



## **ABSTRACT**

Tarrant County 2019 Submission

Information Technology

Tarrant County Work Order Application

*The Resource Connection is a 292-acre campus of health, education, employment and human service agencies located in a one-stop environment, formed to share resources and solve problems together. It promotes service coordination by providing a Community Resource Coordination Group for Adults (CRCGA) that facilitates customers' access to various services. In addition, the Resource Connection hosts agency executive meetings and a resource fair for campus agencies to promote networking and agency cooperation. The Tarrant County Resource Connection Work Order Application enhances how the Resource Connection Campus Facilities receive and process maintenance requests. The work order application was a collaboration between two internal divisions of Tarrant County's Information Technology Department (ITD) and the Resource Connection. The ITD divisions are the Web Portal Team and the ServiceNow System Administrators. The Web Portal Team designed Resource Connection's customer-facing website using Tarrant County's existing web portal Adobe infrastructure. The ServiceNow Administrators built an internal application integrating with Adobe to automate the submission of work orders into the ServiceNow platform. This allows the agencies located at the campus to use a familiar website to submit maintenance requests and receive email updates.*

*Benefits of the Tarrant County Resource Connection Work Order Application:*

- *User Management*
- *Reporting*
- *Responsiveness*
- *Tracking and Follow up*
- *Customizable*
- *Cost Savings*