the invoices without showing whether it was from the "regular" or "adjustment" bucket); and (f) something that alerts people to long outstanding service requests/untended to notes made by the CCC. Thank you.
Working in the Customer Contact Center, I rely on the Siebel system every day. The system often freezes, every day at 3:55, I get an error msg, and I get logged off the system, which inconveniences the caller that I have on the phone. I also have a problem accessing the system every time, I change my system password, that issues drags on for weeks, once resolved, it is time to change my system password again. I have used Siebel at another City agency, so I know that it is a great program, I feel it will be a great asset to this agency, once all the kinks are worked out.
Never used Siebel
WARNING SESSION COMING ON ABRUPTLY AND LOSING ALL UNSAVED WORK ON DISPLAY.
Very helpful
Siebel needs to have more data on one page instead of multiple drilling to see data that should be easily provided. Siebel, may have an individual at the current address, the recert package may still be going to a former address, and inspection is being scheduled for a former address. These are complaints that I hear from customers as they come to the CCC WALK IN CENTER.
The Siebel system should be implemented like the AS400 that is used in the field developments. There are no problems in the field with an annual review.
I find Siebel to be easy to use in general, but for me personally I don't have access to update a lot of information, I think that everyone should be able to update things in the system, not just managerial staff and Housing Assistants or people in certain departments.
The system is very slow and a lot of the information is incorrect. The system is not doing what is supposed to do and they need to fix it. I don't like that you have to so much research for certain things and it takes too much time. When you try to open the information from document tracking it takes forever and to print. The overpayment information is a mess and nobody care about to fix this system. All these survey are not working because nothing has been changed. These question are incomplete and don't make sense. It's not going to solve anything. Since when do you have a survey that you need to enter the name of employees and their information. That's not a survey..
I would like to see all the important information's of the tenant in one screen like tenant share , HAP, contract rent, If tenant is active or not, transfer date, move out date, current address etc. Also Siebel should do the follow-up for XD income cases but it is not happening.
Too many screens you have to go to before the transfer is completed , if you have less screens to open up that would make it easier .
the only thing that I don't like is that I have to escan then download and then upload
SIEBEL I FIND TO BE A LITTLE SLOW OTHER THEN THAT IT'S SIMPLE TO USE.
The last time that I was in Siebel training was in 2010. I deal with Correspondences. The last information that I received was that IT was still making changes to system for correspondence reports,
Siebel is ok but most of the time confusing. If you encounter some problems while keying, then nobody knows what to do, most of the time they leave the case impossible to fix. Maybe more training what to do or maybe some sub titles that if you use this, then this is the outcome.
I feel that we need to have more training classes(because the memos are confusing) to keep us inform about the changes that are being done to Siebel.

I would like to learn how to check if the transfers that I completed, if I submitted them to the manager correctly, and if they went through to his computer. There is no way of me determining if the transfers went through to him on his computer.
DEO employees have view access to Siebel. However, I find that the training provided to my team (EEO Investigators and Services for Persons With Disabilities Housing Assistants) was very cursory and did not provide the team with the level of expertise to navigate the system. In addition, the DEO team requires view access to additional data within Siebel that it currently does not have access to. We use Siebel daily as we communicate with residents, applicants and Section 8 community and advocates.
Need more training. We didn't get enough training to use the system.
My suggestion is any functions that are not applicable while processing a transfer should be blocked from accessing, in order to avoid any errors or duplicates.
Siebel needs an intuitive interface for the basic functions of entering transfers and updating tenant information. Also, in the complaint follow ups the account, work order and notes should display when the SR # is opened instead of going to three different areas to get that information. There should also be a link to click on the wo number and open the work order in Maximo for quick review.
One of my functions is to look at the tickets called in by the user community and have the reported issues resolved in a timely manner. Some are resolved reasonably fast while others linger for a long period of time. Secondly, the field staff, mainly secretaries and clerks who are assigned to perform emergency transfers, address changes etc., are not properly trained. I would like to see changes made to Siebel which would make the data less filled with errors.
It seems Siebel system is not easy to use. Need more friendly system like mainframe we had before.
Siebel should incorporate some of Mainframe features. Mainframe was very smooth - Siebel is like a jerky ride
Siebel is a tool that adds extra work and makes our daily functions more difficult. The processing of transfer requests is a tedious task for the clerical.
Siebel has too many work around to get the simplest task accomplished. In order to get something to work, something else doesn’t work. It's like a hamster chasing its tail.
There needs to be easier access to the information. We have to go through to many screens.
It will be appreciated if more training is offered.
When doing the Siebel Report for open tickets the print on the report is too small. E-mailed and telephoned in reference to this and no response. When Siebel is open and I open for ex: Kronos or another program Siebel close and disappears off the screen.
Information is not always easy to navigate from one panel to another. certain screens don't have info that should be on screen. I would like the screens closer to the old main frame.
SOMETIMES CASES ARE CLOSED TOO EARLY . ADDITIONAL INFORMATION REQUESTED BY INTERVIEWERS MUST BE SENT DIRECTLY TO THE PERSON WHO NEEDS THE INFORMATION NOT TO THE SCANNING DIVISION .
Siebel is often difficult to navigate. There are too many drop down screens that you have to go through in order to find what you are looking for.
The Seibel system is extremely slow and makes your day very long.
NO COMMENTS
I never had training on Siebel. There's many questions I cannot answer
Siebel has too many drop-down boxes. To get a specific screen you have to click in other screens, instead of going straight to the screen you need.
Siebel freezes all the time , very slow system when querying addresses it take so long to get to the addresses , every other day it gets frozen and debugs and signs off
SIEBEL IS NOT UPDATED AS OFTEN AS NEEDED AND THEY'RE ALWAYS ERRORS CAUSED BY SIEBEL SO IT'S SAID.
Siebel often shuts down or freezes
There are constant issues with information being present in the system but the status not being in sync with the documents that are received. Everyone is aware of this and other issues; however, nothing is being done to solve these problems.
Siebel does not "turn-over" information in the processing of cases as promised. I have to do it manually daily or sent a daily email to the IT dept. Siebel does not allow you to correct your mistakes before processing the information.

To me Siebel is way too slow, it freezes up a lot, and too many error messages pop up. I believe Siebel needs a lot more improvements and when we report issues to the service center, there should be a faster response. There have been times where I receive a response back after a week of reporting the issue.
Siebel often is slow and you get timed out a lot. when you get timed out you have to log back in . sometimes to put the address in when doing leases is very slow
Information should be condensed into less screens
Siebel often has slow response - - the CCC and the residents have to wait for the system to respond. Quite often the system comes up but the menu bar is inactive. A re-login becomes necessary. There is a lot of data in Siebel that is incorrect for the resident - - for example some resident's info is not even in Siebel and they have been living at the development for more that 45 days. Also some of the resident's info has changed and the old info is still on the resident's profile. The court case field should be programmed so that the field can be clicked on even if the ticket has already been submitted. At this time, if the ticket is already submitted, the field cannot be clicked. There are some problems with building and stair halls pointing to an incorrect address at the development. These are a few of the problems that come to mind at this time.
I would like to see cross training between different departments so work flow can be smoother. For easy access, Enhancement /update in Layout of information displayed in Siebel screen will be helpful.
I dislike Siebel because too many steps are required in order to input data or acquire information. I would like Siebel to be improved in such a way that fewer steps are required to accomplish a task and that access to all information and revision of such is available. Siebel should be customized according to the specifications required & requested by the Inspections Department. It will help streamline the work and optimize time management.
Siebel is too inconsistent. Sometimes it works and other times it does its own thing. Accountability is a hard thing with this system. I don't like going to so many screens just to complete one task. So could you work on that?
I like the fact that everyone has access to see everything but there are very often system errors with no explanation as to how it occurred. Not enough cross-training was done and we don't know how what you input may affect another dept. Constantly finding errors in the system, Too many instances of one thing being fixed and something else going haywire.
In old system ,we can see whole case information in one page. This Siebel we cannot do that.
AT THIS STAGE, STILL TOO ANY FUNCTIONS TO BE DONE MANUALLY. CASES SENT FOR SCANNING ARE USUALLY INCOMPLETE, AND SOME FUNCTIONS NOT COMPLETED BY SIEBEL. AFTER SCANNING, EACH FOLDER HAS TO BE CHECKED FOR ACCURACY AND COMPLETION.
Siebel is not user friendly. There is so much time wasted manually inputting in information, searching for information, and over all the system does not meet the needs of what is expected to get the job done in a timely matter. The system does not allow for errors or mistakes to be corrected without cancelling the transaction and starting over. There are so many things wrong with Siebel just too numerous to list.
I need Training to understand Siebel.
I have view only capacity in Siebel and use it to look up information for audit purposes. The training I received did not really address my needs of the system and I find it difficult to navigate and find certain information.
What I do not like is if I finish working a case somebody else has access to the same case and mess it up.
I am not an expert and I am primarily researching things rather than actually processing anything (perhaps that is why my training was so inadequate) so there may be better ways to do things that I don't know about but there are too many steps and screens; there are too many statuses that seem to overlap; the results of a query depend upon who makes it; in reporting we seem to be doing more manual work than before. If a process requires a date or a category, for example, a retro adjustment, the system should not allow you to proceed without it to prevent all the "unspecified" results in the Data Warehouse.
* Whenever a problem is eventually resolved; it usually creates another problem. So it is a never ending cycle of opening and closing tasks. One step up and two steps back! * Too much investigation required to research and resolve issues. Drill down and drill down and the need to look at too many screens to get to the bottom of issues. This investigation requires a lot time of which is inefficient when it comes to productivity.
As a Assistant Manager I check and approve Annual Reviews. After the Housing Assistant processes a case, then sends it to the AM for approval, documents continue to come into the SR. This sometimes make the assessment invalid or creates potential duplicate documents. Is it possible that when the Annual Review is submitted by the HA for approval, no documents can be scanned into the SR? Thank you.

For me using Siebel is an everyday puzzle solving. While reviewing cases for court appearances I run in too many problems, created by the system itself. You can see payments stopped with no reason, wrong building suspensions, inconsistency in inspection information etc. We need seminars, where users will present their every day problems, need trainings for better understanding the system .
I would like to see Siebel scan document better and in requesting documents to tenant improvement. An make sure the scanning unit scan the document accuracy and make sure there's enough ink when scanning so it can be read.
It is quite difficult to obtain reports without querying all over the system to get data. The system does not automatically do the processing that it was designed to do. We are manually doing every step that the system was created to do. This manual process is very time consuming and it reduces the productivity of every unit. I believe in progress however this system has taken the company backwards. When an error is reported and corrected it creates another problem. There are certain functions that the Managers should have authorization to correct without contacting the IT Unit. I have more paper in my office just to prove the errors that appear and disappear. The entire NYCHA staff should be thoroughly trained about Siebel. The minor training we received was prior to Siebel going live. I hope training will be provided and that modifications are done to Siebel. Thank you
There are so many foreseen problems with Siebel which needs to be looked at. more improvements need to be made.
Residents of public housing, who also work for NYCHA, their information should be blocked from prying eyes...e.g. other NYCHA employees, because that person's DOB, last 4 digits of SS# and that of their families are included in that information. Again, it should be blocked. Hope this will be done to protect people's privacy.
My use of Siebel is restricted to simply data entry. So there is not too much that can be said about the program. Thanks.
Siebel was very complicated in the beginning, it's getting a little better case by case. Just too time consuming and too many screens to click in and out of.
Every time an issue is reported and the fix is made, another issue will pop up. Issues that were previously fixed, keep on re-appearing; therefore, this leads to the conclusion that the issues were not really fixed.
My opinion is when someone is coming to a new location which uses Siebel, they should be completely trained in Siebel (not light training from staff members) especially if your job description is totally working in Siebel. Also there should be a Siebel manual for all employees that are using this system. If you are not trained it is very hard for you to navigate the system.
Siebel's capabilities far exceed the current level of use. Additional, capable resources are needed so that the system can function appropriately and efficiently for the staff. Also, when issues arise, the resolution needs to be more immediate. Lastly, Siebel needs more controls for IT to know when something goes wrong -- not wait until the staff notice (be more preventive rather than reactive).
Siebel makes cases inactive where tenants have alternate ID social security numbers , suspend subsidy without any explanations and gives wrong information about status of inspections conducted.
i) I don't like multiple entry of same documents; documents under wrong number/name. ii) I want ability to correct errors which are done by mistake. iii)I want to see hundreds problem solving tips. iv) Quality work demands: quality training, updated manual and good work environment.
the Siebel process of entering transfer in from the development is very difficult it takes a lot of time from eh clerical that we do not have in the field to begin with and it use to be a click on a form in Movers and now is this whole assemble of documents that need to be docked and then sent to the parties at FLD-the design for transfer is horrible-it really need to get an easier way-thanks. the system is the worst to enter transfer in-thanks
Siebel is not user friendly. You have to access to many screens to get a complete picture. There should be department dedicated to entering all hard cases in the system.
Better system needed. Always going down or freezing up. NYC can afford a better system.
I need an updated instruction of how to process a transfer. Also, the current instructions on how to make a change of address do not work for my office.
Cases "More Info" screen (Annual Review effective date & inspection status) data are always conflicting with other screens such as payment history screen, “service Request" & inspection report screen. On payment history screen what is the difference between "paid & submit" Why not make Siebel universal. Why go into apple basket when you searching for oranges? Too many different in out just for one case. Entire system need re-structuring. No offence.
There are some changes that i would like to see made in Siebel and my Dept is currently working with the IT Dept to make the changes. Siebel is user friendly, but the problems are with locating the information needed in as few steps as possible. This Dept documents all major incidents for the Authority and time is of the essence, in most cases we have to spend a lot of time searching for a specific location because of the options available. as i stated earlier IT is working on the changes and thus far i am happy with what they have been able to complete.

WORKING IN THE AREA OF LEASE Renewals and not easy or quick AS EXPECTED OVER OUR MADE OUR JOB. The calculation and other details must be taken into account so that the work is excellent. WANT OUR TOP quantity and not quality. And I think that LEADS TO MANY ERRORS THAT HARM AND COSTS OVER MONEY AND TIME LOST
#1.THE LETTERS IN SIEBEL ARE TOO SMALL IS CAUSING VISION PROBLEMS TO THE ENTIRE STAFF. WE NEED BIGGER SCREEN #2.IN ORDER TO REVIEW THE PKG WE HAVE TO OPEN TOO MANY LYNKS AND SOMETIME SIEBEL TAKE A FEW MINUTES TO OPEN THE LINK. #3. TOO MANY CLICKS TO FINALIZE THE CASE OR TO FIND AND ACCURATE INFORMATION, YOU HAVE TO CLICKS MORE THAN 10 TIMES THEN GO BACK AND CLICK 15 MORE TIME, BY TIME YOU GO BACK YOU FORGET WHAT YOU WAS LOOKING FOR. TOO MANY UNNECESSARY FEATURE. WE WERE GIVEN A BROKEN PROGRAM THAT IS NOT SAD WHAT THEY DID TO NYCHA. WHY WE NEED TO CONTINUE GIVEN SUGGESTION AND SOMEBODY ELSE GETTING BIG MONEY WITH OUR SUGGESTION. THE MAINFRAME WAS A SUCH WONDERFUL PROGRAM. MAINFRAME JUST NEEDED AND UPDATE.
I use Siebel to access Section 8 clients' recertification information located in the "Assessment" tab. I find that I can only print one screen at the time. It would be nice to be able to print all the information in that tab all at once.
1.For add new person to the household, forms cannot sent thru Siebel, 2. Interim retro credit letter won't go thru Siebel, 3. No effective date is printed on zero subsidy letter because of this all forms are manually mailed to the tenant. So please do correction in the Siebel system
Siebel is difficult to navigate and make changes to.
When a work order is completed in Maximo it should automatically close the Seibel complaint. The person that put in the Seibel complaints should know when occupied apts are not being painted due to budget issues and not submit complaints
For No.13 There should be an option: Problem has not been resolved yet! In October, I reported that I couldn't change addresses for applicants in Seibel and we are in December now. I have sent follow-up emails and have gotten responses that they are still working on it and will keep me updated.
I have problems entering transfers into Siebel when it is a Renaming Family Member. Also when there are two residents with the same name we have problems choosing the right one.
The Siebel system is not user friendly and is not geared towards NYCHA property management usage. The Siebel system with regards to Siebel follow up, is very difficult to use. Using the system is time consuming and frustrating. Navigating between tabs is slow. The system constantly crashes. When complaints are made as the difficulty in working in the system there is no follow up or repair of the issue. The difficulty in working in the system means that the follow up are backlogged. Management staff has too much other work to do to spend the time waiting for the system to respond. The information provided is not complete requiring extra work to investigate the problems and resolve them. To improve the system all information should be available on the first screen. The system should be faster. Those inputting the information should be better trained as to what is appropriate as a complaint. They should also request the person giving the complaint provide accurate contact information. Better follow up is needed when a complaint is made as to an issue with the system.
Need more training for all different fields
I really don't work too much with Siebel. I only have to bring up the tenant I'm looking for and look for the stipulations for the tenant and print them out.
Problem with Siebel you have to be an investigator. Siebel does things automatically and you don't know why. Some process take too long. With our old system we could do something in a minute where it may take Siebel 10. At this stage we should not have the problems we do. Sometimes the system suspends payments for no reason. It also picks the wrong address for a tenant. We are suppose to be paperless but can't rely on the system. Have to keep double checking because again can't trust the system to do what it is suppose to. Too many work around for staff.
More information needs to available for users, some information is only available to the manager and FLD
Siebel continually freezes up in between calls and also logs me off the system which interferes with my daily numbers for the day. There are definitely improvements that can be made to make system run smoother and interact with the Maximo system better. Issues continue to linger so Siebel issues are never truly corrected just held at bay for a while until they arise again.
The only problem is not with Siebel but those who scan documents into Siebel. Documents are scanned half way and valuable information lost in the process. My suggestion to resolving this problem is whoever is assigned a scanning task should review the scanned documents for errors before closing out.
AT ESD SEVERAL SITUATIONS DO MAKE USING SEIBEL AN ACCURATE PROGRAM TO USE. THE RESIDENCY INFO IS OFTEN INACCURATE. THERE ARE NOT ENOUGH CHOICES TO ACCURATELY MAKE A MAJOR INCIDENT REPORT. WE KEEP GETTING SHUT DOWN EVERY DAY, ALMOST.................C'MON GIVE US A BREAK.

I would like to able to update addresses for applicants without having to write a whole e-mail and sending it to FLD, also resident information should be updated have received numerous e-mails for missed appt's and the resident does not live at this development anymore or it is a new resident and the work does not print here at this development. Residents phone numbers etc. should be updated when call for service so that we can make contact with them.
I believe. in order to make work easier, we have to have more option in settling each and every case in a manner so that we can handle it smoothly. While working in a full session, Siebel sometimes goes out of the screen saying "Warning session" which is really embarrassing. Also we cannot change any other thing that we feel better in solving complicacies. Moreover, Siebel generates itself something unwanted when smart script in done completely. Therefore, we need a free access in the system in order to do our jobs without tension and/or facing any problem. I believe, it would help us in solving every issue for the interest of the Authority and the tenants as well.
Siebel is repeating the same problems over and over. a new problem is fixed causing the old problems to recur.
none.
I am in the recertification unit and the information needed to complete cases is not available because they are not being scanned in on a timely basis. Siebel is not user friendly and it is too much navigation to access needed information. I would like to receive more information with less screens to view. Still a lot of glitches in the program for it to work totally efficiently. Time will tell.
For this to be a new initiative, esp as being dubbed to Improve the Customer Experience, it's horrible, Siebel is the slowest system I've ever worked with, and when tenant are moved around via transfer or Move-out again it takes forever to roll over to Siebel. Many times you don't even know you have Follow-ups because they're being sent to names of people who are not even at your development and you won't know until you appear on a Borough list that you’re not completing you F/U work. Not the best program, especially if they're considering adding other components of the NYCHA Operation to it. They need to drastically improve the system first.
I have problems with Siebel need more Training.
I was assigned Siebel access for a period to review it as part of my job function. At the time I found Siebel needed improvements but this was at the early stage when Siebel first went on line. I think that some of Siebel capabilities were not in use for whatever reason perhaps monetary. At that time I considered it a good system that needed much work especially employee training.
I would like to get full training on Siebel and I would like Siebel to include active and inactive Section 8 tenants and landlords when I run the query. I have found names in Data Warehouse and in Siebel the active section 8 tenant is not found. Siebel contains some of the names but not all.
The problems with Siebel are very difficult sometimes when you make a selection on some of the drop down and want to change you are unable to do so. Working from the various screen eg. from contact to household etc. we tend to eliminate vital information. We should only work on one screen for the case. Siebel has given an erroneous income calculation for a case and was unable to correct.
As a supervisor at the CCC we have experienced extensive problems with Siebel on a daily basis, eg. freezing, lagging, being kicked out of the system information not correct or not imputed in a timely manner. As a manager I was not trained how to run reports.
Often changes are made in Siebel without letting the users know of these changes, I think it is unfair for Siebel users because we then have to try and figure out the system without any type of instructions or classes given, for instance us users cannot change applicants address in Siebel anymore and there are so many applicants calling our management office to update their information. What is going to happen to these applicants when they are selected for an apartment and the information is sent to the wrong address.
The screens are easy to read. The problem I have when I try to print a page, the entire page does not print out. The page prints out in sections.
I'VE DON'T USE SIEBEL, MAYBE A CLASS WOULD BE BENEFICIAL
In my opinion Siebel is not for an agency this vast. Siebel is not flexible enough to handle constant changes on a daily basis for this housing agency. Siebel is unrelently!
Although I logon into Siebel daily, I don't use Siebel every day. All I do is check files if they're still open and active. Anything else I really don't understand it.
A new City-State Housing Transfer manual is needed. I have a bit of a hard time inputting transfers for Section 8. Thank you.
Documents take too long to be input into the system this creates problems with tenants and Applicants. I like the fact that information we need in order to help Applicants and Tenants is easily available if the information is input in the computer by co-workers . If the information is not there it creates problems.
most of the complaints need not generated as a priority six complaint such as vendor paint/tiles. The call takers should know there is not active contracts for painting or tiles in an occupied apartment. Also the property Managers or the Property Maintenance supervisors have no ability to change a scheduled dates for skilled trade work. If the resident knows that he/she cannot be home during a scheduled time, they should change the appointment time accordingly and the call takers should advise the same when scheduling as well.

I feel that Siebel is getting better and with the proper training that it would be easy to use.
Seibel needs to be more user friendly. Though it is not difficult it is very time consuming to input information into the system.
I would like to know if there are any training for the Transfers in Siebel. As sometimes I cannot find the residents name and it won't accept the social security number. So I have to keep calling FLD for assistance.
I dislike the delay in response when you need problem solving or help you may encounter using Seibel upon contacting the help desk. There is no person designated you can speak to or email to insure a immediate response for problem solving.
I like working w/ Siebel and feel that it is a great software. I believe outside factors (such as scanning documents in a timely matter for Siebel to reflect them) causes employees working w/ the software to become hindered in regards to relaying information to clients about their case(s) effectively and correctly.
to avoid duplicate bld address created by Siebel, the system needs should be able to read in a different ways of spelling. examples: 1st)234 w 153 st, 2ND)234 W 153 ST, 3rd)234 west 153 street, 4TH)234 WEST 153 STREET are the same addresses.
Siebel is a good system, but it is only as good as the programmer. The system times out a lot. To search a development takes a long time to populate. Once inside the system, it is very easy to input the data.
I would like to have more training in Siebel. The system takes too long to get into and sometimes out of. When I finish one thing I close it out and go into it again to work on the next item. I could use specific training in Transfers requested by tenants and on new applicants to Housing.
There are some problems which I think programming related. I don't know how our IT dept. would be able to fix those. Because of some problems we are not able to calculate HAP. Something that IT dept. could make it easier to use. I think IT dept. has to be more knowledgeable about Siebel programming language so that they could fix problem. We should have access to understand how Siebel works.
Answer to Question 12, 13, 14: The suggestions to make the system more efficient are frequently made but no change is seen. This does not refer to requests made to fix an error in a particular case. Siebel accepts incorrect information, for example the system accepts an annual review to be completed even if a minor is incorrectly picked as the head of household, or a case is allowed to have more than one head of household. The system should prompt the user that an incorrect information is being used. The transaction should not go through unless the right information is entered. Some information should be picked by the system for example the effective date of the annual review/ lease renewal/ restoration when the transaction is submitted to avoid fatal errors. The system does not even have the capability of mainframe to do adjustments - the adjustments have to do be calculated manually. Queries based on several different categories should be made available so that every case can be accounted for. For example there should be queries within Restorations based on date of inspection, status of inspection, court cases, article 78 to name a few. While reviewing a case, if required to check another case the system should enable the user to save the page on the first case so that the user can easily return to the same page/ screen after the second case is reviewed. Inspections cannot be requested through Siebel for restorations. No spelling correction is made in NOTES. The above are some of the concerns about Siebel. There should be a suggestion box which can be sent to the IT department directly via email. If inaccuracies and problems in Siebel are not fixed, our work cannot be finished on time, because staff spend a good deal of their time trying to figure out and fix Siebel related problems.
no comments
I really don't use Siebel right now, but I would like to. I answered the survey in the best way that I could. I only used Seibel a couple of times
WHAT MAKES SIEBEL DIFFICULT IS THE DELAY IN SCANNING DOCUMENTS AND A METHOD TO LET USERS KNOW WHEN NEW INFO. HAS BEEN SCANNED SO THE WORK MAY BE COMPLETED!!
the system would be used better if we received more in-depth training.
Seibel is prone to many problems, it does not always create SR's when documents are scanned...it is not easy to understand some of the data in certain areas, supervisors also don't always know how to fix problems and must email IT services to correct..it is cumbersome as I must constantly switch screens to see information in order to service a client...it is programmed to accept or reject documents by a certain due date in Seibel which in itself causes problems...IE case closure when not warranted...Everybody including myself need more training in order to understand and correctly operate Seibel. Lastly, there is no way to manually stop Seibel from making a mistake in that there is no delete button to push when an error is about to be made
I like to learn Siebel.

There are too many icons to click on and too many information in the system. It takes a long time to look for the information that you need in the document tracking in order to complete the job. The document for scanning, it takes forever to complete in order to appear in the system. It takes a longer time to complete a job compare to the main frame system.
n/a
Likes: It's very easy to use! Dislikes: It's too much clicking, going back & forth between pages & tabs. It would be nice if everything were on one page like what they did with "Maximo" and closing out the work orders. It's a headache sometimes when trying to search for a resident, by their last & first names. It would be better to have access to using their socials to find them.
I dislike the, that the information is not always accurate, especially , the status of apartment Inspections, they may show passed or failed in Siebel, and when contact the Inspections unit, you find out the information is not accurate.
The Document Tracking feature in Siebel needs to be improved. Searching through the documents is difficult because the information in the fields is sometimes unreliable or incomplete.
We need a manual. Siebel need less steps.
There times when I can't change address for people on waiting list or print the layout with information I need.
too many steps taken to process a case
I have not received formal Seibel training, I learned on my own. I have to work with follow ups, transfers, verifying all data on canvas letters and so on. I think the Siebel training for the transfers was a joke. How could something so important be given in for 2 hours to a large group of people, and you were made to feel intimidated when you did not understand? I grasp the concept due to in computer savvy. I also found myself training/assisting a lot of people with the transfers that did not understand the methods at all. Yes, there should be additional training and refresher courses. If this program is going to be used more then your end users should be as adept as possible. For sometime we at the development level were able to change/add the addresses, this past year that was taken away from us. This is a problem when it comes to when a resident moves or an applicant needs to change their information. When these errors occur there is no way for us to fix them. we now have to call the internal IT cuts serv and that takes forever and depending on who is working on it, it could take a longtime. I believe if a program is available then allow us more training so that we could troubleshoot and work the program to its full capacity.
I never had any Siebel training therefore I am unable to answer many of the question. We do not have a team leader.
I never had SIEBEL training therefore I am unable to answer many of the questions in this Survey. We do not have a SIEBEL Team Leader. A Procedural Manuel would be very helpful.
I have no problem with Siebel. As a secretary I enter transfers and also at times close out tickets for the Manager. I also let applicants know if they are in the system.
As part of my Siebel responsibility i am responsible for updating information for applicants ie: change of address, contact number or apt number. I am not able to do so because this icon is not available to me. My team leader has tried to help but there is not much she can do if the information i need is not in my program.
My suggestion is who ever uses Siebel should be require to an explanation of what he or she did to the case in the notes so the next person will not be confused trying to figure out what the previous user did. On the weekends - Seibel seems to work very slowly.
My suggestion is who ever uses Siebel should be require to an explanation of what he or she did to the case in the notes so the next person will not be confused trying to figure out what the previous user did. On the weekends - Seibel seems to work very slowly.
THIS SYSTEM IS FAULTY AND NEEDS MUCH IMPROVEMENT, IT TAKES TOO LONG TO DRILL DOWN TO ADD OR FIND INFORMATION
The only complain I have is if they make changes let us know and if we need training again also let us know. Another thing I want to ask when we enter the information into Siebel do we also have access to change their names for example: I had one resident she was using her married name at first but then she change her last name to her maiden name but when I punch her name in Siebel they still show her with her married last name. Please let us know if we can do those kind of changes. Thank you.
I like that Seibel is a tool that helps the Agency keep track of Vital information
I NEED TO KNOW HOW TO UPDATE CONTACT INFORMATION IN SIEBEL. I USE TO COULD DO IT NOW I CANT
I do not have access to Siebel.

The Call Center requests for Siebel responses from the Development is redundant and unnecessary work for Management Staff. For Example, the Call Center will send a Siebel request to the Development Manager requesting an earlier repair appointment, when that's not possible. Managers were instructed by the Executive Dept to respond to these types of requests, "Due to limited resources an earlier appointment is not available." If the Call Center is aware of this, why are they still sending requests for earlier repair appointments anyway? You might get about 40 Siebel earlier appointment requests daily. It's extremely time consuming to respond these Siebel Requests.
There are a lot of duplicated documents, when checked by a supervisor creates the status of "Pending Review" which makes the supervisor return it to the Housing Assistant to change the status. A lot of back and forth of cases for this reason. Why do we need a case document tracking and a service document tracking? Housing Assistants work with case document tracking because we have to review all the documents, the supervisors work from service document tracking, therefore, when we add documents in case document tracking cases are sent back assuming documents were not downloaded. Cases that are reviewed in service document tracking cannot be reviewed in case document tracking.
Siebel is a very meticulous program, that if you don't have the proper training, you WILL have problems. It is not easy to navigate unless of course, if you practice on it daily!
I have not been on Siebel for a year. So I answered the questions about it that I remembered.
need more training
Printing applications are very difficult and address changes are somewhat hard to figure out at times
none
The only problem I'm having is that Maximo and Siebel don't communicate often. You have to call to get things changed over or switch from one to the other.
N-A
Siebel has many glitches such as opening unnecessary service requests, and adding the same family members numerous times. Many of the functions that is suppose to provided is still not functioning such automatic inspections requests. Siebel has many helpful functions but yet has or needs room for improvements.
Overall the system is working well.
Siebel should be more proactive. It should do Recertification Unit's job easier, accurate a more productive. Right now is too Manual prone to let HA's make easy mistakes. They have to expend too much time on not overlooking things in front of them and also the hidden ones that will pop up afterwards. Siebel should warn the users about possible and real mistakes and in some cases just not them to continue until error are fixed. Siebel is way far away from the old system and too labor intense right now. I should be able to just run a query for my pending review cases and receive warning flags from Siebel about possible and real mistakes.
Navigating through Siebel is very time consuming. We should be able to undo mistakes like changing "not required" if it selected in error. It would be NICE to have a Team Leader in our unit.
More Training is needed in the fields that is utilized by NYCHA
The former mainframe provides all the information you need on a single page like Vendor #, Building # , Tenant's name and address, Landlord name, address and telephone #, unfortunately Siebel does not have that facility. We were made to understand we will use less papers when Siebel started, the opposite is the case. Before Rentals takes a week or two to complete now it takes months. Siebel needs a lot of upgrading.
I'd like to see in Siebel something similar to 1st page printout from mainframe- to see at once what I need to know.
SOME DOCUMENTS WILL SAY PENDING SCANNING FOR OVER A MONTH OR LONGER.
I FEEL SIEBEL HAS SOME GOOD QUALITIES. BUT IT ALSO HAS MANY ISSUES THAT NEED TO BE LOOKED AT. WHEN AN ANNUAL REVIEW HAS NOT BEEN PROCESSED AND THE LEASE RENEWAL NEEDS TO BE PROCESSED THE RUNNING OF THE HAP IS VERY COMPLICATED. ALSO IF SOMEONE ENTERS THE NEW CONTRACT RENT AS ACTIVE IN THE LEASE AGREEMENT AND THE NEW LEASE HAS NOT BEEN APPROVED BY A SUPERVISOR WHENEVER A HAP IS RUN THE NEW CONTRACT RENT IS PICKED UP BY THE SYSTEM. ALSO IF AN ANNUAL REVIEW AND LEASE RENEWAL ARE PROCESSED THE SAME MONTH THE LAST SR TO BE APPROVED WILL BE THE WILL BE THE CONTRACT RENT.
Some problems are never resolved because the tasks are worked on, other processing errors are created.
I was a daily user when I was in the Leased Housing Department. I now use Maximo and Siebel data in my new capacity.
The speed of the system is excellent. I would like to see the screens modified to be more user friendly and efficient. There needs to be more training for the end users in regard to their daily work activities.

I personal have worked with IT group to compare data that is in PIMS but not in SIEBEL. There were issues addressed, but nothing was resolved yet. Management needs to make a decision about the changes that we stated, the problem is with the dates, formulas, and the tables. IT needs a person that is great with computers but also understand accounting and HUD rules to go over all these issues. Training is a must, please the staff has to receive the training required to do the job.
Sometimes is difficult to know what is the reason that the tenant is suspended. Also, need to separate the income easily, is difficult to understand what is the current income. Siebel does not want the sub status when the tenant submit the document. We are supposed to be paperless, but know we used more paper than before.
When you key in a City & State transfer rental, Siebel closes out the new landlord HAP, and activates the previous HAP and pays the old landlord. This needs to be resolved.
I'm housing assistant and at this time I do mostly Certifications by completing Service Requests. However, sometimes on the service request choices by mistake I click complete instead of Pause, and once I click complete I can't go back to pause.. to go back to pause I must interrupt a supervisor to do that. It would be very easy for me to have the access to go back to the pause choice without bother another person for that.
I like Siebel
Sometimes Siebel closes a case due to invalid name or social security number. When I submit a request to reopen a case, I would like to receive a respond faster.
The process for using the notes is not good. You should be able to see all the note about a applicant process in one Note area, and not service request.
My biggest problem is access. As a secretary, I have limited access and functionability. I would be better able to assist my supervisor if I had access(unable to see smart script/full ss numbers etc.). Next in line, errors that cause documents to be inaccessible (not generated, missing links, unable to print, etc.)
There should be a different way of putting "notes" into Siebel so that even if you move away from it it's not permanent. We should be able to see all notes to a case just as we can see all the documents in a case.
testing
I was asked to help an attorney with Leased Housing cases (looking up information and preparing folders. The attorney trained only specific items she needed. On my own, I tried to sign up for formal training for Siebel Leased Housing and was told it was not being offered at that time, and that was early this year. The only thing I was able to do was look up certain information and print out documents. I did not have access to enter data or reports. Further, I used the Siebel from March 2012 through June 2012. Currently, I am no longer assisting the attorney with Section 8 but on occasion I have to look up information to help a participant.
Prior to using Siebel, we were using the HATS system in ATAD. The HATS system was much more efficient because we could see everything about a case on one screen. Siebel, we have to jump around to different screens to find out what we need about a case. It takes far too many steps in Siebel to handle a case than with HATS. Also, the numerous emails that we get regarding "maintenance" on Siebel is a sign that Siebel is not working the way it should; why so much "maintenance" on something that should have been in proper working order to begin with? Also, when we are doing Edibility Interviews in Siebel (the Smartscript) - sometimes we get "timed out" and Siebel goes out of service when we are in the middle of an interview. This is not good when we a person sitting at our desk and we have to sign back into Siebel and start over again. The whole purpose of the technology has been lost when it's not doing what it is supposed to. In addition, some of the options that Siebel gives us are not suitable (or do not go far enough) when dealing with the public; when dealing with people, we have many different issues to contend with and Siebel does not allow for the various options we need to pursue when dealing with the public. Siebel may be good for paperwork or follow up work after the interview, but it's not good when dealing with people face to face and it's more complicated to work with than with the HATS system. Siebel needs to be eliminated altogether from ATAD and we need to go back to the HATS system.
I WILL LIKE TO SEE SOME CHANGES MADE . CLOSING OF APPLICATIONS SHOULD BE LEFT TO AREA MANAGERS .
What i dislike about Siebel is the freezing it does mid-ticket. If the system where to freeze less then it does on a normal basis it would be a lot easier to work with.
needs work. maximo users need to be able to communicate better with Seibel
cannot go back to 4 or more tickets. Every morning system goes out and comes in. Like to see changes.
what I like about Siebel that Smart Scrip recorded what is needed when the applicant did not provided the information requested during the interview. What I do not like about Siebel is that several times log me out when I doing the Smart Scrip and all information is lost. I would like that the question be reviewed in Smart Scrip and be in the same page of Atad Manual, For example absent parent for children under 16 years old and Atad Manual states absent parent under 18 years old.

The Siebel program is flawed and has been since its inception. We are being forced to make a broken system work. I find that the time has more than doubled for me to complete a "quality" interview. There are some whose sole purpose is to "Get the case off" their desks and by any means necessary. This is not fair to the applicant or anyone else who comes in contact with that case. If it's a mess when it leaves that desk and goes unchecked it goes all the way or maybe gets caught and sent back from the Project, which is a complete waste of time. Siebel does not allow for both quality and quantity work which is the goal of this department. To-date all efforts to correct malfunctions to any aspect of the program has caused other aspects to malfunction. "IT DOESN'T WORK". The little training we were given was to be applied to a properly functional program which we do not have in Siebel.
Seibel still need more fixing in order to run more efficiently. For instance, the Smart Script still need to be change. Most of the question in Smart Script does not coincide with the ATAD manual, some of the questions contradict the ATAD regulations. It does not generate important forms such as the Contributor's form and other form needed.
I feel that Siebel does not suit the needs of ATAD (or the entire NYCHA for that matter). The system is not "forgiving" nor is it compatible to many of the ATAD rules/regulations. A system should have been developed similar to what we used previously(HATS), but with the ability to do more. For example, being able to make notes on a case, see actual documents submitted, etc. The Interview booklet questions (now called Smart Script) should have remained basically the same, but with the ability to put the data in the system so other departments may have access to it too. Although Siebel has some of these capabilities, they are not easily accessed. This system was implemented to make are jobs easier, but it does quite the opposite. The bottom line is that Siebel is more complex than it needs to be. Since Siebel's implementation, it has been nothing but problematic. There are problems almost on a weekly basis, which can be very disruptive to our workflow and production.
The program is great, I am learning daily on its wonderful use and capacity to assist with program information on our clients.
always happen that when i do interview through smart script and almost come to the last point system disconnect and i have to start all over again.
I was on the test panel that pre dated the start of Siebel. Many of the processes were difficult then and still remain. We did not pass the system and reported that there were many areas that just did not work or resulted in resolutions that did not fit the situation. As manager I sent a team to do the same thing; test the system with IT and see how it works. On the day of startup they were aware that they systems problems were numerous and counterproductive from the stand point of ATAD. The system is not user friendly; complex, needs a degree in computers to master and overall is costing the Authority millions in lost time and money. The public has been denied proper access to public housing and section 8. Just look into the issues with landlords and payments. I am amazed that the Authority has not been sued since it has killed many applications in public housing and has left applicants and tenant information in computer limbo that no one can retrieve. In my 34 years in housing is it the worse system that we have ever had and definitely it is not a system for any public housing that uses non computer tech to manage its information. Two years later and the system is still not operating for ATAD. If not for the genius of one of my HAs we would not have an operating manual to work with. The manual given to us by IBM served no purpose since their instruction on operating Siebel did not work because they were also aware that Siebel was not working on the go live date.
Siebel is difficult to maneuver, difficult to complete certain tasks ex: address change, difficult to find person if more than one has same name. Once script is completed you cannot go back to make changes. Once you come out of notes you cannot go back if error made or need to make changes. Applicants should not be allowed to submit duplicate applications once they have filed unless application is expired. The system is very difficult to cross-reference case. Cases should be flagged if ex. Social security number error instead of closing the case. Interview script needs to correct irrelevant questions and give room to expand on questions where necessary.
Although a few attorneys in the Law Department have managed to become proficient in Siebel on their own, we have not been trained in practical, hands-on use of the system. Many of us received a one-time introductory training session, but nothing more. This is insufficient. Siebel is very complex and not at all intuitive. We need training.
I think that all the notes for a case should be in a specific location, not in various services requests and tabs. When record updates are made on cases, there should be warning flags to indicate that processing is needed. The stages of the cases should be highlighted so that they could be more easily identified. The navigation of tabs is cumbersome.
Siebel has so many issues for me, there is a lot of contradictions between Siebel and ATAD rules. Sometimes out of the blue you find service request with wrong resolutions given by Siebel itself. Siebel needs to be improved and corrected.
It seems to take quite a long period of time to create new reports. There also seems be some confusion among the individuals who create the reports as to where if any the data needed is located in the Siebel tables.

TRAINING: Consisted of 1.5 days. It was a cursory review and not geared specifically to what staff members in the Bronx (interviewing applicants)would be doing. An instruction was later provided by the Asst Director of the ATAD NICE team. I personally provided an instructional manual to the Bronx staff based on this information and have since expanded this manual to cover other subject matter. THERE IS NO OFFICIAL MANUAL TO DATE. My manual is continually updated based on my correspondence with the Asst Director of ATAD NICE team. SIEBEL: It is still a work in progress. It happens to still have issues where out of the blue it will do something completely unpredictable. The interview questions, "Smart Script" has gone through a revision because it was poorly done, including simple errors(like proof reading!) The idea that data can be accessed has merit, however the implementation of this system with barely any input from interviewers was a grave mistake. There are only a handful of people who know its inner most workings and none are located in field locations. Many depts, particularly in developments know even less than we do. Upon reflection; our earliest cases, are probably floating in cyberspace and many have untold errors, because we simply did not know what to do. Another issue is staff members have their own interpretation of how to handle a situation as it relates to Siebel, leaving the next person to deal with what can be a confusing case with no explanation for it. NY SUGGESTIONS FOR SIEBEL: I thought the key reason for Siebel was the idea of access to records via computer. I do not see why our last Interview Booklet could not have been made into an electronic file; providing access to all. I do not see why within this file personal documents, updates and other files could not have been placed. NYCHA is governed by many policies that are complex in nature, because they are mandated by HUD or by the courts. Siebel makes it nearly impossible to be flexible, and we need that when it comes to dealing with people who are many times on the fringes of society and who cannot follow the simplest of instructions. Siebel requires the most minute attention to detail, and it's very tedious. When it does not work as it should it leaves staff members grappling for solutions and productivity suffers as a result. I personally found it to be helpful in some respects but we seem to have hit a wall and simply continue to troubleshoot it without going forward and possibly simplifying the system. I also find fault with NYCHA who seems to follow the old adage of the wrong people for the job, nepotism is rampant.
The interface is not user friendly. It is difficult to navigate from tab to tab in order to retrieve information. Left hand navigation bars are also easier to use than several rows of tabs. There should be a one snapshot page which includes all of the Participant's important information similar to what existed in Mainframe. When reviewing service requests, it would be helpful it displayed in date ascending order by default. Document tracking links should be replaced by icons - the links take up too much real estate. An option for batch printing of documents would be useful. All notes should be consolidated into one tab for each Participant. It is time consuming to track notes under individual service requests.
I think Siebel needs modification and improvements and changes to suit the user's need. What we would like to see most is the family household and address after checking the priority and entering all necessary information for the interview because we want to verify any changes in the past three years. During the interview, it often interrupted on Smartscript by popping up 'Server experiencing difficulties' then it has to restart from the very beginning. It has caused much inconveniences. Regarding the request for the information, it would be much convenient and accurate and easy to understand if the old AI form could be put in AI SR. Occasionally when we get hit by duplicate contact, the case will close automatically. It is possible to pop out a Warning Notice before the case closed because Siebel is hyperlinked and we make mistake we don't know.
1. In certain instances, if you make a mistake, you cannot go back and correct it. 2. It can be difficult and confusing having to constantly be switching from one screen to another, and then back again, in order to complete a task. 3. Many small details that have never been clarified.
Siebel is a great program when it works the way it's supposed to HOWEVER it hardly ever works the way it's supposed to. I don't use it as often as I used to when I worked in the call center but from what I hear not much has changed.

My dislikes: 1. System has to many windows when entering applicant personal data, example (addresses, social security and DOB)when applicant provides this information from their application it should already be in the system when application is scanned. 2. Document tracking has varies window Case document Tracking and SR# Document tracking and then there's the problem when you can find what has been received and scanned into the case which is a big exiting problem. 3. Not all of NYCHA forms are in Document tracking and some need to be updated ex: Applicant statement of income contribution we ATAD use form (070158)Contributor's Affidavit 4. Document Usage Categories needs other category to be added. 5. We are wasting to much paper ex: The printing of the additional information form prints two extra blank paper and if the form is double side it prints two separate papers instead of one. 6. In varies windows you do not have the option to delete when a mistake is done. 7. The CCC dept should be able to change or correct an applicant's Name, address and Telephone number especially when the applicant is on the Preliminary waiting list, instead of creating a Service Request which sit on a report that must be distribute to the application office until they are able to processed the request, too much time wasted between. 8. The system is slow. 9. System still has many glitches that require major improvement. 10. Definitely not user friendly. My Likes: It does calculations, generates forms, it does queries.
Any improvements to Siebel would be greatly enhanced if input were gather from those of us who actually use the system. If this had been done at it's inception, there'd be fewer problems now!
Siebel would be adequate if you were only dealing with a few different scenarios. When dealing with human beings, there are thousands of scenarios- Siebel does not do well with that. Siebel should have been tested, with most of the kinks worked out before it was given to the workers. There should have been an official manual. Non managerial staff should been consulted about what was needed, after all we are the ones who have to contend with Siebel and sometimes under arduous time constraints.
Need more qualified users
I was told that training was not included in the contract and from there the difficulties were supposed to be expected. I only have the ability to read and print and no right to deal with other features, "like document tracking:.
At this time, I have minimal functions to operate Siebel only whatever is required of me to do my work, e.g. checking available information and making a note about arriving mail pertaining to the application. Sometimes the font size gets larger on the screen and it takes a little bit more time to try to scroll and see a full page of screen.
It is difficult to locate necessary information in Siebel. The document tracking tab with the running list of documents is unwieldy and hard to locate documents. Also, often times the necessary documents are not linked to the correct SRs, so you have to sort through the document tracking section. Documents that are sent manually often do not get scanned and uploaded back into Siebel, so there is an incomplete record of what the agency sent out. There is also a lack of information under the SRs. Not all Has utilize the notes section. With an incomplete note section, it become impossible to understand why certain actions were taken. The agency attorneys who use Siebel daily could use training sessions. It would help us use and understand the system better.
I work in the Law Department and use Siebel for defending Article 78 lawsuits(challenges to administrative decisions) resulting from non-payment of Section 8 subsidies (federal subsidy administered by NYCHA) to landlords. I do not like that I have to go searching all over Siebel for the information I need. It should be fairly easy to create one page for the law department that displays or has easy links to commonly accessed information. I have some experience building databases and would be happy to help if this is something IT believes is worth the time and effort.
Field staff needs more access and training. Managers, Assistant Managers and senior Housing Assistants should be licensed to have access.
In reference to question 10, I didn't respond because I don't enter data in Siebel. In reference to questions 13 and 14, I didn't respond because I have never reported a problem.
While improvements have been made to Siebel's performance, I believe the UI can be improved. Making not only the text of a button but the entire button's pixel area, and possibly 2-4 pixels surrounding the button would make certain buttons easier to activate the first time. Secondly, there are inconsistencies regarding the need for capitalization of the first letter in a query. Addresses and development names need capitalization, but names do not. I believe allowing lowercase letters be used in all fields will allow smoother use, especially by newer/less experienced users. I find that they spend more time learning the quirks and pitfalls of Siebel than maneuvering it in an efficient manner.
The system has too many menus to navigate through to get to the information I need. It is easy to find information.
I have a problem with double entering data for Siebel in order to get a Monthly Report using ETP database. What is the purpose of printing out documents attached and making a folder Tenant folder for Housing Assistants to process cases. I thought NYCHA was going Green! To me this is a total waste of paper.

To many windows that cause to much trouble finding information. Probably I need more training than the 2 hours the I received and I end up as before the training session.
This survey is too small to read.
Love that the case and its documents are available on the computer screen. Occasionally some current business rules have problems and need to be fixed by IT. I didn't have training since I am a SME. Most report functionality is generated through the data warehouse, some reports are still run in Siebel. Querying on data bucket fields in Siebel is fantastic.
Sometime when you made a mistake Siebel will not let you correct it.
Some of Siebel's report are often wrong and they make it harder to do the job. For one the Housing Court report, it should be the Applicant and the Co Applicant and the resent address along with the former address. That is a least one of the problems I have with Siebel.
Because there has been the use of work around of problems so that we keep work processing, user training always needs updating. If we rule out user error, then Siebel IT problems could be identified more quickly. Some IT problems are resolved quickly while others take months. Although it is a challenge to use, when working, it is a good tool for ATAD.

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June 25, 2013

H. Tina Kim
Deputy Comptroller
Office of the Comptroller
One Centre Street,
New York, NY 10007-2341

Re: Draft Audit Report on the development and implementation of New York City Housing Authority's ("NYCHA") Improving Customer Experience Initiative, June 2013

Dear Ms. Kim:

The following are our responses to the findings in the draft report.

Finding #1 – **Inadequate Planning**
a. System requirements not properly defined.

Recommendation

NYCHA should ensure that business and system requirements are adequately defined for all future systems development.

Management Response

We partially agree with this finding, since NYCHA as of June 12, 2012 has established a process to thoroughly define all future systems development and eService modules. To accomplish this, we instructed our IT-PMO Department to standardize our operations in accordance with PMBOK (the Project Management Body of Knowledge published by (PMI) The Project Management Institute) standards and guidelines to manage scope, budget, integration, communication and project risks.

Project Nice encompassed extensive NYCHA core processes that required numerous changes during the course of its development. As such, it took five years from the initial requirements creation and approval in 2005 through implementation in 2009. In retrospect, it is clear that our requirements complexity increased exponentially over time because of the involvement of many different business and technical units with disparate goals and objectives. Other aspects of NYCHA were also changing rapidly during this period, including changes to HUD regulations that had to be incorporated into the NICE core processes, business commitments (e.g. changes required by Board after implementation took place), staff reductions in LHD and HUD funding cuts which required more automation with less staff.

It should be noted, that despite the numerous design changes that were made during the course of the Nice project, the end result enhanced the deliverables relative to the original contract, while remaining well below the projected cost of the second lowest bidder, Bearing Point.

b. Systems enhancement and future upgrades need monitoring

Recommendation

NYCHA should monitor and ensure all future system developments and eService modules are properly completed on schedule.

Management Response

We agree with this finding.

To ensure that all future system developments and eService modules are properly completed on schedule, as of June 2012, we have formalized our IT-PMO Department to standardize our operations in accordance with PMBOK (the Project Management Body of Knowledge published by (PMI) The Project Management Institute) standards and guidelines to manage scope, budget, integration, communication and project risks.

Finding #2 – **Task Log Issues**

Recommendation

NYCHA should monitor and ensure all issues reported on the Task Log are addressed and resolved.

Management Response
We agree with this finding.

All computer systems have ongoing maintenance and support issues. To ensure timely resolution of issues reported we now employ Task Tracker to log and monitor all enhancements and system fix requests initiated by NYCHA end users. The IT Department VPs schedule regular meetings with business and IT staff to review all open tasks/status issues. In addition, alerts are generated in Task Tracker for all overdue tasks to ensure timely attention.

Finding #3 – **User satisfaction**

Recommendation

a. NYCHA should conduct periodic surveys to ensure that users concerns are promptly addressed.
b. NYCHA should establish and promote feedback facility to track and monitor user satisfaction.

Management Response
We agree with these findings.

To date, the IT Department has instituted regular meetings with established business user groups to address user concerns, business enhancement/fix requests, project management issues, etc. related to business projects. In addition, leveraging off the survey issued by the NYC Comptroller's Office as part of their audit, NYCHA will conduct our own quarterly surveys to ensure end user satisfaction and establish a customer friendly feedback facility. The survey and results will also be posted on the NYCHA Portico by the end of the fourth quarter of this year.

Finding #4 – **User Accounts not Adequately Monitored**

Recommendation

a. NYCHA should ensure user access is given only to essential users.
b. NYCHA should periodically review the status of inactive user accounts.
c. NYCHA should establish the proper controls to ensure that once employees are no longer employed with NYCHA, their access to Siebel is immediately removed.

Management Response

We partially agree with these findings. Prior to May 2012, we became aware of some routing logic problems in our eForm process. The reasons that 14 users logged on after their cease dates and 9 users had IDs created after they were no longer active are varied. Our review found staff members who were temporary employees that completed their work and left NYCHA, only to return at a later date for a similar engagement requiring the same levels of access as before. Also, some employees who were placed on LOA returned to work later; other end users who did not use their LAN IDs for more than 90 days were suspended; we found users who resigned and returned to work requiring similar access; and users who were not terminated because they were still collecting paychecks until their leave time was exhausted even though they had retired. We nevertheless encountered 5 individuals (exceptions) where we could not determine why they obtained access after their separation dates. The governing logic in our workflow processes has now been modified to ensure all requests for access, including suspension and removal of access are now handled in a timely manner.

NYCHA has a well established, detailed Access Control Policy (http://nychanet/security/pdf/SP003000.pdf) with form driven procedures in place to control access to all of our computer systems, services, and facilities. Our original Access Control Policy was issued in June 2, 2005, revised September 16, 2009 and most recently updated and posted on June 14, 2013. Reports are generated quarterly by the ITI Department to identify user accounts that have not been accessed for more than 90 days so they can be disabled. To manage users account transfer, suspension or terminations, NYCHA relies on the automated functionality in the Movaris workflow software to identify such employees to remove their access. Specific codes imbedded in the NYCAPS, KRONOS and Payroll databases automatically generate a Movaris eForm 130.047 (*Terminate/Suspend Access to IT Systems*) that is routed to the ITI Department to facilitate the timely transfer, suspension, or removal of employee computer access. We have attached a copy of our Access Control Policy for your information.

Sincerely yours,

Emily Youssouf
Vice Chair Housing Authority