



General Government Committee
Citizen Request Management (CRM) Project
Update

Agenda Date: 12/9/2016
Agenda Item Number: 5.C
File Number: 16-1361

Type: information **Version:** 1 **Status:** Filed

Title

Citizen Request Management (CRM) Project Update

Recommended Action

Committee Recommendation:

Not referred to a committee.

City Manager Recommendation:

Receive the update on the Citizen Request Management (CRM) Project

Report

Issue:

Whether to receive an update on the Citizen Request Management (CRM) project.

Staff Contact:

Melynda Schmitt, IT Supervisor IV, Administrative Services, 360.753.8225

Presenter(s):

Melynda Schmitt, IT Supervisor IV, Administrative Services,

Background and Analysis:

In December 2015, Information Technology staff updated the General Government Committee on the implementation of a Citizen Request Management solution. The Committee asked for a follow-up update in 2016.

The City has moved forward with the project to deploy a Citizen Request Management (CRM) solution. And the solution, Oly Connects, recently had a soft launch.

Neighborhood/Community Interests (if known):

N/A

Options:

None. Information only.

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Financial Impact:

The implementation cost were funded by the IT Planning and Implementation program, \$25,000 has been allocated to this project.

Attachment:

2015 Staff Report