

Used by Dept(s)	Custodial Department	Commonly Known System Name	System Purpose	Current Product Name	Current Vendor Name	Categories of Data or Layers	New Data Collection Frequency	Data Update Frequency
NOVA	NOVA	CISRS	Case Management system for all client management (SOR for client)	CISRS	- None -	All Client information required by the state: Demographics, Placements, Employment and Job History, Education, Barriers to Employment, Disclosed Disabilities, etc.,	Daily	Daily
Citywide	Office of the City Manager	CRM Customer Request Management	Case management and response tracking for constituent (resident/public) requests and inquiries.	Dynamix	Microsoft	Email and phone numbers provided with the inquiry.	Daily	Daily
Community Development Department/ Department of Public Works/ Department of Public Safety	Community Development Department	EnerGov	Permitting and parcel information tracking	Tyler EPL (Enterprise Permitting and Licensing)	Tyler Technologies	Property information sourced from County Assessor, permit requests, approved projects and plans, code cases etc.,	Daily	Daily
Library and Recreation Services	Library and Recreation Services	ePact	Emergency contact tracking for participants	ePact	ePact	Emergency contact information	Seasonally	Seasonally
Department of Public Works	Department of Public Works	EZLink	Golf reservation and Payment System, contact tracking too	EZLink	EzLink	Golf course reservation, payments and contact sign-up and tracking	Daily	Daily
NOVA	NOVA	FileMaker Pro 19	Business Liaison Group DB (SOR) ProMatch DB member DB (SOR partially)	Filemaker Pro	Claris	1a. Companies interested in potential recruits 1.b. Potential layoff guidance 2. Maintain Promatch demographics and status. Used for reporting	Daily	Daily
Citywide	Office of the City Manager	GovDelivery	Maintain email contact and interest list (subscribe) to send agendas and other information to interested public	GovDelivery	Granicus	email	Daily	Daily
Finance	Finance	HDL Business License application	Issue and maintain business license database	HDL Prime	HDL	Business Registration (Ownership, Addresses, Employee Count and BL Taxes etc.) and Licenses	Daily	Daily
Finance	Finance	HTE / Superior DMS NavLine	Utility Billing and account management + Work Order management	Naviline	Central Square	Names / Addresses of account holders, billing history, payment history	Daily	Daily
Human Resources Department	Human Resources Department	NEOGOV Recruitment + Onboarding	Recruitment	GovernmentJobs	NeoGov	Applicant History	Daily	Daily
Department of Public Safety	Department of Public Safety	Nixle	Community Messaging	Nixle	Everbridge	Community messages	Daily	Daily
Citywide	Finance	Questica	Financial planning	Questica	Questica	Budget data such as operating and projects projected expenditures, revenues, and other budget related information.	Daily	Daily
Environmental Services Department (ESD) / Finance/ Department of Public Works (DPW)	Environmental Services Department	Recollect	ESD uses for trash collection, DPW for street sweeping scheduling	Recollect	Recollect	Trash collection schedules Street sweeping schedules Public Requests for scheduling	Infrequent	Infrequent
Library and Recreation Services	Library and Recreation Services	RecTrac Class Registration/Vermont Systems	registration system design for all recreation services activities and events.	RecTrac 3.1	VSI (Vermont Systems)	Demographics, Classes, Registration	Daily	Daily
Community Development Department/ Department of Public Works/ Department of Public Safety/ Environmental Services Department	Community Development Department	Revu-Standard	Plan review and collaboration	Revu	Bluebeam	Building and Architectural plans and layers	Daily	Daily

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Library and Recreation Services	Library and Recreation Services	Sierra Integrated Library System Combined with Sierra	Library ILS - Inventory, Circulation, Account Management, etc.	Sierra	Innovative Interfaces Inc. (II)	ILS Data	Daily	Daily
Human Resources Department	Human Resources Department	Volgistics	Volunteers and volunteer assignments tracking and coordinating	Volunteer Management	Volgistics	Personally identifiable data about volunteers	Daily	Daily
Environmental Services Department	Environmental Services Department	WebTMS/Locator Logix	Ticketing system to track 811 calls/request	Locator Logix	Norfield	Company Name, Site Contact(Contractor, Home Owner or Engineers) , Phone number, Job location, For whom the work is done(PG&E,commercial bldg,home,etc),Due Date	Daily	Daily
Library and Recreation Services	Library and Recreation Services	Verkada	Video Camera monitoring	Verkada	Qovo	Live viewing and archived footage of video cameras	Daily	Daily
NOVA	NOVA	Workforce Compass	Workforce Compass is designed to empower job seekers to effectively navigate their career and to enable employers to efficiently find qualified, local talent.	Workforce Compass	FutureFit AI	Job Seeker Portal (Resume/Education/Work Experience/Skills/Contact information) / Employer Portal (Job Listings)	Daily	Daily