

INTEGRATION OF CITIZEN MOBILE REPORTING APP FOR SMART CITY ASSET MANAGEMENT



Project Charter

By: Simaant Patil, Project Manager

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Proposal number: BCFG-07

Project Background

The Department of Public Works (DPW) of Syracuse is an important part of the city as it looks after the maintenance of parks, streets and sewers and is also responsible for picking up the trash and issuing handicap parking permits. The city has a system called as “Cityline” in place which allows residents to report problems about roads, trash pickup, snow plowing and similar issues so that the Department of Public Works can have a look at it.

Cityworks, a subsidiary of Azteca systems is one of the leaders in GIS-centric system for public asset management and has been helping communities to work smarter and is used for serving its residents better. In addition to this, they provide complete implementation, data integration and re-engineering as well.

The Department of Public Works (DPW) wants to improve its already established system by implementing a mobile app portal that interfaces with the Cityworks software so that the residents of the city can report problems with the help of on-site GPS or the pictures that are sent by the residents through the mobile app. So, DPW has decided to work with Cityworks for this project.

Project Business Case

Ben Walsh, the mayor of the city wants to implement a Smart City project under his ‘Syracuse Surge’ plan and a part of this project is to implement a mobile app portal to help residents report issues that they find in city’s infrastructure. David Pajak, the Director of IT of City of Syracuse’s IT area wants this project to effectively track the problems that are reported by the users until they are resolved.

The goal of this project is to implement an update to an established system through the means of a mobile app so that the issues that the residents face can be tracked in real-time and the process of solving such issues becomes more agile and better monitored.

Out of Scope

1. Setting up new hardware for the system is out of scope.

Assumptions

1. The City of Syracuse DPW has enough money for the implementation of the project
 2. No need for a new asset management system as there’s only a need to develop and integrate a mobile app platform with the existing system
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Project Deliverables

A. Product Deliverables

1. A mobile app platform that records data from its users about the issues the city is facing
2. The platform should be able to take images, update the location where the issue is being faced, and should be able to track the changes of the work done in fixing the issues
3. The platform should also be able to give alerts to its users regarding an issue or in the case of an emergency
4. It should be able to carry data from its users to the final system so that all the components work coherently

B. Process Deliverables

1. Project Charter
2. Work Breakdown Structure
3. Weekly reports for the teams and stakeholders involved
4. Milestone list: A document where every important milestone is listed and at each milestone, there will be an approval required to go further. If there is a need to change the resource assignment for the project, it can be done at these milestones
5. Project plan and budget

Project Constraints

There are no cost and time constraints for the project currently as there is still a need for a project plan, estimated budget and a project overview presentation for the first deliverable.

Milestones

1. Approval of Project charter by David
2. Project planning
3. WBS planning
4. Present project overview
5. Project Implementation
6. Midway checkpoint
7. App platform development completion
8. App deployment
9. User training
10. User feedback
11. Final reports and closing of the project

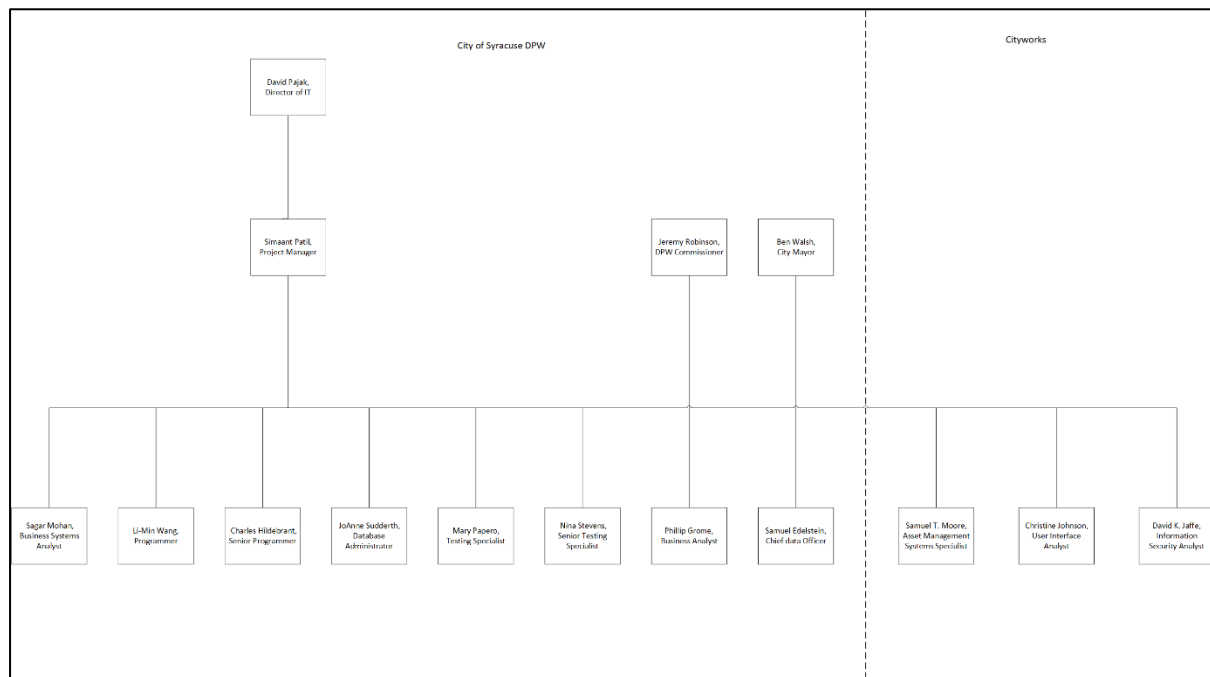
Integration Plan

1. Assessing the current system (Cityline) and understanding the integration problems of this system into the Cityworks platform.
2. Adopting the mobile app platform and integrating the app platform with Cityline to overcome the system shortcomings
3. Making sure that the app is compatible with the system and on different versions of mobile phones
4. Scheduling weekly meetings with City of Syracuse IT project team and Cityworks technology staff to track the project timeline
5. Scheduling bi-weekly meetings with David to give him the progress report
6. Developing an end-to-end testing plan for the software

Project Team

1. Sagar Mohan, Business Systems Analyst reporting to Simaant Patil
 2. Li-Min Wang, Programmer reporting to Simaant Patil
 3. Charles Hildebrant, Senior Programmer reporting to Simaant Patil
 4. JoAnne Sudderth, Database Administrator reporting to Simaant Patil
 5. Mary Papero, Testing Specialist reporting to Simaant Patil
 6. Nina Stevens, Senior Testing Specialist reporting to Simaant Patil
 7. Simaant Patil, Project Manager reporting to David Pajak
 8. David Pajak, Director of IT
 9. Samuel T. Moore, Asset Management Systems Specialist
 10. Christine Johnson, User Interface Analyst
 11. David K. Jaffe, Information Security Analyst
 12. Phillip Grome, Business Analyst reporting to Jeremy Robinson
 13. Samuel Edelstein, Chief Data Officer reporting to the Ben Walsh
 14. Jeremy Robinson, DPW Commissioner
 15. Ben Walsh, Mayor of the City
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Project Organization Chart



Risks and Responses

1. Risk: incompatibility of the mobile app on the user mobile phones and with the software system in place

Response: The compatibility of the system should be tested before it is deployed in its final stage

2. Risk: Lack of communication and guidance of the needs of the project

Response: Conducting regular meetings with the team to track the progress of the project and to clear questions regarding the requirements of the resources

3. Risk: Change of scope

Response: If there are any new requirements at any point in the project, they would be discussed and classified as critical and non-critical. Critical requirements will have to be added in the first implementation of the project and non-critical ones would be one that could be done at a later time.

APPROVAL

Signature: _____

Date:

Name: Simaant Patil

Title: Project Manager, IT Department, City of Syracuse DPW

Signature: _____

Date:

Name: David Pajak

Title: Director of IT, City of Syracuse DPW

Signature: _____

Date:

Name: Jeremy Robinson

Title: DPW Commissioner, City of Syracuse DPW

Signature: _____

Date:

Name: Ben Walsh

Title: Mayor, City of Syracuse
