



Building a GIS –Centric Organization: A Customer/Software Partnership

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Strategic Design Criteria

- Utilization of cost effective and open architecture based technologies
- Recognition of evolutionary change
- Focus on people and informational needs
- Recognition of different environments
- Informational
- Organizational
- External/Public

Development of Applications that serve these needs can best be achieved by working with software customers to enhance products by integrating across applications and platforms

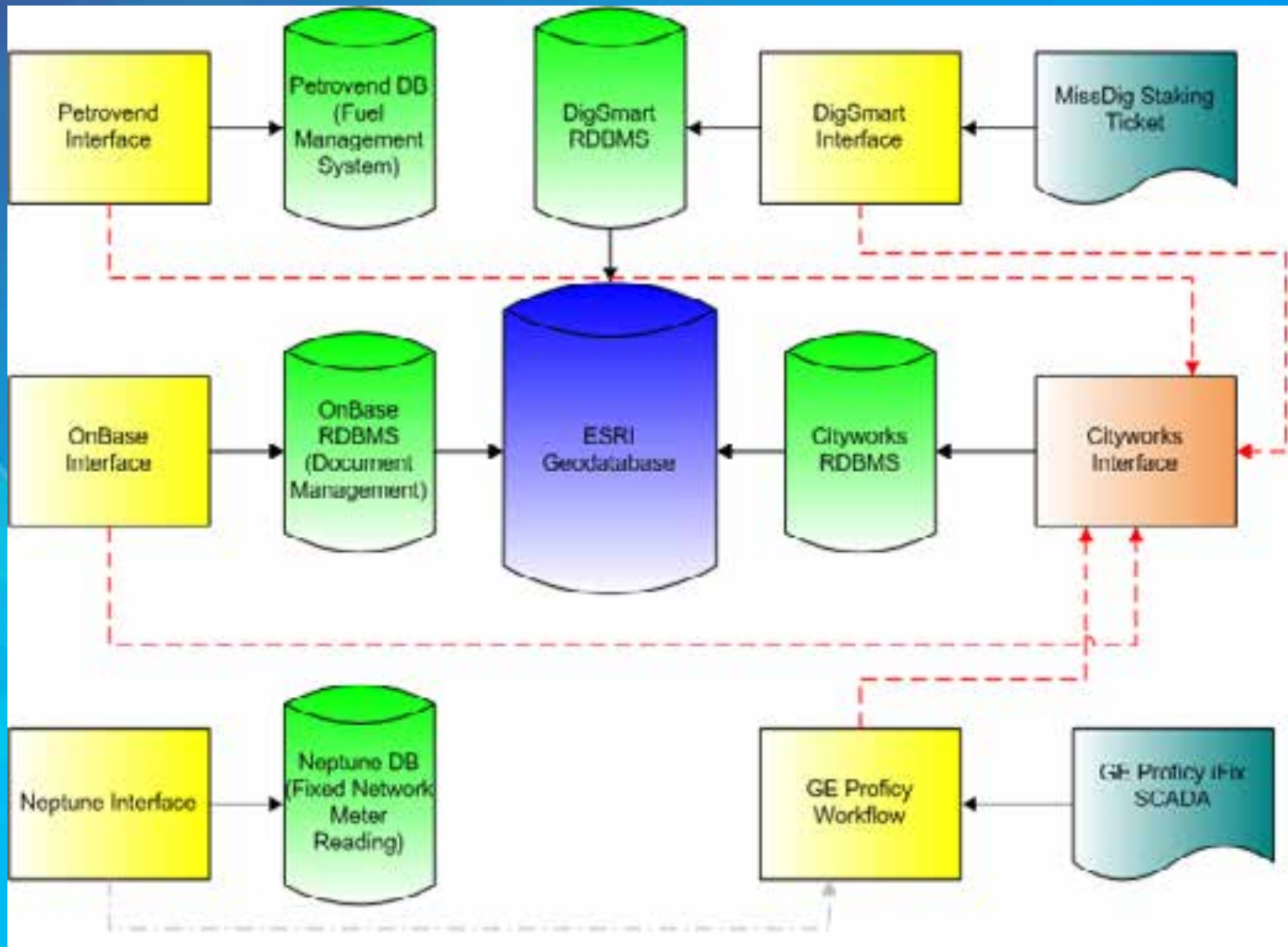
Symbiotic Relationship

The role of the client as a partner in the development process is critical in helping to achieve an application that matched the needs of the user base

- **Client could provide input as to tasks that users needed**
- **Provide real world testing and feedback as the project proceeded.**
- **Client serves the role of advocate for the integration of the applications**

Identifying Points of Convergence

- Where does it make sense to focus efforts



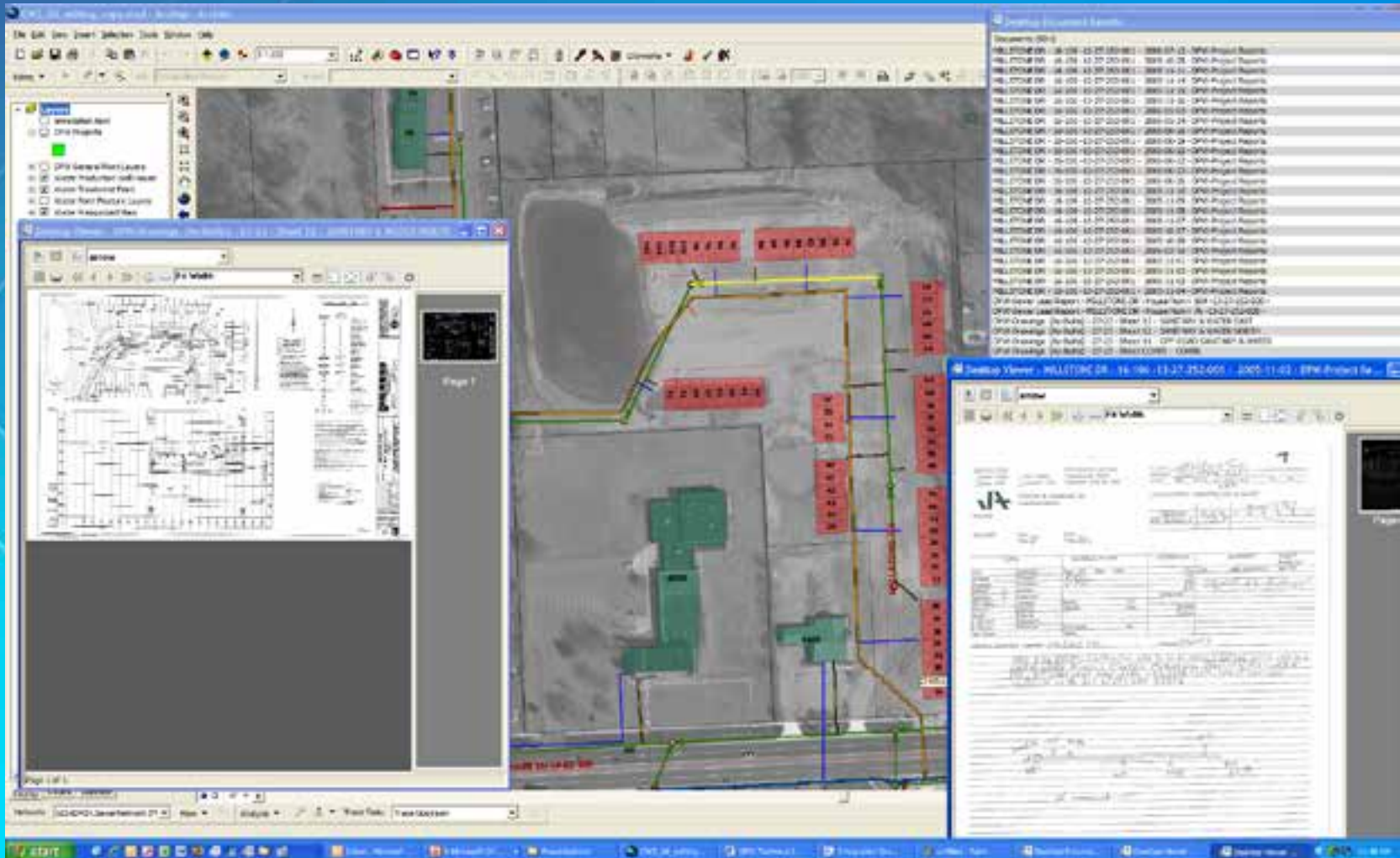
Example of Evolutionary Change

Highlight One Application: Discuss how it was developed and evolved over time

- **Organic Growth:** The application has grown and changed in response to the environment
- **End users have had major voice in how the application has been designed (Form/Function)**
- **Exemplifies the change from Client Application to Web Based and ultimately to mobile (multiple forms)**
- **Application continues to grow and change**

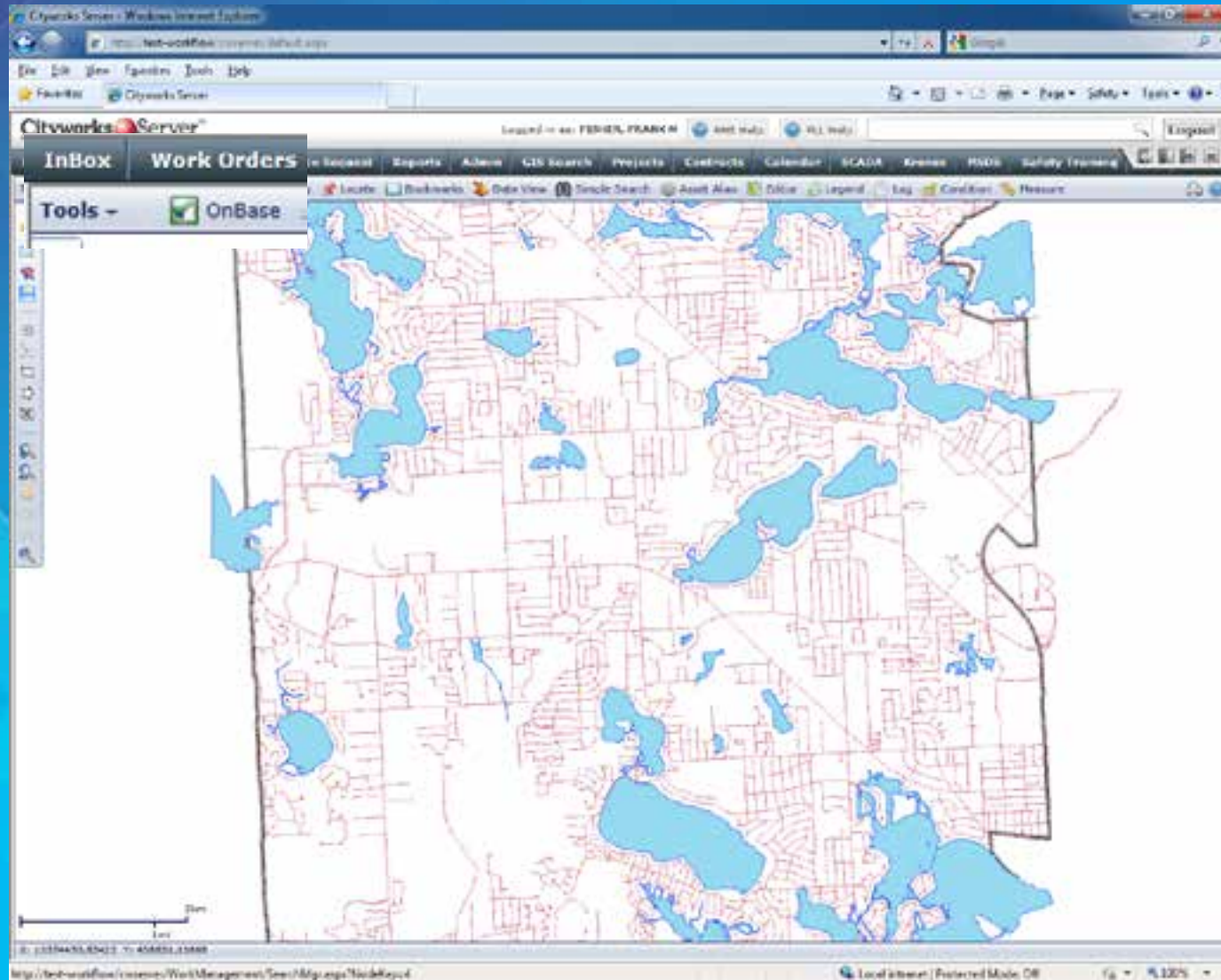
Evolutionary Change

- Waterford worked with Hyland and Cityworks to first develop an integration in 2007



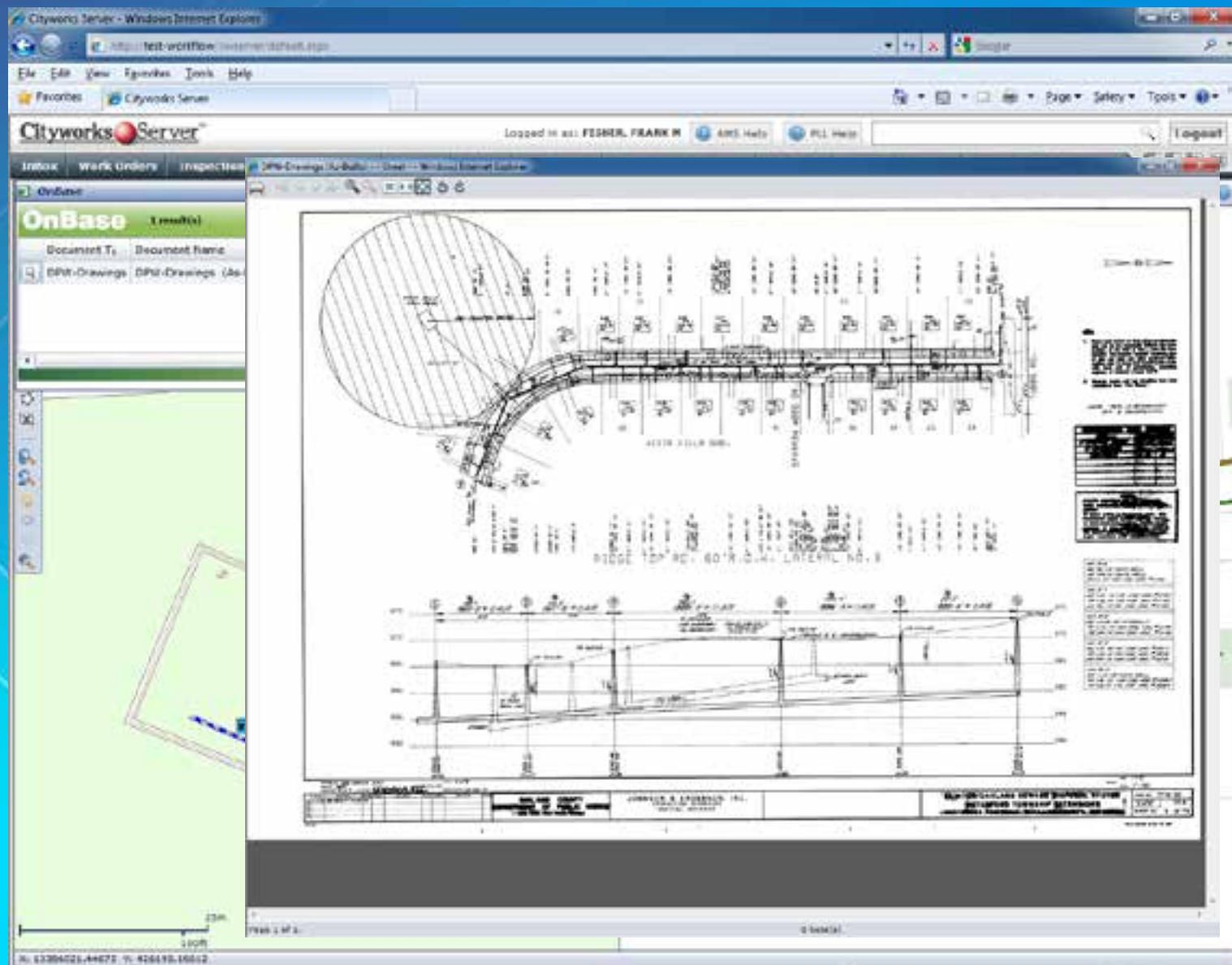
Evolutionary Change

Integration now takes place in an ArcGIS for Server based Cityworks interface – Hyland and Cityworks worked to integrate functionality



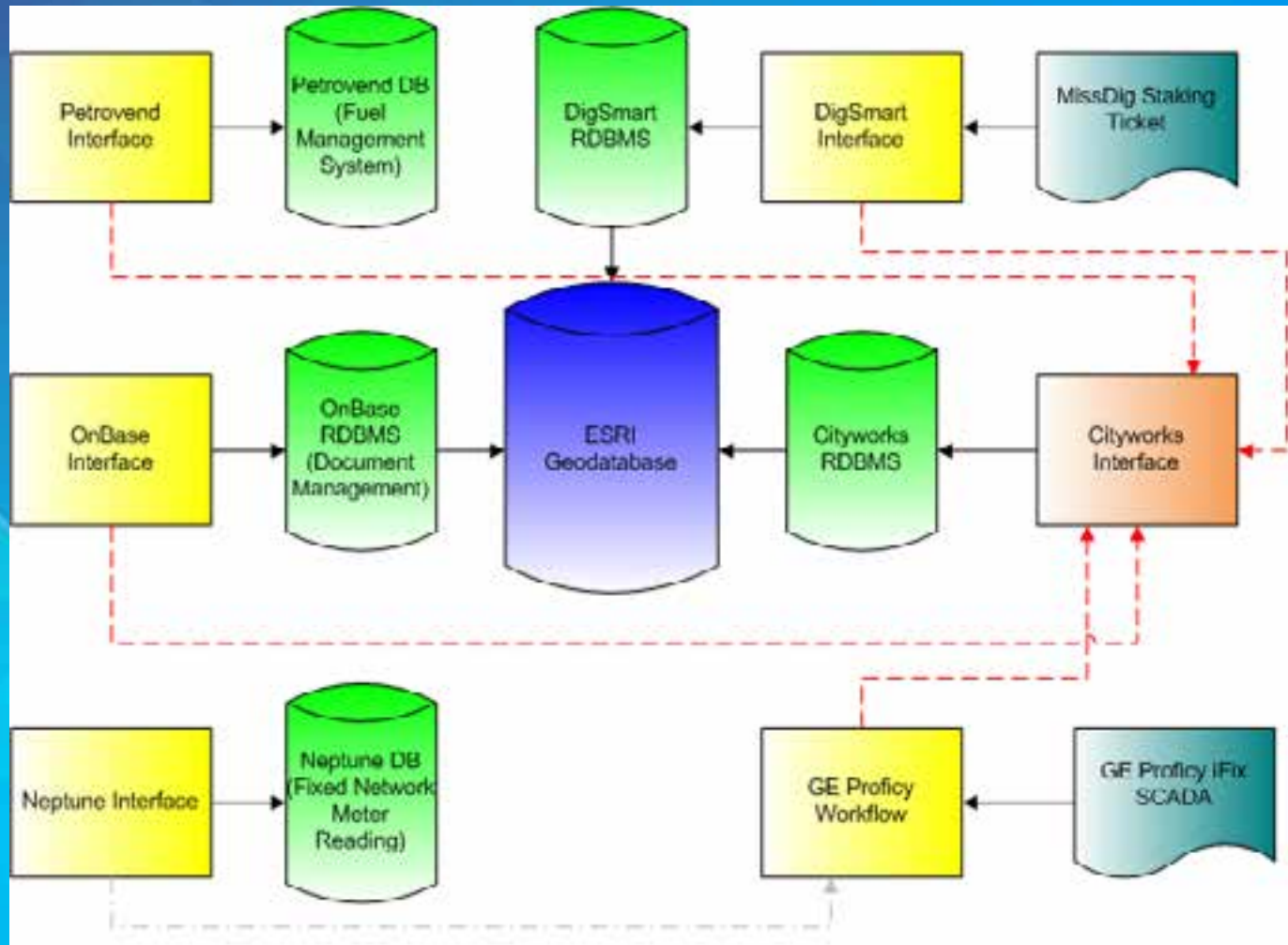
Cityworks Server Map Interface

- Related content is available to user via shared keyword/GIS attributes



GIS at the Core

- Growing the GIS by making it the Core Business Application



GIS-Centric Platform

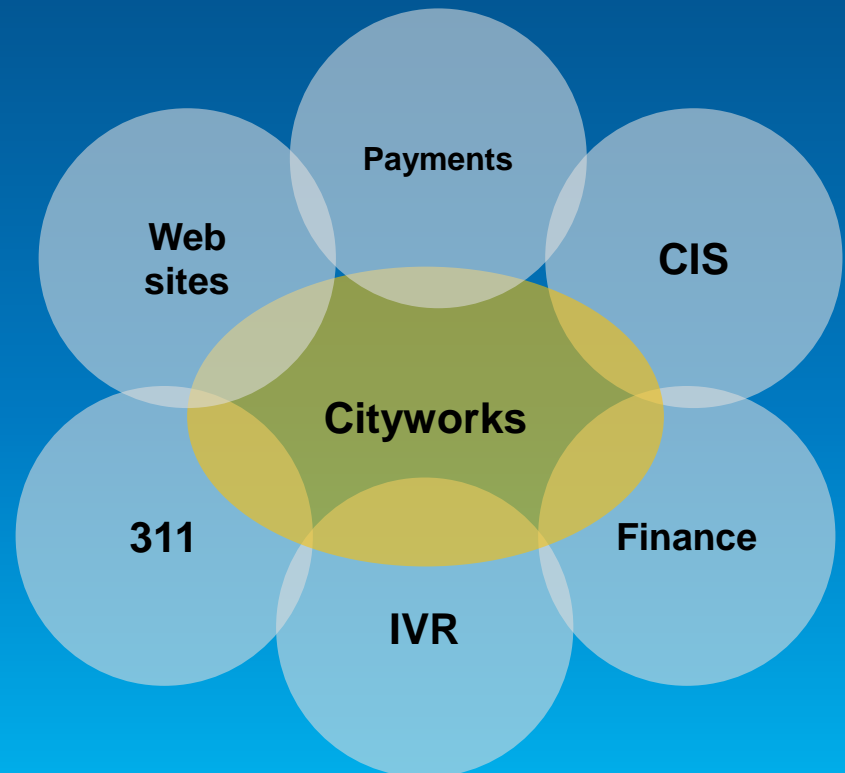


GIS-CENTRIC PLATFORM
For Public Asset Management
ARCHITECTURE



Cityworks Platform Interfaces

- **Service Request API**
 - CSR, Utility Billing, Citizen Request Page, Citizen smartphones
- **Work Order API's**
 - Create Work orders from other apps (CSR, SCADA, Mobile, Web pages, etc)
- **Inspection API**
 - Create from other apps, develop mobile apps
- **Metrics API**
 - SCADA, Fuel system integrations
- **Document Management Interface**
 - Plan review
- **PLL Basic API**
 - Create/query and payment API's
- **PLL Extended API**
 - Workflow tasks and inspections



Workflows Vary



Roles Vary



Questions?

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