

Maintenance Management System (MMS) and Mobility Project

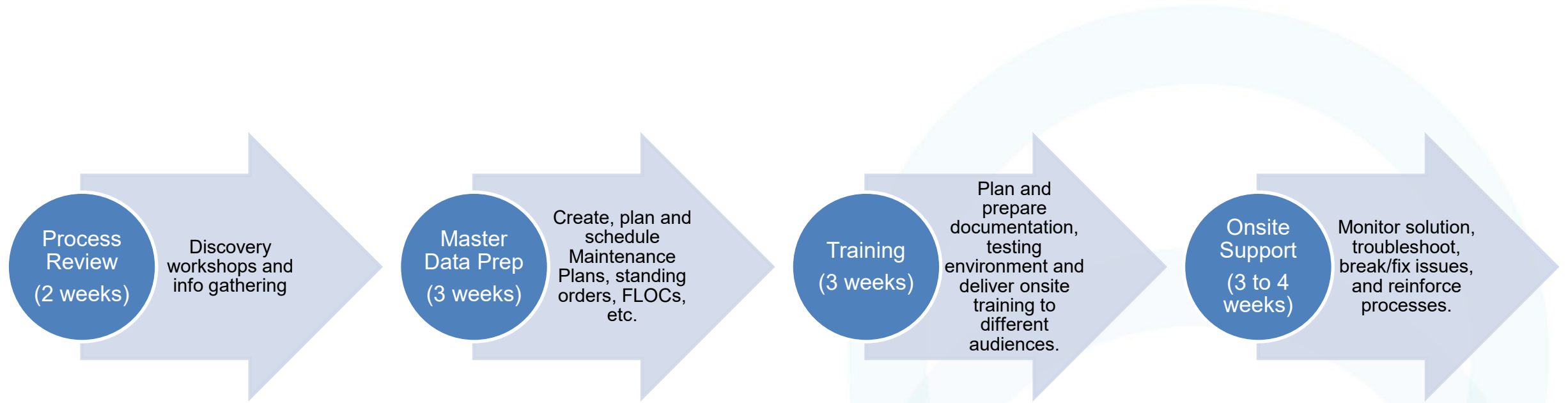
Roads & Parking Services' journey
from paper to tech



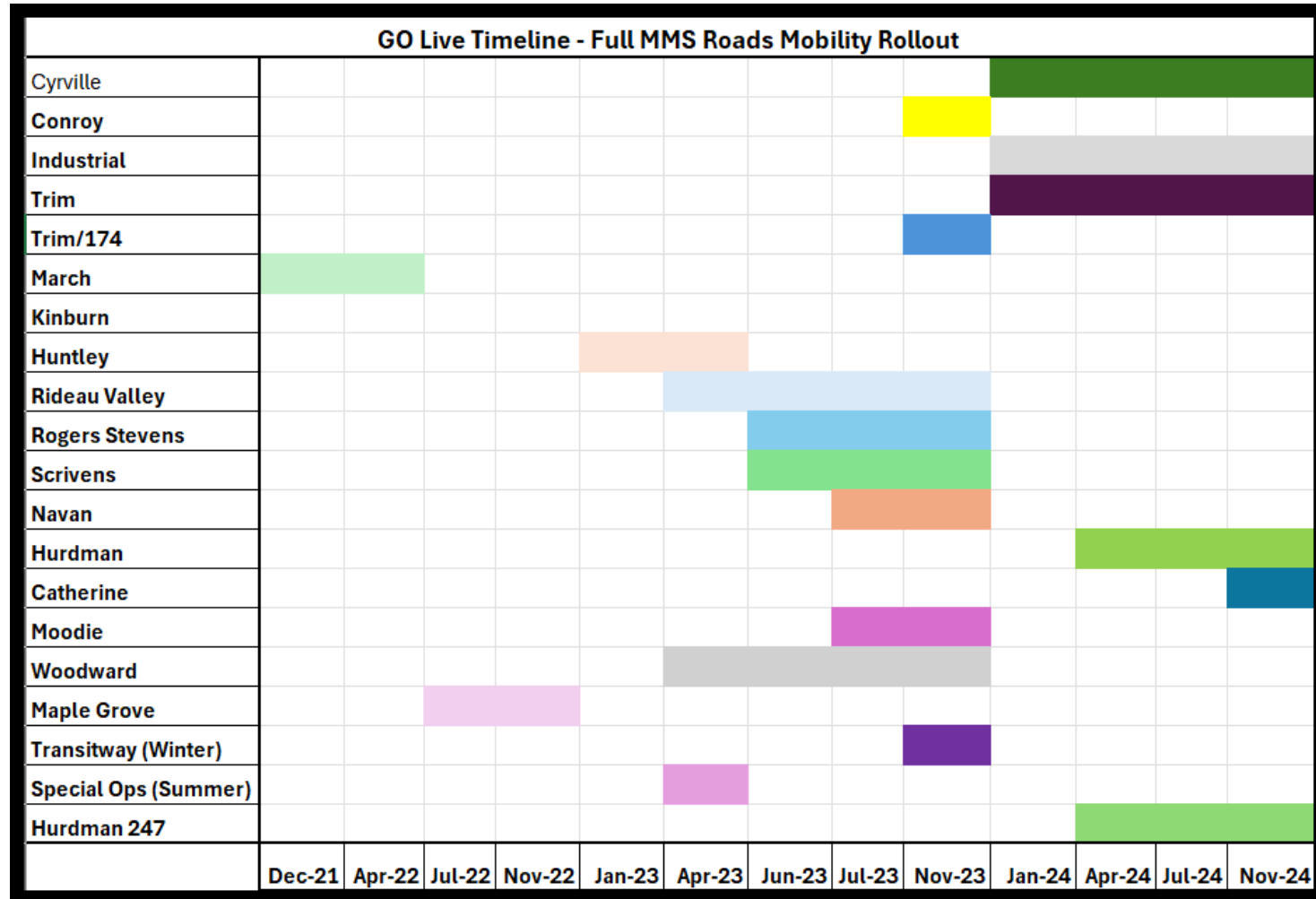
Project Overview

- Initiated in 2019, and official close-out began in June 2025
- Purpose was to create a new automated work management solution for Roads & Parking Services – get rid of paper and streamline processes e.g., eliminate printing service requests (approx. 42,000/year) and manually filling-out daily maintenance activity sheets
- Resources included core project team: 1 project manager and 4 Systems Analyst, along with support from City's IT Department and external SAP developers; 600+ tablet devices (iPads)
- More than 140 operational processes needed to be evaluated, automated, and tested across 18 different locations with ~650 employees who cycle through season-based assignments
- Solution was created using SAP Fiori
- Unique challenges through the life of the project included:
 - Covid-19 pandemic restrictions
 - Lack of infrastructure needed to support tools and tech i.e., Wi-Fi at remote locations
 - System complexities and resources
 - Staff located at over 18 works yards geographically dispersed across the city

3-Month “Go-Live” Formula



Implementation “Go-Live” Timeline



Questions?

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