# 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

Process Review (2 weeks)

Discovery workshops and info gathering

Master Data Prep (3 weeks) Create, plan and schedule Maintenance Plans, standing orders, FLOCs, etc.

Training (3 weeks)

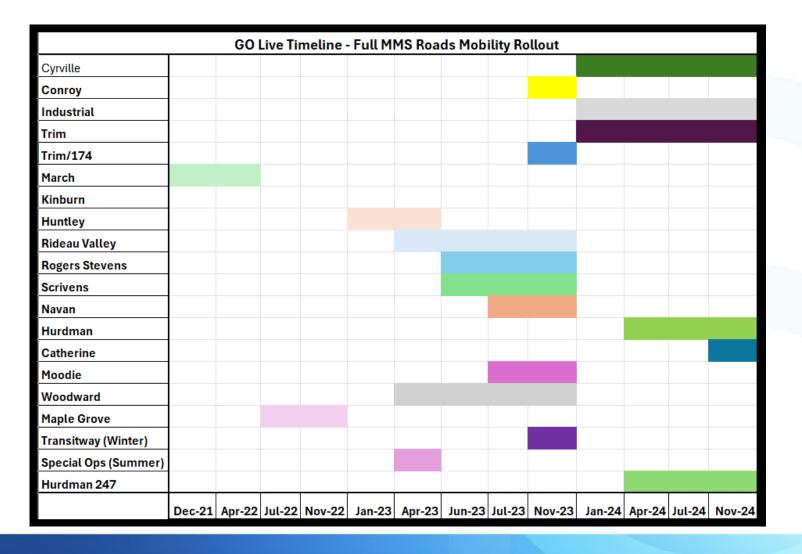
Plan and prepare documentation, testing environment and deliver onsite training to different audiences.

Onsite Support (3 to 4 weeks)

Monitor solution, troubleshoot, break/fix issues, and reinforce processes.



# Implementation "Go-Live" Timeline





## **Questions?**

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