

## AUDIT REPORT TRACKING SYSTEM (ARTS)

SECTION I: SUMMARY INFORMATION			
<b>Audit Title:</b>	The Accuracy and Validity of 311 Data Could be Improved	<b>Audit Release Date:</b>	6/10/2015
<b>Department:</b>	City Manager	<b>Last Report Date:</b>	8/23/2017
<b>Department Director:</b>	Troy Schulte	<b>This Report Date:</b>	04/16/2018
<b>Contact Person/Phone:</b>	Jean Ann Lawson 513-6566	<b>Expected Presentation Date:</b>	05/16/2018
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 – 07/01/2015			
SECTION III: SUMMARY OF IMPLEMENTATION EFFORTS			
<b>Recommendation 2: The city manager should establish a more consistent approach to defining and changing work group definitions of “closed.”</b>			
<i>Status of Recommendation: In Progress</i>			
Due to the delays with the Compass KC launch, the EnerGov CRM project was put on hold until summer 2018. The “To Be Process” outlined for this 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 all requests will remain open as long as the corresponding work order is still open.			
SECTION IV: ADDITIONAL OUTCOMES			
The 311 Call Center will be moving from the PeopleSoft CRM system into the EnerGov CRM system in late 2018. These recommendations will be used in the design and implementation of the new CRM system.			