



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

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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

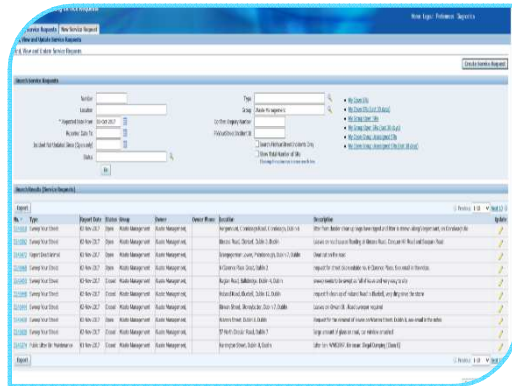
Supports business changes within waste management

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



INTERNAL PORTAL

Created by

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



EXTERNAL PORTAL

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



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

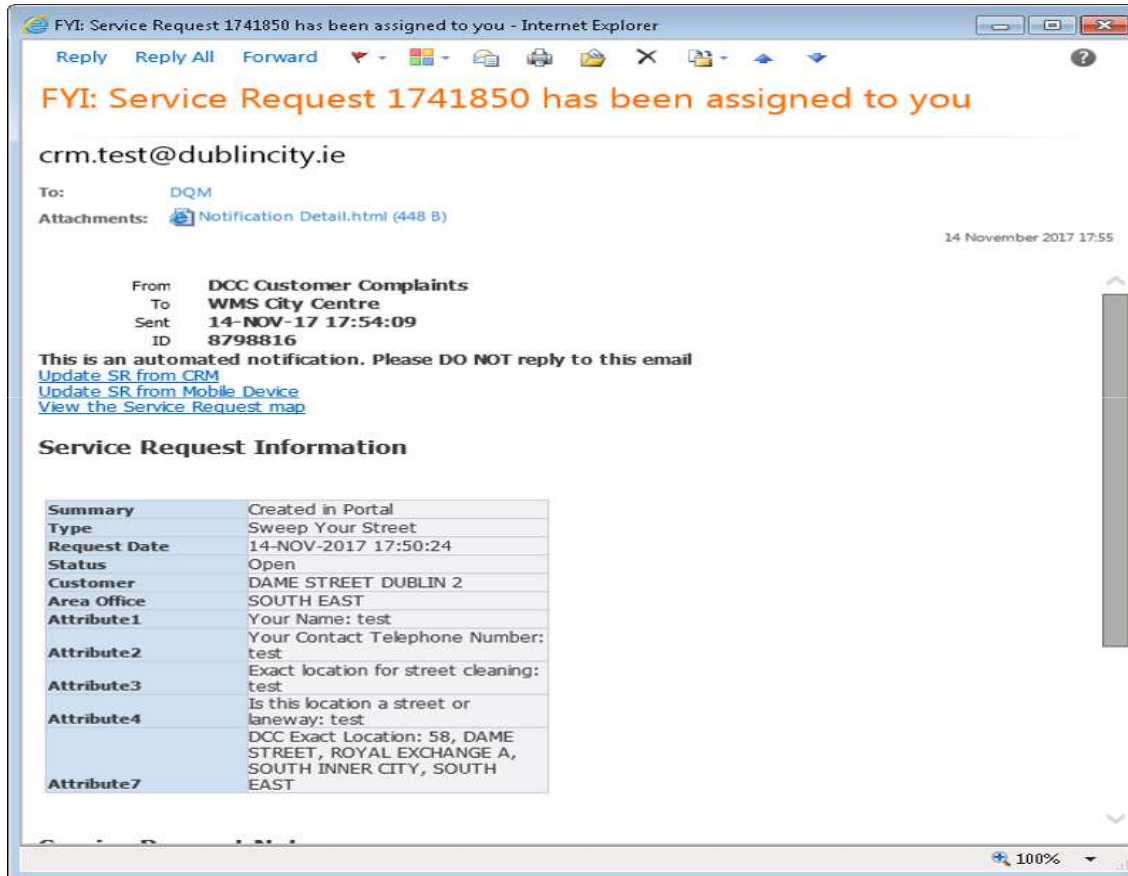
Workflow implemented to allocate tasks to field crew

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

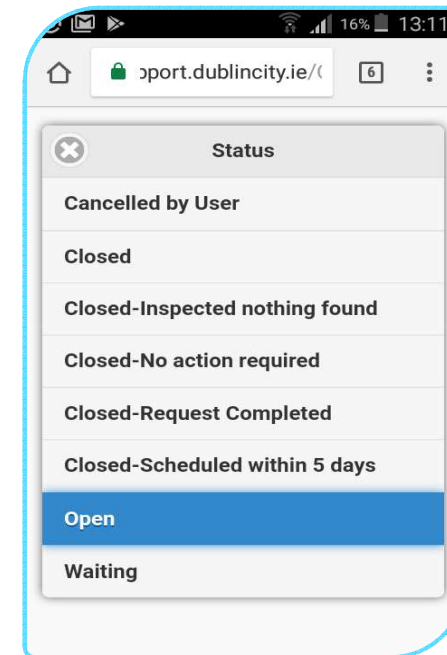
CRM Operational work queue provides view of all logged calls



Email Notification



Mobile Interface



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

Type	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



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



TAMS Transport Asset Management System

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

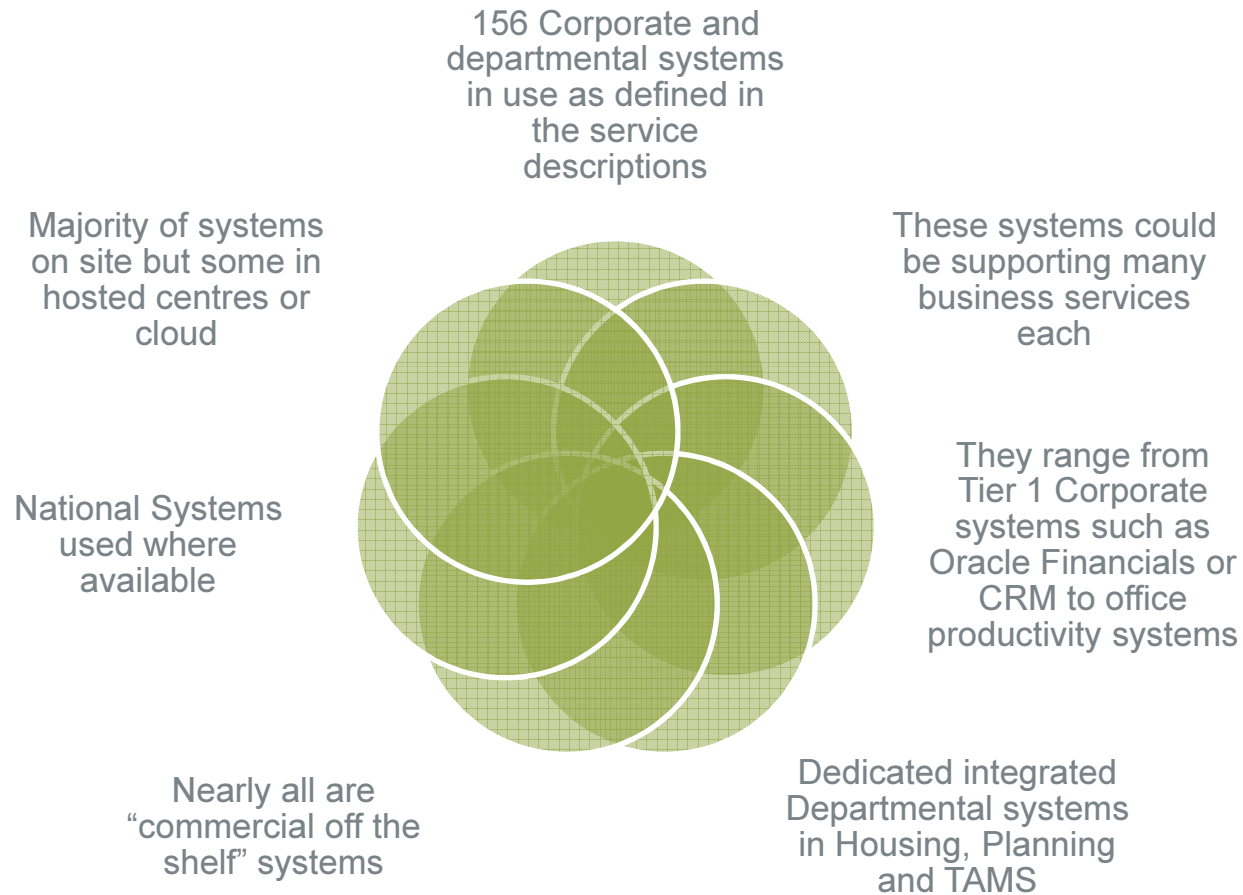
Holds all Asset Information

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