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# **Citizen Model Platform Project Update**

February 12, 2014

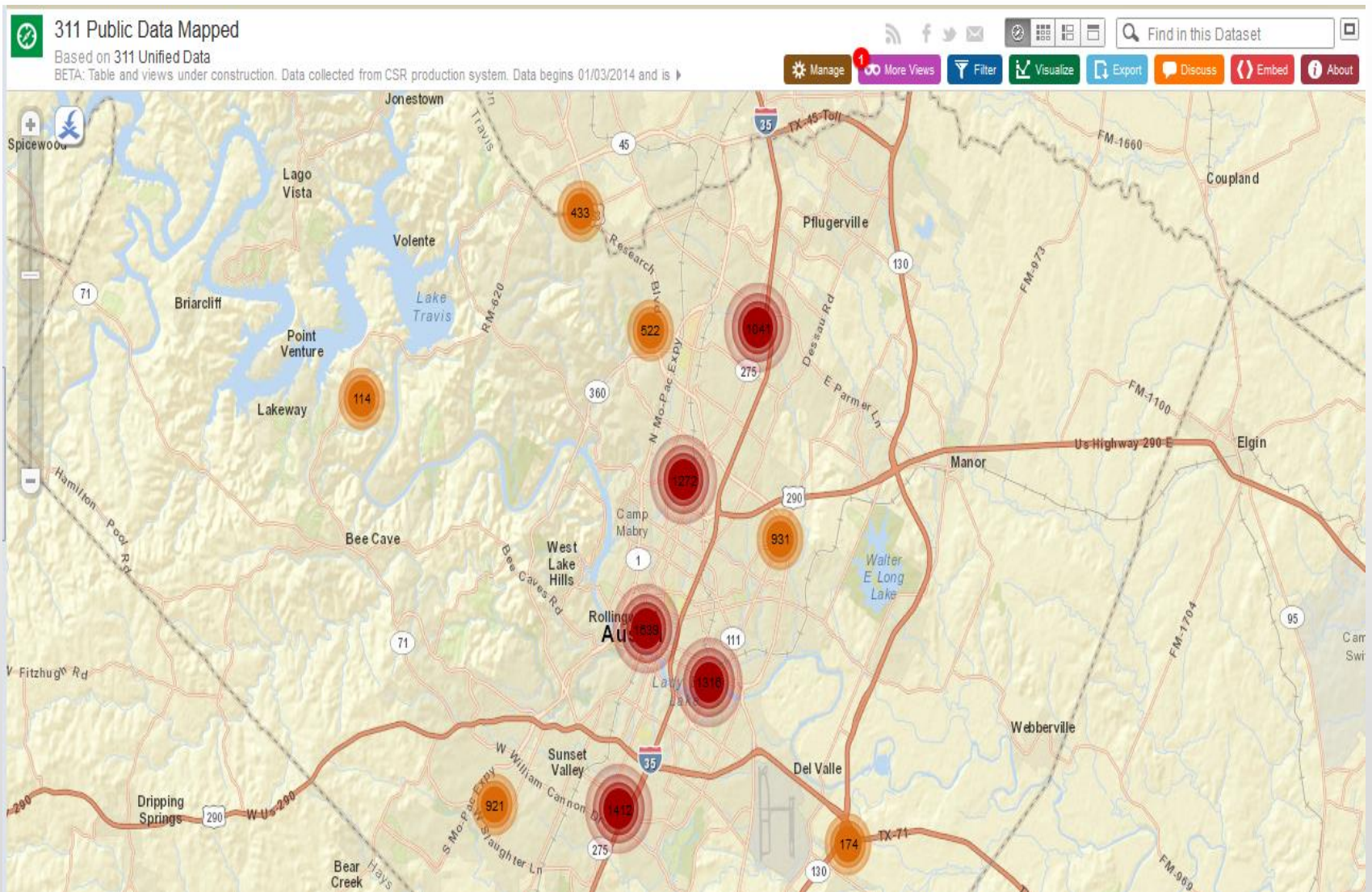


# Project Updates

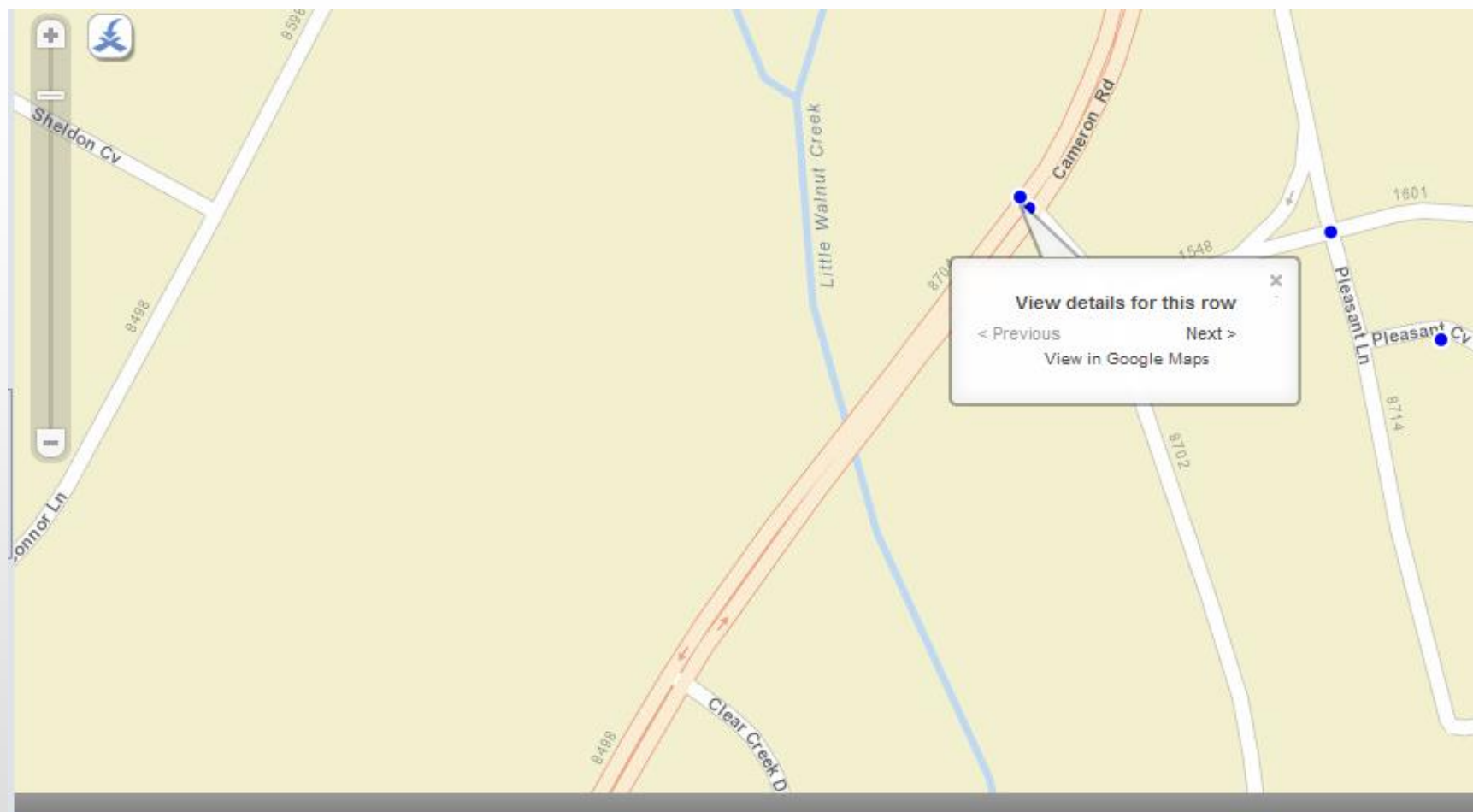
## Open Government Data Page

- The data set for Austin 311 Service Requests is now in place
- Data is refreshed and updated nightly
- Two pre-set views for the data are available:
  - A roster view of data
  - A mapped view of data at a high level
    - The map is scalable to show individual request locations
    - The map can display service request details when the “dot” on the map for the request is clicked

# 3-1-1 Data Map View



# 3-1-1 Data Map View at street level



SR Type Code	SBRSR
SR Description	Road Sanding Request
Method Received	Phone
SR Status	Closed

County	TRAVIS
State Plane X Coordinate	3133980.98742694
State Plane Y Coordinate	10098857.1476383

# Project Updates

## Smart Phone App & Open 3-1-1 API Data Portal

- **Planning and setup**
  - Service request types for Smart Phone App identified
  - Business processes for portal developed
- **Implementation and testing**
  - Soft Launch (beta) will be this spring
  - Go live is expected by summer



# Project Updates

## Two-way automated database interfaces

- **Enterprise Service Bus (ESB) pilot planned for 2014**
  - The pilot would involve setting up an interface between CSR and Maximo
  - The pilot timeline is under development, with an estimated start late this spring
  - Business processes and field mapping for Maximo – CSR pilot is ready for use



# Project Updates – Timeline Overview

Based on current estimates



Two-way Interfaces: Ongoing





## For More Information:

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