

IT infrastructure – Waste Systems as part of ICT supporting DCC's Service Plan and Service Delivery

Brian Curtis ICT Manager



**Presentation Content** 

Project in Waste Management

Systems used for Managing Service Plan

**ICT** Systems Overview



Waste Management Project at a glance

Complete E-Business solution which improves customer interaction and improves operational efficiencies

Supports business changes within waste management

Provides foundation for accurate information management

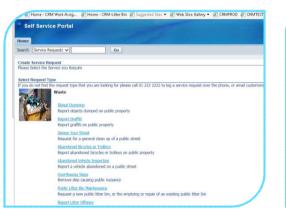
Improves citizens interaction

Strong collaboration between IS, Waste and Transformation Unit was key



### Waste Management calls (and all CRM Service Requests) created from

of West and Colors Service De-									
A NEW COLUMN WHEN PER								Dentis	nic head
inset Vender Kopunts								Units	
	Note: 1						-		
	laster	_	1			Type 2 can for the second second	-2	<ul> <li>Ry Loss IN</li> <li>Ry Dow The Last Dated</li> </ul>	
1.000	dialog In	w1001				che inpervision		Michael Construction Annual	
	view tate for	ACCESS 1				Working index a		<ul> <li>Helimether, Helimetherall</li> </ul>	
NAME AND ADDRESS OF		-	1			]ian/imalestroom	5m) /	He Date Date: Antipact Di     He Date Date: Antipact Distance of Data and Date	
	DAX.	-		14		Directed April of Sta		- Restored and the state of the	
		R				Through excision in the ex-	200		
inschliende (Service Dopul)	4	-							-
	4							j fessa 11	• 1008.12 G
tapet	Fagure Data			jouer	Over Rate		Inciple		v soto i lpáre
fayer Type Type Type Type Type	Report Data Chine 200	Ips .	Koli Masjevit	Rute Meager (H)	Over Rose	Argencul, Contemplicat, Contemp. Dation	its his bei	in changi saga haranggad an fittar in timori aling kenjum aan, un timakanji de	
Fagert   A = Type Long Turey for their Long Turey for their	Report Data Or Nov 202 Or Nov 202	294 294	Koli Magcort Koli Magcort	Rute Meaperine, Rain Meaperine,	Over Rass	Respected Contempolated Contempolation Researched Desired Sality J. Becking	itschie Auf	er chan yn negel wertegel ach fere in treve allegt reger ant, en farstaap de saar er fondig it Okoas Naas, Dersaer VE Naat het Fonger Naat	
Topont N. Type Topon State State Type Topon State State Type Topon State State Type Topon State State Type Topon State State Type State State State Type StateState State State State State State State	Report Data 10 Nov 20 10 Nov 20 10 Nov 20	lipen Djan Djan	Koli Uangroff Koli Mangroff Koli Uangroff	Rute Meager Hil, Rute Meager Hil, Rute Meager Hil,	Owner Rose	kergenzak, Conkergelizek, Conkergelizek og Berzel Nack, Stolard, Schleis Jussie Rompgemen zoner, Prekkeringelizek og Jussie	iterhin Ani Usek er sol Owraterie	er feler og sogshæve toged at ditter i stener utlegt i opper sæt, or forvalægt de sou at feldig at Besse Rusi, forsjær 14 Rusi at felseær Rusi reset	
faint Ar Type Leng Nurther Leng Tung-turther Leng Tung-turtherst Leng Yur Deci	Report Date 10 Nov 20 10 Nov 20 10 Nov 20 10 Nov 20 10 Nov 20	Ipen Dpen Dpen Dpen	Kult Geogram Kult Geogram Kult Geogram Kult Geogram	Rate Meaperine, Rate Meaperine, Rate Meaperine, Rate Meaperine,	Over Rose	Nergencial, Contempolated, Contempolation Becar Naci Closef, Solie S. Book Reseptorer: Joury, Proteorige, Balon 2, Dalle Netgence-See, Stack, Seller 2	itschie Ant Liese souch Owerstaats Owerstaats	er nien genop verengent zu filter in tener uitsgelinger aus, en formlæge for soare fondig at Besen forst. Dessamt i Roch and forgane foret nære 11 Sterendeler en 4 Garress Paris, for smalt i Filterstja.	
Tapert  X Tape  Y Tape  Temp Nucleon  Serve Nucleon  Serve Nucleon  Serve Nucleon  Serve Nucleon  Serve Nucleon  Serve Nucleon	Papert Date 10 Nov 202 10 Nov 202 10 Nov 202 10 Nov 202 10 Nov 202	Jyes Jyes Jyes Lood	Kult Gauge off Kult Gauge off Kult Gauge off Kult Gauge off	Kata Meager Int, Kata Meager Int, Kata Meager Int, Kata Meager Int,	Over Base	Negwood, Connegotian, Connegotian, Bears Rud, Boler, Sale a Bole Interpreter Joseph Participa, Date 17, Killer Kräuten Para, Balancija, Kale J, Caren Ruge Rud, Balancija, Kale J, Caren	its for be later over Owners of owners of owners of owners	e cheru group heerspel al titte is mee along inger sat, on fanden for ware heading it feature has to constrict that and despen heer ware et al constate on a Cancer Visit, for and it Therein. Heerspel as Vid Feature of Propose at the	
faint Ar Type Leng Nurther Leng Tung-turther Leng Tung-turtherst Leng Yur Deci	Papert Date 10 Nov 202 10 Nov 202 10 Nov 202 10 Nov 202 10 Nov 202	Jyes Jyes Jyes Lood	Kult Geogram Kult Geogram Kult Geogram Kult Geogram	Kata Meager Int, Kata Meager Int, Kata Meager Int, Kata Meager Int,	Over Rose	Nergencial, Contempolated, Contempolation Becar Naci Closef, Solie S. Book Reseptorer: Joury, Proteorige, Balon 2, Dalle Netgence-See, Stack, Seller 2	Horbert And Galery or Act Over a transfer copyoit for the present follow	er cheng agebeerged al Uter k here allegringer aat, is forskep de waar herding a Bears hat. Erstaar V het al defaaar het Net de ondere het dezers het, forsaalt al besta de dezer het is bleet gest gelanger betere oor dezer het is bleet gelangere betere	
Tapert  X Tape  Y Tape  Temp Nucleon  Serve Nucleon  Serve Nucleon  Serve Nucleon  Serve Nucleon  Serve Nucleon  Serve Nucleon	Report Date (2 No. 22) (2 No. 22) (2 No. 22) (2 No. 22) (2 No. 22) (2 No. 22) (2 No. 22)	lipes Dass Dass Dass Losef Comi	Kult Gauge off Kult Gauge off Kult Gauge off Kult Gauge off	Kate Manger Int, Kate Manger Int, Kate Manger Int, Kate Manger Int, Kate Manger Int,	Over fram	Negwood, Connegotian, Connegotian, Bears Rud, Boler, Sale a Bole Interpreter Joseph Participa, Date 17, Killer Kräuten Para, Balancija, Kale J, Caren Ruge Rud, Balancija, Kale J, Caren	Horbert And Galery or Act Over a transfer copyoit for the present follow	e cheru group heerspel al titte is mee along inger sat, on fanden for ware heading it feature has to constrict that and despen heer meet of so-contact on a Cancer View, for said it Teartin. Heerspel is Mid from oil property of	
Toport  Type Type Type Type Type Type Type Typ	Reper Date C ton 20 C ton 20	ipe Spe Spe Spe Spe Loost Cost Loost Loost	Koli Mangruer Koli Mangruer Koli Mangruer Koli Mangruer Koli Mangruer Koli Mangruer Koli Mangruer	Roth Marger Inf, Roth Marger Inf,	Over France	Neglecol, Contemplated, Contemplated of Basel Aud, Storef, Sales Jacobs Neglecture: Josep States, Jacobs Kalencellus, Data (Jalance, Data) Rape Aud, Balance, Data - Calance Baser Rend, Borel, Sales Jacobs Renerstrated, Baser, Jacobs Renerstrated, Baser, Jacobs	its for her her been to sold the states for topold in the specific her bases of the lages for the	nn men jag bengdi zi Bin strev dag sign en et et ofsekaj bi uas halle ja Bann faz Sinan fi ku la delan hall 19 de seade ek-Darro Nes Gonal e Bons, 19 de seade in HOaro Nes Gonal e Bons, 19 de seade in HOaro Nes Gonal e Bons, 19 de sea hall sead er vez sin 19 de sea hall sead er vez sin 19 de sea hall sead er vez sin	
Tapert Art Type Tapey You then Tapey	Reper Date C ton 20 C ton 20	ipe Spe Spe Spe Spe Loost Cost Loost Loost	Koll Mangroof Koll Mangroof Koll Mangroof Koll Mangroof Koll Mangroof Koll Mangroof	Roth Marger Inf, Roth Marger Inf,	Over Fran	Vergenout, Chellengellauf, Ernelenge, Landon Bernin Reis, Storick Salle J. Back Integreter: Joury, Proteoring J. Barry, Salle K. Geners Sans, Salle Salle Rage Reis, Ballenge, Dahr A. Cann Heine Hand, Bernight and E. Date Bernin Reist, Bernight and E. Salle	its for her her been to sold the states for topold in the specific her bases of the lages for the	nn rhang septembyd al ffar i Amer alwyr heyr air yn faridae yla maw hwfy a Amer Aur. Draw Y Ani al dagar-Nar Mel d a coelder yn charw Ywr, for oad i hrenin. I serwyd a'r African diwy neg ra'n al an al wer Aur. Tafel yn yn ym charwr al An achwer a safel	





### **INTERNAL PORTAL**

#### Created by

- Customer Services Agents Area Office Staff .
- Back office staff

Created by citizens (from dublincity.ie and Fix your street)

EXTERNAL PORTAL

### LITTER BINS

Created by citizens (QR Codes)



**Operational Management** 

Service Requests created with relevant data including location from map

Automatically routed to the relevant depot

Workflow implemented to allocate tasks to field crew

Field crew enabled (50 staff) to use mobile functionality to update or close calls since January

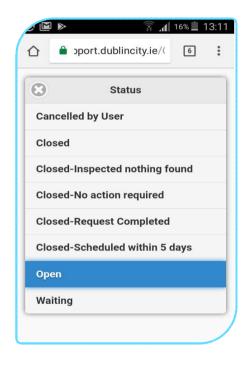
CRM Operational work queue provides view of all logged calls



### **Email Notification**

# Mobile Interface

	ll Forward 🤻 - 🔚 - 😭 🎰	🖄 🗙 📲 - 🔺 🔹	•
YI: Servic	e Request 1741850 h	as been assigned	d to you
rm.test@du	ublincity.ie		
DQN	4		
	Notification Detail.html (448 B)		
tachments:	ouncation betailting (46 b)		14 November 2017 17:55
			14 140461106 2017 17:35
1			
	DCC Customer Complaints WMS City Centre		
	14-NOV-17 17:54:09		
ID	8798816		
and the second	ted notification. Please DO NOT reph	to this email	
date SR from CR		to the chai	
date SR from Mo			
ew the Service R	equest map		
ervice Requ	est Information		
en per centre internet de constante de la sec	est Information		
Summary	Created in Portal		
iummary ype	Created in Portal Sweep Your Street		
ummary ype tequest Date	Created in Portal Sweep Your Street 14-NOV-2017 17:50:24		
ummary ype lequest Date itatus	Created in Portal Sweep Your Street 14-NOV-2017 17:50:24 Open		
ummary ype lequest Date itatus ustomer	Created in Portal Sweep Your Street 14-NOV-2017 17:50:24 Open DAME STREET DUBLIN 2		
iummary ype lequest Date itatus ustomer area Office	Created in Portal Sweep Your Street 14-NOV-2017 17:50:24 Open DAME STREET DUBLIN 2 SOUTH EAST		
iummary ype tequest Date itatus ustomer area Office attribute1	Created in Portal Sweep Your Street 14-NOV-2017 17:50:24 Open DAME STREET DUBLIN 2		
Summary Yype Request Date Status Sustomer Area Office Attribute1 Attribute2	Created in Portal Sweep Your Street 14-NOV-2017 17:50:24 Open DAME STREET DUBLIN 2 SOUTH EAST Your Name: test Your Contact Telephone Number:		
iummary ype lequest Date itatus ustomer wrea Office Attribute1 Attribute2 Attribute3	Created in Portal Sweep Your Street 14-NOV-2017 17:50:24 Open DAME STREET DUBLIN 2 SOUTH EAST Your Name: test Your Contact Telephone Number: test Exact location for street cleaning:		
Summary Type Request Date Status Lustomer Area Office Attribute1 Attribute2 Attribute3 Attribute4	Created in Portal Sweep Your Street 14-NOV-2017 17:50:24 Open DAME STREET DUBLIN 2 SOUTH EAST Your Contact Telephone Number: test Exact location for street cleaning: test Is this location a street or laneway: test DCC Exact Location: 58, DAME STREET, ROYAL EXCHANGE A, SOUTH INNER CITY, SOUTH		
iummary ype lequest Date itatus ustomer wrea Office Attribute1 Attribute2 Attribute3	Created in Portal Sweep Your Street 14-NOV-2017 17:50:24 Open DAME STREET DUBLIN 2 SOUTH EAST Your Contact Telephone Number: test Exact location for street cleaning: test Is this location a street or laneway: test DCC Exact Location: 58, DAME STREET, ROYAL EXCHANGE A,		
iummary ype lequest Date itatus ustomer Area Office Attribute1 Attribute2 Attribute3 Attribute4	Created in Portal Sweep Your Street 14-NOV-2017 17:50:24 Open DAME STREET DUBLIN 2 SOUTH EAST Your Contact Telephone Number: test Exact location for street cleaning: test Is this location a street or laneway: test DCC Exact Location: 58, DAME STREET, ROYAL EXCHANGE A, SOUTH INNER CITY, SOUTH		~





# Waste Information Management

- Service Requests data set available on the internal GIS mapping portal
- Reports available for waste managers
- Business Intelligence dashboards to be implemented for waste

Туре	Count	Average to Close	No Calls closed under 24 hrs.
Full	313	1.24 days	199 (64%)
Graffiti	24	1.78 days	12 (50%)
Damaged	22	2.09 days	8 (36%)
Illegal Dumping	65	1.39 days	36 (55%)
Total	424	1.62 days	255 (60%)





# Systems used for Managing Service Plan

# Major Systems

- CRM Service Management and operational system
- OHMS Integrated Housing System
- TAMS Integrated Roads and Traffic Asset System



# Oracle eBusiness Suite CRM

Is the corporate operational system for service requests

Scalable Service Management Software in use since 2005

Used in Contact Centre, Area Offices, Back Offices, mobile staff and Online

Supports the creation, routing and closures of service requests for a large range of services across DCC

Linked to other operational systems if available such as TAMS and OHMS



### **CRM Process**



Bhaile Átha Cliath Dublin City Council

### **OHMS Integrated Housing System**

Enterprise grade integrated Housing System in use since 2005 supporting most housing functions

Linked to CRM for online services

Repairs operational system included



Comhairle Cathrach Bhaile Átha Cliath <mark>Dublin City Council</mark>

### TAMS Transport Asset Management System

Integrated Asset Management System for all of E&T. Supports major business change.

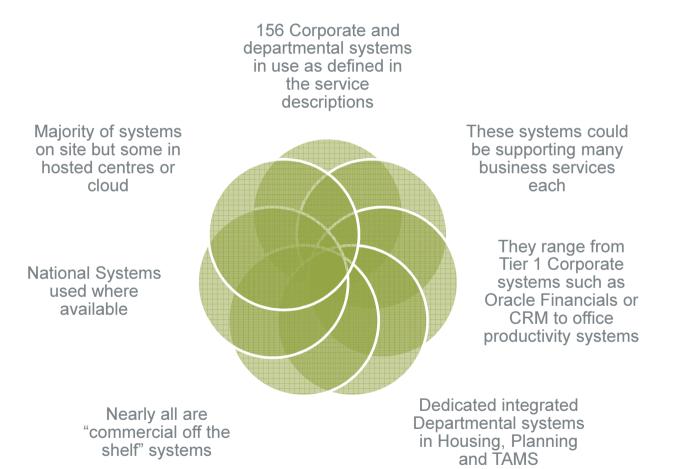
Holds all Asset Information

Provides Service Management for defects and faults

Integrated into CRM



### ICT Systems in general use





### ICT Methodologies in general use

ITIL international standard for Service Management used for over 15 years

- Based on SLAs and OLAs
- Described in service descriptions
- Request Management
- Issue Management
- Problem Management
- Change Management
- Availability Management

PMBOK Standard used for Project Management

- Multiple gateways from project feasibility to benefits realisation
- Corporate, Departmental and Technical projects
- Project Structures
- Board, Team, Leader, Business lead and Sponsor
- Project Documents
  - Risk Register, Decision register, Plan, Update etc.



### Questions

