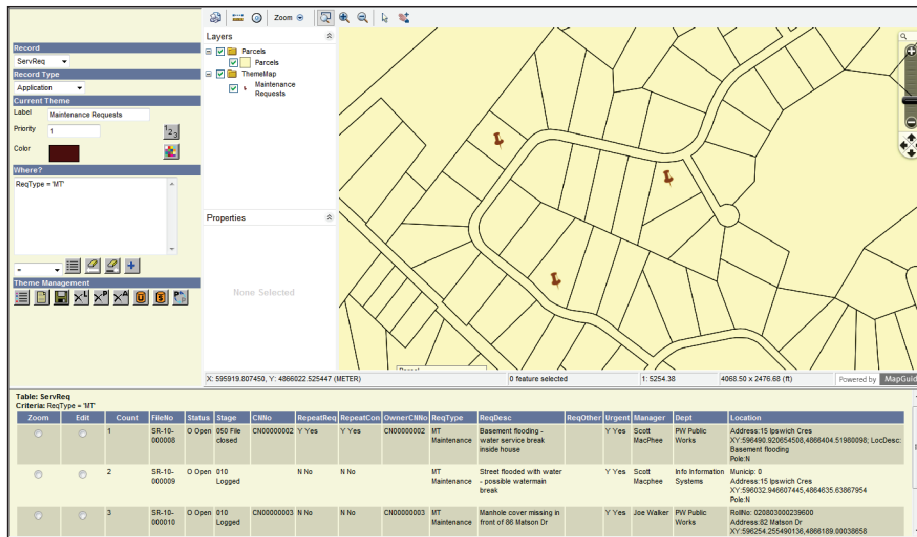
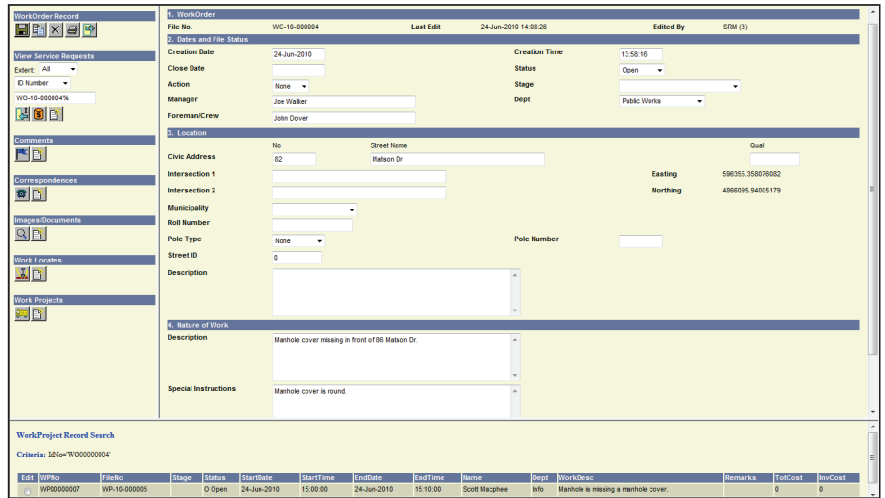


- Log Customer Requests in the field using Mobile devices
- Assign/Review Tasks
- Work Order Management
- Bylaw Enforcement
- Letters of Compliance
- Monitor Tender Process
- Mobile Device (Android, Apple and BlackBerry)

- 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



- 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
- Issue letters of compliance
- Bylaw enforcement (inspections)
- Work order management
- Review performance
- Monitor tender process

Annual/Monthly Reporting													
Monthly Service Request Report - Jun 2010													
Cycling Times by Time Period													
Record Type													
Service Request		Closed Records				Open Records							
Report Period (Date of Creation)		Dates		Total	No.	Cycle Time (Days)			No.	Cycle Time (Days)			
Monthly Report		Start	End	Records	Records	Min	Max	Mean	Records	Min	Max	Mean	
Start 24 Jun 2010		inception	31-May-2010	3	0				2	35		90 62.50	
End 24 Jun 2010		01-Jun-2010	30-Jun-2010	3	0				3	0		1 0.33	
		inception	30-Jun-2010	6	0				5	0		90 25.20	

Edit	FileNo	Status	Stage	CNNo	RepeatReq	RepeatCon	OwnerCNNo	ReqType	ReqDesc	ReqOther	Urgent	Manager	Dept	Location
<input type="radio"/>	SR-10-000008	O Open	050 File closed	CN00000002	Y Yes	Y Yes	CN00000002	MT Maintenance	Basement flooding - water service break inside house		Y Yes	Scott MacPhee	PW Public Works	Address:15 Ipswich Cres XY:596490.920654506,4866404.51980098; LocDesc: Basement flooding Pole:N
<input type="radio"/>	SR-10-000009	O Open	010 Logged		N No	N No		MT Maintenance	Street flooded with water - possible watermain break		Y Yes	Scott Macphee	Info Information Systems	Municip: 0 Address:15 Ipswich Cres XY:596032.948607445,4864635.63867954 Pole:N
<input type="radio"/>	SR-10-000010	O Open	010 Logged	CN00000003	N No	N No	CN00000003	MT Maintenance	Manhole cover missing in front of 86 Matson Dr		Y Yes	Joe Walker	PW Public Works	RollNo: 020803000239600 Address:82 Matson Dr XY:596254.255490136,4866189.00038658 Pole:N

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.