

Memorandum



CITY OF DALLAS

DATE August 31, 2018

Honorable Members of the Government Performance & Financial Management
TO Committee: Jennifer S. Gates (Chair), Scott Griggs (Vice Chair), Sandy Greyson,
Lee M. Kleinman, Philip T. Kingston, Tennell Atkins, Kevin Felder

SUBJECT **September 12, 2018 Consent Agenda for Enterprise Work Order and Asset
Management Phase 2**

The September 12, 2018 Council Agenda will include an item to authorize a contract with Brio Services, LLC., for an amount not to exceed \$6,503,686, to provide program management, software configuration, system interface development, user training, and maintenance.

Background

A multi-year effort initiated in April of 2017, the City designed its Enterprise Asset Management (EAM) program to provide integrated capital asset, work order, inventory, and project management functionality. In January of 2018, the City obtained a 5-year Software-as-a-Service subscription agreement with IBM to gain software licensing, cloud hosting, security, offsite backup recovery, and technical services necessary to run and support the EAM program.

Phase 1 of the EAM effort provided a foundation to integrate all infrastructure and to specifically address our “vertical” capital assets, such as buildings, treatment plants, and pumping facilities.

Implementing Phase 2

This agenda item supports Phase 2, which incorporates the City’s “horizontal” infrastructure, a term of art encompassing City assets in the right of way which traverse horizontal space and form networks to deliver service such as water distribution, wastewater collection, storm drainage, streets, sidewalks, traffic signs, and signals. This Phase 2 EAM effort leverages our verticals foundation built in Phase 1 and extends these capabilities to manage horizontal infrastructure.

Phase 2 of the EAM will primarily support Dallas Water Utilities, Public Works, and the Transportation department. This effort includes the development of five interfaces essential for managing horizontal assets, inventory, and work that were not necessary in supporting Phase 1 vertical assets: GIS for asset and work order maps, Salesforce CRM for 3-1-1 response, SAP for meter inventory, AMS for financials, and the new Automated Traffic Management System for rapid response to traffic signal

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operations. Phase 2 includes vendor provision of systems administration and technical training support to meet all requirements and provide a foundation for City's self-administration of the EAM system.

This exciting project leverages technology to avoid costly breakdowns and service interruptions, as well as improving the effectiveness of employees by minimizing paper-based administration. Implementing Phase 2 will provide greater predictability and resource-efficiency to the critical work of keeping City assets, facilities, and plants operating at optimum levels, through automated planning and scheduling of work orders, automating the creation of quality checks, and keeping tabs on service delivery progress and inventory.

Please contact Bill Finch at 670-1890 or Terry Lowery at 670-3188 if you have any questions.



M. Elizabeth Reich
Chief Financial Officer

c: Honorable Mayor and Members of City Council
T.C. Broadnax, City Manager
Larry Casto, City Attorney
Craig D. Kinton, City Auditor
Billerae Johnson, City Secretary
Preston Robinson, Administrative Judge
Kimberly Bizzor Tolbert, Chief of Staff to the City Manager

Majed A. Al-Ghafry, Assistant City Manager
Jon Fortune, Assistant City Manager
Joey Zapata, Assistant City Manager
Nadia Chandler Hardy, Assistant City Manager
Theresa O'Donnell, Chief Resilience Officer
Raquel Favela, Chief of Economic Development & Neighborhood Services
Directors and Assistant Directors