

AUDIT REPORT TRACKING SYSTEM (ARTS)

SECTION I: SUMMARY INFORMATION			
Audit Title:	The Accuracy and Validity of 311 Data Could Be Improved	Audit Release Date:	06/10/2015
Department:	City Manager	Last Report Date:	01/18/2017
Department Director:	Troy Schulte	This Report Date:	08/09/2017
Contact Person/Phone:	Jean Ann Lawson 513-6566	Expected Presentation Date:	08/23/2017
SECTION II: RECORD OF IMPLEMENTED RECOMMENDATIONS			
1. Implemented - 06/15/2015		4. Implemented - 06/15/15	
2. In Progress		5. Implemented - 07/01/15	
3. Implemented - 07/01/15			
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>			
The EnerGov CRM project is scheduled to begin September 1, 2017. The “To Be Process” outlined for the new CRM system includes a variety of status options rather than simply “open” or “resolved.” The system will also interface with several work order systems including Cartegraph and Hansen so requests will remain open as long as the work orders are still open.			
SECTION IV: ADDITIONAL OUTCOMES			
The 311 Call Center will be moving from the PS CRM system into the EnerGov CRM system before November 2017. These recommendations will be used in the design and implementation of the new CRM system.			