Prince William County Service Authority
A Formula For Success: Cityworks PLL + AMS = Streamlined Enterprise Utility Permitting Solution

Wednesday, April 11, 2018
9:30 a.m. MDT

Moderator: Hyrum Kruger | Senior Customer Success Manager | Azteca Systems
Presenters: Adam Shinal | CMMS Systems Analyst | Prince William County Service Authority
Tom Merce, AICP, LEED Green Associate | Lead Systems Analyst / Phase Manager | Woolpert
Polling Question # 1
Lifecycle Asset Management

Cityworks PLL

STARTS HERE

Application → Plan Review → Issue

Install → Maintain

ENDS HERE

Cityworks AMS

ESRI ArcGIS
Prince William County Overview

County Facts
- 336 Square Miles
- 455,000 Residents

Service Authority Facts
- ~ 90,000 Accounts Serving ~ 340,000 Customers
- Residential and Commercial
- Owns and Maintains 2,200 Miles of Pipeline Handling Up To 56 MGD Water and 43 MGD Wastewater
Cityworks + The Service Authority

- SA Recognized A Need to Upgrade Its CMMS
- Cityworks Selected For GIS-Centric (ESRI) Model
- PLL Implemented First to ‘Test The Waters’ – Smaller Project Compared To AMS Projects
- RFP Process Used To Choose Woolpert as Implementer
PLL Implementation

- 14 Month Project
- Core Team Worked With Woolpert Throughout Project
- Multiple Departments
  - Engineering
  - Inspections
  - GIS
  - Utility Services
  - Finance
- March 2017 Go-Live
Benefits of Using PLL

- Custom, Logic-Driven Workflows
- Custom Case Information
- Custom Fees
- Track Review Comments
- Document Management
AMS/PLL Development Project Workflow

Parent Case
- County Plan Developer Case: Dominion Valley Sec 21

Child Case
- Meter Cert: 451 Oak Valley Dr.
  - Related Work Order
  - Final Inspection - Pass
  - Final Occupancy Inspection

- Meter Cert: 532 Ridgecrest Blvd.
  - Related Work Order
  - Meter Set Work Order - Pass
  - Final Occupancy WO #2 - Pass
  - Final Occupancy WO #1 - Fail
Benefits of Using PLL

- Codifying Institutional Knowledge
- Organizational Transparency
- Inboxes Allow for Tracking and Monitoring of Tasks
Benefits of Using AMS + PLL

- Real-Time Link Between Office and Field Staff
- Faster Customer Service Delivery
Benefits of Using AMS + PLL

- Improved Reporting Capabilities
Custom Integrations

- Woolpert Developed Custom Integrations To Customer and Financial Systems.
- SA Developed Internal Integrations Between AMS and PLL and Spatial Database Triggers To Enhance Ease-of-Use.
PLL Implementation Requires Significant Staff Investment For Proper Configuration.

Data Migration and Managing of In-Progress Projects At Time of Go-Live Present a Challenge.

It Is Impossible To Do Too Much Testing.

Letting Others Know Change Is Coming Is Key.
Where Are We Now?

- Migrated Cases Have Been Brought Up to Speed.
- Field Inspectors Using Cityworks To Complete AMS Work Orders.
- Beginning To Realize Potential of System.
- Continuing to Modify Existing Case Templates/Workflows and Adding New Ones.
What Is Next?

- AMS for Operations and Maintenance (Project Currently Underway)
- AMS for Treatment Facilities
- Using Service Requests for External Customer Inquiries (TBD)
- Public Access (PLL) for Online Plan Submittals (TBD)
Polling Question # 2
Questions?
Cityworks - Client Success Story Webinar Series

Contact Information:

Hyrum Kruger
Senior Customer Success Manager
(801) 617-8307
hkruger@cityworks.com

Resource:
www.MyCityworks.com