

JSX Public Works

WHITE PAPER



JSX Public Works Tracking System

Overview

Public works departments focus on managing and maintaining critical assets, tasks that are integral to both the well-being and growth of communities. Working to increase community development and ensure the health and safety of the public, public works plays an invaluable role in keeping cities and their constituents happy and healthy.

While nearly all public works departments utilize IT systems to optimize processes and tasks, many of these systems have problems with integration and communication, leaving public works' employees re-keying data. Additionally, many lack key reporting functionalities that allow for rapid and easy reporting of department activities. With heavy manual data entry in multiple systems and re-keying of paper reports, there is a significantly large margin for error. **Some of these errors include: duplicate service requests, lost or missing service requests, inefficient planning and execution to fill service requests, and inaccurate reporting.** All of these errors can result in costs overrun and lower quality of service.

The solution to address these problems is an integrated and accessible system that supports multiple access levels and comprehensive, yet simple-to-use, workflow management and reporting tools.

JSX Public Works Tracking System is a highly customizable, web-based system with an integrated constituent portal and automated tools that enhance and improve workflow challenges such as tracking and responding to constituent requests, organizing and executing work orders, and reporting case updates and outcomes.

Scope of Workflow Challenges

All businesses, organizations, and entities follow a sequence of operations to complete daily, monthly, and yearly tasks. Specific to public works operations, workflow management is heavily focused on receiving and responding to maintenance issues found throughout the city.

As with all operations, there are workflow challenges that can add additional, unnecessary steps to the process. Below are three challenges that public works organizations experience that significantly hinder efficiency when completing tasks:

Challenge One: Managing Service Requests

Handling constituent service requests requires heavy administration involvement – the request needs to be recorded via phone, e-mail, or online form, the recorded information then needs to be sent to the appropriate department to review, after reviewing, a plan needs to be in place to handle the request, the constituent who made the request will then want notification of the status, and the list goes on. Requests can easily be lost or go unnoticed, repeated phone calls for **duplicate requests waste time and money, follow-up is difficult and time consuming.** In addition to heavy administration involvement,

options for making service requests are reported by many constituents to be inaccessible, resulting in lack of community involvement.

Challenge Two: Work Order Assignment and Execution

Managing and assigning work orders involves several details and intricate planning. Finding the most efficient and cost-effective plan can be challenging and require significant overhead. In the public works sector, **an abundance of time goes into managing workers to create the most efficient work plan for handling service requests and can quickly cut into staff resources.** Resources are spent performing automatable tasks rather than in providing direct services that increase service quality.

Challenge Three: Efficient Reporting

Creating and updating reports are essential in public works' operations for internal use, citywide management, and constituent communication. Generating the necessary reports is often very time consuming and error prone. **In many jurisdictions, the necessary reports are simply unavailable due to limits of the tracking systems.** Lacking easy access to key reports makes it nearly impossible to properly understand both departmental successes and challenges.

Overall Solution

IT development can be utilized to address past, current, and future challenges associated with managing cities' public works' programs, easing operations. There are important factors to consider when searching for the right IT solution:

- Efficiency: Is the IT solution easily accessible? Are there tools that enhance and improve your current workflow?
- Reliability: How does the solution handle storage and hosting?
- Security: What security measures are taken to protect sensitive data?

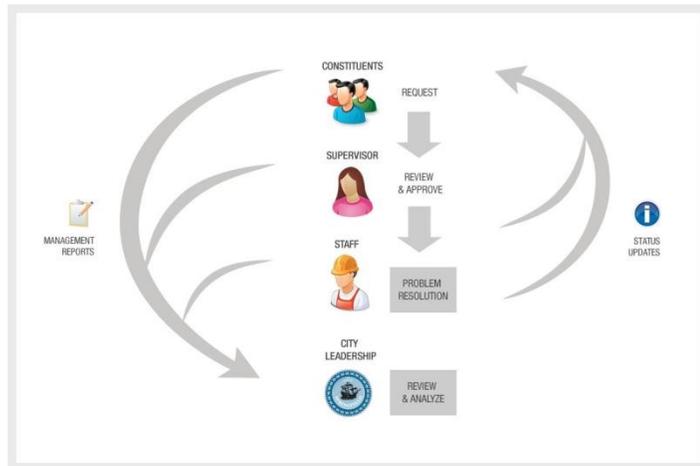
In addition to these main factors, it is important to assess the overall impact an IT solution will have on your operations. Implementing a product that accepts constituent service requests but still requires re-keying into the project tracking system will ultimately have no beneficial impact on overall operations. Same goes for a solution that is designed specifically for public works operations but does not include a portal for constituent service requests. Ultimately, an all-in-one solution that allows you to manage the full cycle of work orders is ideal.

JSX Public Works Tracking System – Workflow Made Simple

Specifically addressing the three major challenges that public works organizations face, JSX offers the ideal solution.

JSX Public Works Tracking System is designed to integrate and simplify the entire workflow of service requests. Requests from constituents, approval by supervisors, and resolution by staff are **all managed in a single system.**

Information seamlessly and immediately flows into management reports and status updates.



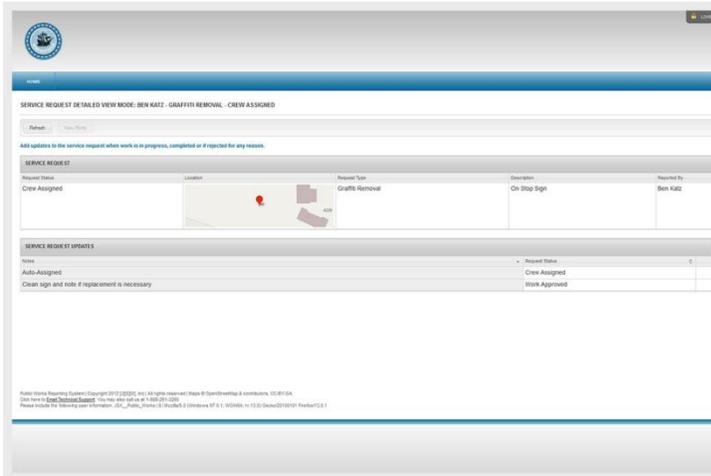
Managing Service Requests

JSX Public Works Tracking System offers an integrated web form, allowing constituents to make service requests via geo-tagging. The data entered by constituents is automatically updated in the public works' database, giving administration quick and easy access to manage requests. **Public works' employees**

will no longer have to re-key data, saving both time and money. The interface for constituents is simple and supports geo-tagging. When a constituent wants to request a service, the database gives the option of a one-click locator, making reporting quick, easy, and accurate.

Once service requests are in the database, the requests can then easily be managed by the proper staff within public works.

Work Order Assignment and Execution



Customizable tools automate the assignment of projects based on a variety of factors, including the location of staff, eliminating unnecessary overhead and creating both cost and time savings. When a new service requests comes in, the appropriate staff member reviews it and approves it. **As field staff is available, they are automatically assigned their next project.** As workers complete tasks, they are able to record it directly in the system, updating the status

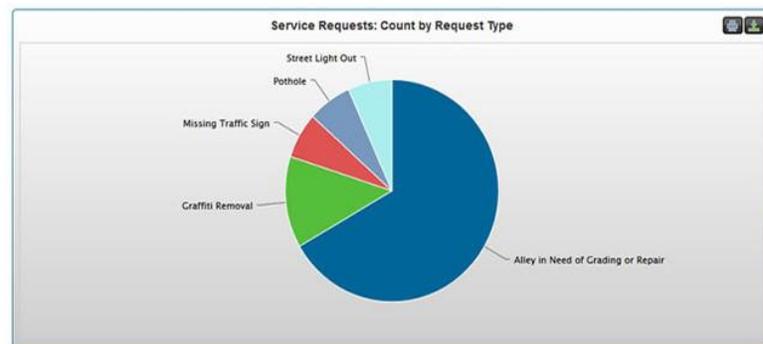
on all ends.

Automated workflow enhances and improves communication between all city employees, streamlining processes, eliminating costs and increasing service quality.

Efficient Reporting

Simple, custom, automated reports decrease the amount of staff-involvement in extracting reports and notifying staff, workers, and constituents of the status of service requests. Supporting spatial data and producing clear, automated reports improve both communication and workflow, increasing efficiency and productivity.

Constituents may also check on the status of issues they reported any time without having to contact city staff.



The overall system will benefit constituents and staff by reducing errors, ensuring proper functionality, and immensely decreasing staff hours. The integrated reporting will also provide management with a clear view of overall department operations and a clear understanding of successes and problem areas.

Addressing the Basics

JSX Public Works Tracking System not only focuses on the specifics, but on the overall solution and benefits. Understanding the impact public works organizations have on cities and communities, means understanding the importance of building an efficient, reliable, and secure system:

- Efficiency – the JSX Public Works Tracking System is web-based and **can be accessed from any internet-connected device, including smart phones, tablets, and laptops**. Automated tools support accurate data entry and enhance workflow management, significantly decreasing the amount of “busywork” for all staff members. In addition to automated tools are automated updates, giving public works entities the best and most recent in web development.
- Reliability – a system that cannot be counted on is often worse than no system at all. Therefore, **JSX employs best practices to ensure that our systems are always available and key data is never lost**. Daily back-ups of our clients’ data rotated off site help to ensure our perfect record of continuity. Our servers are backed with doubly redundant power generators. JSX systems remain active and available even when San Diego disappears from the power grid, as it did in September 2011.
- Security – JSX takes security extremely seriously. Our strict and proactive measures mean that we're tracking firewall intrusion attempts every day and constantly updating security and reliability protocols. **Traffic is 128-bit encrypted; the same level used by banks, brokerage houses and other financial institutions**. JSX servers reside within a building that is manned 24/7, secured with hand-scans and security cameras. Data stored on JSX systems is available to staff and/or customers 24/7, whenever and wherever they are, as long as they have access to a web browser.

Implementation

Using an IT solution to enhance current workflow management will considerably increase accuracy, communication and productivity. JSX public works is a cost-effective, web-based, highly customizable, comprehensive database that delivers immediate results.

Get started today by calling us at 888-261-3265 or emailing sales@JSXinc.com.