

CITYWORKS

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Regional Training

Cityworks Designer - Regional

Overview:

Welcome to Designer. The foundation for becoming successful within Cityworks is based upon this software application. Part I of this course focuses on the understanding and development of domains containing groups, security, employees and customer information. At the core of this session is the creation of Service Request templates which involves creating problem codes, defining asset groups and creating questions/answers.

Part II of this course is on the development and population of elements within Designer dealing with Work Orders. Students are taught how to define materials, equipment, tasks, and contractors. Work Order template creation and other aspects related to work management are also covered. Configuring inspections and creating inspection templates is another topic that is taught in this training session.

Suggested attendees: The Cityworks Administrator for the organization.

Goals:

- Understand how to create database domains
- Assign security (employee relates)
- Learn how to load customer and street data
- Understanding the hierarchy structure
- Implementation of problem codes/questions and answers within Service Requests
- Implementation of Work Order templates to track tasks, labor, material and equipment
- Be able to create inspection templates

Duration:

1 Day

Additional Course Information

Event Title: Cityworks Designer - Regional

Presenter: John Jarnagin

Additional Information:

City of Frisco TX | City Hall
Library Computer Lab (First Floor)
6101 Frisco Square Blvd
Frisco, Texas 75034

- Take the Main/Cotton Gin exit.
- Visitor parking is at both north and south of City Hall
- Take Page Street (CoMerica Bank at the corner) to park south of City Hall
- Take Frisco Square Blvd to park north of City Hall.
- From the south, enter through the glass double doors in the middle of the building
- From the north, enter through wood double



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Regional Training

Introduction to Cityworks Desktop - Regional

Overview:

Welcome to Cityworks Desktop. This course is designed to give an overview of Cityworks functionality from an end user's point of view. In part I of this training users will learn basic operations within ArcMap, the Cityworks toolbars and functions, along with the creation of Service Requests and Event Layers.

The focus of part II of this class is on the creation of Work Orders and tracking labor, materials, equipment. Training attendees will also go over functionality in regards to inspections and Event Layers within the ArcGIS environment.

Goals:

- Understand how Cityworks Desktop functions within ArcMap
- Be able to create Service Requests and populate all related fields
- Learn how to search for Service Requests
- Be able to create and use Event Layers
- Discover how Service Requests and Work Orders can be related to each other to save time and be more efficient
- Know the difference between asset/address based Work Orders
- Be able to change the "look and feel" of Cityworks
- Learn how to create and search Work Orders in Standalone and Anywhere
- Understand how to create inspections and tests

Duration:

1 Day

Additional Course Information

Event Title:	Introduction to Cityworks Desktop - Regional
Presenter:	John Jarnagin
Additional Information:	
Location:	Frisco, TX City Hall
Base Cost (per person):	\$600.00
Date(s):	8/19/2009 - 8/19/2009
Time(s):	8:30 AM - 4:30 PM

1st Attendee Information:

* Full Name

* Address

* City

Region (State/Province/Prefecture)

* Country

* Postal Code

* Email

Certificate of Completion (Emailed upon completion of the course)



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Regional Training

Cityworks Anywhere and DataPump - Regional

Overview:

Welcome to Cityworks Anywhere. This course is designed to give an overview of Anywhere functionality from the end user's point of view. Users will learn basic operations within Cityworks Anywhere, the Cityworks toolbars functions, along with the creation of service requests, work orders, inspections, and event layers.

The second half of the training course will focus on DataPump functionality. DataPump is an application included with Cityworks Desktop for checking out service requests and/or work orders in to a remote Access/SQL2005 Express database for using Cityworks in the field. Requests and/or work orders are downloaded to the Submit To person for updating in the field, along with a block of unique database ID's that may be used for creating new requests or work orders in the field.

Training attendees will learn how to create and configure the DataPump database. Next, the entire process of checking out data for the remote database, updating it in the remote (field) database and synchronizing it with the main database will be practiced.

We will end this session with an overview of the Cityworks Server interface.

Goals:

- Understand how Cityworks Anywhere functions
- Be able to create service requests and populate all related fields
- Learn to create work orders and populate all related fields
- Understand how to create inspections and tests
- Create and use event layers
- Discover how service requests and work orders are tied together
- Learn the process flow of DataPump
- Efficiently operate DataPump

Duration:

1 Day

Additional Course Information

Event Title: Cityworks Anywhere/DataPump - Regional

Presenter: John Jarnagin

Additional Information:

City of Frisco TX | City Hall
Library Computer Lab (First Floor)
6101 Frisco Square Blvd
Frisco, Texas 75034

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