Improving Communication with Cityworks

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City of Greenwood
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1. What is Cityworks?
2. Communication with City Employees
3. Communication with GIS
4. Communication with Public & Others
5. Questions
• Cityworks empowers GIS to manage both physical infrastructure and land-focused asset management.
• Organizations allocate considerable resources toward developing and maintaining their GIS. Cityworks capitalizes on this valuable resource.
• Cityworks and Esri ArcGIS combine to make the perfect platform for designing and creating GIS-centric public asset management solutions.
Esri ArcGIS provides the tools necessary to maintain the asset inventory and for using geography as a management tool.

Cityworks provides tools for managing and tracking the work that regulates local government assets.
What is Cityworks?

Cityworks can be used for an array of purposes within any organization.

**Management**
- ROI, Meeting Mandates, Reporting
- Cost Analysis & Negotiation
- System Integrations

**Administrative End-User**
- Work Management
- Ease of Use, Customization

**Citizens**
- Improved Customer Service

**Directors**
- Asset Management, Reporting, Data Mining, KPIs
- Streamlined Permitting Processes
- IT Department-Implementation, Web Services
- GIS Capabilities, Customizable

**Field Supervisors and Field Users**
- Improved Accuracy, Better Planning and Resolution
- Mobile
- GIS Benefits

http://www.cityworks.com/scalability/

Sept 7, 2017
South Bend, IN
INAFSM Conference
What is Cityworks?

AMS (Asset Management Solution)

Allows you to leverage GIS and manage capital assets, infrastructure, and automates work processes

The 3 templates that comprise AMS are:

• Service Request
  • Initial inquiry to a problem/concern
• Work Order
  • Work that needs to be done on as asset
• Inspection
  • When you want information for an asset but it doesn’t require a WO

PLL (Permits, Licensing, and Land)

Designed for public agencies that manage:

• permits, projects, inspections, and other activities
• permitting, planning, and engineering review

Tracks the workflow process:

• from application or request through departmental plan reviews, fee collection, inspections, regulatory meetings, hearings, and more

http://www.cityworks.com/products/software/server-pll/
What is Cityworks?

Browser-based solution comprised of two major components

AMS (Asset Management Solution)

GIS-centric server- and browser-based design enables enterprise web access for higher levels of operational efficiency

AMS is fully integrated with PLL, allowing GIS asset data, service requests, work orders, and inspections to be viewed in the same environment as GIS parcel data, permit, license, and other land data.

PLL (Permits, Licensing, and Land)
“GIS is the perfect platform for local governments to design and create an integrated GIS-centric public asset management system using spatial relationships as a way to manage, coordinate, and analyze all public assets and work activities.”

“Combining infrastructure asset management with land-focused asset management enables an organization to establish an enterprise asset management (EAM) model.”

“Core to any asset management plan is managing and tracking historical, scheduled, and reactive work activities.”

“Local governments recognize GIS reveals many details about the asset, nearby similar assets, and disparate assets, affecting short-term and long-term monitoring and management plans, and hence decision making.”
“The ArcGIS geodatabase is a database system with all the typical data assessment tools to categorize, classify, diagram, index, order, schematize, sort, and tabulate.”

“In addition, ArcGIS is able to render data as maps; analyze interconnectivity, proximity, and other complex spatial relationships; and model the physical world.”

“Linking Cityworks permits, licenses, code enforcement, and other land cases to a geospatial reference, like parcels, buildings, or facilities, empowers the GIS in managing these additional work processes.”
The goal of communication is to convey a message and prompt the recipient to act:

- The need for interpretation and guesswork should be kept to a minimum.
- Effective communication ensures all tasks are assigned, deadlines are agreed to and kept and conflicts are brought to light and dealt with accordingly.
- Internal communication should inform, reassure and direct members of the organization.
- External communication should create a positive relationship between the organization and its customers.
Didn’t you get my phone call about the inlet issue?

I told you about the pothole that needs fixed didn’t I?

Did you see the post-it note I left on your desk with the address of the map I needed?

Do you still have the email that told you what manhole to repair?

KEEP TALKING
I’M NOT LISTENING
Communication with Cityworks

Multiple ways to communicate in Cityworks

AMS & PLL templates display initial case information and case updates to be viewed by all

GIS Map where you can find work history by location as well as geographic asset information

Public Portal citizens, contractors, etc can apply for and track the progress of a permit
Cityworks Inbox

- Main source of communication
- User specific
- check email & Inbox to start day
- Tabs can contain multiple panels and display a variety of information
  - Individualized Reports
  - Queries of SR, WO, IN, PLL Cases
  - Map of SR, WO, IN, PLL Cases
  - Announcements
  - Images
  - Weather
  - Websites
Communication with City Employees

Inboxes are able to be user/group specific because of the ‘Submit To:’ option in Cityworks

Work responsibility defined at the creation of a SR, WO, IN
- Worked with crews and supervisors to ensure right person(s) for the job
- Even though jobs can only be assigned to 1 person, multiple people can view the SR, WO, IN because the same tab can be put on multiple people’s Inbox
Communication with City Employees

Cityworks Inbox

- You can customize each tab’s search results fields based on department or type of template
  - Can search all fields in a tab
  - Create a map of the same search results
  - Not a one size fits all solution
Communication with City Employees

Cityworks Templates

Regardless of the type of SR, WO, IN, PLL template you see, you have some basic information that is the same for all:

- Address/Location
- Actual Start/Finish
- Who the work is Submitted To
- Comments
- Attachments

All of this information is crucial in keeping the lines of communication open in an organization.

Where is the work happening?
When did the job begin?
Who is doing the work?
What has been happening on site?
Pictures are worth a thousand words.
Communication with City Employees

Comments in a Template

Comments enhance communication even more

- All comments are time stamped and populated with the name of the commenter automatically upon creation
- Include a User in a comment and they will receive an email with a link to the SR, WO, IN, PLL
- You can create a link to an existing SR, WO, IN, PLL
PLL Case Templates have additional methods of Communication Workflows that communicate tons of information

- Most notably workflow can’t move on until certain milestones are met

People and Contractor Roles

- Easy to classify individuals involved in case

Fees are calculated based on entered data
Communication with City Employees

Saved Search

- Basically database searches
- Ability to search for almost anything in a SR, WO, IN, PLL
- You can save searches to utilize multiple ways
  - Inbox
  - eURL– mapping
  - Just keep a saved search
- Searches can be saved for a User, Group or the entire Domain
Communication
with GIS Maps

Cityworks User Map  Stormwater BMP WO AGOL Map
Cityworks User Map

GIS data from GIS Server
• Over 70 distinct layers of Greenwood specific data
• Since data is housed on server it updates automatically to user map

Maps are customizable
• They are set up individually or by group
• This allows for people to get data initially on map that they want
• Stomwater has all GIS layers but only has certain layers on initially
Communication with GIS Maps

You can search Work History for all templates on Cityworks User Map
- You can choose address or place a point on the map
- Change the map units to broaden or reduce range
- You can search any/all of SR, WO, IN, PLL saved searches
Enterprise URL

- Gives the capability to generate eURLs that can be used to share saved searches
- Here is an example map
- Nice way to share data to non-tech people
Communication with Public & Others

Others would be defined by
- People Roles (first column to right)
- Contractor Roles (second column to right)
- Outside Review firms
- White River Township Fire Department
- Johnson County Health Department
- Johnson County Planning & Zoning

Some of these individuals will be ‘clicking buttons’...
- WRTFD
- Outside Review

...others would just be contact people...
- People Roles
- Contractor Roles

...while others need to be listed as their work affects templates
- Johnson County Health Dept
- Johnson County Planning & Zoning

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<thead>
<tr>
<th>Description</th>
<th>Description</th>
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<tr>
<td>Applicant</td>
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<td>Property Developer</td>
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<td>Fireworks Vendors</td>
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Public Access Portal

- Allows citizens and contractors to apply for and track the progress of permits
- PLL templates are the backbone of this portal
- City of Greenwood plans on having our portal up and running Jan 1, 2018
Citizen/Builder Will Fill Out following
- Location of permit
- people & contractor roles
- Data Group data which determines Fees
- Have the ability to add attachments
Applicant will have the capability to view all case data through the portal.
Increased transparency will improve communication with all parties.
QUESTIONS??

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