



Request for City Council Committee Action

Date November 3, 2005

To Ways and Means Committee

Prepared by Nancy Larkey Phone 673-5494

Submitted by Karl Kaiser _____

Approved for Submittal John Moir _____

Subject Project Management for the Customer Relationship Management/Work Order Management System (CRM/WOM)

Presenter in Committee Nancy Larkey

Recommendation: **Increase the Unisys Corporation contract C-21958 in the amount of \$74,740 for the services of a Project Manager**

Financial Information: The project is funded by CLIC funding for 311 CRM/WOM. No additional appropriations are required.

Financial Impact (Check those that apply)

- No financial impact (If checked, go directly to Background/Supporting Information)
- Action requires an appropriation increase to the Capital Budget
- Action requires an appropriation increase to the Operating Budget
- Action provides increased revenue for appropriation increase
- Action requires use of contingency or reserves
- Other financial impact (Explain):
- Request provided to the Budget Office when provided to the Committee Coordinator

Background/Supporting Information

CRM/WOM project is being established to improve methods to reach the citizen and improve the timeliness of the response, statistics, and tracking mechanisms. In that effort Unisys Corporation in partnership with Lagan contracted with the City on January 22, 2004 to provide CRM application licenses, services, and support.

The project manager for the City is redeployed to a City management role. In order to provide continued project management services with the knowledge base required, the City is engaging a project manager from Unisys to complete the project.

Services being provided include:

- Coordinating application development team
- Serve as liaison to support training
- Manage system configuration
- Manage personnel: technical manager, knowledge base team, information architect and configuration staff.
- Develop distribute and review Project Plans with City stakeholders.
- Coordinate Quality Assurance
- Formulate risk management strategies to mitigate risk
- Assist with call center agent training