

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: 2022
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. This project will coordinate efforts with Public Works, TED (Transportation, Engineering, and Development), DPU-Electric and DPU-Water/Wastewater. Projects planned for the immediate future include the expansion and reconfiguration of Cityworks across existing implementations to support consistent and streamlined work management business processes and configuration of Cityworks, GIS and reporting tools to support enterprise depreciation and asset management business processes and procedures. These work order system upgrades in conjunction with the capabilities of the 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

External Funding Sources Available:

None

Projected Timetable:

Impact on Operating Budget:

Annual maintenance.

Funding Source Summary

Funding Source	2022	2023	2024	2025	2026	Total Source
Water Utility	90,000	0	0	0	0	90,000
Home Rule Sales Tax	148,600	0	0	0	0	148,600
Electric Utility	508,000	0	0	0	0	508,000
Totals	746,600	0	0	0	0	746,600

Project Cost Summary

Expense Category	2021 Budget	2022	2023	2024	2025	2026	Total CIP
Technology - Hardware/Software	957,000	746,600	0	0	0	0	746,600
Totals	957,000	746,600	0	0	0	0	746,600

