

Project Number: CE148
Project Title: Cityworks Service Request and Work Order Management System
Department Name: Information Technology

Asset Type: Computer Equipment
CIP Status: New
Project Category: Capital Upgrade

Budget Year: 2020
Category Code: B
Sector: Various

Project Purpose:

To enhance/upgrade the Cityworks service request and work order management software to include additional business components.

Project Narrative:

Cityworks is the City's primary GIS asset management service request/work order system. This project is to fund consulting services and the implementation of this software upgrade. This project will coordinate efforts with Public Works, Transportation, Engineering, and Development, DPU-Electric and DPU-Water/Wastewater. Projects planned for the immediate future include the sidewalk replacement programs, sign inventory management, electric utility, and water utility assets, including Springbrook. These work order system upgrades in conjunction with the capabilities of the new ERP system (CE125) will provide a cost effective software tool will be developed to maximize asset performance while lowering the costs of maintenance and replacement of assets. It will also detects failure conditions in advance; eliminates manual actions, handoffs and paperwork; and reduces the time between problem identification and resolution.

External Funding Sources Available:

None

Projected Timetable:

Impact on Operating Budget:

Annual maintenance.

Funding Source Summary

Funding Source	2020	2021	2022	2023	2024	Total Source
Water Utility	238,000	0	0	0	0	238,000
Electric Utility	185,000	0	0	0	0	185,000
Unfunded Capital	137,000	0	0	0	0	137,000
Totals	560,000	0	0	0	0	560,000

Project Cost Summary

Expense Category	2019 Budget	2020	2021	2022	2023	2024	Total CIP
Technology - Hardware/Software	545,000	560,000	0	0	0	0	560,000
Totals	545,000	560,000	0	0	0	0	560,000

