

AUDIT REPORT TRACKING SYSTEM (ARTS)

SECTION I: SUMMARY INFORMATION			
Audit Title:	The Accuracy and Validity of 311 Data Could be Improved	Audit Release Date:	6/10/2015
Department:	City Manager	Last Report Date:	8/23/2017
Department Director:	Troy Schulte	This Report Date:	11/08/2018
Contact Person/Phone:	Jean Ann Lawson (513-6566)	Expected Presentation Date:	12/19/2018
SECTION II: RECORD OF IMPLEMENTED RECOMMENDATIONS			
1. Implemented – 06/15/2015		4. Implemented – 06/15/2015	
2. In Progress		5. Implemented – 07/01/2015	
3. Implemented – 07/01/20115			
SECTION III: SUMMARY OF IMPLEMENTATION EFFORTS			
Recommendation 2: The city manager should establish a more consistent approach to defining and changing work group definitions of “closed.”			
<i>Status of Recommendation: In Progress</i>			
As the implementation of Compass KC is completed, the EnerGov CRM project is now under way. The “To Be Process” outlined for this new CRM system includes a variety of status options for requests rather than simply “open” or “resolved.” The system will also interface with several work order systems including Cartegraph and Hansen so the design calls for requests to remain open as long as the corresponding work order is open. The current project timeline has Go Live scheduled for August 2019.			
SECTION IV: ADDITIONAL OUTCOMES			