

Grants, Project Management & Work Order Management

A Complete Enterprise Integrated Solution for the Chicago Park District

Background

The Chicago Park District (CPD) is one of the largest municipal park systems in the nation. The CPD is responsible for over 8,100 acres of green space, including 580 parks, 77 pools, and 26 miles of lakefront and beaches. Whenever there is a repair needed or a new project in one of its parks or facilities, the CPD is in charge of developing the plan, allocating budget and following the project to completion. The CPD keeps Chicago beautiful.



Client Needs

Administratively, the CPD has over 30 departments, each with a unique mission. Many of these departments interact with each other on a daily basis and share information to coordinate operations. These departments each have specific internal requirements regarding the processing of information on a daily basis. With complex, specific business processes all managed manually on spreadsheets, the CPD was in need of an enterprise Grants, Project Management & Work Order Management system, which would facilitate cross-department coordination, automate processes and seamlessly integrate for effective communication and collaboration within the organization. The CPD chose Sofbang for their experience, proven methodology and best-of-breed solution approach.

Sofbang Solution

Sofbang's first step was to spend time with the CPD stakeholders in outlining pain points, current business processes and objectives of this initiative across the various CPD departments. With an understanding of the current state, Sofbang was then able to architect, design, implement and integrate the following three modules: Oracle Primavera P6 for Project & Portfolio Management, Infor EAM for Work Order Management & a custom Oracle Apex solution for Grants, Funds & Parks Management. Sofbang then installed the Oracle Fusion Middleware product stack and implemented a variety of SOA BPEL based interfaces to integrate these modules, along with CPD's ERP, for smooth exchange of data & workflow across the departments. This SOA-based implementation set the framework for future, easy-to-manage enterprise integration within CPD.

Effective Results

Increase in Efficiency with Capital Planning, Construction, Budget & Facilities by reducing time spent for reconciliation meetings

Accurate, Real-Time Data for Grant Allocation, Fund Approval Tracking for Projects & Parks Management
Quicker Response Time to process Work Orders & Projects more efficiently, enhancing citizen satisfaction

Enhanced Visibility to track Projects, Work Orders, Funds & Grants and the common relationships between them

Accountability & Productivity Tracking to pinpoint department staff dependencies, identify bottlenecks & improve operations across CPD
Eliminating Errors & Redundant efforts associated with older, more manual processes

The Sofbang approach gave CPD a robust, flexible platform that can be used today, as well as into the future as business needs change over time.