Shifting to ArcGIS Online for Asset Management

Town of Colchester, Department of Public Works

Background

- The Town of Colchester has been using VueWorks for the past 10 years for Asset Management and a Work Order System.
- VueWorks relies on the Town's ArcGIS Map Service, which is hosted by CCRPC.
- The Town has a subscription to the ArcGIS Desktop Platform for 4 users, which also provides access to ArcGIS Online.

Phase 1 – Scoping

Working with the CCRPC and VHB through a UPWP Project, the Town set out to understand:

- Current Processes for Data Management
- Needs Assessment
- Options for Moving Forward
- Recommendation → ArcGIS Online

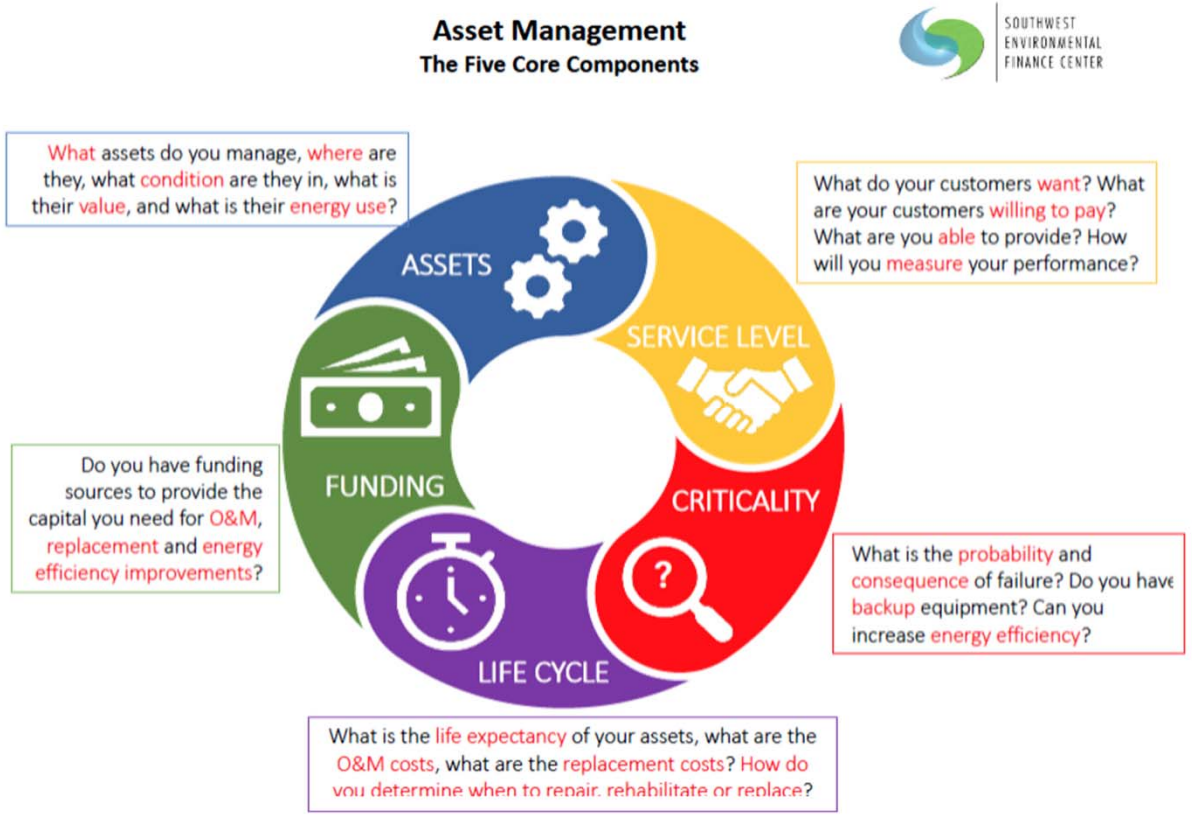
Driving Factors for shifting to ArcGIS Online

- Cost Savings
- Manage the data more efficiently and effectively
- Collaboration with other organizations
- Field Maps
- Build our own Work Order Management System to meet our needs
- More functionality in the areas we need it most

One functionality that we lost was street view. However, Google Maps provides that functionality for free.

Asset Management Basics

- What infrastructure do we have?
- Where is it?
- What condition is it in?

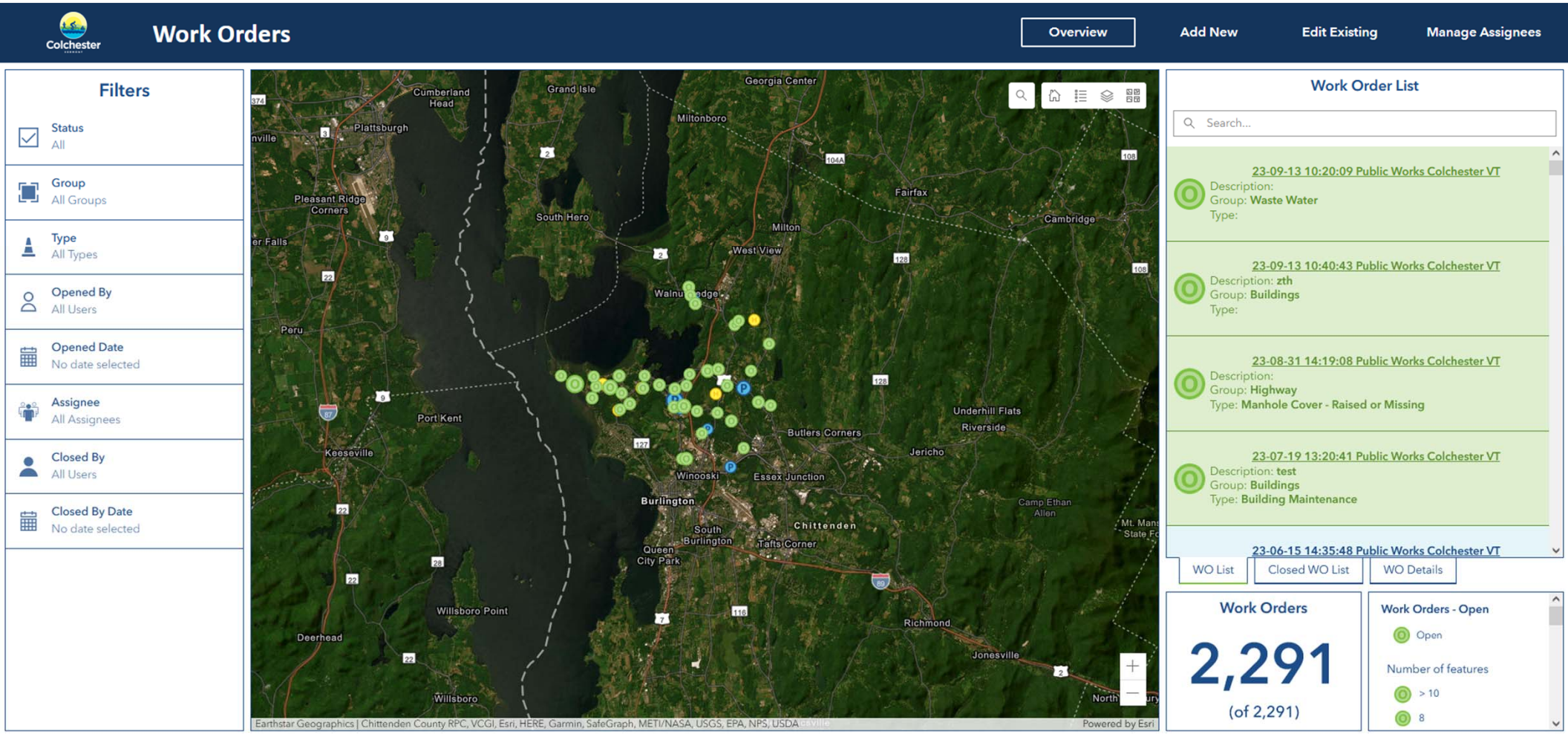


Phase 2 - Implementation

VHB is currently working on shifting the Town's Asset Management Platform from VueWorks to ArcGIS Online, including:

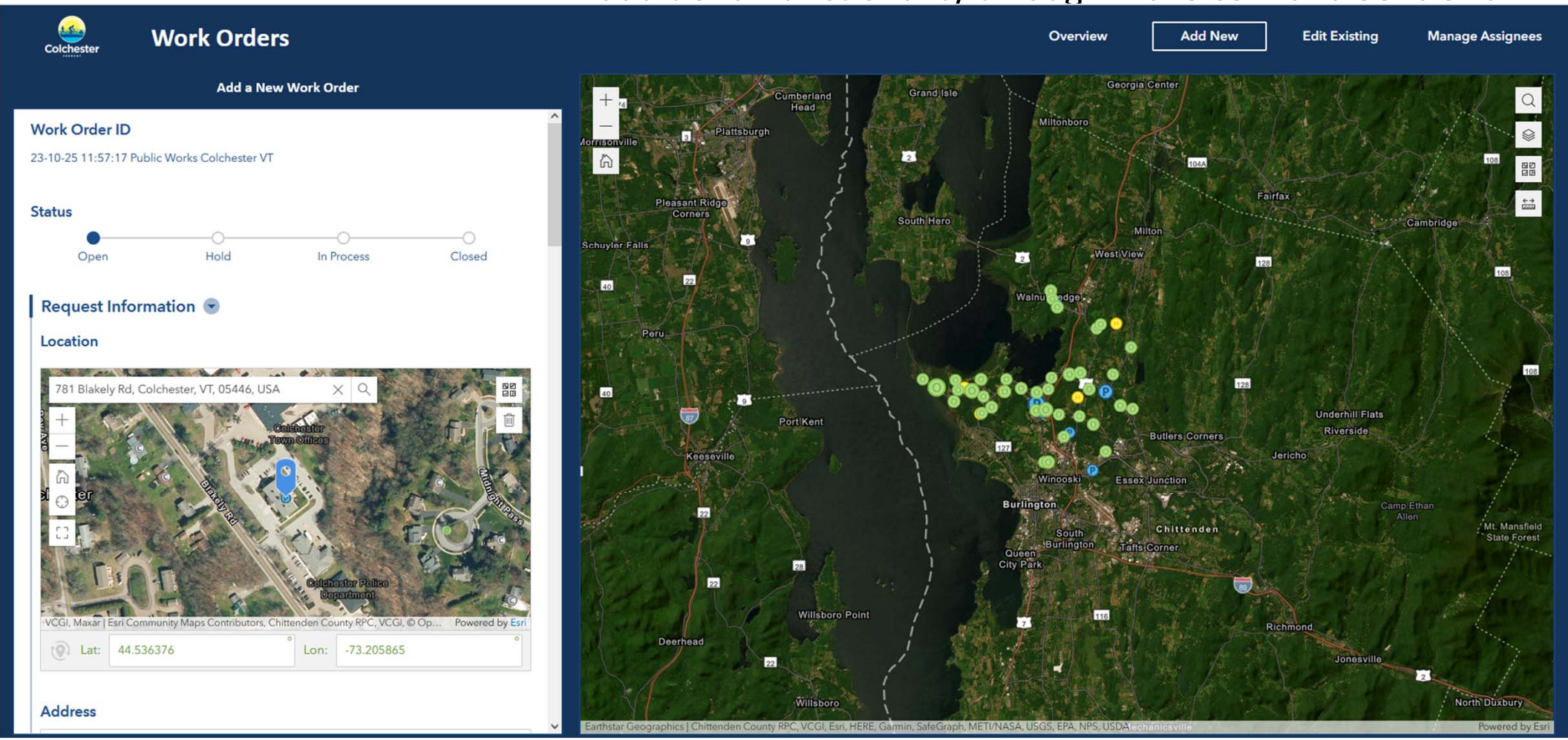
- Bringing all Town Data Layers into ArcGIS Online, setting up a Town Data Map and making sure the symbology is similar to what we had in VueWorks.
- Linking to Data Layers managed by others (VCGI, ANR, E911, etc.)
- Creating Data Groups (stormwater, wastewater, land use, etc.)
- Setting up a Work Order Platform and Dashboard
- Multiple training sessions with the Town.

Work Order Platform

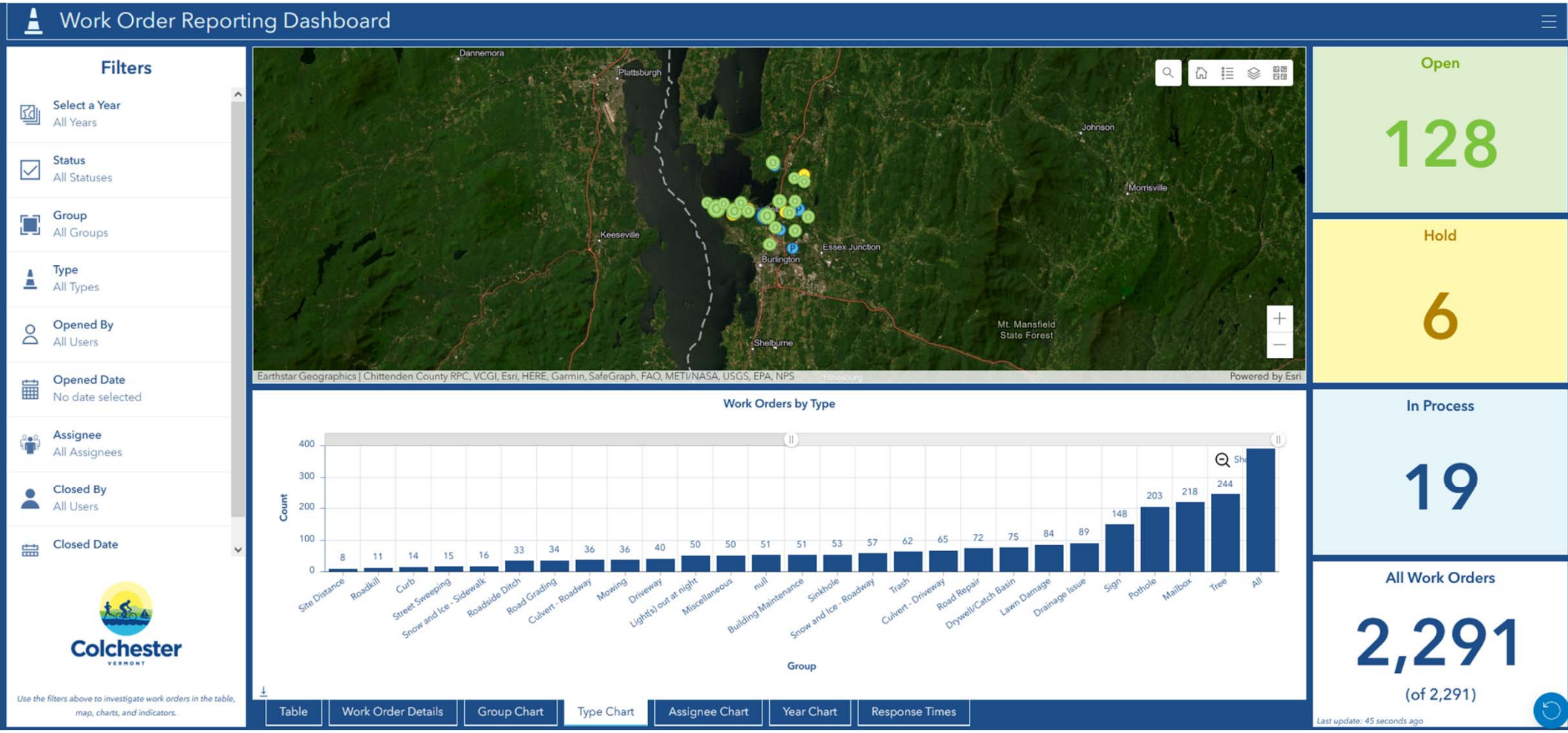


Work Order Form

- Customized to meet the Town's needs
- Email Notification for new work orders requires some additional functionality through Make.com and SendGrid



Work Order Dashboard



Recommendations and Take Aways

- Establish who will be a user in your organization and get them a license at the beginning of the process.
- ArcGIS Online is more complex than I anticipated. It's a steep learning curve for Administrators, but you can design your organization to streamline things for the general users.
- CCRPC uses ArcGIS Online, so they can be a resource for questions following the completion of the scope of work with VHB.
- For Colchester, achieving our ultimate Asset Management goals will take time. We need additional training so we can optimize the functionality of ArcGIS Online. We want to create more dashboards so we can optimize the platform as a tool for reporting and future planning. CCRPC can help with training and dashboard creation as well.