

APPLICATION NAME	APPLICATION DESCRIPTION	PLATFORM	KFA	DEPARTMENT OWNER	DATABASE	CLIENT	DATE ACTIVATED
Telephone Billing (Pinnacle)	System used to perform the function of billing other departments for telephone services.	Client Server	Customer Srvc	Employees Retirement Fund (ERF)	LINC	Thin	1970
Electronic Funds Transfer (EFT)	Services the transfer of data to/ from several City departments. The FTP executable connects via FTP to send and receive files. Both use GroupWise for notification of these transfers. For transmissions, the EFT/FTP system polls various directories either local or on the CMO LAN and locates the data files and transmits them to the appropriate outside entity, using either a dial-up connection or via FTP.  For receipt of electronic data transfers (EDT), during a specified time period the EFT system either calls the outside entity and downloads the file to a specific directory via FTP. The appropriate users are then informed of the receipt of the file; so further processing may take place.	Client Server	Customer Srvc	Police and Fire Pension (PFP)	LINC	Thin	1970
CIMS Chargeback System	Calculates IT-related costs based on the usage of various services by clients	Client Server	Customer Srvc	Dallas Police Department (DPD)	LINC	Thin	1972
HEAT Call Logging Software	Application for logging trouble tickets and for the tracking and reporting of responses/problem resolutions.	Client Server	Customer Srvc	Courts and Detention Services (CDS)	LINC	Thick	1972
System Assignments	System used to store, display and update assignments for software systems supported by CIS applications programming staff.	Client Server	Customer Srvc	Public Works and Transportation (PWT)	LINC	Thin	1974
Crystal Enterprise Administration	Administration of web-based publishing applications for allowing the scheduling and viewing of Crystal reports	Client Server	Customer Srvc	Dallas Fire and Rescue (DFR)	LINC	Thin	1974
Citizen Request Management System (CRMS)	System that is used by the 3-1-1 call-takers and other city departments to enter requests from citizens and route them to the appropriate city department for resolution. Replaced the LINC CE, client server SRS and LINC 3-1-1 systems.	Client Server	Customer Srvc	Streets	Datacom/DB	Thin	1974
Citizen Request Management System (CRMS) Reporting System	A repository of reports, developed by city staff in Crystal Reports 8.5 format, and published through Crystal Enterprise for use by the core departments using the CRMS system to monitor and track response to citizen requests.	Client Server	Customer Srvc	Office of Financial Services (OFS)	LINC	Thin	1974
Citizen Request Management System (CRMS) TAX Batch Interface	Oracle script to periodically load refreshed tax information into CRMS database	Client Server	Customer Srvc	Dallas Fire and Rescue (DFR)	LINC	Thin	1975

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Radio Billing	System used to bill outside City departments for radio equipment rental. Data from CIS Communications is uploaded to the mainframe; and batch process are run, driven by user entries in a CICS transaction. There is a preliminary batch process and a final batch process that creates an interface billing tape that is loaded into the Advantage accounting system.	Mainframe	Customer Srvc	Dallas Police Department (DPD)	LINC	Thin	1975
Internal Billing (CIS)	A series of batch programs used to generate the Resource billing for charges billed to CIS clients.	Mainframe	Customer Srvc	Dallas Police Department (DPD)	LINC	Thin	1976
Network Reporting System (TS)	System that produces operations data for internal billing to other City departments.	Mainframe	Customer Srvc	Dallas Police Department (DPD)	LINC	Thin	1976
Telephone Directory (TD)	Online Telephone Directory of City of Dallas employees. OUT OF DATE.	Mainframe	Customer Srvc	Dallas Police Department (DPD)	LINC	Thin	1976
Land Management System LMS / POSSE)	An application / work flow management system that replaced the LINC Building Inspection System. System also automates the business processes in DWU Special Collections Division and Housing. The application increases efficiency through the use of a single database, eliminating redundancies and errors. Allows for real-time remote access for inspectors. Includes a public website for contractors and the general public. Integrates with the AMS/Advantage Financial, the Cashiering System (RC - Revenue Collector), Interactive Voice Response (IVR), Dallas County Tax Office and Texas Online (Internet Payment System).	Client Server	Economic Dev.	Dallas Fire and Rescue (DFR)	LINC	Thin	1978
LAN Geographical Information System	An application developed to assist users verifying Dallas addresses for systems running on LANs. Information such as the Census Tract, Mapsco Page and Zone, Service area, Service District, Council District, Walker Area, etc., is available on this system.	Client Server	Economic Dev.	Dallas Police Department (DPD)	LINC	Thin	1979
Street Cuts	System used to store, update and display the permit database that is used to grant permission to various entities (including DWU and outside utilities) to make cuts in the surface of the streets owned and maintained by the City of Dallas.	Client Server	Economic Dev.	Dallas Police Department (DPD)	LINC	Thin	1980
Infrastructure Management Planning System (IMPS)	A needs inventory system that is used to identify capital construction projects for which there is no funding. The inventory can supply projects to be placed on future Bond programs.	Client Server	Economic Dev.	Communication and Information Services (CIS)	LINC	Thin	1981

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Aviation PRCS - Parking Revenue	System that employs a closed network that supports and reports on the daily revenues of the public parking operations at Dallas Love Field airport. This application provides the gate cashiering functions and management controls.	Client Server	Economic Dev.	Communication and Information Services (CIS)	LINC	Thin	1982
Bid Estimator System	System where line-items are entered for unit price contracts that are created when actual bids come in. System generated invoices and rolling 3-6 month averages.	Client Server	Economic Dev.	City Secretary	LINC	Thin	1982
Capital Project Management System (CapPro)	System that provides real-time information on every capital project, including the efficient tracking on contractor performance, expenditures and budget; standardized forms, reports and information access across all departments; GFE/MWBM compliance data on all projects; geographic tracking at all levels of detail; and also tracks non-capital construction projects. System also provides a web component for remote access by city staff and the public.	Client Server / Windows	Economic Dev.	Communication and Information Services (CIS)	LINC	Thin	1983
Aviation Toll-Tags - Automated Vehicle Identification (AVI) Vehicle License Mgmt System	TollTags are used to pay for parking at either of the two (2) Dallas Love Field parking garages. Readers are located at all entry lanes to scan the vehicles TollTag as a patron enters the parking garage. Designated exit lanes are equipped with readers to scan the tag, open the gates and automatically charged the correct parking fee to the patrons NTTA account.	Client Server/Web	Economic Dev.	Office of Developmental Services (DEV)	LINC	Thin	1984
Geographic Information System	The GIS system contains a listing of all the streets within the City of Dallas. It performs a role in verifying the accuracy of street location data for many systems in the city including Police and Fire Dispatch, Code Enforcement, Street Inventory, Street Maintenance and Service Request. This system contains geographic and political boundary information also.	Mainframe	Economic Dev.	Environmental and Health Services (EHS)	Datacom/DB - Ideal	Thin	1985
Geographical Facilities Information System	The CICS / Datacom version of the Geographic Information System (GIS).	Mainframe	Economic Dev.	Office of Financial Services (OFS)	CICS VSAM	Thick	1985
Geographical Information System Parcel	A system that contains parcel information originating from the Dallas Central Appraisal District (DCAD); the system is associated with the LINC mainframe GIS system	Mainframe	Economic Dev.	Dallas Fire and Rescue (DFR)	LINC	Thin	1986

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Building Inspection System (LINC)	This system is comprised of five parts: 1) One-stop Permit system; 2) Request for Inspection system; 3) Contractor Registration system; 4) Hold File system and 5) Automated Telephone system. SYSTEM REPLACED BY LMS/POSSE, but still used for temporary addresses, historical research and reporting.	Mainframe	Economic Dev.	Dallas Fire and Rescue (DFR)	LINC	Thin	1987
PWT Internal Billing Information System (IBIS)	System used for internal billing. Generates approximately \$24 million annually in billings for anything PWT works with, for example projects involving Aviation, DWU, etc.	Windows/Client Server	Economic Dev.	Environmental and Health Services (EHS)	Datacom/DB	Thin	1987
Dallas Convention Center (DCC) - ConCentRICS	The Convention Center Resource Information and Control System (ConCentRics) is a facilities management systems that can be used by authorized DCC personnel to schedules events in their facility. This Application not only schedules the space but also ensure the associated component configuration and services for the space.	Windows/Client Server	Economic Dev.	Dallas Water Utilities (DWU) and Public Works and Transportation (PWT)	Datacom/DB	Thin	1987
Essential Project Management Information Control System (EPICS)	System used for Project Management Information of Capital Construction Projects. Replaced by CAPPRO but is still used for informational purposes.	Windows/Client Server	Economic Dev.	Dallas Water Utilities (DWU)	Datacom/DB	Thin	1987
Dallas Convention Center (DCC) - Special Events Management	This workstation based application that enables the capture, tracking and management of special use permits that Dallas Convention Center offers. It provides an online display/entry environment, as well as reporting and electronic notification to the requestor and supporting organizations.	Windows/Client Server	Economic Dev.	Dallas Water Utilities (DWU) and Sanitation	Datacom/DB	Thin	1987
Computer-Aided Dispatch (CAD) Replacement	System to enhance and replace the current Fire and Police CAD systems, as well as provide interoperability between essential City of Dallas services and other jurisdictions in the region.	Client Server	Public Safety	Dallas Fire and Rescue (DFR)	LINC	Thin	1988
Fire Safety Inspection Registration	System to process Fire registration and inspection information. Allows for data entry, tracking and reporting.	Client Server	Public Safety	Streets	Datacom/DB	Thin	1988
Food Inspection / Restaurant Licensing	Permitting and licensing application used to record restaurant inspection and licensing activity within the City of Dallas	Client Server	Public Safety	Dallas Fire and Rescue (DFR)	LINC	Thin	1989
Vital Statistics Fortis Imaging System	Application, developed by Westbrook Technologies, that is used for document imaging and the management and birth certificates.	Client Server	Public Safety	Dallas Fire and Rescue (DFR)	LINC/SQL	Thick and Thin	1989

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Chameleon (Animal Control)	Manages and tracks all the data needed for the operations of the City's animal shelters.	Client Server	Public Safety	Dallas Police Department (DPD)	LINC and SQL	Thick and Thin	1989
TAX LINC Shadow files	Citywide system that allows access to real estate property tax information, particularly for DPD. System was developed so that departments would not have to obtain CICS terminals. This system is updated monthly with the latest tax roll information received from the Dallas County property tax system.	Mainframe	Public Safety	Dallas Water Utilities (DWU)	LINC	Thin	1989
Fire Fleet Management System	Subsystem used to record information pertaining to Fire Department emergency equipment.	Mainframe	Public Safety	Courts and Detention Services (CDS)	LINC	Thick	1990
Fire Hydrant System	Subsystem used to track fire hydrants and the conditions of the hydrants.	Mainframe	Public Safety	Public Works and Transportation (PWT)	Datacom/DB	Thin	1991
Police Weapons and Property Inventory System (WEPI)	Subsystem to assist in maintaining police property, personal weapons, devices and equipment used by police personnel.	Mainframe	Public Safety	Dallas Fire and Rescue (DFR)	LINC	Thin	1991
Courts Case Management System	System that includes warrant processing, court scheduling, citation processing, cash handling, IVR support and various administrative functions.	Mainframe	Public Safety	Code Compliance	LINC	Thin	1991
Fire Automatic Vehicle Locator (AVL) Client	Subsystem to report an emergency units position and present a list of units based on its proximity to an emergency call.	Mainframe	Public Safety	Dallas Police Department (DPD)	LINC	Thick	1991
Fire Computer Assisted Dispatch System	System that manages the availability, deployment and tracking of Fire/medical emergency equipment.	Mainframe	Public Safety	Public Works and Transportation (PWT)	LINC	Thin	1992
Fire Security System	Subsystem that controls and manages programs, data and devices within each system.	Mainframe	Public Safety	Code Compliance	LINC	Thin	1992
Fire Tactical Information System	Subsystem that provides information on the structure, occupants and hazardous materials.	Mainframe	Public Safety	Dallas Water Utilities (DWU)	Datacom/DB	Thin	1992
Fire 9-1-1 Support Systems	Subsystem that contains City of Dallas addresses used by the emergency dispatch system and provides address matching and interpretation when emergency 9-1-1 calls are received.	Mainframe	Public Safety	Dallas Water Utilities (DWU)	LINC	Thin	1992
Police Automated Vehicle Locator (AVL) client	Subsystem to report an emergency units position.	Mainframe	Public Safety	Dallas Water Utilities (DWU)	Visual Basic	Thick	1992
Police Dispatch	System that allows for the creation of service calls and for the dispatching of police patrol elements. Also, associated management of service calls and patrol elements.	Mainframe	Public Safety	Dallas Water Utilities (DWU)	LINC	Thin	1993
Code Enforcement System (CE)	System that allows the for input, storage, tracking and reporting of City of Dallas Code violations. NO LONGER IN USE, but is used for responding to Open Records requests. Replaced in 2002 by the CRMS system.	Mainframe	Public Safety	Communication and Information Services (CIS)	CICS	Thin	1994

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Police Accident Reporting	Provide support to receive accident report numbers. Allows for data entry, tracking and reporting.	Mainframe	Public Safety	Public Works and Transportation (PWT)	SQL	Thin	1994
Fire Download of all Fire MF data to server	Process to support the moving of data from the mainframe to a SQL server in preparation to migrate to client server applications.	Mainframe	Public Safety	Streets	Datacom/DB	Thin	1994
Police Download of all Fire MF data to server	Process to support the moving of data from the mainframe to a SQL server in preparation to migrate to client server applications.	Mainframe	Public Safety	Office of Financial Services (OFS)	SQL	Thick	1994
Water LINC Shadow Files System	Citywide system that is an interface to the Water CIABS system; developed so that DPD personnel could access DWU account information without having to obtain a CICS terminal.	Mainframe	Public Safety	Public Works and Transportation (PWT)	Paradox	Thick	1995
Child Immunization System	Provides for the online entry, display and tracking of immunizations given by the City of Dallas to children within the area.	Mainframe	Public Safety	Courts and Detention Services (CDS)	LINC and DB/2	Thick	1995
Courts/DPD Regional Wanted Persons	North Central Texas Crime Information Center (NCTCIC). Contains regional warrants from 130 law enforcement agencies in the North Texas area. DPD Intelligence also uses this system to store known offenders and sex offenders.	Mainframe	Public Safety	Dallas Water Utilities (DWU)	Datacom/DB-Access	Thick	1995
Police Arrest Reporting	System that supports the entry and filing of adult arrest reports.	Mainframe	Public Safety	Human Resources (HR)	LINC and SQL	Thick and Thin	1995
Police Offense Reporting System	System that supports offense and miscellaneous incident reports.	Mainframe	Public Safety	Library (LIB)			1996
Police Pawn Shop Interface (w/TCIC)	System that provides support for DPD in performing checks on pawned items via the Texas Criminal Information Computer (TCIC) for stolen property.	Mainframe	Public Safety	Office of Financial Services (OFS)	Lotus Notes	Thick	1996
Police Support Systems	System that includes police personnel system, equipment management and security systems.	Mainframe	Public Safety	Public Works and Transportation (PWT)	Paradox	Thick	1997
Vital Statistics Datacom system	System that stores and reports births, deaths, and stillbirths occurring in the City of Dallas. It uses the City's Geographic Information System's (GIS) street file to obtain census tract data (for later reporting). Reports produced by the system are sent to the State of Texas, the Centers for Disease Control (CDC) and other national agencies.	Mainframe	Public Safety	Dallas Water Utilities (DWU)	CICS VSAM	Thin	1997
Fire/Medical Incident Reporting Systems	Subsystem that collects data pertaining to Fire/Medical incidents.	Mainframe	Public Safety	Communication and Information Services (CIS)	none	Thin	1998
Police Incident and Arrest Reporting	System to allow for the entry and filing of arrest reports.	Mainframe	Public Safety	Public Works and Transportation (PWT)	SQL	Thin	1998

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Courts Enterprise Interactive Voice Response (IVR)	New IVR system to process payments on citations and to notify potential jurors if their services are required.	Mainframe and IVR	Public Safety	Public Works and Transportation (PWT)	Paradox	Thick	1998
E-Gov Citation payments	Solution that will allow for the issuance of e-citations that will achieve greater efficiencies in the creation and routing of citations, allow greater access from the field by city personnel, reduce data entry costs and enhancing the processing of citations.	Mainframe and Web	Public Safety	Dallas Water Utilities (DWU)	SQL	Thick	1998
E-Gov Accident/Offense reports	New outsourced application to allow for the on-line viewing and reporting of DPD accident reports. RFCSP recently awarded but implementation has not began.	Mainframe and Web	Public Safety	Library (LIB)			1998
Police/Courts Mobile Electronic Citation	System to support the entry of citations through the mobile workstation, handheld device or desktop applications.	Mainframe/Client Server	Public Safety	Communication and Information Services (CIS)	SQL	Thick	1999
Fire Mobile Digital Device (MDD) client	Subsystem used to allow for communication between mobile terminals in Fire Emergency Vehicles and the HOST computer (LINC).	Mainframe/Client Server	Public Safety	Communication and Information Services (CIS)	SQL	Thin	1999
Police MDD client (mobile and network)	Subsystem used to allow for communication between mobile terminals in Fire Emergency Vehicles and the HOST computer (LINC).	Mainframe/Client Server	Public Safety	Dallas Water Utilities (DWU)	n/a	n/a	1999
Courts Imaging System	System that allows for the entry, imaging, indexing and printing of all documents utilized by CDS personnel.	Mainframe/Client Server	Public Safety	Equipment and Building Services (EBS)	INGRES	Thin	1999
Enterprise Document Management System	RFCSP being developed to obtain an enterprise system that will allow for the input and management of documents, citywide, on a standard platform and application.	n/a	Public Safety	Communication and Information Services (CIS)	Oracle	Thick	2000
Code Enforcement Web Reporting System	Generates and displays selected reports of Code Enforcement data extracted from the LINC mainframe system (replaced by CRMS). This system is used for the reporting on Code Enforcement cases closed prior to January 2002.	PC/Web	Public Safety	Public Works and Transportation (PWT)	SQL	Thick	2000

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Emergency Operations Information Management System	Suite of applications custom developed for support of the Hurricanes Katrina & Rita Disaster Relief Efforts. Initially three (3) separate applications used to 1) Manage call center and log incoming calls for help and offers for donations and to coordinate volunteer efforts 2) Evacuee registration and relief tracking database 3) Community support / Temporary Housing Inventory and Tracking database. These are now going to be combined into a single application that is manageable, flexible, and can easily be configured quickly to support future crisis situations.	Web	Public Safety	Dallas Police Department (DPD)	LINC	Thin	2000
Centralized Collections System (ALIAN)	Provides Enterprise, central/consolidated, internal collections environment consisting of: Debt Collection and the tracking of Application Software, supported by bi-directional, automated interfaces with six (6) City of Dallas (COD) systems including: five (5) Legacy systems; Courts Services, Water Customer Billing (CIABS), Police False Security Alarms (MARS), Fire/Medical Alarms (MARS), Land-based Receivables (LBR) system and the Dallas Library system., and the City's Pay Agent (Fidelity Express) to support pay-station services.	Client Server	Quality of Life	Dallas Police Department (DPD)	LINC	Thin	2001
AMR – Automated Meter Reading (MVRS)	Provides for the interchange of Meter Routing and Cycle information downloads for meter readers and "readings" uploads to CIABS for Customer Billing.	Client Server	Quality of Life	Dallas Fire and Rescue (DFR)	LINC	Thin	2001
CFW (Cashier for Windows)	Provides for the majority of cashing functions at the City. It is currently supporting Dallas City Hall East Lobby, Martin Luther King (MLK) and West Dallas Multipurpose Center (WDMC) for DWU, and the Centralized Collections, Land Management System (LMS) and Housing systems. It provides full cashiering by Operator, Tender type and full reconciliation and reporting.	Client Server	Quality of Life	Dallas Water Utilities (DWU)	Datacom/DB	Thin	2001
Streets Snow/Ice Response	System that tracks Streets department sanding crews responses to ice/snow conditions and citizen requests for sanding.	Client Server	Quality of Life	Office of Financial Services (OFS)	SQL	Thick	2001
3-1-1 Support	System to support the entry of non-emergency requests for City services	Client Server	Quality of Life	Office of Financial Services (OFS)	SQL	Thick	2001
Alley Inventory System	System in which field Inspectors collect alley information citywide each year.	Client Server	Quality of Life	Business Dev & Procurement (BDP)	SQL	Thick	2001

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Collection Agency Interface - Property Management	Provides Building Services a file transfer interface and access to the Outsourced TPA (Penn Credit Corp) Collection application.	DOS or Dbase	Quality of Life	Office of Financial Services (OFS)	Lotus Notes	Thin	2001
Collection Agency Interface - DPD - Neighborhood	Provides DPD a file transfer interface and access to the Outsourced TPA (Penn Credit Corp) Collection application.	Excel	Quality of Life	Human Resources (HR)	Access	Thick	2001
DWU Special Revenue - Emergency Medical Services (EMS)	The EMS application is included in the "EMS Contract." The application provides for the capture, billing and collections of emergency transportation Mobile Intensive Care Unit (MICU) and services fees. This application is outsourced to Southwest General Services, Inc.	Excel	Quality of Life	Communication and Information Services (CIS)	SQL	Thin	2002
Collection Agency Interface - Aviation	Provides Aviation a file transfer interface and access to the Outsourced TPA (Penn Corp) Collection application.	Excel / Text format	Quality of Life	None	Oracle	Thin (and Thick)	2002
DWU Automated Payments (AutoPay)	This application provides for the Auto Draft capability that enables citizens to have automatic drafts from their checking accounts to pay their water bill; all without intervention.	Mainframe	Quality of Life	Aviation (AVI)	Oracle	Thin	2002
TAX LBR (Land based receivables)	Provides for the capabilities to assess fines and place, and manage, property liens on real property/ improvements for services provided by the City. Such services are provided for property owners in order that their property meets code requirements - for example demolition, secured closure and weed violations.	Mainframe	Quality of Life	Dallas Fire and Rescue (DFR)	SQL	Thick	2002
DWU Water Stores/Inventory	Provides a bar-code based input and service for materials and small tools that are offered to DWU internal personnel as well as external customers (like local municipalities). It is an extension of the aging application and provides inventory accounting and control for the Material Distribution Services Division. The application maintains and tracks inventory / stock at eight (8) warehouse locations.	Mainframe	Quality of Life	Code Compliance	SQL	Thin	2002
POLICE MARS (False Security Alarms)	System to support the billing for False Security alarms and Computer Aided Dispatch (CAD) queries to verify valid alarm permits.	Mainframe	Quality of Life	Dallas Water Utilities (DWU)	SQL file	Thin	2002
DWU StormWater	Subsystem of CIABS that provides for the management of stormwater fees. Very complex algorithms. Has to do with water runoff from customer properties.	Mainframe	Quality of Life	Dallas Water Utilities (DWU)	Datacom/DB & Web	Thin	2002

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DWU/CIABS	Customer Information, Accounting and Water Billing System (CIABS) that provides core processing support for DWU operations. The system maintains account/ tenant information and produces water bill statements. CIABS uses cycle, route and accounts data to create downloads (to handheld devices) that facilitates meter reading activities. CIABS uses input (water-meter reads) from the Multiple Vendor Reading Systems (MVRS) to create customer bills. CIABS also provides for meter tracking and Service Order issues and processing.	Mainframe	Quality of Life	Library (LIB)			2002
Street Inventory	System that provides a record of the condition and significant features (such as curbs, medians and sidewalks) for each block of every street that is maintained by the City of Dallas. Streets are inspected annually and the results are recorded in the system. A "snapshot" of the annual condition is captured when the inspections are completed. The City of Dallas has historical data from this system dating back to the mid 1970's and is one of only a few cities to have this kind of a historical overview of its street network. Was combined with the Pavement Management System.	Mainframe	Quality of Life	Office of Financial Services (OFS)	SQL	Thin	2002
Street Maintenance Cost of Service	System that captures the cost of performing repairs on the streets within the City of Dallas. Work crew time sheets serve as the input and data is compiled by location indicating the types of work performed and the cost of each job. In addition, the system determines the cost of performing the different types of maintenance and repair activities on a monthly basis.	Mainframe	Quality of Life	Human Resources (HR) and Office of Financial Services (OFS)	SQL	Thin	2002
Pavement Management / Street Condition Inventory	System that tracks and analyzes the various types of pavement resurfacing techniques used on the City's streets for purposes of comparison of the efficiency of the pavement treatments.	Mainframe	Quality of Life	Human Resources (HR) and Office of Financial Services (OFS)	Oracle	Thin	2002
FIRE MARS (False Fire/Medical Alarms)	Provides for the permit issuance, billing and collection for the Fire/Medical and Security Alarms services.	Mainframe	Quality of Life	Communication and Information Services (CIS)	SQL	Thin	2003
DWU Fraud prevention	This mainframe application was created as part of the DWU Fraud Prevention Initiative. It provides alerts and for the reporting of various types of transactions that affect account balances and status.	Mainframe	Quality of Life	None	Crystal	Thin	2003

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DWU 3-1-1 Service Order Reporting	Provides CRMS-like reporting that reflects the performance work, to Service Level Agreement (SLA) for DWU Service Orders (SO). Reporting, through Crystal Reports, is available by summary, Council District and SO type. Had been placed on hold but is starting up again; required support will increase.	Mainframe	Quality of Life	None	Oracle	n/a (batch script)	2003
DWU Interactive Voice Response (IVR) for Account Information & Payment	The Interactive Voice Response (IVR) system receives information from the mainframe water accounts and provides responses to the majority of (80%) of caller inquiries including: clients requests for - account balance, - payment due date, scheduled disruptions, - re-print of previous bills, printouts of water consumption. Phase II of the IVR implementation will include electronic bill payment and credit card authorization capabilities.	Mainframe & IVR	Quality of Life	Environmental and Health Services (EHS)	SQL	Thick	2003
Collection Agency Interface - DWU - CIABS	Provides the Water Utility a file transfer interface and access to the Outsourced TPA (Penn Credit Corp) Collection application.	Mainframe (text file)	Quality of Life	Dallas Police Department (DPD)	LINC	Thin	2003
E-Government/Electronic Bill Processing and Payment (EBPP) DWU ePaY	This Web/Internet service provides an implementation of the City's eGovernment Initiative. It enables customers, online, to pay bills, review usage history and receive notices and other information. The resulting electronic transactions are interfaced to the CIABS application and processed within a 24-hr cycle. The service also provides reconciliation, statistical and payment-type reporting. It also provides Site-Trend information.	Mainframe and Client Server	Quality of Life	Dallas Water Utilities (DWU)	SQL	Thin	2003
Collection Agency Interface - DWU - Special Collections	Provides Special Collections a file transfer interface and access to the Outsourced TPA (Penn Credit Corp) Collection application.	Mainframe and PC	Quality of Life	Streets	SQL	Thin	2003
DWU Sanitation processing	System that is imbeded into the CIABS/DWU System. The Sanitation CIABS system provides for the billing of sanitation services on the City of Dallas water bill format. This system has it's own unique users and programs.	Mainframe and PC	Quality of Life	Streets	SQL	None (database only)	2003
DWU Payment Stations / Agents	This series of applications and interfaces enables a component of the eGovernment Initiative by creating electronic bill payment at various (hundreds) of locations around the City of Dallas. The PayStations/ Agents are networked electronically to City Hall and City banks, in some instances.	Mainframe and PC	Quality of Life	Dallas Water Utilities (DWU)	QSAM	Thin	2003

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DWU/CIABS replacement	Process to acquire/implement/replace current CIABS billing system. Project has expanded to include a comprehensive system that can provide billing for citywide receivables.	n/a	Quality of Life	Convention and Event Services (CES)	SQL	Thick	2004
Collection Agency Interface - EHS Registration fees	Provides EHS a file transfer interface and access to the Outsourced TPA (Penn Credit Corp) Collection application.	PC	Quality of Life	Convention and Event Services (CES)	Access	Thick	2004
DWU PC Cash (CIABS Cash transactions)	Separate subsystem that provides for the faster entry/posting of manual payments (of all kinds) into CIABS. Creates a separate batch file for entry into CIABS processing.	Windows	Quality of Life	Dallas Water Utilities (DWU)	none	Thin	2004
DWU Automated Meter Reading (Wireless Network)	Current Pilot project that uses a wireless network to support the monitoring/reading of water meters and that also provides network/device statistics.	Windows	Quality of Life	Dallas Water Utilities (DWU)	none	Thin	2004
DRA Classic	Automated Library system. Handles circulation of items, cataloging of items, search-able database. This includes Community Information database and the Web catalog. Also, be aware that there are about 3 different companies accessing the DRA system to perform cataloging services. Also includes subscription to on-line databases hosted by other agencies or companies.	Client Server	Quality of Life	Dallas Water Utilities (DWU)	Access	Thin and Thick	2004
PC Reservation	System for allowing PCs to be reserved and used for a period of time. Interfaces with DRA Classic.	Client Server	Quality of Life	Dallas Water Utilities (DWU)	none	Thin	2004
Illiad	Interlibrary loan system.	Client Server	Quality of Life	Dallas Water Utilities (DWU)	CICS VSAM	Thin	2004
Accurate Bank Reconciliation Process (Bank Recon)	This application automates the reconciliation of City-Wide banking Deposits and enables City department to "claim" their deposits.	Client Server	Staff Accountability	Dallas Water Utilities (DWU)	LINC, Access	Thick and Thin	2004
AMS/Info Advantage (Advantage Financial)	Provides a robust and flexible financial reporting environment for the Advantage Financial applications. Offers end-user reporting that is based upon "views" of current and historical financial data.	Client Server	Staff Accountability	Dallas Water Utilities (DWU)	Access like	Thick and Thin	2004
Service Request System (SRS)	System that allows for the input and assignment of Citizen Request for Information, Request for Services and Complaints. NO LONGER IN USE, but is used for responding to Open Records requests. Replaced in 2002 by the CRMS system.	Client Server	Staff Accountability	Development Services (DEV)	Oracle	Thick	2005

APPLICATION NAME	APPLICATION DESCRIPTION	PLATFORM	KFA	DEPARTMENT OWNER	DATABASE	CLIENT	DATE ACTIVATED
Council Agenda Preparation System (CAPS)	Automates paper-intensive compilation and preparation of the Council Agenda and Council Briefings. The documents that make up an agenda packet (i.e. Agenda Information Sheet (AIS), Resolution or Ordinance, and Good Faith Effort summary) are created in this system, reviewed, and compiled into an agenda.	Client Server	Staff Accountability	Public Works and Transportation (PWT)	SQL	Thin	2005
HRIS / Kronos Time Clock Support	Citywide Time Entry/Time Management system that provides support for supervisors/managers for hourly employees. Includes web interface.	Client Server & Web	Staff Accountability	Aviation (AVI)	Oracle / Windows	Thin	2005
AMS Advantage DeskTop Application	Provides PC capabilities and efficiencies through the graphical interface for windows clients to access Advantage Financial 2x.	Client Server/Web	Staff Accountability	Environmental and Health Services (EHS)	SQL	Thick	2005
AMS Advantage Release 3.0	City's Financial Application. The new version offers greater functionality, web access, and ease of use. Migrates the application from a mainframe-Vsam to client server/database web browser environment.	Client Server/Web	Staff Accountability	Code Compliance	SQL	Thick	2005
AMS/Net Advantage (Advantage Financial)	Provides for Vendor Self-Service capability that is web-based and available to any vendor who would like to offer products/services to the City. Vendors are allowed to register, update their profiles, and participate in the electronic bidding process.	Client Server/Web	Staff Accountability	Dallas Police Department (DPD)	LINC and SQL	Thick and Thin	2005
Fleet Management System (GEMS)	System which includes modules for Fleet inventory, Parts inventory, and Fuel inventory. The current users include EBS (Equipment Services), DFD (Fire Maintenance), AVI (Love Field Operations), & PKR (Parkdale Maintenance Facility).	DEC Alpha (minicomputer)	Staff Accountability	Office of Emergency Management (OEM)	SQL	Web	2005
Employees Retirement Fund (ERF)	System used for ERF member tracking and retiree payroll processing (has been replaced by CPAS vendor system). Support is provided for historical reporting.	Mainframe	Staff Accountability	Dallas Water Utilities (DWU)	SQL	Thin	2005
Payroll System (HR/Payroll) - LINC	Citywide payroll processing. The system includes Time sheet processing, pay and deduction calculations, pay check printing, labor distribution reporting, journal vouchers, tax reporting, personnel action processing, deferred compensation and tax reporting. System is still used for historical reference, research and prior year W-2 processing.	Mainframe	Staff Accountability	Dallas Water Utilities (DWU)	SQL	Thin / Voice	2005
Police and Fire Pension Fund (PFP)	System that collects contribution data from active (fire/police) employees and processes retiree payroll (Has been replaced by a vendor package).	Mainframe	Staff Accountability	Office of Financial Services (OFS)	Oracle	Thin	2005

APPLICATION NAME	APPLICATION DESCRIPTION	PLATFORM	KFA	DEPARTMENT OWNER	DATABASE	CLIENT	DATE ACTIVATED
Advantage Financial 2.x/ RESOURCE	Legacy City Financial applications including General Ledger, Payables, Receivables, Purchasing/Procurement and Cost Accounting.	Mainframe	Staff Accountability	Courts and Detention Services (CDS)	LINC	Thin / Voice	2006
Workers' Compensation System/Legacy mainframe and Renaissance vendor system	General support including historical reporting (LINC) and if necessary, the generation of replacement files (Renaissance) for the vendor application.	Mainframe and Client Server	Staff Accountability	Courts and Detention Services (CDS)	LINC & SQL	Web	2006
HRIS System Continuation / Integrator Replacement	Determine strategy of the City will host/continue to use the current HRIS application, including external and internal hosting options.	n/a	Staff Accountability	Dallas Police Department (DPD)	LINC & SQL	Web	2006
Council Agenda Preparation System (CAPS) Website	Displays the background information for the Council Agenda items, as well as links to the minutes for past meetings on the City Secretary website. The website is refreshed once a week directly from the Lotus Notes database generated by the CAPS system.	Web	Staff Accountability	Communication and Information Services (CIS), Courts and Detention Services (CDS), other departments	n/a	n/a	2006
Human Resources Information System Report and Database Support	Provides for database mapping and the reporting of Critical Data including Annual FTEs, Employee Data Statements (litigation related) and the Leave Accounting Registers. These reports are used throughout the City and support critical processes.	Web / Hosted	Staff Accountability	Dallas Fire and Rescue (DFR) and Dallas Police Department (DPD)	SQL	Thick	n/a
DDRIVE/Loss Control (Defensive Driving)	System at allow the Loss Control coordinator to determine if a check needs to be made on an employee's drivers license status. List and reports are provided of individuals that should be submitted to the state for license status updates.	Windows	Staff Accountability	Dallas Water Utilities (DWU)	n/a	n/a	n/a
City Secretary System	System that includes City Council minutes; ordinances; Police & Fire pension minutes; City code and other documents.	Mainframe		Human Resources (HR) and Office of Financial Services (OFS)	n/a	Thin	n/a