

UPDATE ON 311 REPLACEMENT PROJECT

APRIL 2021



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Applications/PMO

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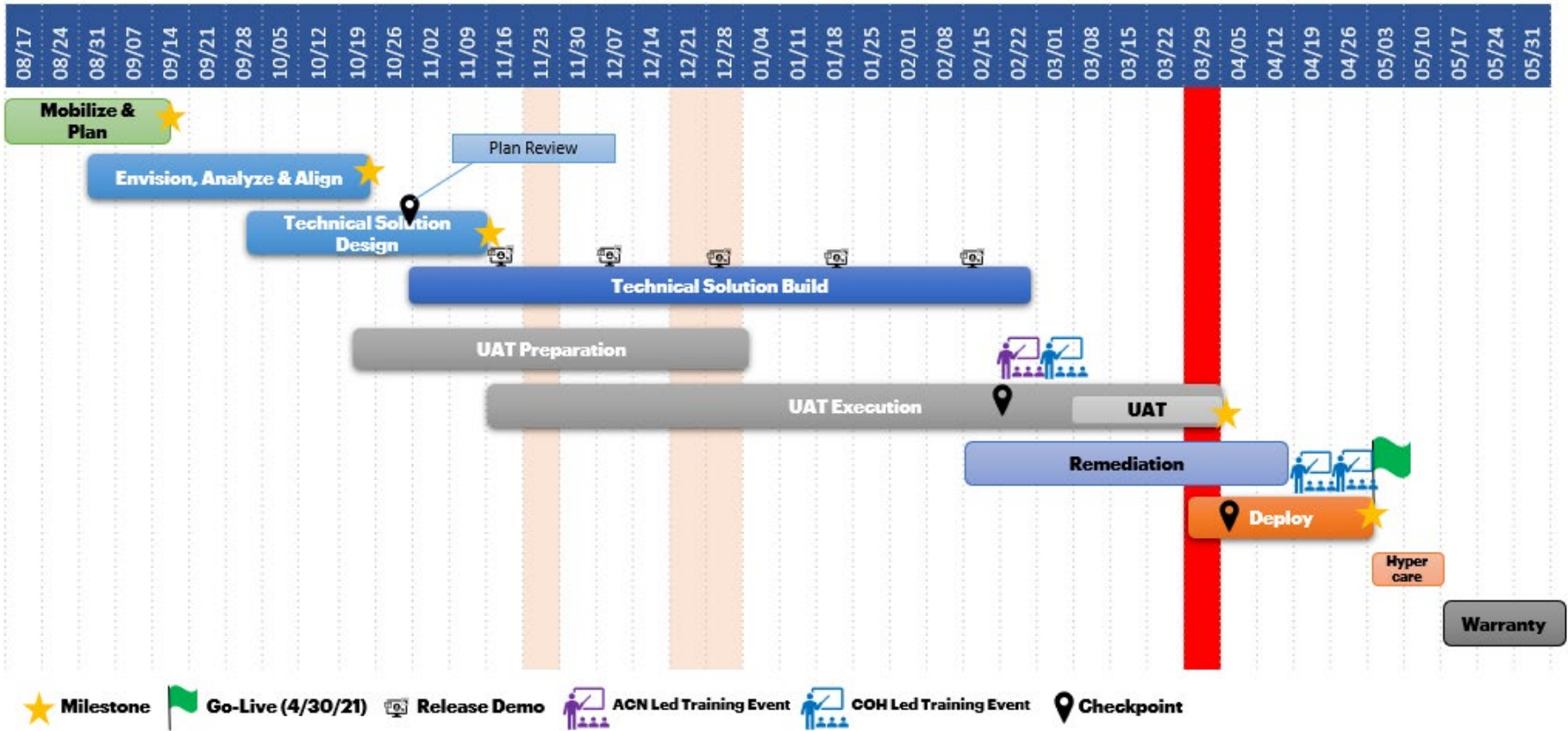
Administration and Regulatory Affairs

April 2021

311 Replacement Project Summary

- Ordinance 2020-659 was approved on July 28th, 2020 to authorize a contract between City of Houston and Accenture to provide IT Professional Services for various departments providing a maximum contract amount of 3,154,00.00 for three years to replaced and maintain the City's 311 Service Request system.
- The 311 Replacement Project started in August 2020 and consists of six milestones from Project Planning to Completion.
- Major benefits of the replacement includes the following
 - Improving citizen web and mobile experience
 - Improving agent call intake experience
 - Increasing system technical sustainability
 - Building foundation for modern technologies such as Virtual Agents and CTI

Project Status



*Note – UAT stands for User Acceptance Testing

Public Communication Activities

- Council Office User Acceptance Testing (UAT)
 - 03/18/2021
 - 03/19/2021
- Council Office UAT
 - 3/22/2021 – 4/2/2021
- End-user Training (includes Council Offices)
 - 4/12/21 and 4/19/21
- Public Focus Group
 - System preview and feedback on public communication
- Multi-channel Public communication, pre- and post-Go Live
 - Press releases
 - Administration and Council social media
 - Citizens Net, Council Office newsletter content
 - Short-format application how-to videos
- Anticipated Go Live: Early May 2021

Public Session Overview

- 311 system will solve
 - SeeClickFix app no longer formally endorsed mobile app; new Portal mobile app will be available in App Store and Google Play
 - One case number for mobile and desktop
- 311 system will not resolve
 - 311 will still be dependent on downstream departments and the information they provide
 - Departments will have their own operation systems (Infor, CityWorks, etc.) and customer service staff/call centers with business hours of operations
 - 311 ticket status will be updated accordingly to match integrated back-end operations systems.
 - 311 agents conducts warm transfer, if possible, to departments to ensure a smooth hand off experience

System Preview - Case Submission

Report a problem using virtual agent

The process flow is as follows:

- Website:** The user clicks on the **Report a Problem** button in the navigation menu.
- Chat Window:** The user is greeted with a message: "Hi, welcome to the 311 City of Houston bot, please select your language".
- Contact Form:** The user is prompted to "Please fill in the Contact form" with fields for First name (Gary), Last name (Jenkins), Phone Number (832-555-3432), and Email (mr_g@test.com). A **Submit** button is provided.
- Address Confirmation:** After submitting the form, the user is thanked and asked to "Please provide the address of the problem that you are reporting". A map is shown with a location pin and the text: "Please confirm if this is the correct address: 1800 CHEW ST, HOUSTON, TX, 77020." The user can respond with **Yes** or **No**.

System Preview - Check Case Status

Search

From Map

311 Service Requests - City of Houston - Archived Case Fin

Street Condition - 12451651-2100000345 - 1437 BAYOU OAKS VISTA DR

Case Number	12451651-2100000345
SR Type - Concern	Street Condition-Buckling - Street Condition
Address	1437 BAYOU OAKS VISTA DR, Houston
Case Status	Active
Created On Date	1/27/2021 11:55 pm
Last Updated Date	3/14/2021 11:40 pm
Closed Date	
Department	Public Works
Activity Log	

Home > Check Case Status

Check Case Status

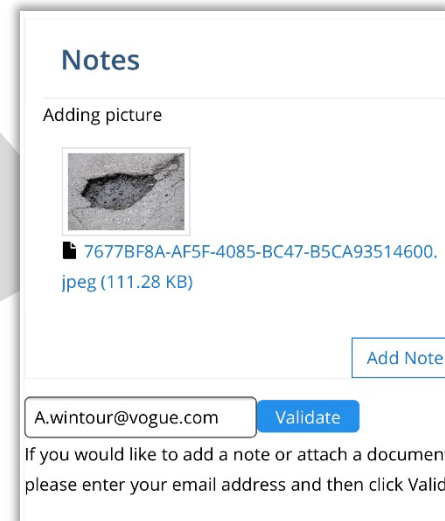
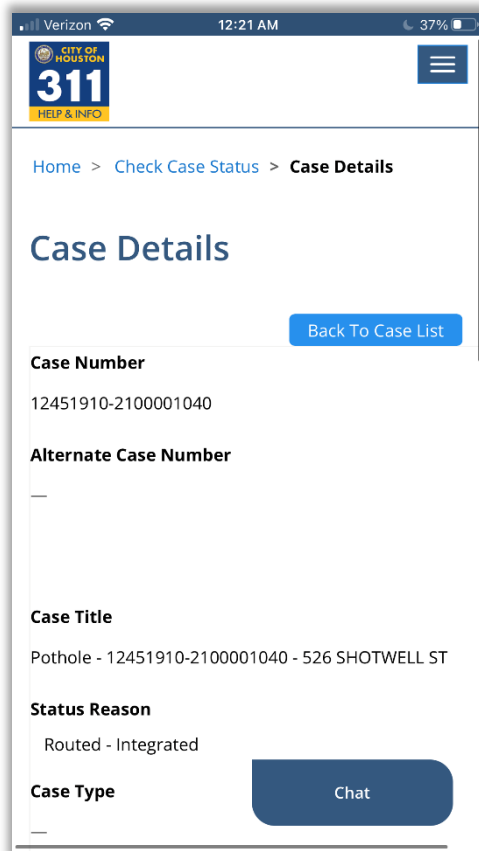
Please enter a case number, partial case number, street address, or email address in the search box below to narrow your search

Case Number	Alternate Case Number	Service Request Type	Customer	Street Address	Resolve By	Resolve By SLA Status	Status Reason	Created On ↓
2100001067		Missed Yard Waste Pickup	Internal Contact	1300 LAMAR ST		In Progress	New	3/15/2021 4:54 AM
2100001066		Missed Yard Waste Pickup	Internal Contact	1300 LAMAR ST		In Progress	New	3/15/2021 4:51 AM
2100001065		Missed Yard Waste Pickup	Soap Suds Coin Laundry	1300 LAMAR ST		In Progress	New	3/15/2021 4:28 AM
2100001064		Missed Yard Waste	Soap Suds Coin Laundry	1300 LAMAR ST		In Progress	New	3/15/2021 4:27 AM

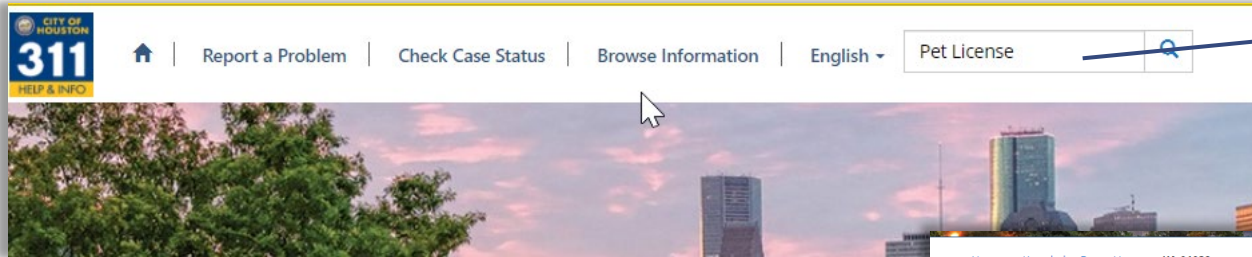
View LARGER Map of Houston 311 Service Requests
 *Click on a dot for details. Scroll or pinch to zoom.

Chat

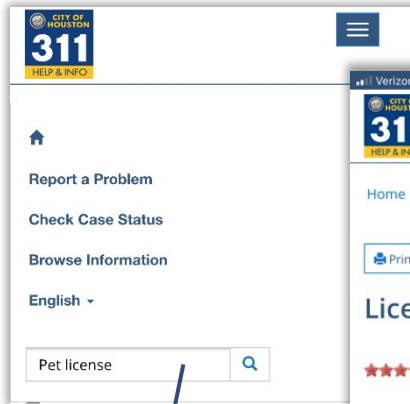
System Preview - Update Cases with Photos



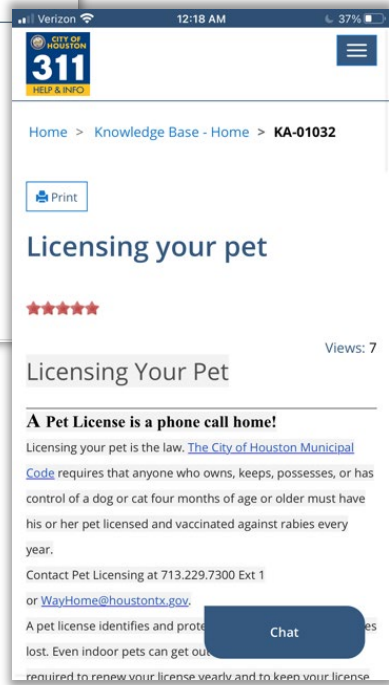
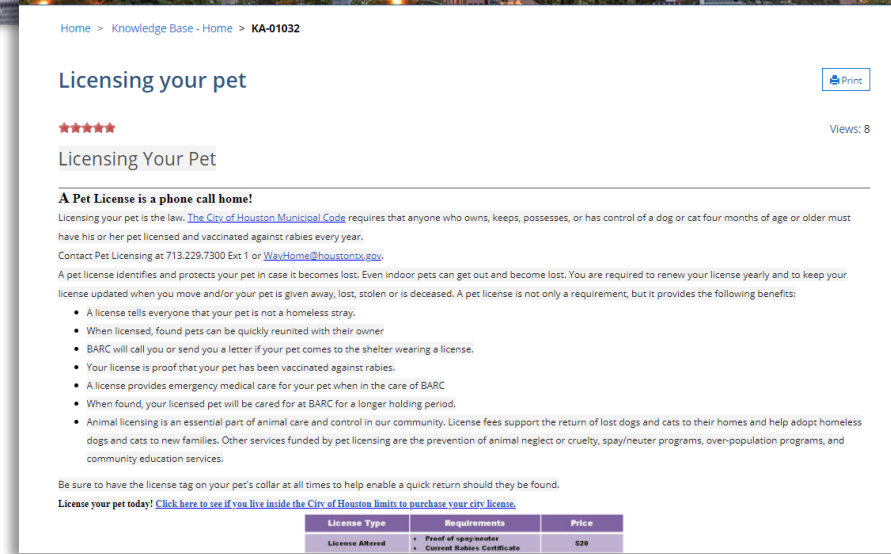
System Preview - Searching for Information



Search on desktop

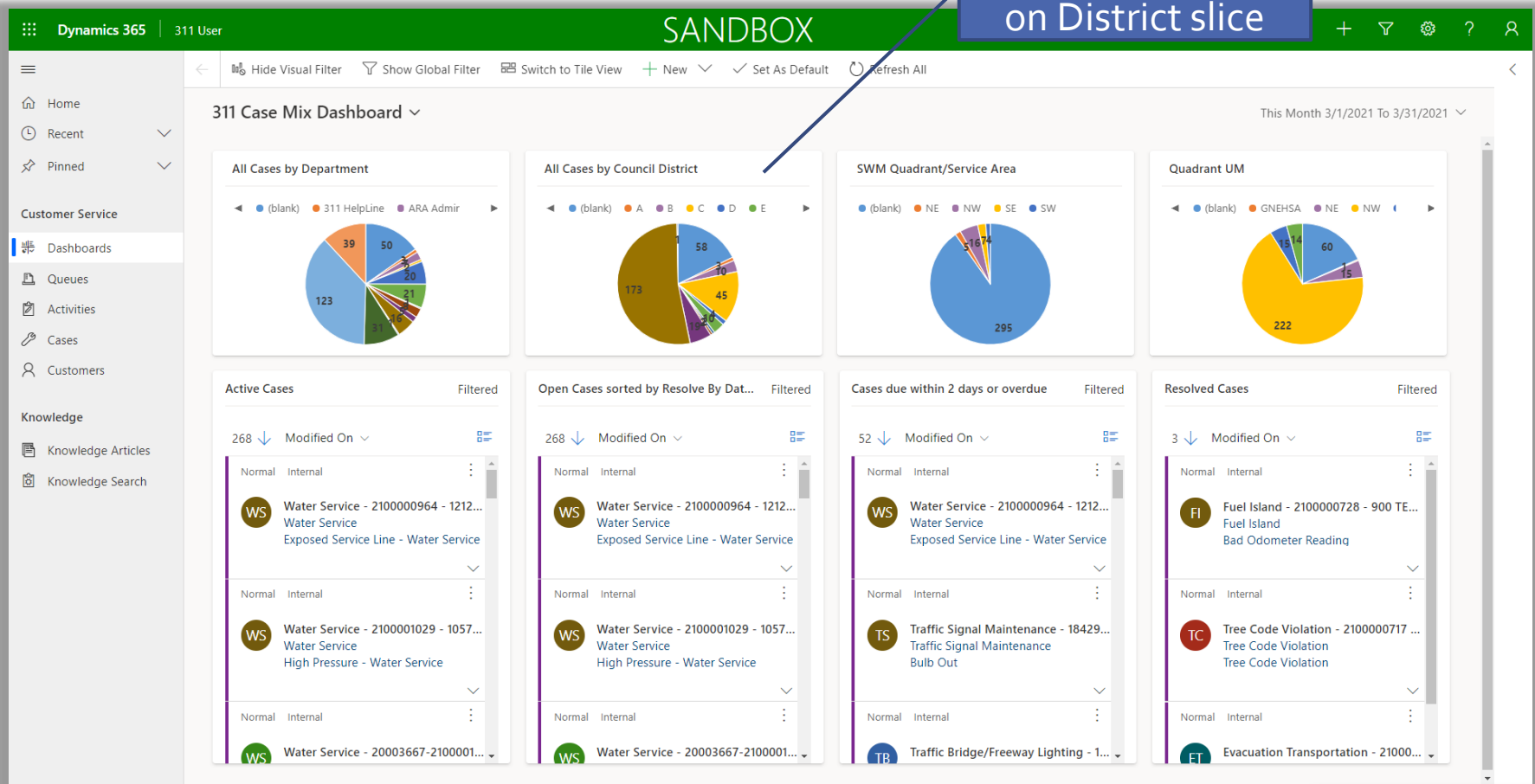


Search on mobile



Search Cases Using Visual Filters

Filter by clicking on District slice



Q&A

