Web Solutions

Service Request Tracking System



- Log Customer Requests in the field using Mobile devices
- Assign/Review Tasks
- · Work Order Management
- Bylaw Enforcement
- · Letters of Compliance
- Monitor Tender Process
- Mobile Device (Android, Apple and BlackBerry)

- Integration with parcel tax
 assessment database
- Log individual and repeat requests
- Assign requests to managers and review performance
- Work Orders: locates, projects, costing
- Bylaw enforcement: inspections, scheduling, orders
- Generate daily, weekly, monthly and annual reports
- Summarize requests by customer, work crew, inspector

WorkOrder Record	1. WorkOrder					
🖬 🗈 🗙 🗃 😚	File No.	WC-10-000004	Lost Edit	24-Jun-2010 14:08:26	Edited By	SRM (3)
	2. Dates and File Status Creation Date			Creation Time		
View Service Requests		24-Jun-2010			13:58:16	
Extert All	Close Date			Status	Open 👻	
D Number +	Action	None 💌		Stage		•
	Manager	Joe Walker		Dept	Pablic Works -	
38	Foreman/Crew	John Dover				
Comments	3. Location					
	Civic Address	No	Street Name			Qual
		82	Matson Dr			
Correspondences	Intersection 1				Easting	596355.358076082
🕿 📋	Intersection 2				Northing	4866095.94005179
	Municipality					
Images/Documents	Roll Number					
	Pole Type	None 🔻		Pole Number		
Work Locates	Street ID	0				
<u>i</u>	Description			*		
Work Projects						
				×		
	4. Nature of Work Description					
	Description	Manhole cover missing in fro	ont of 86 Matson Dr.	*		
				Ŧ		
	Special Instructions	Manhole cover is round.		*		
	1					
WorkProject Record Search						
Criteria: IdNo='W000000004'						
Edit WPNo FileNo @ WP0000007 WP-10-000005	Stage Status Starts O Open 24-Jun		indDate EndTime 4-Jun-2010 15:10:00	Name Dept WorkDesi Scott Macphee Info Manhole is	e missing a manhole cover.	Remarks TotCost InvCost
WP-10-000005	o open 24-Jul	2010 13.00.00 2	15:10:00	Scott macprice Into Manhole Is	missing a namine cover.	



- Tracking of request status
- Comment and correspondence records
- Thematic query for spatial analysis of request status and characteristics
- Audit and activity reporting
- Browser-based (Microsoft Internet Explorer, Google Chrome, Mozilla FireFox, Apple Safari)
- Customizable templates
- Developed for Esri ArcGIS Enterprise, Autodesk Infrastructure Map Server and MapGuide Open Source





Service Request Tracking System

Introduction

The Hunter GIS Service Request Tracking System (SRTS) is designed to maintain and monitor customer service requests.

Assign tasks

- Bylaw enforcement (inspections)
- Review performance

- Issue letters of compliance
- Work order management
- Monitor tender process
- Monthly Service Request Report Jun 2010 Annual/Monthly Reporting Cycling Times by Time Period Record Type Service Request Closed Red -Mean Report Period (Date of Creation) inception 31-May-2010 90 62.50 onthly Report 1 0.33 01-Jun-2010 30-Jun-2010 Start 24 - Jun - 2010 -30-Jun-2010 90 25.20 inception End 24 - Jun - 2010 -Details Edit FileNo Status Stage CNNo Repe Req RepeatCon OwnerCNNo ReqType ReqDesc her Urgent Manager Dept List Details 🔻 Basement flooding - water service break inside house Address:15 lpswich Cres XY:596490.920654508,4866404.51980098; LocDesc: Basement flooding SR-10- 0 050 File CN00000002 Y Yes 000008 Open closed Y Yes CN0000002 MT Y Yes Scott PW Public MacPhee Works Maintenance Pole:N SR-10- 0 010 000009 Open Logged N No N No MT Maintenance Street flooded YYes Scott Info Municip: 0 Address:15 lpswich Cres XY:596032.946607445,4864635.63867954 Pole:N Macphee Information Systems with water possible watermain break Y Yes Joe Walker RollNo: 020803000239600 Address:82 Matson Dr XY:596254.255490136,4866189.00038658 Pole:N Manhole cover missing in front of 86 Matson Dr SR-10- O 010 000010 Open Logged CN0000003 N No N No CN0000003 MT PW Public Works Maintenance

The SRTS consists of a suite of database tables and templates that may be customized to suit the particular requirements of a municipality. The SRTS provides the following:

- integration of the application with the Tax Assessment Parcel database, thereby ensuring consistency between datasets;
- the use of a Data Dictionary to define fields and values;
- on-screen locating of the requests and work assignments on a Tax Assessment Parcels layer;
- · record searches by relational querying;
- linkage of related service requests to a single task (e.g. work order);
- assign request to managers and review performance (e.g. cycle time);
- recording of comments, correspondences, images and appeals;
- · log labour, equipment and material costs related to work projects via lookup tables;
- thematic mapping to categorize applications (e.g. by type of request);
- generation of daily, weekly, monthly and annual reports;
- reporting on requests by manager, inspector, work crew and customer;
- · audit and activity reporting by request and user;
- entry of service requests and inspections in the field through mobile devices equipped with a web browser (camera and GPS support).

The SRTS utilizes NET / PHP, JavaScript, VBScript and the Esri ArcGIS JavaScript API or the MapGuide Viewer / Web API. As a result, the system is fully accessible and customizable. By following the User's Guide and the comments embedded in the code, a qualified developer can modify the code to meet specific user requirements.

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