

How officers run the resident issues list, and change it

Prepared for Example Shire Council · 13 October 2026

OPERATED BY
Coordinator, Customer Service

VERSION
v1.0 · 13 Oct 2026

READ THIS FIRST IF
You are new to the system

PREPARED BY
The NTWRK delivery team

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01 What you own

■	Decision logic	issue-ranking v1.4: six rules for type, ward and repeat reports, versioned, in the Council's repository
■	Data record	One table of resident issues, with each source and definition written down in Appendix A
■	Workflow	A Friday list into the operations meeting agenda, plus a held list for officers
■	Documentation	This runbook, the rule change guide and officer training notes

Everything above is the Council's: you can open it, change it and appoint someone else to run it.

02 Who runs it

TASK	WHO	WHEN
Review the Friday list	Coordinator, Customer Service	Weekly, Friday 10:00
Approve a rule change	Manager, Community Services	As needed
Check the source records loaded	Customer service officer	Daily, 09:00
Annual rule review	Manager, Community Services	Each July, with the budget cycle

03 The weekly routine

WHEN	DO THIS	WHO
09:00	Check the overnight load passed	Customer service officer
09:15	Clear the held list	Coordinator, Customer Service
Friday 10:00	Read the Friday list before it goes to the agenda	Coordinator, Customer Service

If the load failed, the held list is empty and the Friday list keeps the last good version. Nothing is lost.

04 Change a rule

- 1 Open the rule file in the repository and copy the rule you want to change.
- 2 Edit the copy. Write one line saying why.
- 3 Run the test set. It replays the last eight weeks of issues.
- 4 Send the test report to the Manager, Community Services for approval.
- 5 Publish. The previous version is kept, and a decision record is written.

Reverting takes one step: publish the previous version. The decision record notes who reverted and why.

05 What it still depends on

The Council's cloud environment: running costs continue

A model provider, named in the scope

Exports from the customer request system

The survey tool export, weekly

06 When something looks wrong

WHAT YOU NOTICE	WHAT IT MEANS	WHAT TO DO
The survey export did not load	The Friday list shows the survey count as zero	Customer service officer reloads the export; the list rebuilds
Ward boundaries change	Issues map to the old ward	Update the ward table; run the test set
A rule ranks one issue type too high	Officers see the same type at the top three weeks running	The Manager, Community Services reverts to the previous version, then changes the rule

Each fix above is written as a decision record, so the next person can trace it.

A **Appendix A: definitions**

TERM	DEFINITION
issue	A matter a resident raises that asks the Council to act, from any channel
repeat report	A second or later report of the same issue at the same place within 60 days
held	An issue the logic will not rank without an officer
ward	One of the four wards of Example Shire

B **Version history**

VERSION	DATE	CHANGE	APPROVED BY
v1.0	13 Oct 2026	Handover version	Coordinator, Customer Service