



INFORMATION TECHNOLOGY

Finance and Debt Committee

March 23, 2023



Please consider the environment before printing this document. If the document must be printed, please do so in black and white.

Introductions

Anne Bennett – Director of IT

Patty Lankey – Software Administrator

Lauren Schulze – Project Manager

Jenny Jaqua – Customer Service & Engagement Commissioner

Agenda

- Cityworks upgrade 3/5/2023
- HCM update
- Engage Toledo stats

The background is a teal-colored collage. It features a spiral-bound notebook with a ruler placed over it. Several large, dark teal icons are overlaid on the notebook: a circular arrow, a square with a circular arrow, and a circular arrow with a square. The text "Cityworks Update" is written in white, bold, sans-serif font in the lower-left quadrant.

Cityworks Update

Storeroom updates

Storeroom

Issue

Receive

Transfer

Audit

Search

Requisition

Build Assemblies

Config

Material

Storeroom

WATER STOCKROOM

Options

search

WTR-13621 ~ 1 1/2" TAPPING DRILL BIT D5 ~ #36056 - 1 7/16"

7 EA

WTR-13620 ~ 2" TAPPING DRILL BIT STEEL D5 ~ #36069 - 1 7/8"

11 EA

WTR-13700 ~ ADAPTER 1" AQUA IP NUT ~

0 EA

WTR-02160 ~ ADAPTER 1"X1-1/2" ~

3 PAIR

WTR-02158 ~ ADAPTER 1"X3/4" ~

0 PAIR

WTR-02157 ~ ADAPTER 1"X5/8" ~

60 PAIR

Issue To...

Account

Transaction Date

Employee

Asset

Work Order Id

Task

Comments

Quantity

Add to List

Clear

Material to Issue

Date

Source Storeroom

Material Id

Description

Part Number

Quantity

Unit Cost

Comments

Work Order Id

Entity Id

Account

Employee

Respond updates

Work Order

Rs

Dashboard

Asset Details

Notifications

Recents

Create

Task Manager

My Apps

Settings

Work Order

Description

Service - Replace Lead Inspection

Number

1055636

Sid

1055636

Entity Type

WTRSERVICELATERAL

Category

Asset Modification

Change

Initiated By

BROWN, LORI

Date Initiated

Mar 16, 2023, 11:08 AM

Status

Closed

Priority

Medium

Requested By

Supervisor

MCCARVER, KEITH

Submit To

RIVAS, RAFAEL

Submit Date

Mar 16, 2023, 11:09 AM

Opened By

Open Date

Projected Start

Mar 16, 2023, 11:08 AM

Projected Finish

Mar 18, 2023, 11:08 AM

Details

Project

Account

Contract

Contractor

☐ Legal Billable

☐ Contractor Billable

☐ Update map layers

☐ Cancel

Units Accomplished

0

Description

Budget

☐ Lock Units Description

Labor Cost

\$79.94

Material Cost

\$0.00

Equipment Cost

Permit Cost

Work Cycle

Repeat

Never

Interval

6

Interval Unit

Month

Cycle From

Actual Finish Date

Cycle from Date

Print Date

Next Print Date

Mar 14, 2023

Map Layers

City Council Districts 2010 DISTRICT

3

CENSUS TRACTS NAME10

48

Update Map Layers

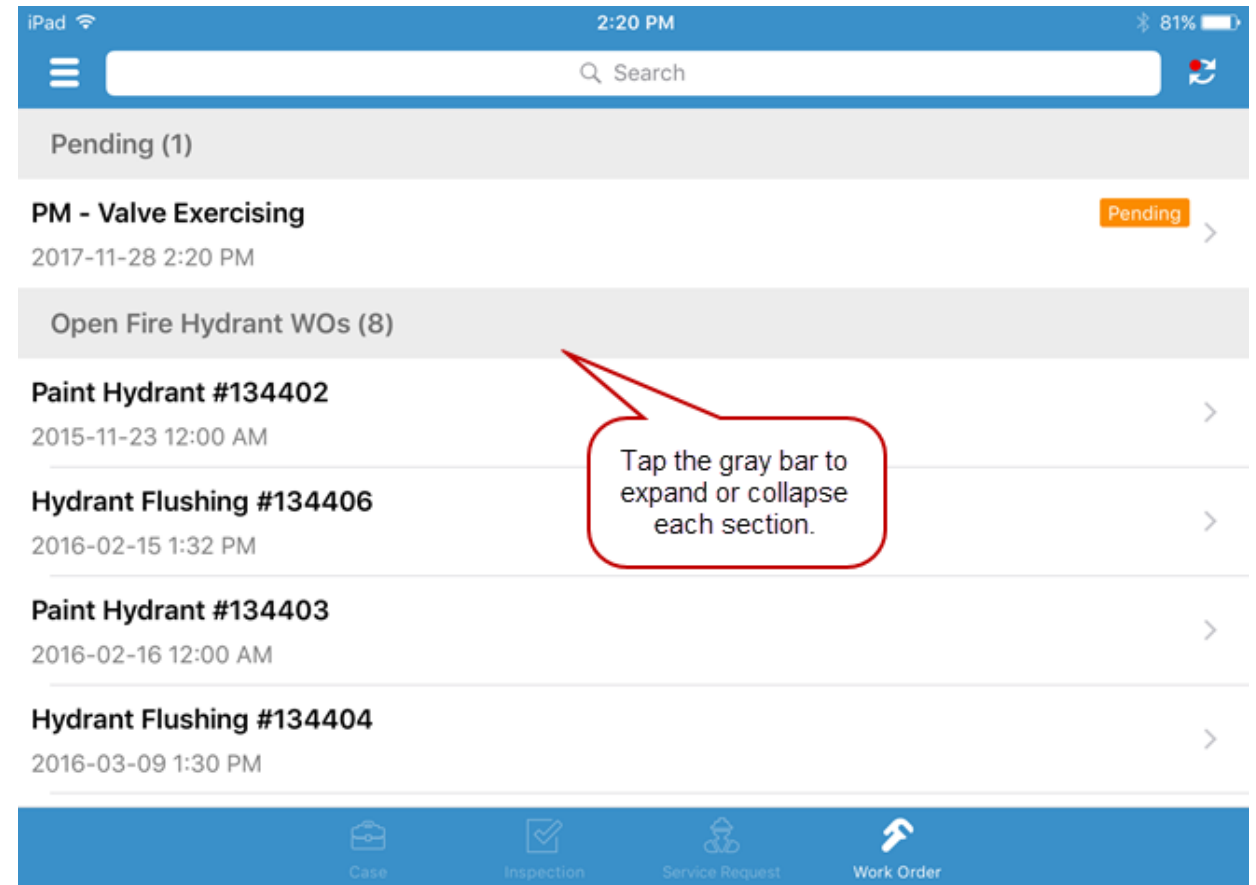
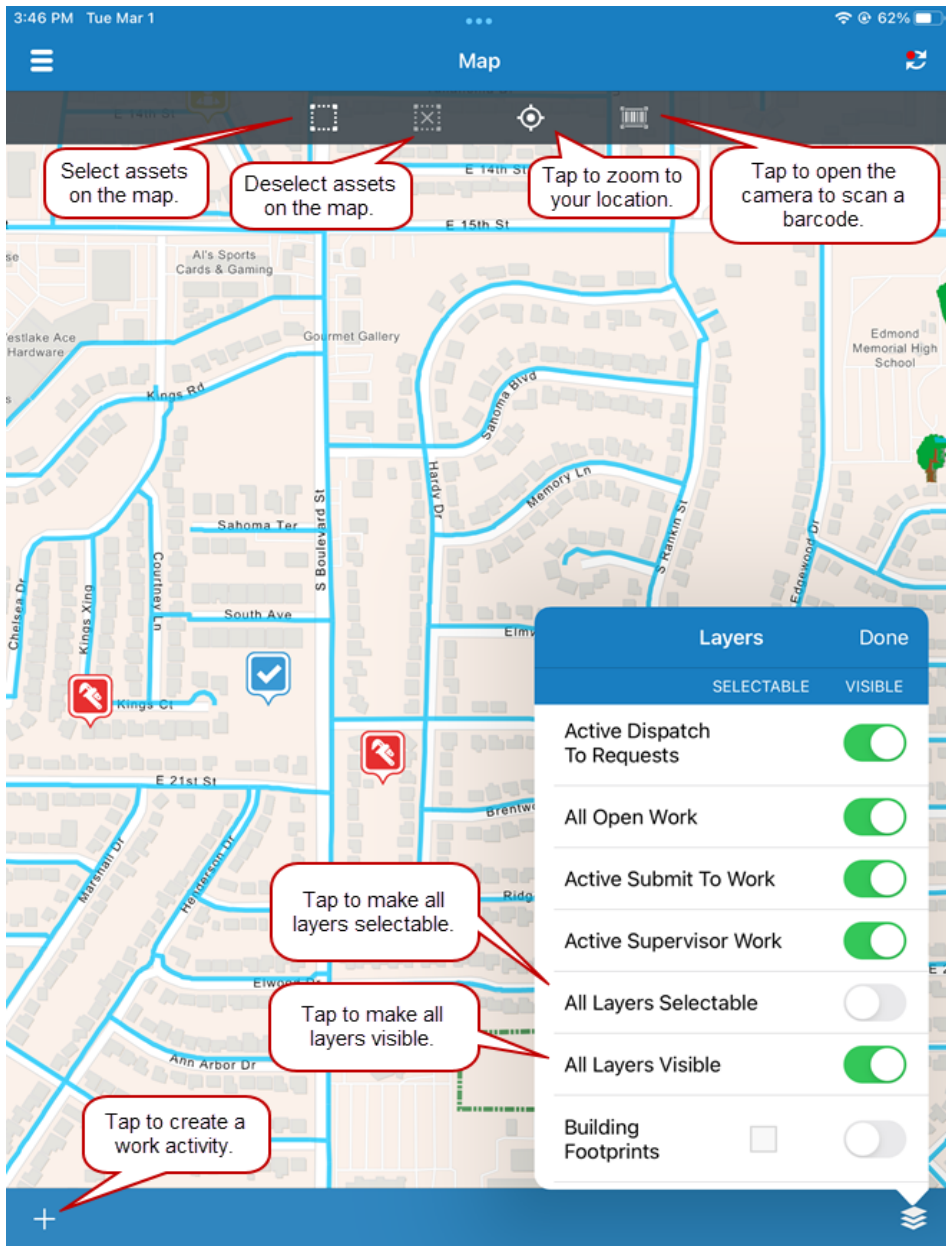
Custom Fields

Custom Field Category

WTR Service Status

WATER SERVICE STATUS

Cityworks App updates



The background is a solid teal color. It features faint, large-scale patterns of interlocking gears and mechanical parts, suggesting an industrial or engineering theme. Overlaid on this are several circular icons: some contain a stylized 'G' or a power symbol, while others contain an upward-pointing arrow. The overall aesthetic is modern and technical.

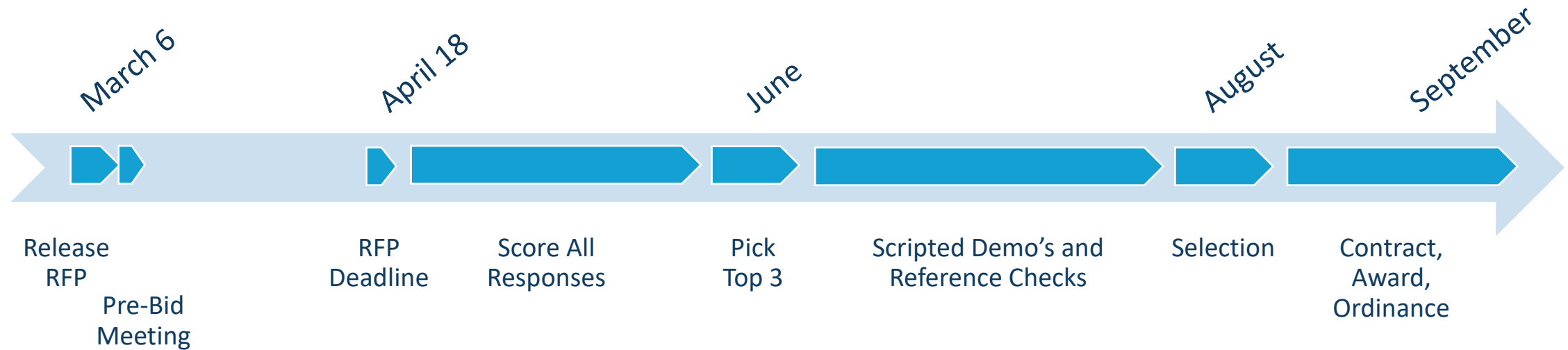
HCM Update

HRIS vs HCM		
Feature/Functionality	HRIS	HCM
Core HR	2	✓
Recruiting	1	✓
Onboarding	1	✓
Benefits Administration	3	✓
Open Enrollment	3	✓
Absence Management	5	✓
Compensation	6	✓
Training	4	✓
Workflow	A	✓
General Reporting	A	✓
Performance Management	4	✓
Position Control	2	✓
Successions	2	✓
Salary Planning	2	✓
In-Depth Analytics	A	✓
Forecasting	A	✓
Payroll	6	✓
Time & Labor	5	✓

HCM – What is it?

1	Applicant Tracking
2	Human Resources (HR) and Personnel Management
3	Benefit Administration
4	Learning Management and Performance Reviews
5	Time and Attendance (non-safety forces)
6	Payroll

HCM Timeline



HCM Budget

APPROVED CAPITAL FUNDS

\$1.5 mil	2021 HRIS
\$1.7 mil	2023 TLM or Other High Priority HCM Module

ESTIMATES

No	Cost Area	Estimated Range
1	Implementation services	\$600,000 – \$2,000,000
2	Interface/Integration cost	\$250,000 - \$380,000
3	Data conversion cost	\$190,000 - \$450,000
4	Training cost	\$185,500 – \$570,000
Sub-Total One-Time Cost Ranges*		\$1,225,500 – \$3,400,000
5	Annual software subscription**	\$500,000 - \$900,000
Sub-Total 10-Year Subscription Cost Ranges		\$5,000,000 – \$9,000,000
Total 10-Year Cost Ranges		\$6,225,500 - \$12,400,000

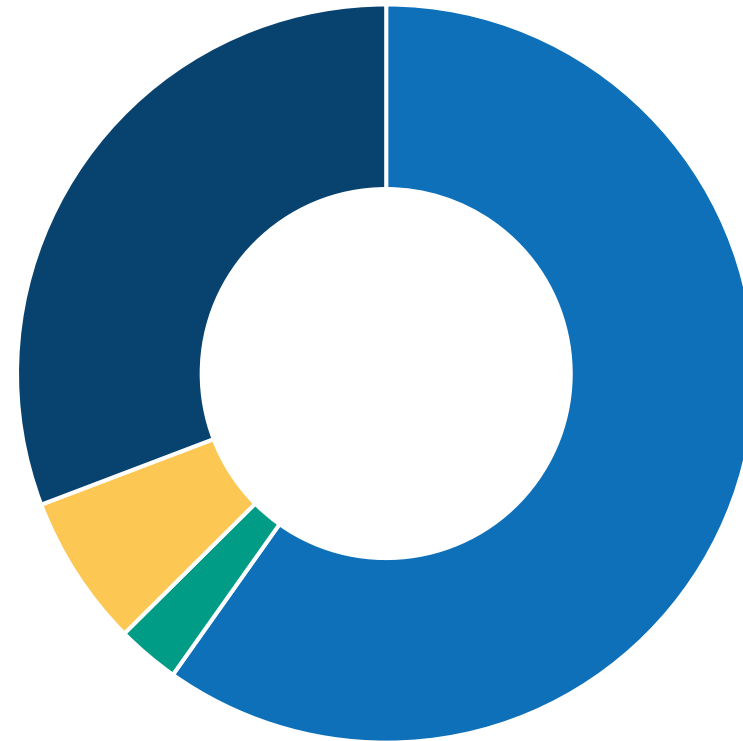


Engage Toledo Statistics

Engage Toledo Statistics

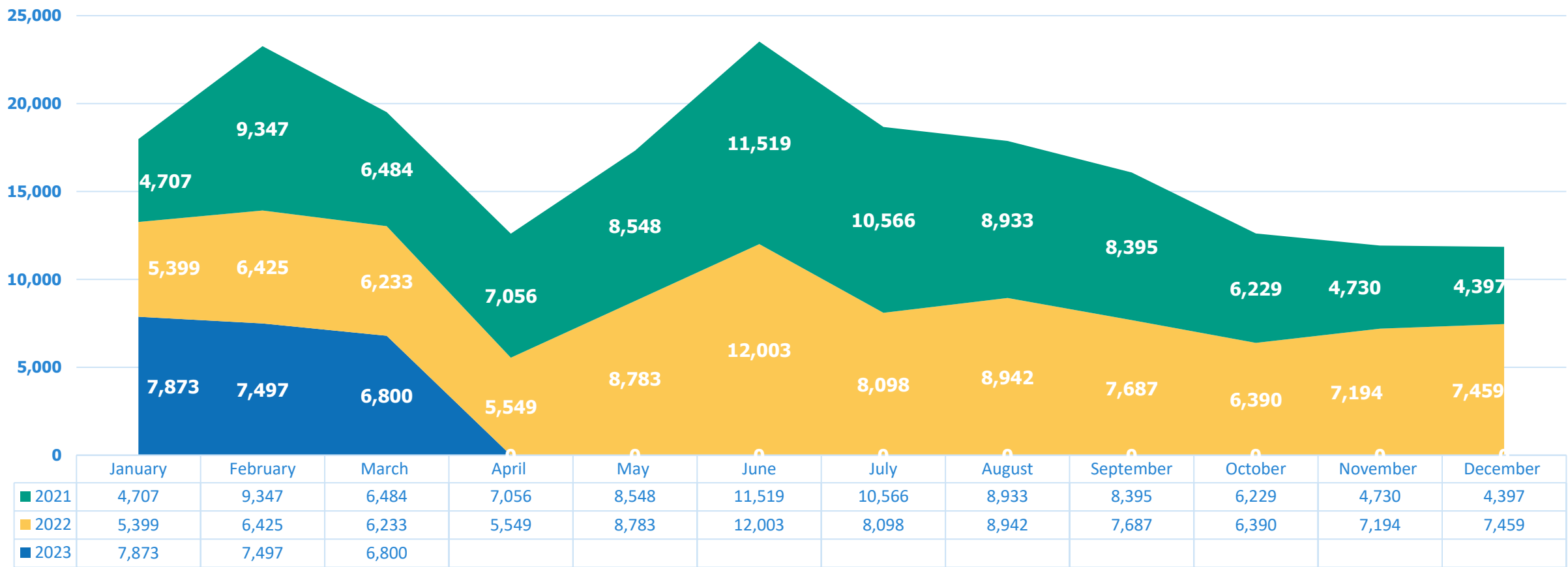
Last Thirty Days (2/19/23 – 3/19/23)

- Inbound Calls: 10,127
- New Emails Received: 466
- Residents Self Reporting: 1,128
- New Service Requests Created: 5,212



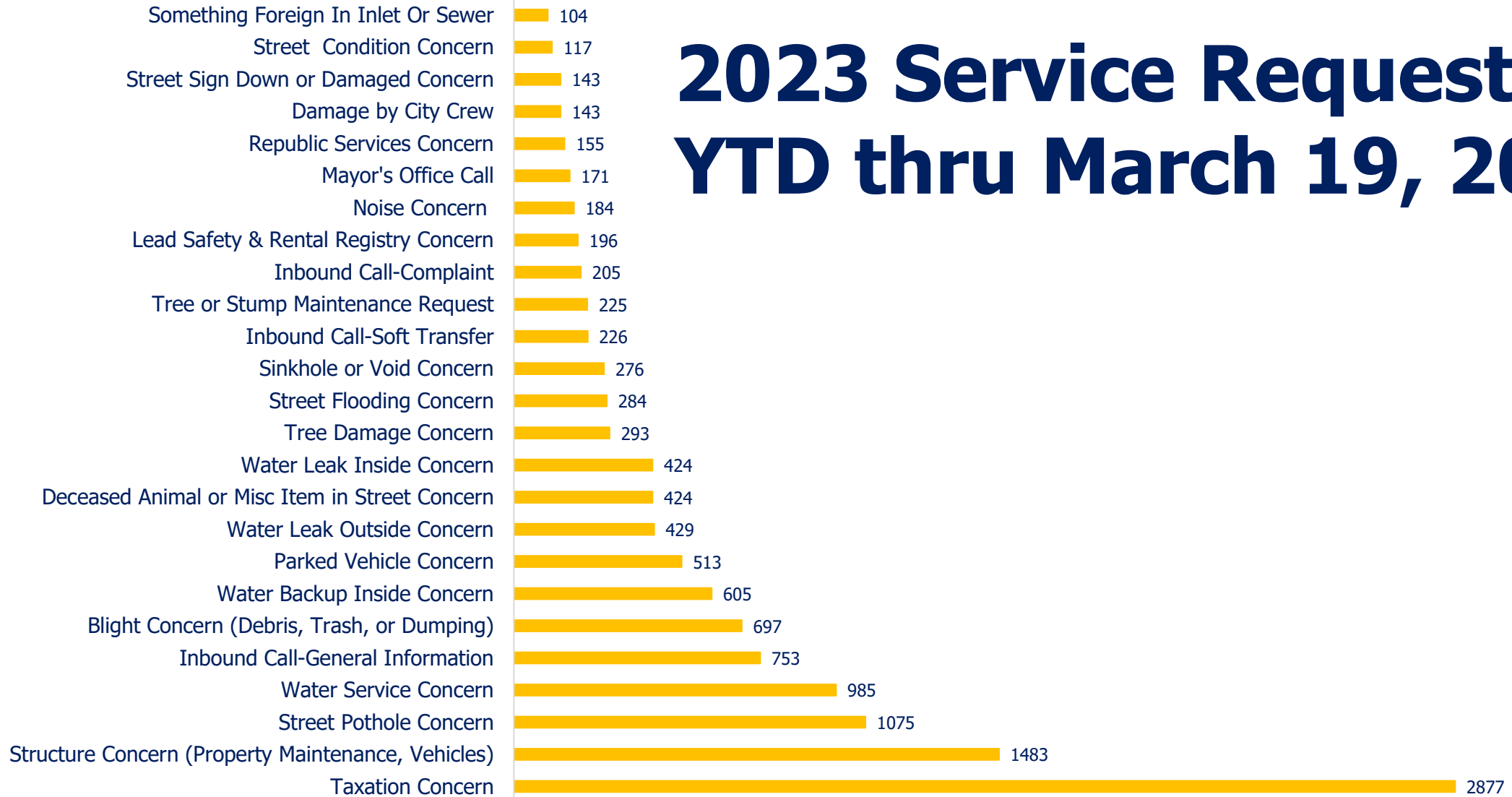
■ Inbound Calls ■ New Emails Received ■ Residents Self-Reporting ■ New Service Requests Created

Inbound Calls, Historical View

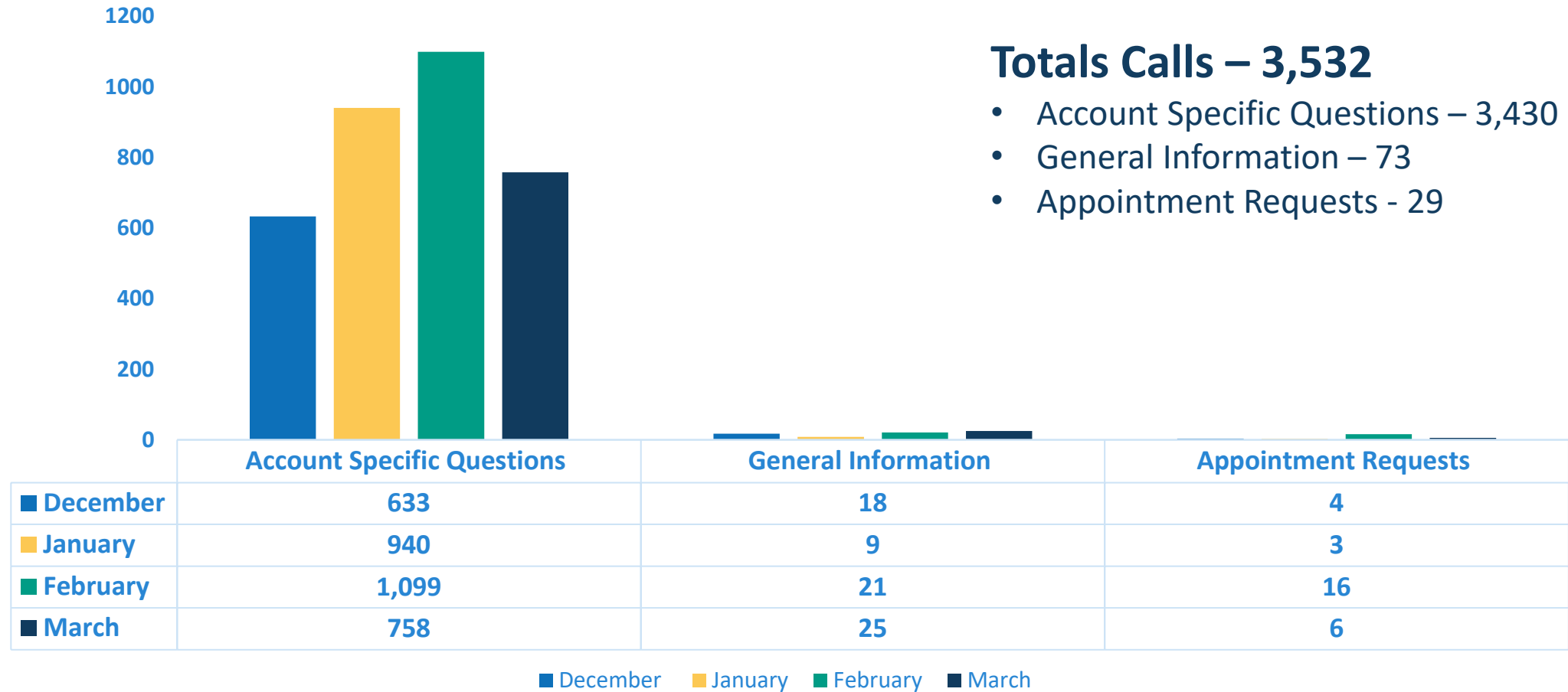


* March data is thru March 19, 2023

2023 Service Requests YTD thru March 19, 2023



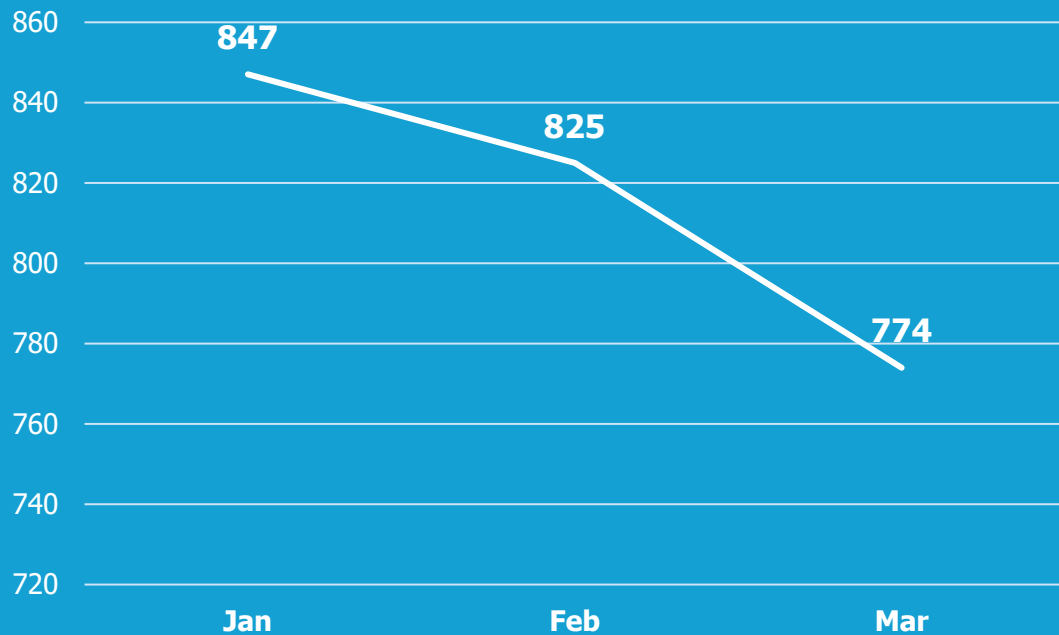
Division of Taxation Data



* March data is thru March 19, 2023

Resident-Facing Service Request Data 2023 YTD, thru March 19, 2023

**New Service Requests
by Month**



2,446 - SRs Created

2,017 - SRs Closed

126 - SRs Investigated

303 - SRs In Progress

Class of 2023 Engage Toledo Ambassador Academy

- We are in Week Four of 13 Sessions
- Twenty participants from all six council districts
- Tonight we learn about Public Safety
- Attend the May 16th Council Meeting
- Graduation is May 25th





Thank you.

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