

Department	Individual(s) Interviewed	System Used	How long has the department used this system?	Assets & Elements Tracked	Data Entered/Data Entry Process	Interfaces	Reporting	Licensing	Documented policies and procedures for data entry?	Satisfaction with System	Satisfaction with Reporting	Business Processes	Challenges ID'd/Dept Plans for the Future
Airport	Contacts can be provided by the Controller's Office	•Asset 4000 (Real Asset Manager) •GIS (Munsys) runs on Oracle 10.2 G, built from ground up •CMMS (Mainsaver) •Contract Management System (CMS) •Facilities Renewal Resource Model (FRRM)	5 years or longer	<b>Asset4000</b> (Real Estate Manager) •Assets: fixed assets & equipment •Elements: depreciation <b>GIS</b> •Assets: utility infrastructure; pavement; building info (components) •Elements: spatial -- coordinates. Specific components such as individual pipelines. <b>Mainsaver</b> (computerized maintenance management) •Assets: inventory (supplies, cost of parts) •Elements: maintenance schedule, work order requests <b>Contract Management System (CMS)</b> •Assets: Contracts <b>FRRM</b> •Assets: Facilities •Elements: basic building profile, within each building break down to subsystem level (i.e. HVAC). Asset lifecycle	<b>Asset 4000</b> •Data Entered: Depreciation •Process: Used by Accounting Division. <b>GIS</b> •Data entered: location, when it was built, asset information, size. Go-to resource for engineers and architects. Sectional representative responsible for updating. <b>CMS</b> •Data Entered: key dates, funding information. •Process: All Contract Managers enter data, management reviews. <b>FRRM</b> •Data Entered: basic building profile with subsystem data -- ID, name, year installed, value, cost to purchase/replace.	Currently working on developing interfaces.  <b>Issues/Concerns</b> •Business process challenge to help users feel comfortable sharing their data.	<b>Asset 4000</b> •Report(s): Fixed asset reports •Users: accounting/auditors <b>GIS</b> •Report(s): utilities, pavement, leasing maps. •Users: Airport-wide, FAA, etc. •GIS reports are templates so once built you can print with data updates. •Online GIS request system for users to request customized report. <b>CMMS</b> •Report(s): inventory lists •Users: warehouse/auditors <b>FRRM</b> •Report(s): renewal and repair forecasts •Users: asset management	GIS •Installed locally. •Licensing for Oracle under City Oracle Support Agreement through DT. •Munsys: approx. \$20,000 for full product suite, approx. \$8k annually for support and services. •Database administrator provides support for GIS and CMS. •FRRM is hosted, license held by CCSF Capital Planning Program.	No	<b>Meets department needs?:</b> Yes  See "Challenges ID'd/Dept Plans for the Future" column for more information.	<b>Meets department needs:</b> Yes	<b>Challenges</b> •Software is there but need to develop organizational buy-in for integrated asset management. •Management decisions require looking at multiple systems, data needs to be compiled in order to get a full picture of an asset. •Divisions define assets differently from each other.	<b>Challenges</b> •Lacking integrated asset management (see Business Processes column for more information). •Inconsistent asset definition (see Business Processes column for more information). •Lacking interfaces (see Interfaces column for more information).  <b>Plans for the Future</b> •RFP in development for integrated asset management.
Port	•Susan Kearney (IT Director) •Tom Carter (Deputy Director of Maintenance)	Oracle Enterprise Asset Management/e-Business suite (Oracle eAM).	6 months	<b>Assets</b> •Maintenance: Facilities and large assets (i.e. cranes), piers, sea-wall lots, sheds, buildings, docks, roadways, parks, bridges. •Next roll-out phase will add IT assets: hardware, software, applications. <b>Elements</b> •Asset life cycle •Maintenance schedule •Maintenance v. replacement costs •Completed maintenance •Parts inventory •Replacement purchases •Parts purchasing	<b>Data Entered</b> •Asset-related info: asset number, group, description, maintainable (y/n), repairable (y/n), GL charge acct, owning dept, purchase order, work order. <b>Process</b> •Started by doing a full inventory of maintenance store rooms and warehouses. •Clear structure as to how descriptions are developed -- facility ID number is from a system that the Port used prior to this. •Only a few people enter assets. •Assets are entered in two ways: when maintenance division was implemented they did a bulk upload of all assets with info. Then on an ad-hoc basis and only with appropriate access people can add additional assets. •Most data is entered by maintenance staff at this time. •All Port employees can enter work orders. •Purchasers and storekeepers enter inventory, receiving, purchasing. •Future: engineering will enter inspection, IT will enter hardware/software and machines, maritime will enter marine berths.	•ADPICs → eAM •FAMIS → eAM •eAM → Port's legacy custom Work Management System (WMS)	•Oracle eAM has standard reports and custom reports to satisfy specific requirements (these take one week to build). <b>Reports</b> •Some reports are used by managers for reviewing work requests and prioritizing work. •Cost data (labor and materials) reports for particular facilities within a particular time frame. With a year of data, Real Estate Division can see what it took to keep a facility going. •Inventory reports to see what is moving from storeroom. •Requisition reports to see what is being purchased outside of storeroom. •Discrepancy reports if accounts are off. •Maritime and Real Estate use work order report. <b>Process</b> •Asset management group runs the reports for the divisions.	•Installed locally, perpetual license. •Purchased all modules with first-year maintenance for total of \$212,000. •Enterprise licensing that is tied to the Port's annual operating budget, current quote assumes an operating budget of up to \$100M per year. Current operating budget is \$60M so ok at this price for a long time. •Unlimited users. •Contract written btw Port and Oracle	No	<b>Meets department needs?:</b> Yes •Reasons for moving away from Avantis (previous system): Controller's financial audit of Port's maintenance division with 52 findings including to get out of Avantis and move to new system -- not enough security.  See "Challenges ID'd/Dept Plans for the Future" column for more information on future plans.	<b>Meets department needs?:</b> Yes  See "Challenges ID'd/Dept Plans for the Future" column for more information.	--	<b>Challenges</b> •Oracle provides hundreds of reports out of the box but some are not attractive. Oracle can change them, but the costs for some of the custom reports can be prohibitive.  <b>Plans for the Future</b> •Eventually hope to implement Oracle as project management system and for work order management (track work orders, preventive work orders, facilities maintenance, inspection.) •Planned upgrade to Version 12. •Plan to roll out for more divisions and add assets.
Public Works	•Bill Bellows (Senior Business Analyst) •Ephrem Naizghi (Acting Chief Information Officer) •Christine Nath (Infor Project Manager)	Infor 8.4 with on-premise model.  At DPW, refer to this system as CMMS (Computerized Maintenance Management System). It is an Enterprise Asset Management System.	3 years	<b>Assets/Facilities</b> •Roadway Structures: Bridges, Tunnels, Staircases •Roadway Network: Roadways, Curb ramps, Medians, Trees, City Cans, Toilets •Public Spaces: Landscape Areas, Plazas, Street Parks <b>Elements</b> •Asset tracking •Work Request Submission •Work Management •Capable of tracking parts inventory but don't currently do this.  Not in current scope but functionality exists: Planned Maintenance Purchasing Material Management Call Center Green Inspection	<b>Data Entered</b> •CMMS supports DPW and Real Estate Division (RED) for asset tracking and work management items. <b>Process</b> •DPW and Real Estate Division administrators, planners, supervisors and managers enter and maintain data •CMMS is accessed by all City Departments who are clients of DPW and RED for work request submission. •CMMS receives work from the public via integration with 311.	<b>DPW Financials:</b> •DETS (time keeping) ↔ CMMS •RAS (procurement) ↔ CMMS •JOA (job orders) → CMMS <b>Other:</b> •DPW BSM (on Hub) ↔ CMMS •SFPUC's One Point of Contact ↔ CMMS (will move to Maximo July 2013). •311 (on Hub) ↔ CMMS •CCSF GIS ↔ CMMS •CCSF Address database ↔ CMMS	•Reports are focused on asset tracking, work request submission, or work management. Reporting occurs ad hoc via COGNOS and in monthly Stat reporting. •Stat Reoirts use data that is extracted from CMMS, normalized, then displayed using Tableau.	•Installed locally, perpetual license. •Include Real Estate Division and implemented them first because DPW needed their assets in the system (Real Estate paid for software, DPW did implementation.) Combined for DPW and Real Estate Division: • 38 Concurrent Licenses for EAM ASE (approx \$12,513 per license) • 54 Named Licenses for EAM Requestor (\$150 per license) • 1 License for GIS (\$30k) • 1 License for Web Services Tool Kit (\$30k) • 86 Licenses for Advanced Reporting – Consumer (\$300 per license) • 2 Licenses for Advanced Reporting - Author (\$1049 per license) • 1 License for Data Bridge (DB) 7.10 and up (\$35k) • 2 Licenses for EAM ASE Mobile (with full VGA) (\$2990 per license) • 2 Licenses for EAM ASE Bar coding (2 bar code readers) (\$995 per license)  Annual maintenance approximately \$110k.	•No but Standard Operating Procedures are in draft for business users. •Intend to develop Standard Operating Procedures for data management and system maintenance.	<b>Meets department needs?:</b> Yes • Successfully created a single modern platform to replace multiple asset systems that address asset tracking, work request submission, and work management.	<b>Meets department's needs?:</b> Yes •Standardized system enforces data entry processes which allows for accurate data tracking -- accountability and transparency in reporting have improved.	<b>Challenges</b> •Inadequate project resources •Steep learning curve for users with minimal computer experience •User unfamiliarity with adhering to strict business processes prescribed by the system	<b>Challenges</b> •Project Budget and Resources •Acceptance of transparency and accountability. • User comfort with technology  <b>Plans for the Future</b> •Complete implementation of 2 remaining Bureaus. •Implement mobile component. •Complete upgrade.
Recreation and Parks	•Taylor Emerson (Analyst, Capital & Planning Division) •Mark Pitts (Principal IS Business Analyst) •Pat Cox (MIS Director)	•COMET (developed by DMS) – Facility Conditioning Index (Includes assembly model for costing.) •TMA	6 years	<b>COMET</b> (Facility Conditioning Index, includes assembly model for costing) <b>Assets:</b> •All RecPark assets are in Comet, within the limitations of the system (excludes numerous asset types). •All renovations performed by the Capital division are reflected in the database through summer 2012. •Sites that R/P maintains but doesn't own are not in COMET. <b>Elements:</b> •Density of use, seismic safety, facility condition into COMET. •Do not use COMET to track assets as they move forward -- it is not updated, does not reflect today's reality. •Hired an intern for two summers to update COMET so now everything is up to date except projects that were completed since the intern left (Helen Diller, Mission, McCoppin, Sunset, Fulton). <b>TMA</b> (Work Order system) •System of record for personnel, work orders, facility definitions.	<b>COMET</b> Data Entered: •Unit •Cost •Life span •Date of installation Process: One individual enters new assets: quantity (unit) and price (unit), labor, date installed. COMET has pre-populated life spans for each kind of asset so it calculates when the next replacement should be.  <b>TMA</b> Data Entered: •Work order and maintenance records, personnel, define facilities. •TMA is currently planned for inventory of items in the Maintenance Yard Storage, Nursery and possibly individual shops in order to more closely monitor material costs for jobs. Process: •Enter data at 5 levels: Park System, Regions, Properties, Facilities, Functional Areas	None.  •COMET and TMA do not interface. As a consequence, they do not have a consistent view of the world. •Neither COMET nor TMA interface with IMPACT (RecPark's project management system).	<b>COMET</b> •Both standard reports and custom reports. •Site or project specific reports that can be rolled up, recast by facility type, type of maintenance needed (ie HVAC).	•Installed locally	No	<b>Meets department needs?:</b> No <b>Challenges</b> <b>COMET</b> •Not actively using this system as a living tool; not up to date. •It's a good tool but it's very complicated and labor intensive to update -- must know AutoCad to do renderings. Maybe too robust for R/P's daily need. •Once a project is entered, the system is adequate. We know the life cycle of every asset, how much it will cost to replace. Entering is the challenge. •System was created for universities so some assets (like the urban forest) are not easily entered into the available categories. •Doesn't interface with maintenance system TMA (data structure are incompatible) so smaller maintenance projects are not updated in COMET. <b>TMA</b> •Does not easily understand outdoor space (prompts for "roof" input on a "hardscape" because have to code everything as a building. •Does not easily understand indoor space (can't code each element such as a doorway.)	<b>Meets department needs:</b> Yes  <b>Planned Changes/Areas for Improvement:</b> •Need information officers to extract data into Excel in order to manipulate -- can't do that within COMET.	<b>Challenges</b> •Missing the business processes and organizational culture for keeping it up and expanding its reach. Currently resources and will are low. •The yard has access to maintenance management, instead they use TMA which is managed at the yard. Therefore elements like Roofs are not in COMET.	<b>Challenges</b> •Challenge of time and skills needed to add revisions to assets, which is a systems and business process issue. • Lacking resources at MIS to build interfaces, do maintenance, etc. •No interface between TMA and COMET. •No interface between IMPACT (RPD's project management system) and COMET or TMA. •TMA doesn't easily understand the types of assets tracked at RecPark. •Manual reporting.  <b>See "Satisfaction with System" and "Satisfaction with Reporting" columns for more information.</b>

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San Francisco Municipal Transportation Agency	•Drew Howard (Manager, Capital Programs & Construction Division) •Jim DeMetris (Senior Maintenance Controller) •Toni Coe (Manager Of Field Operations for SFMTA Sustainable Streets)	•SHOPS (Spear): Oracle •AS400 (Real Asset Management) •Fleetwatch •Microsoft Excel •Microsoft Access.  ** plans to migrate to Infor CMMS	•SHOPS & Fleetwatch: 10 years •AS400: 30 years	<b>SHOPS (Spear)</b> •Assets: Vehicles, Maintenance of Way •Elements: Repairs on vehicles and maintenance of way <b>AS400</b> •Assets: Traffic Signs & Signals •Elements: work orders & inventory in traffic sign shop. <b>Fleetwatch</b> •Assets: Vehicles •Elements: track fleet maintenance, costs. <b>Other assets tracked:</b> facilities, parking and parking garages. Tracked using Excel, Access.	<b>SHOPS (Spear)</b> •Data Entered: Equipment and Equipment Maintenance Records including parts, labor, repairs, warranties, overhauls, schedules. •Process: Data is entered daily. <b>Fleetwatch</b> •Data Entered: Equipment Readings = miles, fuel coolant, oils. •Process: Data is entered daily. <b>AS400</b> •Data Entered: Installation and maintenance of all City traffic signs (tracking, records, work order system). •Process: Data is entered daily.	•Fleetwatch → SHOPS daily. •Currently the multiple systems used are managed by different entities within SFMTA. •Some interface with FAMIS or ADPICs, not all. •Infor will be able to interface or use an additional software bridge (like DPW's Hostbridge) to interface with FAMIS and eMerge for payroll.	•SHOPS & Fleetwatch: some reports are generated by the system and others are generated manually using data in the system. •AS400: reports for all sign types in the database.	•IT dept within SFMTA will handle licensing for Infor CMMS. •Plan is to have internal system administrators to do maintenance.	N/A	<b>Meets department needs?:</b> No  <b>Challenges</b> •SHOPS & Fleetwatch: Search function is not satisfactory. •AS400: The system does not have one main record for each sign that records all repairs -- each repair (action) on a sign is separate making tracking history of one sign complex. •AS400: Different surveyors enter different locating points when fixing sign location. •Fleetwatch will not be replaced by Infor CMMS. SHOPS will have to be replaced because it will not be supported in another year or two, but unclear whether CMMS will replace SHOPS.	<b>Meets department needs:</b> No  <b>Challenges</b> •Fleetwatch & SHOPS: Users are not able to create reports; reports generated by system are fixed and have to hire a vendor to create new reports. •AS400: Would like more detailed reporting by various elements: supervisor district, installation date, sign type to assist with a regular maintenance program schedule.	<b>Challenges</b> Fleetwatch & SHOPS: •Initial training was not robust. •The system requires a lot of data entry and with many people entering the data becomes diluted. •Some divisions do not participate in data collection so impossible to answer management questions related to their issues.	<b>Challenges</b> •SHOPS support is being phased out (see "Satisfaction with System" column for more information). •AS400 lacks consistency of records and locations (see "Satisfaction with System" column for more information). •Jim DeMetris concern with Infor CMMS: unable to correct a mileage error after entry; lacks efficient way to enter Brake Lining Measurements.  <b>Plans for the Future</b> •Signed on to join DPW's Infor CMMS system -- looking for implementation contract to do customizations. IT division takes the lead on this. •AS400 will not be replaced by Infor CMMS but instead by SHOPS and then something else when SHOPS is phased out. •Moving away from AS400 because DPW will no longer support the software and the outdated technology does not meet MUTCD standards for reflectivity accountability on sign installations. Also moving to paperless sign installation with laptops to eliminate clerical input of records.
San Francisco Public Utilities Commission	•Connie Mar (1044 Principal Engineer) •Yash Sharman (Project Director)	Asset Management System: IBM Maximo	13.5 years	<b>Assets</b> •Buildings, grounds, right of ways, pipes and pipelines, pumps, reservoirs, water tanks, valves, electrical generating equipment, transmission towers, control systems, rolling stock, laboratory equipment, streetlights, water meters. •Also used for inventory management. Examples include stock items, parts, tools, warehouse items, pumps, streetlight lamps  <b>Elements</b> •Life cycle •Maintenance schedule •Maintenance v. replacement costs •Completed maintenance •Replacement purchases •Parts Inventory •Parts purchasing •Future implementation planned for contracts that relate to maintenance services or purchasing contracts.	<b>Data Entered</b> •Asset identifier/number. •Status •Description •Location. •Index code associated for maintenance costs •Installation date (where known) •Purchase price (where known) The following data elements entry may vary between PUC divisions and by type of asset •Failure classification •Asset classification/specification •Asset condition •Spare parts •Life expectancy •Replacement cost •Make and manufacturer •Asset consequence of failure and risk to enterprise <b>Process</b> •Some automated transfer of runtime data directly from asset to system (currently only with vehicle odometer readings, working on getting data through SCADA - supervisory control and data acquisition system - for others.) MAXIMO cannot directly communicate to the chips that control and monitor assets, but SFPUC is working on making a smooth integration that is transparent to users.	•311 ↔ Maximo •PUC Fuel inventory system (EJWard) → Maximo •eTime ↔ Maximo •DPW Engineering (MUNSYS) → Maximo •PUC Customer Billing System (Oracle CC&B) ↔ Maximo •Maximo → PUC Enterprise reporting system (COGNOS) •FAMIS ↔ Maximo •FAMIS Purchasing (via HostBridge middleware) ↔ Maximo •GIS ↔ Maximo	•A large number of reports (asset management, accounting) are generated out of COGNOS -- users go into COGNOS and run a report against Maximo data. •Some ad-hoc reports like work order/load management come directly out of Maximo. •Bring labor time into Maximo to see labor costs but don't import any other time data such as vacation, training, sick leave, etc. •In COGNOS users can formulate their own reports. Reporting out of Maximo requires more support.	•Started as concurrent license with 100 users. Upgrade required name users so converted 100 concurrent to 500 named licenses. This is not enough for us in the long-run. •Full license costs \$4,100 per named user. •Paid \$110,000 for 500 licenses in annual maintenance. •Internal system administrator team of 7 people in IT section. •Preparing to upgrade to version 7.5 which is most current. May purchase more licenses before the upgrade, currently negotiating for prices. Looking into modified licenses. •Licenses are contracted between SFPUC and IBM through one of the computer store vendors.	No response	<b>Meets department needs?:</b> Yes  <b>Challenges &amp; Plans for the Future</b> •Have some advancements planned that Maximo is capable of i.e. interface with SCADA which is land control system. •Currently working on incremental changes such as interface with FAMIS (just purchasing, not payments) which needed some enhancements -- geared towards our specific business process. •Users want more integration with project management. •Payments are entered manually by the accounting group -- to interface this with Maximo would require an enhancement of the current payment interface.	<b>Meets department needs?:</b> Yes, however room for enhancements.  <b>Challenges</b> •Need to improve integration between COGNOS and Maximo; it's supported but not yet integrated. Users can't request reports in COGNOS from Maximo, but they can go into COGNOS and run a report against Maximo data. •In COGNOS, users can merge data sets from Maximo and eTime and in the future with the project management system. If you ran a report in Maximo, it would be very Maximo-specific. •Reporting capability will have to be expanded to meet dashboard reporting goal. Currently looking into a new Enterprise-wide tool to create these visual dashboards.	•For the most part only operating divisions use Maximo.	<b>Challenges</b> •Manual reporting from COGNOS is not well-integrated with Maximo reporting. (See "Reporting" and "Satisfaction with Reporting" columns for more information). •Lacking integration with project management (See "Satisfaction with System" column for more information). •Manual data entry (See "Satisfaction with System" column for more information). •Some interfaces need enhancements (See "Satisfaction with System" column for more information). •Licenses are expensive.
	•Crispin Hollings (Director, SFPUC Financial Planning)	Financial Asset Management System: FAACS – Fixed Asset Accounting Control System.	--	<b>Assets</b> •Assets that meet the City's criteria for capital assets. Assets that are acquired through one-off purchases and assets that are acquired as part of a capital project. Assets in FAACS may be tracked as groups of assets. Assets tracked in FAACS that require maintenance are also tracked in the SFPUC's CMMS system (Maximo). However, Maximo generally does not track financial specifics of these assets.  <b>Elements</b> •Fixed asset accounting arm of FAMIS. •Books value of asset and then depreciates it over a given time period to maintain accurate valuation of capital assets.	<b>Data Entered</b> •Macro-level financial data. •FAACS takes an accounting perspective. When a project comes online, it might have 1,000 discrete assets in Maximo that will need maintenance. In FAACS, it may have 5 discrete assets (all similar elements such as valves will be entered as one asset.) •Challenge: can't get details about where an asset actually is in real time.  <b>Process</b> •Each accountant chooses what to name an asset but project managers might use different names for same asset or same name for different asset in Maximo -- have thought about creating cross-walking IDs.	--	--	--	N/A	<b>Meets department needs?:</b> No  <b>Planned Changes/Areas for Improvement</b> •Not a good inventory of assets -- can't find an asset in the real world from this system. •Doesn't relate to Maximo; the number and type of elements don't match. •Benefit of single system would be to figure out how to insure your assets and create a capital asset replacement schedule with a payment plan. This would enable SFPUC to set rates that incorporate the capital replacement plan needs. •Problem with FAACS is that it records capital projects, not discrete capital assets.	--	--	<b>Challenges</b> •Doesn't serve as a good asset inventory •Doesn't integrate well with Maximo •Tracks at the project level rather than the discrete capital asset level. <b>(See "Satisfaction with System" column for more information).</b>  •Difficult to get away from FAACS because it is part of FAMIS and therefore the City's system of record.
Technology	•Charles Thompson (Manager) •Steve Iwanciw (Business Analyst)	•HP Openview Asset Manager •Plan to implement Infor CMMS (in conjunction with DPW) •ServiceNow  The current plan is to continue using HP Asset Manager for Telephony Assets, and to use Infor CMMS for IT Asset Management. If Infor works out well, DT will consider migrating telephony assets to that platform.  ServiceNow will completely replace the HP Openview ServiceCenter product. The HP Openview Asset Manager product will continue until possibly replaced by Infor.	10 years	<b>HP Openview Asset Manager</b> <i>This may be replaced by Infor CMMS</i> Assets: •Telephony Assets (telephones, pagers, cell phones). •Prepared to handle the inventory at the Rankin Street Warehouse including stored stock items, materials ordered and staged for specific projects, radios and spare parts, and more. •Elements: phone info (i.e. who a phone belongs to), parts inventory, replacement purchases, procurement. Replacement purchases  <b>ServiceNow</b> •Will soon replace HP Openview ServiceCenter product to facilitate city-wide departmental service interactions.  <b>Infor CMMS</b> •Will soon be used for IT Asset Management to track assets like computers, which is currently not done by DT.	<b>HP Openview Asset Manager</b> •Data Entered: Telephony assets, use, ownership. •Process: Data is entered directly into the application via ConnectIT, a web-based front end application called TelUS, or uploaded from specially formatted Excel or Text worksheets. Clients make changes on the web platform, and view monthly bill by phone ownership on the Billing platform.  <b>ServiceNow</b> <i>Data to be Entered:</i> •Requests for procurement, service or support. •Incidents for broken components and troubleshooting. •Change Control for planning, communicating and executing changes to operational services. •IT Asset Discovery (Phase II). •Service Catalog for defining and delivering available services, costs and service level commitments. •Dashboarding and metrics for ServiceDesk related activities.	--	<b>HP Openview Asset Manager</b> •Standard reports. •Use Purchase Order Report which was modified for DT requirements. •Reports are defined and run using Crystal Reporting, pulling data from HP Openview Asset Manager. •Some users export data from AssetManager and put it into another reporting tools.	<b>AssetManager:</b> •15 named and 20 floating licenses for a few hundred users. •Cost: approximately \$47,000 annually. •Receive ongoing support for license maintenance, not service support. <b>ServiceNow:</b> DT's Procurement negotiated a license cost of \$70/user/month, which is \$840/user annually. DT budget request is for 110 users for an annual cost of \$92,620. •Internal system administrator = Steve Iwanciw (1054)	Yes	<b>Meets department needs?:</b> Yes  See "Challenges ID'd/Dept Plans for the Future" column for more information.	<b>Meets department needs:</b> No  See "Challenges ID'd/Dept Plans for the Future" column for more information.	ServiceNow is in use at other CCSF departments (HSA and Airport), and is under consideration at the SFPD. This cross-departmental usage of the same product facilitates better price-per-user negotiation and allows for cross-departmental sharing of knowledge, experience and techniques.	<b>Challenges</b> •Have not yet utilized AssetManager's full capability as an asset management system, such as tracking life cycle for all IT assets, contracts (can track all assets under a specific contract.) •Using Crystal Reporter because not satisfied with report format. •Reporting not being used to its capability. •Reporting needs are yet to be fully identified.  <b>Plans for the Future</b> •Immediate plans for future: complete upgrade from AssetCenter to AssetManager. •Migrating to Infor CMMS with DPW. Goal is to use this as a Citywide IT asset management system. •Also migrating to ServiceNow cloud product. Steve thinks licenses were in the low \$100,000s. •TeleCenter will also be upgraded to new product called EMS.