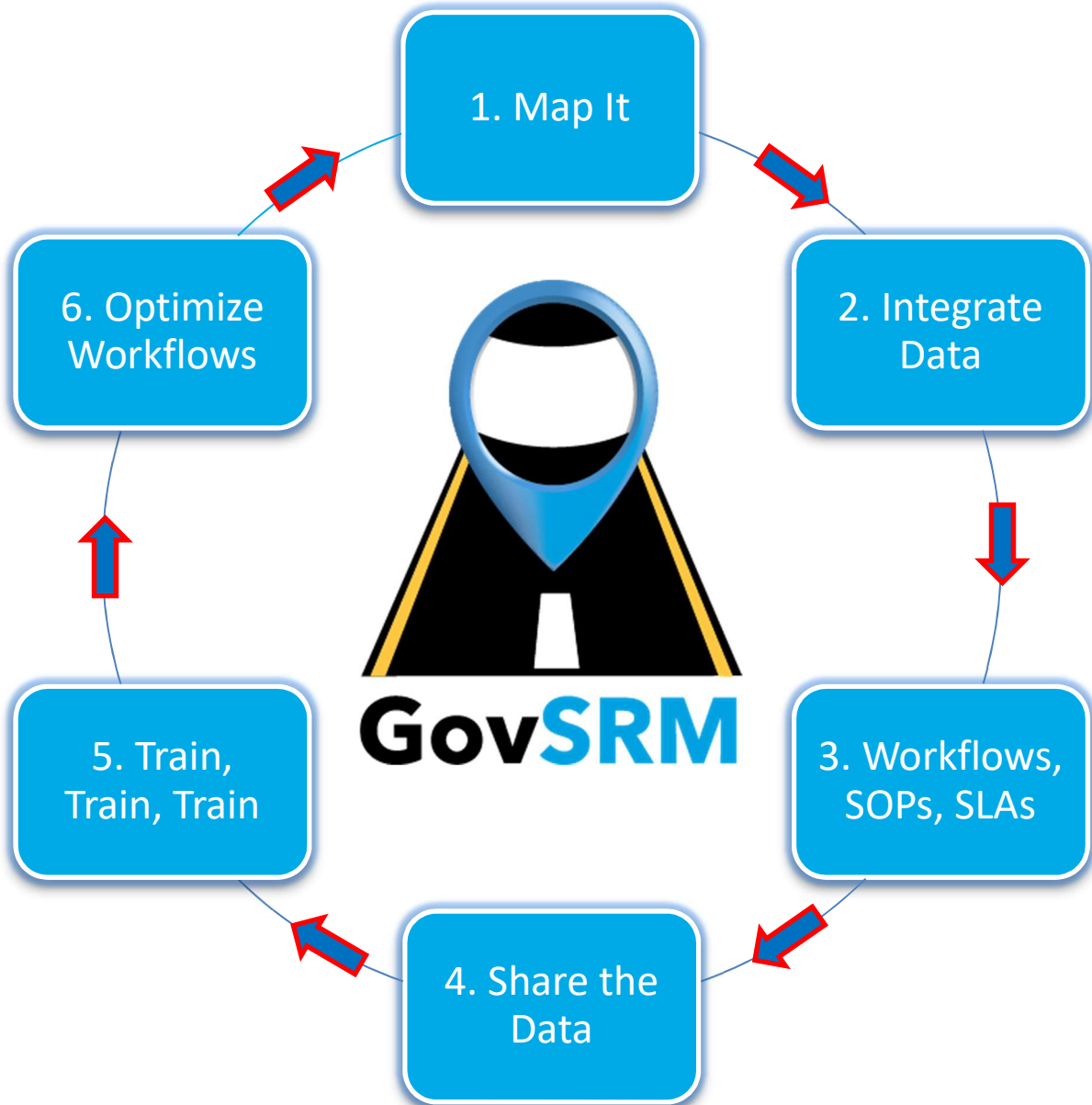


# GovSRM

*“Geographically enabled management for all government service requests needs”*

## GovSRM Path to Service Request Efficiency



## 1. Map It

- Maps give the ability to SEE your service requests and help make the best decisions. Set your IT environment up to **maximize ArcGIS Online Products**.

## 2. Integrate Data

- Get department data into GIS environment using best practices. This allows **integration** between administration, supervisors, field workers, and departments.

## 3. Workflows, SOPs, SLAs

- Create **workflow processes, standard operating procedures, and SLAs** where everyone knows how their department works, what their role is in it, and can see up to date performance metrics.

## 4. Share the Data

- **Share the data department wide.** This not only includes maps, but items like standardized reporting, graphs, automated emails, etc.

## 5. Train, Train, Train

- It is critical to **train field crews** both in group and individual settings to make sure they are competent using the GIS apps and reports provided.

## 6. Optimize Workflows

- Once the system is in place, look for ways to **optimize workflows** to eliminate delays, bottlenecks, duplication of efforts, incorrect information, etc.

Let GovSRM develop a Demo Program for your department to show the advantages of a comprehensive service request management program.

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