

# GovSRM

Government Service Request Management

*"Geographically enabled management for  
all government service request needs"*

Please fill out the information below to the best of your ability. Feel free to contact us if any clarification is needed. Remember, we are here to help.

## Departmental Questionnaire

Name:

Title:

Job Responsibilities:

Years with Organization:

Can you provide an org chart that includes all employees with titles for project area? Yes No

Please list the departments and respective service request types for each department within your organization, below are some examples.

Sewer Maintenance

Service request types:

Storm Water Erosion

Service request types:

Drain Maintenance

Service request types:

Street Maintenance

Service request types:

Solid Waste Collections

Service request types:



How are external referrals currently handled?

Do you have a preventive maintenance program that you would like to incorporate into this system?

Yes No

Does your department have a street cut permit? Yes No

How are calls received from the public?

311 Call Center

By Department Dispatcher

At what point is the customer contacted during the duration of the service request?

Do you want to have shared dashboards across your operation from Foreman to Director? Yes No

### Software Survey

What GIS software is your organization currently using?

If ESRI, what version of ArcGIS?

What licensing agreement does your organization have for GIS?

How is your GIS data currently stored?

- GIS Servers
- Cloud
- Local Machines

Who is responsible for the GIS management, maintenance, and upgrades?

Do you have any infrastructure in GIS? Yes No

Are record plans stored digitally? Have they been tied to infrastructure or geolocated?

Yes

No

Yes

No

Do you have electronic devices in the field? Yes No

IOS

Android

Does your department have any apps for managing service requests or inspections? Yes No

Have you created web applications? Yes No

What is your goal for this project?

What major issues do you hope to resolve?

Please describe below any other information that might be helpful.

Please feel free to contact us at:

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