

Cityworks i Sverige

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CITYWORKS


- GIS-baserat ärendehanteringssystem för anläggningar
- EI, Fjärrvärme, VA, Flygplatser, Gata, Park, Fastigheter, Spårvägar m.m.
- Azteca Systems Inc, Salt Lake City, Utah, USA
Esri Platinum Partner
- 500 organisationer 10.000+ användare
- I Sverige: Stockholm Vatten, Gävle Kommun, Gävle Energi, Gästrike Vatten, MittSverige Vatten, Eskilstuna Kommun, Trafikkontoret Göteborgs Stad samt Göteborgs Spårvägar
- Baseras på ArcGIS Server med anläggningsregister i SDE geodatabas

MÅLGRUPP

Verksamheter som behöver hantera ärenden för drift och underhåll på anläggningar med en geografisk position

VA-ledningar, fjärrvärmecentraler, busskurer, träd, gata(pothål/snöröjning/klagomål på buller), sopkärl, gatupratrare (tillstånd), parkbänkar, fastigheter, kabelskåp, trafikljus, anläggningar på en flygplats eller i en industri, optokablar, trafikljus, spårvagnsnät m.m.





Jag saknar en karta!

Zzz..

Problem
faller mellan
stolarna..

Det är bara
en massa
Excel..

Många
olika system,
FÖR många..

Data matas
inte in enhetligt!

Jag behöver
jobba i fält!

kunskap
finns enbart i huvudet
på erfarna
medarbetare

Svårt att få en
helhetsbild

Ja, i mitt!

När vi frågar vilka utmaningar och problem man har med ärendehantering i sina befintliga system



kopplat till karta och anläggningsregister!

Ärendehantering – vilka behov finns det?

Vår lösning är Cityworks!

Äntligen!

Det där låter
onekligen bra!

Ja verkligen,
får vi se?

Cityworks är ett GIS-baserat ärendehanteringssystem – flexibelt för att passa kundens behov



Vill du veta mer? – Kontakta bjorn.holm@esri.se

Cityworks på kontoret

Cityworks Server Office Mode

Cityworks - Mozilla Firefox

Cityworks

Cityworks

Miss Jobb

Väder: Kista

Idag -4°

Imorgon -2°

Lördag 3°

Nya Anläggningar 2013

Id	Datum Skapat	Problembeskrivning	Placering	Kategori	Ansvärs Enhet	Huvudläggare	Ad
10151	4/25/2013 11:05 A	Leckage	1	VA	VATTEN & AVLOP	HOLM, Björns	Se
10157	4/27/2013 9:46 A	Leckage	1	VA	VATTEN & AVLOP	HOLM, Björns	Se
10158	4/26/2013 1:25 P	Leckage	1	FN	LÄNNÄRVA	HOLM, Björns	Se

Nya Pågående Anläggningar

Id	ADBeskrivning	Placering	Datum	Ansvärs Enhet	Placerad Staff	Placerad Avslut	Ver
10222	Reparation	3	MGM	VATTEN & AVLOP	4/11/2013 7:15 PM	4/17/2013 2:18 PM	
10223	Ovriggrop	3	MGM	VATTEN & AVLOP	4/26/2013 3:54 AM	5/20/2013 3:54 AM	
10225	Reparation	3	MGM	VATTEN & AVLOP	5/13/2013 12:00 A	5/20/2013 12:00 A	
10227	Reparation	3	MGM	VATTEN & AVLOP	5/20/2013 11:44 AM	5/4/2013 10:34 AM	5/7
10231	Reparation	3	MGM	VATTEN & AVLOP	5/25/2013 11:31 A	5/25/2013 11:31 A	
10251	Ovriggrop	3	MGM		5/25/2013 4:12 PM	5/27/2013 4:12 PM	

Kan du hjälpa

Blanka grävströmlinje på Svanöggeväg 2?

Lösen ordet är bilen!

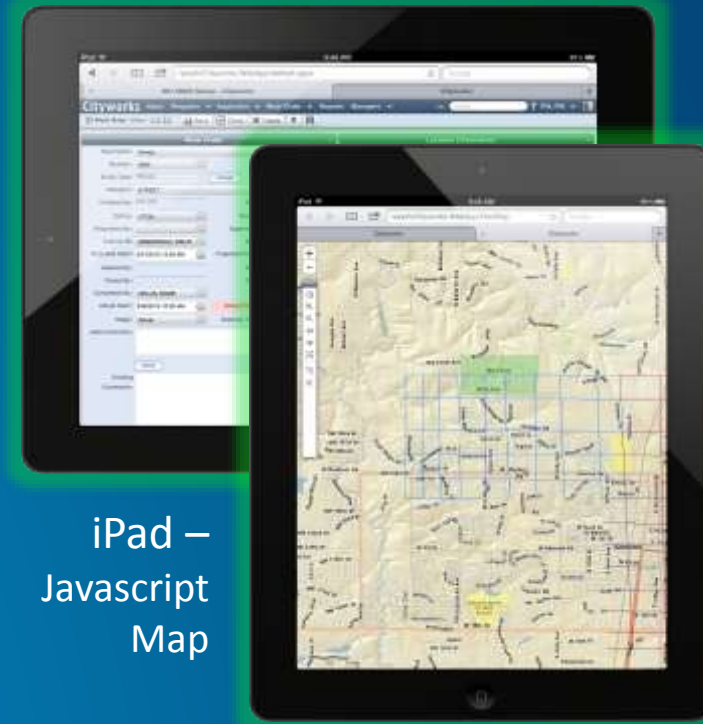
01:01
2014-06-30

Cityworks i fält

Cityworks Server Field Mode - Connected



Windows Tablet – Silverlight Map



iPad –
Javascript
Map

Cityworks i fält

Cityworks Mobile iOS & Android - Disconnected



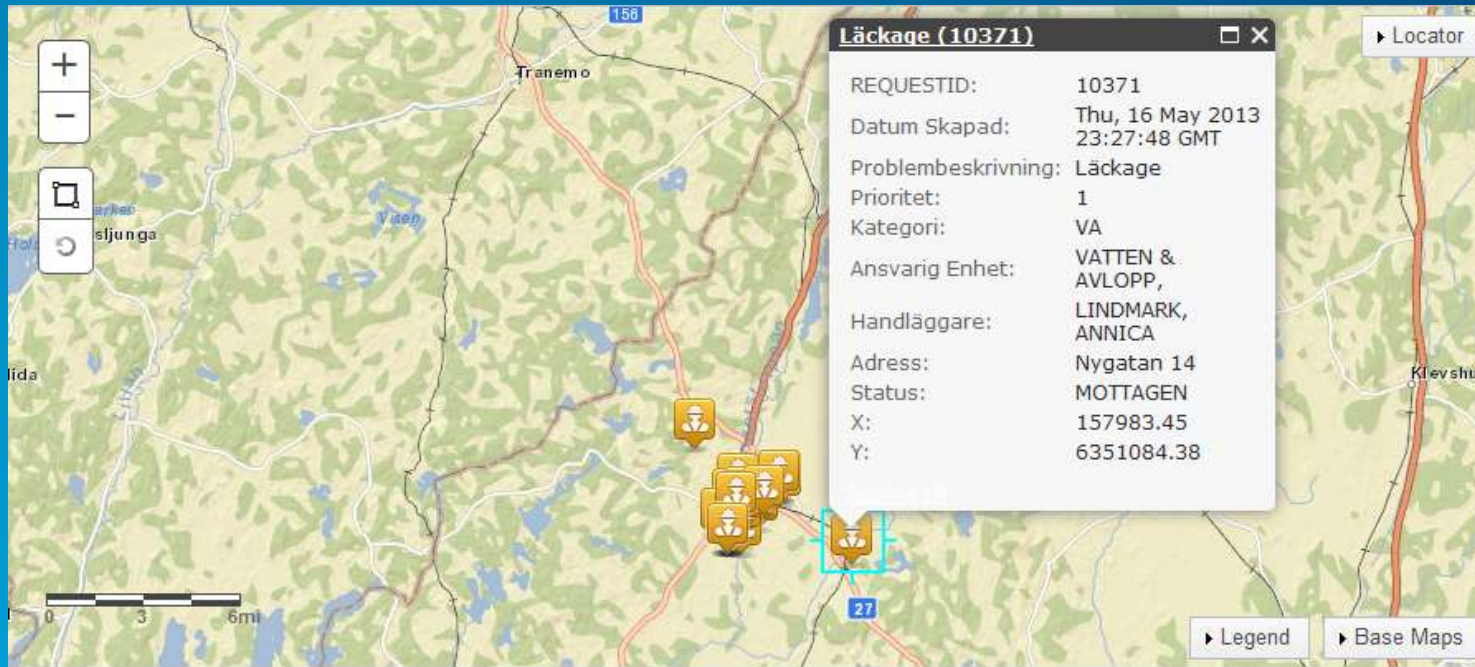
Cityworks integration

API

The screenshot displays the 'ServiceRequest Web Service' API documentation interface. The page is titled 'ServiceRequest Web Service' and features the 'Cityworks' logo in the top right corner. The interface is divided into two main sections: 'Web Services' on the left and 'Methods' on the right. The 'Web Services' section contains a hierarchical tree view with categories like 'Home', 'Authentication', 'AMS', 'Attachments', 'Condition', 'Contractor', 'Crew', 'CustomerCall', 'Employee', 'Entity', 'EquipmentCost', 'Equipment', 'Inspection', 'LaborCost', 'MaterialCost', 'Material', 'Preferences', 'Reading', 'RecentActivity', 'Relates', 'Search', 'Security', 'ServiceRequest', 'Tasks', 'WorkOrder', and 'Types'. The 'Methods' section lists various API endpoints, each with a description of its return type, such as 'AddComments (Returns Void)', 'ById (Returns RequestBase)', 'ByIds (Returns List<RequestBase>)', 'ByIncidentAndEmail (Returns RequestBase)', 'ByOtherSystemId (Returns RequestBase)', 'Cancel (Returns List<RequestBase>)', 'Close (Returns List<RequestBase>)', 'Comments (Returns String)', 'CommentsByRequestIds (Returns Dictionary<Int32, String>)', 'Create (Returns RequestBase)', 'CustomFields (Returns Dictionary<Int32, List<ReqCustField>>)', 'ProblemLeafByOtherSysCodeDescs (Returns ProblemLeafBase)', 'ProblemLeafBySid (Returns ProblemLeafBase)', 'Problems (Returns List<ProblemName>)', and 'QA (Returns ProblemQA)'. The browser's address bar shows the URL 'Cityworks2014/ServiceRequestWebService'. The Windows taskbar at the bottom indicates the system date as 2009/05/25.

Cityworks integration

eURL



The screenshot displays a web-based map interface for Cityworks integration. The map shows a geographical area with roads, water bodies, and several yellow location markers. A specific marker is highlighted with a red border, and a pop-up window displays the following details for request ID 10371:

Läckage (10371)	
REQUESTID:	10371
Datum Skapad:	Thu, 16 May 2013 23:27:48 GMT
Problembeskrivning:	Läckage
Prioritet:	1
Kategori:	VA
Ansvarig Enhet:	VATTEN & AVLOPP,
Handläggare:	LINDMARK, ANNICA
Adress:	Nygatan 14
Status:	MOTTAGEN
X:	157983.45
Y:	6351084.38

The interface includes standard map controls on the left (zoom in/out, pan, home, refresh) and a scale bar at the bottom left. On the right side, there are buttons for 'Locator', 'Legend', and 'Base Maps'.

Cityworks konfiguration

Designer

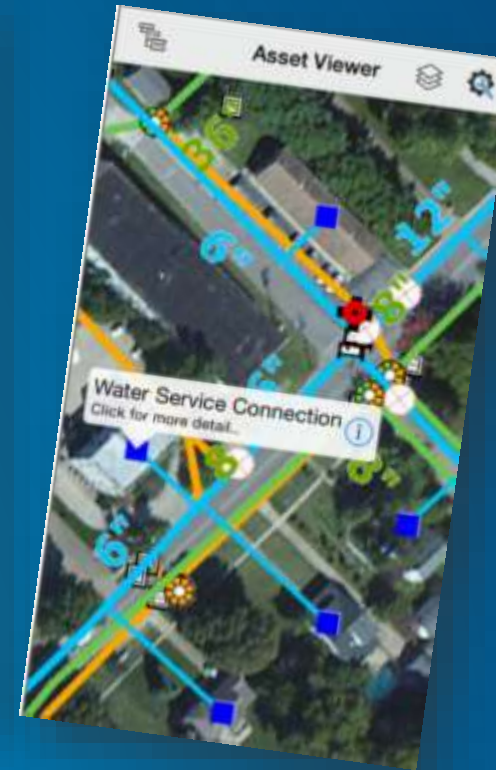
The image displays the Cityworks Designer configuration interface. At the top, a navigation bar includes links for Home, General, Contracts, GIS, Inspections, Projects, Service Requests, Storeroom, Tasks, and Work Orders. The main area is titled "Designer" and contains a list of configuration categories:

- Admins
- Asset Groups
- Contractors
- Crew Manager
- Customer Accounts
- Domains
- Employers
- Groups
- Inspection Templates
- Licensing
- Material
- Preferences
- See Menu
- Service Request Templates

In the foreground, two windows are open. The "Templates" window shows a list of templates with a search bar and buttons for "Add", "Clone", and "Delete". The "Details" window shows the configuration for a selected template:

- Code: WA-CWEL-STALL
- Category: Gata
- Description: Behov av nya cykelstall
- Priority: Medium
- Custom Field Category: (empty)
- QA Model: Standard
- Is Active:
- Submit To: TRAFIK
- Dispatch To: (empty)
- Duration: (empty)
- Duration Unit: Day

Cityworks 3-parts produkter



www.cityworks.com

The screenshot shows the Cityworks website homepage. At the top, there is a navigation menu with links for PRODUCTS, SERVICES, NEWS & EVENTS, and US & OUR PARTNERS. The main content area features a 'Cityworks in Action' section with a video player and a description of the company's services. Below this is a 'Recent Cityworks News' section with three news items, each with a thumbnail image and a 'LEARN MORE' button. The news items are: 'GISI Announces Partnership with Cityworks', 'Alpharetta Georgia Selects Timmons Group to Implement Enterprise Work Management System (EMS)', and 'City of Arnold, Missouri, Utilizes Cityworks Online with Remarkable Results'. There is also a link to 'Register for the Cityworks 2013 User Conference' and a '2012 Cityworks User Conference Video' link.

Cityworks

PRODUCTS SERVICES NEWS & EVENTS US & OUR PARTNERS

Cityworks in Action

Review video taking at over 10 client sites, representing both large and small local governments around North America, with a variety of applications ranging from water, gas, and electric; facilities management, roads, parks and trails, cemeteries, utility locating, permits and inspections, planning and zoning, code enforcement cases, licensing, emergency management, and more. [See videos.](#)



Recent Cityworks News

-  [GISI Announces Partnership with Cityworks](#)
GISI (Big Top) and Platinum Partners have joined together to better enable state and local go...
-  [Alpharetta Georgia Selects Timmons Group to Implement Enterprise Work Management System \(EMS\)](#)
The Timmons Group Timmons Group was chosen by Alpharetta, Georgia to implement an Enterprise Work...
-  [City of Arnold, Missouri, Utilizes Cityworks Online with Remarkable Results](#)
The City of Arnold, Missouri (Arnold), recently completed their testing phase of the Cityworks Online...

[Register for the Cityworks 2013 User Conference](#)



[2012 Cityworks User Conference Video](#)

[LEARN MORE](#)

Cityworks forum

The image shows a screenshot of the Cityworks forum website. The browser's address bar displays 'http://mycityworks.com'. The page header includes the Cityworks logo and the text 'Welcome to MyCityworks.com'. Below the header, there are navigation tabs for 'Home', 'Knowledge Base', 'News', 'Training', 'Certifications', 'Contact Support', and 'Partner Resources'. The main content area is divided into several sections: 'What's New', 'Featured Article' (titled 'Advantages of Going Mobile - June 2013'), 'Announcements' (with sub-sections for '2013 User Conference Presentations - June 2013', 'Native Applications (Android and iOS) will be available soon for Cityworks 2014 SP3 - April 2015', and 'Cityworks 2014 SP3 Release - April 2015'), and 'White Papers'. A user profile for 'Greg Walters' is visible next to the featured article. A semi-transparent login overlay is positioned on the left side of the page, featuring the Cityworks logo and a sign-in form with fields for 'User Name' and 'Password', a 'Remember me and me too' checkbox, and a 'Log In' button. The footer of the overlay reads '©Cambridge 2011 Astoria Systems, Inc. All rights reserved.'

Cityworks användarkonferens



Cityworks

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esri Sverige