# PALS/BCPWD

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# Agenda

## Introduction

BCPWD seeks to have a standardized operational process and technical system that can be utilized within CityWorks and allow them to systematically evaluate flood complaints and in turn, determine the most accurate approach to alleviate the issue.

# Team Roles

**Project Lead**: Ola Salami
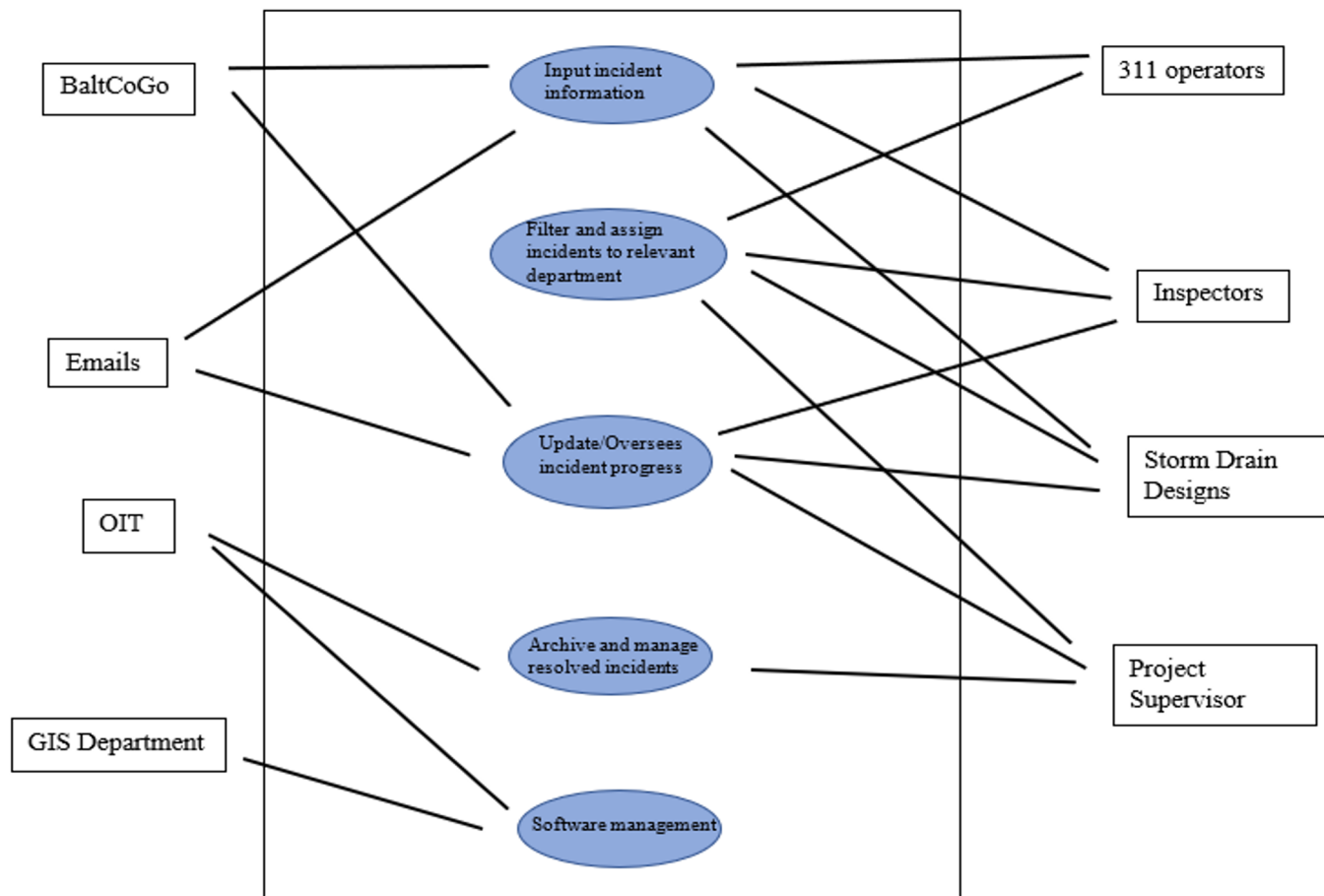**Primary Liaison**: Nikhil Wora
**Lead Researcher**: Siraj Ayornu
**Quality Control**: Raymond Argueta
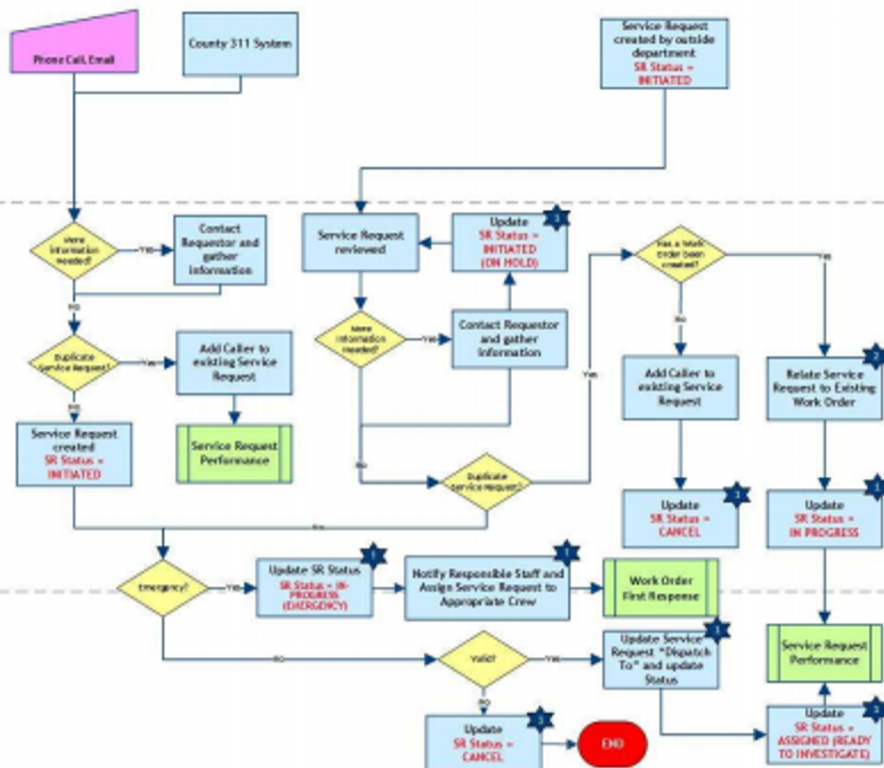**Editor**: Andrew Johnson

Isolated Use Case Diagram of CityWorks Management System

Created By: Woolpert, Inc.
Date: 01/30/2018

Revision History: Citizen/Outside Department updated. Added flow boxes from WO First Responder. Updated Assigned status. Updated Terminus. Notes Updated.

Global Workflows

Service Request - Initiation

# Deliverables

- **Requirements Interview and Document**

- **Workflow and Business Process Analysis**

- **Organizational Needs Report**

- **Recommendations Report**

- **Final Report**

# Methodology

- Background Research
  - Introduction to CityWorks software and BCPWD
- Interviews
  - Identify user issues
- Artifact Analysis
  - Evaluation of workflows and interviews
- Recommendations
  - Address major needs identified

# Recommendations

**Problem**: Engineering and Construction staff members require more training and experience with the CityWorks management system when processing service requests.

**Recommendation:**

Schedule a demo and walkthrough of the CityWorks management system led by the Office of Information and Technology to help familiarize storm drain design staff with the practical use of the Cityworks system as it applies to their businesses process.

**Implementation:**

- Establish clear objectives of what should be gained from viewing the demo and walkthrough.
- Create Key Performance Indicators (KPI) to track staff learning and understanding of the CityWorks system.

**Result:**

- Increased storm drain design staff usage of CityWorks system.
- Save time and efficiency when updating work order status after fieldwork and inspections.

**Problem**: Insufficient information from referrals makes prioritizing and completing work orders sent by other bureaus difficult.

**Recommendation:**

All incoming referrals should be required to have the contact information of the initial incident reporter.

**Implementation:**

- Revise standard operating procedure to include that the contact information of the initial incident reporter must be available before referring an incident to another bureau.
- Inform all bureaus that all referrals are required to have contact information of the initial incident reporter.

**Result:**

- Faster process to gain clarification on incident context.
- Eliminates the need to navigate through multiple parties to gather additional incident information.

**Problem**: Service requests and the work order queue for the Storm Drain Design Division in CityWorks aren't filtered to only show service requests and work orders that belong to them.

**Recommendation:**

Implement a filtration system in CityWorks to show Storm drain design team work orders and service requests that pertain only to them.

**Implementation:**

- Create filtration criteria to filter work orders and service requests by bureau and division.
- Test filtration criteria in training mode on CityWorks.
- Implement filtration criteria into production mode on CityWorks.

**Result:**

- Easier navigation of work order queue for Storm Drain Design Team.
- Improved transparency, communication, and efficiency with screens aligned correctly.

**Problem**: A formalized method of assigning ownership of flooding incidents to a bureau does not exist.

**Recommendation:**

Analyze previous data on flooding incidents attended by each respective bureau to identify patterns and trends unique to each bureau's data. Utilize data on patterns and trends found to develop criteria to inform future flood incidents ownership designation.

**Implementation:**
- Gather audit logs from CityWorks and or individual bureau incident tracking systems.
- Identify patterns or trends related to incidents previously resolved by each bureau.
- Utilize patterns or trends to create incident criteria for the department.
- Apply criteria to CityWorks incident designation procedures.

**Result:**
- Improved bureau work order and service request assignment accuracy.
- Department wide documentation available to help train and assist administrative staff with designating ownership of flooding incidents.

**Problem**: There is currently no standardized formatting across input sources for referrals.

**Recommendation**:

Develop formatting guidelines for referrals to increase efficiency with processing information from different mediums. With the adoption of CityWorks in mind, all referrals, regardless of medium, should follow a formatting guideline that aligns closely with the input fields for CityWorks.

**Implementation**:
- Examine current CityWorks implementation in order to develop referral guidelines that align closely with CityWorks input fields.
- Send formatting guidelines to departments which send referrals through input mediums other than CityWorks.
- Encourage the use of comments to gather increased information regarding referrals.

**Result**:
- Easier to track and automate status and progress of referral requests.
- Department wide consistency in referral creation process.

# Challenges & Opportunities

**Response Time**

**Identifying and Focusing Scope**

**Navigating Organizational Silos**

**Artifact Relevancy**

# Future Plans

- Conduct Interviews with Bureau of Highways

- Analyze sample flood incident data

- Get in contact with 311 to understand incident forwarding process to BCPWD

- Research and evaluate incident prioritization criteria

- Work with Office of Information Technology (OIT) to develop referral workflow process

# Questions & Feedback?