..Title
Citizen Request Management (CRM) Project Update

..Recommended Action
Committee Recommendation:
Not referred to a committee.

City Manager Recommendation:
Receive the update and provide guidance on the Committee's intent and needs for the project.

..Report
Issue:
A request was made by the General Government Committee to provide an update on the implementation of a Citizen Request Management solution.

Staff Contact:
Shawn Ward, IT Services Line of Business Director, Administrative Services, 360.753.8069

Presenter(s):
Shawn Ward, IT Services Line of Business Director, Administrative Services

Background and Analysis:
The City is moving forward with a project to deploy a Citizen Request Management (CRM) solution.

Details relating to the project are as follows:

Business Case
- City staff and Council currently receive citizen requests and reports of service issues through multiple sources and systems.
- Citizens cannot easily find information on how to submit requests or report issues to the City.
- Citizens do not have a self-service option for submitting requests or issues, other than email and phone.
- Citizens do not have a way to monitor the status of requests/reports.
- City staff currently does not have an easy way to reconcile duplicate request/reports.
- City staff and Council currently do not have a way to globally track responsiveness to citizen requests or reported issues.

Project Goals
- Provide Citizens with a single web portal, including mobile, to submit request/reports related to City services.

- Provide Citizens with the ability to receive updates and/or monitor the status of their requests/reports.
- Provide City staff and Council with the ability to manage citizen requests in a centralized system.
- Provide a two way interface between citizen request management system and VUEWorks, the City's primary Work Orders system.
- Provide reporting related to the management of citizen requests.

Workflows Included in Project Scope
- General Government – Council and Claims Management
- Public Works – Customer Service / Dispatch
- Parks, Arts and Recreation – Customer Service / Parks Maintenance
- Community Planning and Development – Code Enforcement
- Administrative Services – General Information / Utility Billing

Not Included in Project Scope*
- Police – Public Safety
- Fire – Public Safety
- Administrative Services – Records Requests
- Community Planning and Development – Planning/Permits

*These workflows have existing systems in place and are not included in the scope of this project.

Neighborhood/Community Interests (if known):
N/A

Options:
None. Information only.

Financial Impact:
The implementation cost will be funded by the IT Planning and Implementation program, $25,000 has been allocated to this project.