



THR1004- A Real-World Smart City: *How Richmond VA is Transforming Citizen Services*

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What is a "Citizen Services" program?



Provides citizens with a single point of contact with a municipality for non-emergency services

Phone number is "311"

Similar to 911 for Emergency Services



Call center for intake of all non-emergency requests Request is either:

Researched and resolved during the call

Captured and referred to a department for completion



Citizens may also submit requests online or through smartphone app



Provides rich data for municipality on community needs and departmental performance

Meeting today's demands is not easy



My citizens expect user-friendly, mobile access to government, which my systems can't support



I would love to enable cross-organization collaboration, but strict regulations and our legacy systems stand in my way



I have difficulty anticipating and responding to the needs of my citizens



There are increased expectations regarding public services, but my budget hasn't increased with these increasing demands

A nighttime photograph of the Richmond, Virginia skyline, featuring several illuminated skyscrapers and a bridge over a river. The scene is reflected in the water. Six semi-transparent dark grey boxes are overlaid on the image, each containing a text label. The labels are arranged in two rows of three. The bottom right of the image contains a large white text label.

Disjointed
system

Lack of
transparency

No integration
with GIS

Multiple back-
end systems

Lack of reporting
and analysis

Legacy
technology
installed on
clients

Welcome to Richmond, VA

Not just a technology problem

Established Department of Citizen Service & Response

citizen
engagement

capture and quality
control of citizen
requests

performance
measurement of
departments'
responsiveness

set and manage
expectations of
citizens and
departments

I thought AvePoint did Office 365?

United Nations: Human Trafficking

The screenshot shows the 6DEGREE.ORG website, which is dedicated to helping victims of human trafficking. The page features a navigation bar with links for Home, Reading, Health, and About Us. Below the navigation bar, there is a section titled "RECENT CASES" with three highlighted cases: Cica, Sarangeni, and Tin Rayer Agung. Each case includes a brief description and a "Read More" button. A "VIEW MORE" button is also present at the bottom of the section.

Citizen Services

The screenshot shows the Sidoarjo Peduli Jalan website, which provides citizen services. The dashboard includes a navigation bar with links for Beranda, Layanan, Peta, and Status. The main content area features a "Citizen Service Management" section with a "Hadir Segera" button and a "Top 10 Layanan Online" list. Below this, there is a map of Sidoarjo with various service points marked.

DNC Case Management

The screenshot shows the DNC Case Management system interface. It features an "Incident Dashboard" with several charts, including a bar chart showing "Incidents by County Top 10" and a pie chart showing "Incident Status". Below the charts, there is a table of cases with columns for Case Number, Identification Number, Name, Created On, Assigned To, and Action.

Social/ Family Dev. Case Management

The screenshot shows the SingPass website, which is used for social and family development case management. The page includes a navigation bar with links for Home, My Account, Services, and MyInfo. The main content area features a "Case Management" section with a table of cases and an "Assign to" button.



Service Dashboard - AvePoint C x +

admin.citizenservices.org/mycity04/Dashboard

Dashboard

Download Cortana Analysis Report Template | Cortana Configuration Instructions

Date Filter

2014 2015 2016

Q1 Q2 Q3 Q4 Q1 Q2 Q3 Q4 Q1 Q2 Q3

Jan Feb Mar Apr May Jun Jul Aug Sep Oct Nov Dec Jan Feb Mar Apr May Jun Jul

Report Filters

Type

- Blocked Sidewalk/Parking
- General
- Graffiti/Sign
- Noise Complaint
- Pests and Rodents
- Public-Street Defect
- Sidewalk Maintenance
- Street Sign
- Streetlight
- Tree Maintenance

Status

- Assigned
- Cancelled
- Completed
- In Progress
- Unprocessed

Priority

- High
- Low
- Medium
- None
- Lowest

Open Service Requests

Unprocessed Requests: 176

Created	Priority	Status	Type	Assignee
7/11/2016 8:45:38 P.	None	Unprocessed	Streetlight	Ben Miller
7/11/2016 8:45:52 P.	None	Unprocessed	Streetlight	Walter Lee
7/11/2016 8:45:31 P.	None	Unprocessed	Streetlight	Daniel Lee
7/11/2016 8:45:38 P.	None	Unprocessed	Streetlight	Adrian Lee
7/11/2016 8:45:29 P.	None	Unprocessed	Streetlight	Walter Lee
7/11/2016 8:45:29 P.	None	Unprocessed	Streetlight	Walter Lee
7/11/2016 8:45:27 P.	None	Unprocessed	Streetlight	Walter Lee
7/11/2016 8:45:26 P.	None	Unprocessed	Streetlight	Walter Lee

Open Requests by Location

Uniting citizens & cities

Proactively solve problems for your constituents before they even occur. By integrating IoT-connected devices with Azure Machine Learning, governments can analyze, adapt, and make predictions about future events through data from those connections.



All digital

An integrative, unified information system that lets anyone, anywhere access data, log an issue, attach photos and info too.



Very responsive

Automated case routing directly to response teams, based on location and availability, to give them instant access to information and resources.



So intelligent

Automatic device triggers and map integration help direct personnel and resources to exactly where and when they're needed, in real time.



Proactive IoT

Internet of Things integration, coupled with machine learning, helps proactively solve citizens' problems before they occur.

Accelerate Citizen Services

1 Empower citizens to easily report incidents

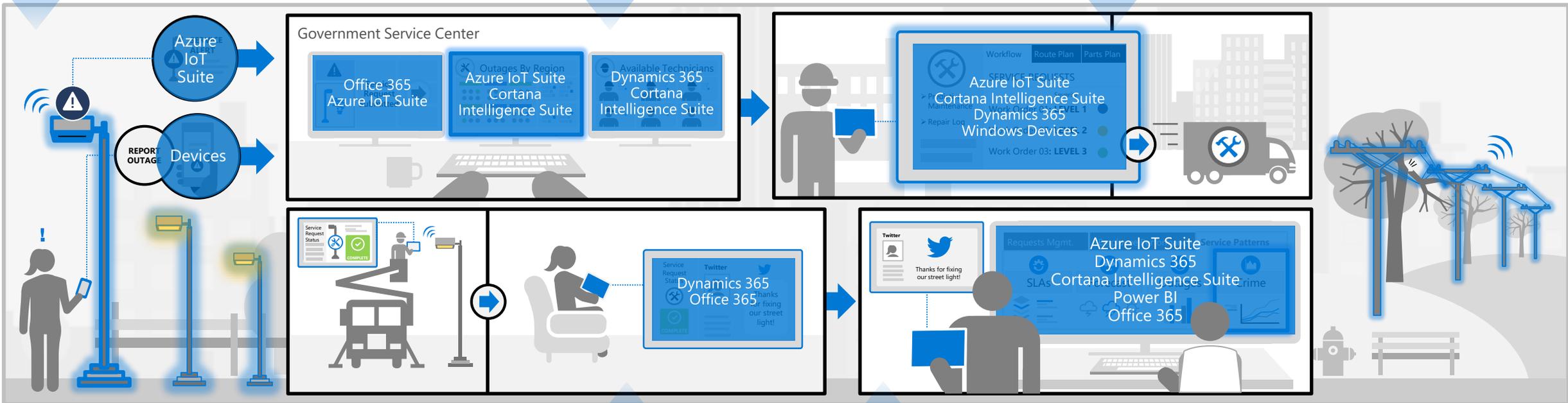
- Build interactive mobile apps to enable anytime, anywhere reporting
- Leverage built-in location services and user data to gain context
- Route notification to appropriate department

2 Receive automatic service alerts from public assets

- Install sensors and connect infrastructure to gain visibility into system management
- Predict and proactively prevent outages with advanced analysis

3 Accelerate case response times and issue resolution

- Optimize employee productivity with step-by-step workflows and route planning
- Assign field agents based on proximity and expertise using intelligent case routing



4 Keep citizens informed and engaged

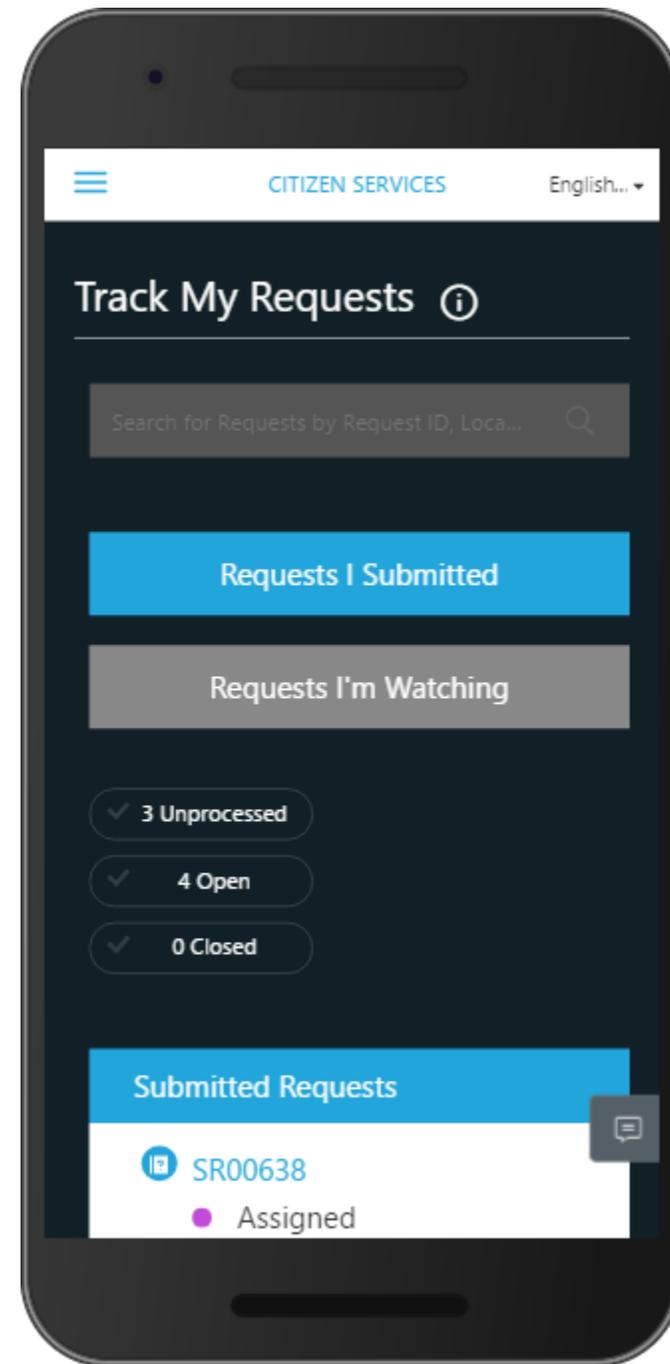
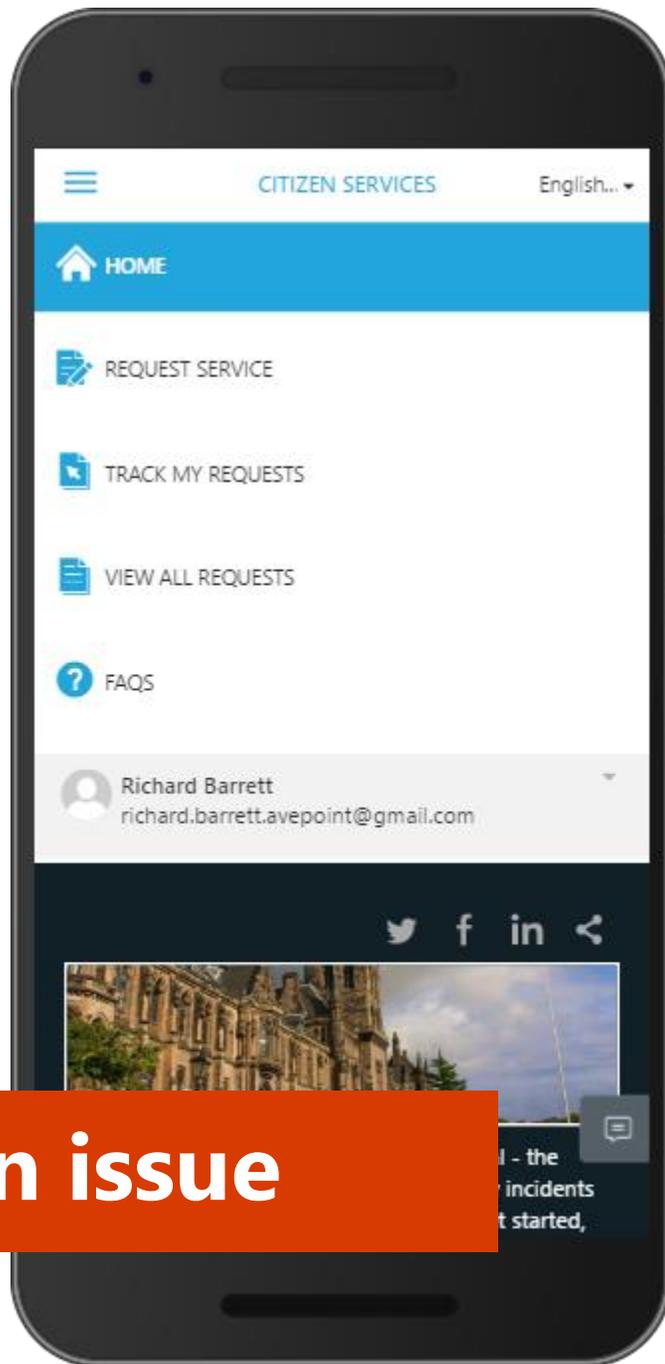
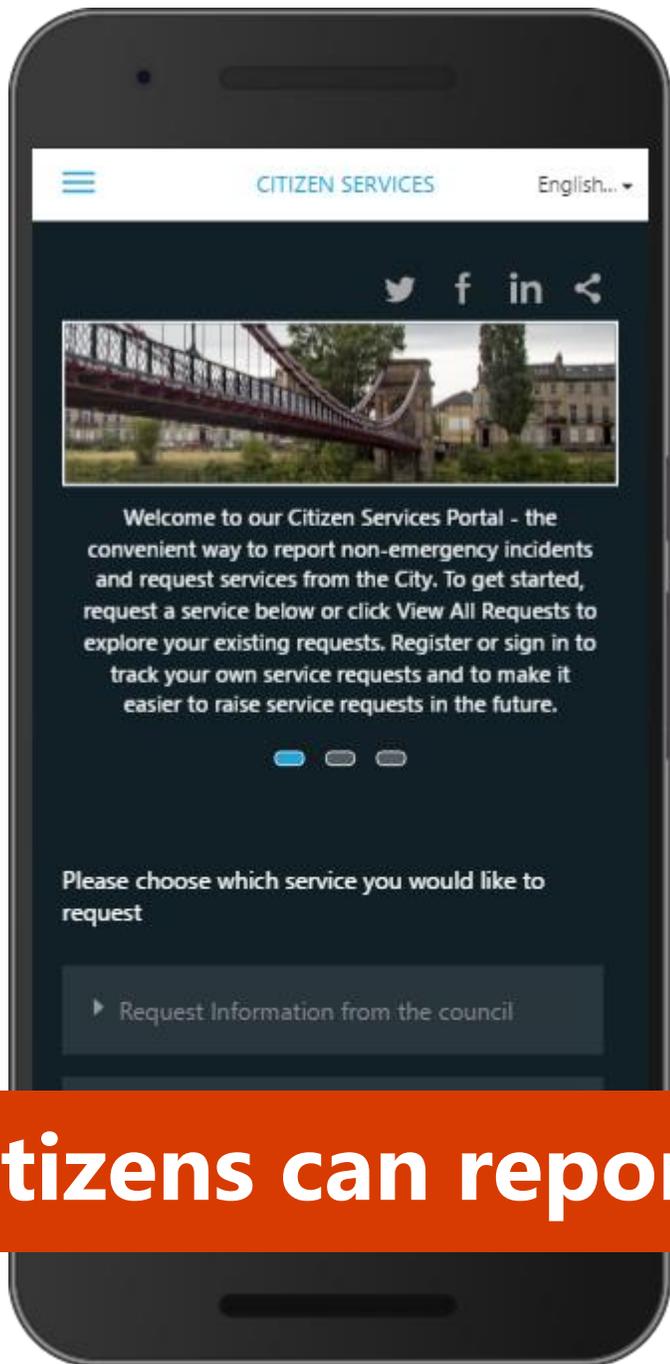
- Send case status notification to track progress and completion
- Increase transparency to drive accountability and ensure delivery of quality service
- Connect with citizens via social media to track sentiment

5 Equip management with real-time insight

- Create dashboards and reports to inform decision-making
- Identify patterns from internal and external data to predict citizen and infrastructure needs
- Monitor individual and team performance to determine resource allocation

Let's say you want to report graffiti





Citizens can report an issue



CITIZEN SERVICES
BUILT ON MICROSOFT CLOUD TECHNOLOGY

- HOME
- SITE SETTINGS
- REQUEST MANAGEMENT**
- CONFIGURE SERVICES
- USER MANAGEMENT
- INSIGHTS
- STREETLIGHT
- ABOUT

Richard Barrett
richard@citylpswich.onmicroso...
Sign Out

Request: SR00638

Service Type:	Request for information
Opened Date:	30/03/2017 13:21
Service Status:	Assigned to Department
Priority:	Medium
Due Date:	13/04/2017 13:23
Closed Date:	
Dispatcher:	Richard Barrett
Owner Group:	Trial Service Owner Group
Owner:	
Engineer Group:	
Engineer:	
Is this a formal request?:	No
What information do you require?:	Please can I have information on which councillors stayed in hotels on business last year? and how much the

A case will be created and assigned

Request Management

[+ NEW REQUEST](#)

- Unprocessed Requests (155)**
- My Pending Approvals (0)
- Overdue Requests (1)
- All Requests (676)

Search for Requests by Request ID, Location, and Description 

Request Type

 Any

Time Range

 Last 3 Months

Service Request	Request Type	Status	Request Date	Description	Action
 SR00670	Lift Issue Service Req...	Unprocessed	July 2, 2018 7:55 pm	test	Edit
 IC-00105	Example Request	Unprocessed	June 19, 2018 5:01 pm		Edit

Cases are assigned and tracked



Dashboard

[Download Cortana Analysis Report Template](#) [Cortana Configuration Instructions](#)



Real-time reporting

- SITE SETTINGS
- REQUEST MANAGEMENT
- CONFIGURE SERVICES
- USER MANAGEMENT

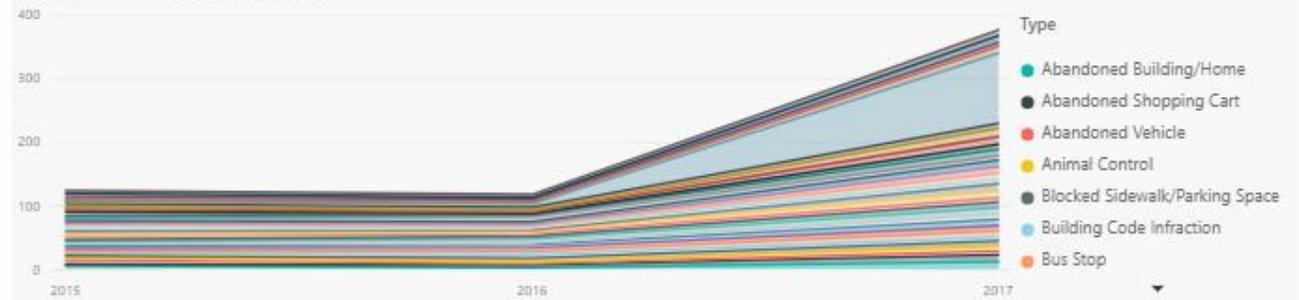


DASHBOARD

admin
admin@csignitedemo.onmicro...
Sign Out

All Service Requests

Volume of Service Requests



Requests by Type

Requests by Status

Requests by Priority

Request Dashboard

Filters

AvePoint
CITIZENSERVICES
BUILT ON MICROSOFT CLOUD TECHNOLOGY

- HOME
- SITE SETTINGS
- REQUEST MANAGEMENT
- CONFIGURE SERVICES
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- STREETLIGHT**

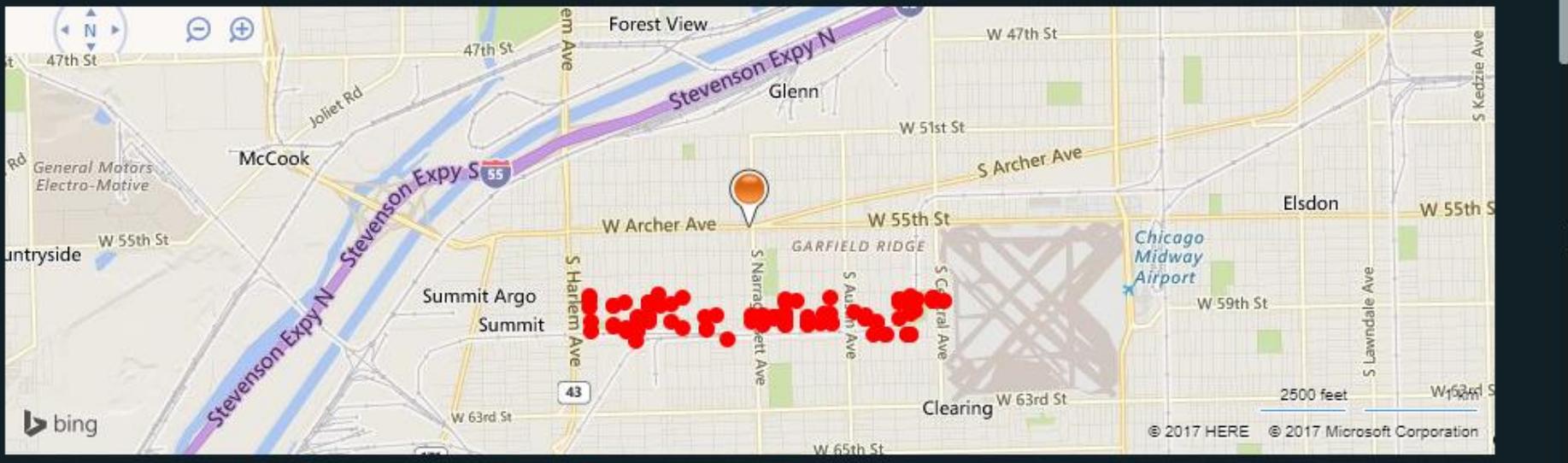
admin
admin@csignitedemo.onmicro...
Sign Out

Streetlight

Streetlight Status **Predict Failures** Preventative Maintenance

Address: 6401 W Archer Ave, Chicago, IL 6
Date Range: 09-24-2017 - 12-24-2017

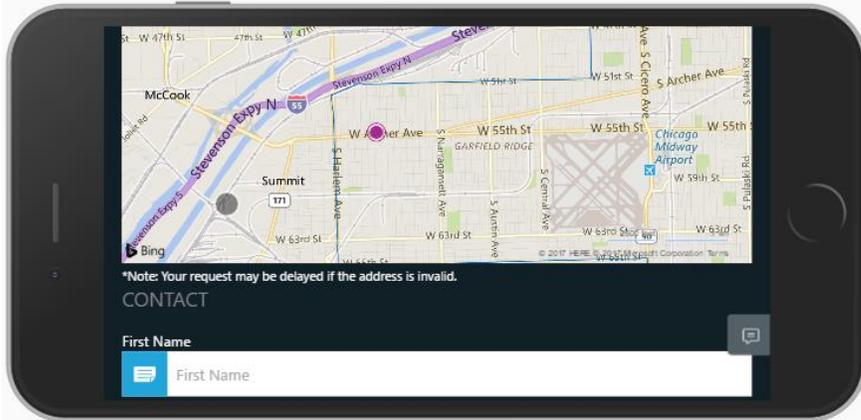
Predictive analytics with machine learning



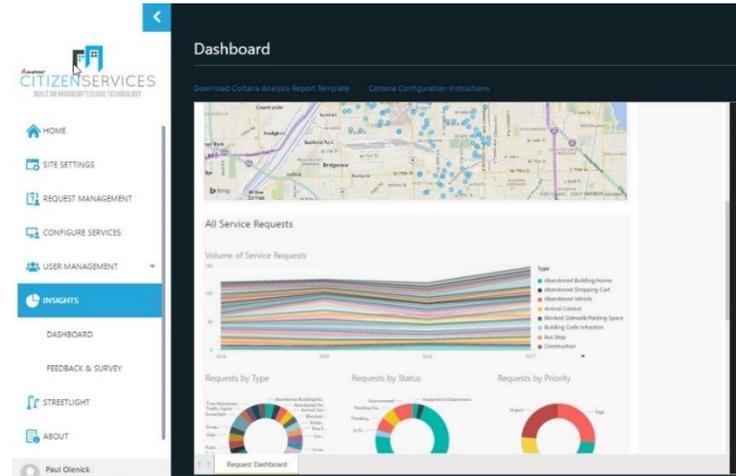
Working Failed Will Fail

Ready to go features

Mobility



Insights/Dashboards



And...

Turn-key portals

Request from PC, mobile apps, Chatbot, email, and in-person

Duplicate detection

Embeddable interface

Multiple languages

SLAs & Escalations

Email or SMS notifications

Support for map providers (Esri ArcGIS, Bing, Google)

Dynamics 365 for Field Service Integration

Dynamics Knowledge Articles

Web hooks and Open311 API for quick and easy integrations

Built-in or custom CSS themes

Geographical boundaries

30+ default service request types and built-in dashboards

Integration with Azure IoT Suite and AML

Customer satisfaction surveys

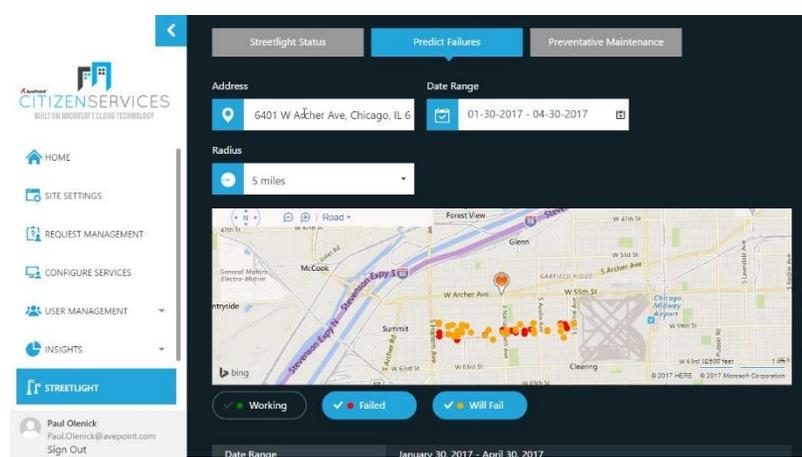
Cortana Personal Assistant Integration

WYSIWYG Form Creator

Authentication Options



Predictive Analysis



Meet RVA311



Disjointed
system

Lack of transparency

No integration with
GIS

Multiple back-end
systems

Lack of reporting
and analysis

Legacy technology
installed on clients

CASE STUDY

Disjointed
system

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No integration with
GIS

Multiple back-end
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Lack of reporting
and analysis

Legacy technology
installed on clients

CASE STUDY

What's next?

Optimize based
on user feedback
and reporting

Enable advanced
features as city
matures

Feedback into
innovation cycle

Maximize your chances of success

Thorough process mapping prior to implementation

Change management and willingness and ability to change processes

Active engagement with all stakeholders

Feedback channels for citizens AND municipal departments

Maintain resources who will incorporate feedback into system configuration and processes

Lesson Learned:

User experience is as important as the technology!



Apps > AvePoint Citizen Services



AvePoint Citizen Services

AvePoint Inc.

Modernize incident and case management to better serve the constituents you support.

Modern Solutions for Today's Demands

Modernize Services:

Provide your community with a centralized portal to easily submit citizen service requests from anywhere, anytime, on any device. Accurately respond to citizen requests with built-in location services and optimize task allocation from nearby field staff by utilizing integrated geo-location services and mappings from mobile devices.

Automate Management:

Streamline case routing by simplifying the processes of creating, tracking, and managing service and information requests. Integration with the Azure IoT suite allows connected devices (like smart street lights) to report failures and schedule maintenance before the failure is even noticed by citizens. Integration with Cortana Intelligence Suite allows prediction and prevention of future outages, while and forecasting staffing and inventory needs. Improve citizen satisfaction by eliminating manual processes that drain valuable time and are susceptible to human error.

Gain Insight:

FREE TRIAL

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thank you

Gracias

ευχαριστώ

Danke

Grazie

благодаря

Hvala

Obrigado

Kiitos

شكراً

Tak

Ahsante

Teşekkürler

متشكراً

Salamat Po

감사합니다

Cám ơn

شكريه

Terima Kasih

Dank u Wel

Děkuji

நன்றி

Köszönöm

ありがとう
ございます

ໜ້າອຸດອນ

Dziękuję

谢谢

Tack

Mulțumesc

спасибо

Merci

תודה

多謝晒

дядкую

Ďakujem