



North Carolina
Department of Administration
Division of Purchase & Contract

Machelle Sanders
Secretary

Odessa McGlown
State Purchasing Officer

July 20, 2018

MEMORANDUM

TO: All Purchasing Officers
State Agencies, Institutions, Community Colleges and Universities

FROM: Odessa McGlown *Odessa McGlown*

SUBJECT: Customer Service Teams

Today, I am excited to share with you a customer service change that will improve your overall experience with P&C. As our primary customer, we want you to have a more consistent and reliable interaction with P&C every time. Today's announcement is about positioning ourselves to respond efficiently, provide consistent responses, and foster collaborative relationships.

Generally, we know that the world of customer service has changed – expectations of government are no different. Customers are savvy, well connected to information sources, have higher expectations about service, and prefer technology to access and transact business. P&C needs to respond to these requirements.

Our Service Teams structure is designed to meet your customer service requirements. For agencies, this means that:

- all requests (goods and services) are assigned by agency ensuring that you will have the same point of contact for all your procurement needs;
- the Service Team members assigned to your agency will have the opportunity to get to know your professional strengths and provide targeted assistance based on your needs;
- the Service Team members will have the opportunity to learn your agency's business enabling them to provide informed, relevant guidance and assistance; and
- the Service Team Managers are empowered to make decisions that ensure your project progresses expeditiously.

Service Team assignments are as shown below:

Team #1: Bahaa Jizi (Manager), Nicole Mathis

▪ Community Colleges (G-Z)	▪ Department of Labor	▪ General Assembly
▪ Department of Environmental Quality	▪ Department of Natural and Cultural Resources	▪ Secretary of State
▪ Department of Public Instruction	▪ Office of Administrative Hearings	▪ Department of the State Treasurer
▪ Department of Information Technology	▪ Office of the State Controller	▪ The North Carolina Center for the Advancement of Teaching

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Team #2: Grant Braley (Manager), Jim Blue, Ryan Longmire

▪ University of North Carolina System	▪ Department of Public Safety	▪ Department of Revenue
▪ Department of Commerce	▪ NC State Crime Lab	▪ Department of Justice
▪ Department of Insurance	▪ NC Justice Academy (East and West)	

Team #3: Margaret Serapin (Manager), Steve Hussey, Avery Johnson

▪ Community Colleges (A-F)	▪ Department of Administration	▪ Office of State Human Resources
▪ Department of Health and Human Services	▪ Broughton Hospital	▪ J. Iverson Riddle Development Center
▪ State Lab of Public Health	▪ Caswell Center	▪ Longleaf Neuro-Medical Treatment Center
▪ Cherry Hospital	▪ Central Regional Hospital	▪ Murdoch Center
▪ O' Berry Center		

Team #4: David O'Neal (Manager), Sandy Anderson, Rich Reber

▪ Department of Transportation	▪ Department of Agriculture	▪ Wildlife Resource Commission
▪ NC State Ports Authority		

Service Team assignments are based on the past three-year average of total requisitions, services, and waivers. We will continue to monitor workload and adjust as necessary to achieve balance. Rebalancing efforts will not impact our commitment to providing the level of service that you expect.

P&C's collaboration with you will result in joint teams that have experience that spans the procurement spectrum. There is tremendous energy and creativity at Purchase and Contract. With our new structure and our incredible talent, I am certain that our best days lie ahead.

Your P&C team will reach out to you to say hello and introduce themselves within the next few days. If you need anything before then, I encourage you to contact them at your convenience. Contact information is linked below.

<https://ncadmin.nc.gov/about-doa/divisions/purchase-contract/service-teams>