



# TimelinePI

*Process Intelligence for 311 Non-Emergency Service*

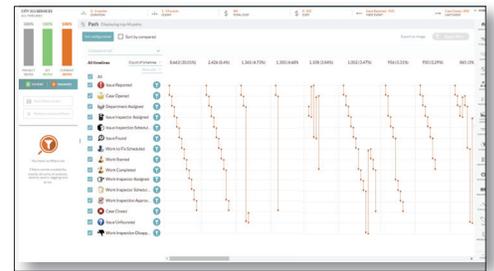
TimelinePI delivers a new approach to analyzing 311 services data to improve productivity and effective management of city and local government services. It is designed to combine service request data acquired through various systems of record to provide an integrated platform to analyze call response times, the sequence of how an issue was routed, service tracking, and other key performance indicators that help leadership meet SLAs and improve service to the community. Using TimelinePI, city and local government can identify performance variances tied to specific departments or individuals and proactively monitor for future performance issues.

## Improve Service by Aligning People, Processes and Technology

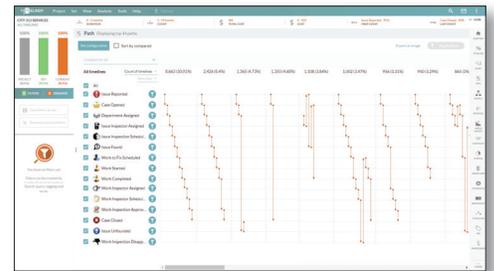
Local government's primary job is to serve its community. Residents have an expectation that city services will be performed without delay - garbage will be collected on schedule, pot holes will be filled quickly, abandoned automobiles or fallen trees will be removed as soon as possible, etc. Investments in services, staff and technology plays a key role in providing access to 311 resources but to achieve optimal performance it is critical to more deeply understand how well these requests are being managed.

Using a new analysis technique called Timeline Analysis, officials can gain a deeper understanding of all the activity associated with 311 services requests, from detailed analysis of lifecycle of a single service ticket to trends across entire groups of service requests. Requests can be subdivided by any available call detail data (e.g. call type, responder department, time taken, outcome, etc.). TimelinePI provides a single, consolidated view of all related actions and events associated with a service request from the time an incident was reported to the moment it is resolved, even when the underlying information is spread across multiple backend systems.

The detailed insights enabled by TimelinePI provides complete visibility across all aspects of service delivery and resource management ensuring better service to the community.



**Timeline Analysis** automatically reconstructs all work order details from data collected on any number of back-end systems to provide a detailed process record.



**Path Analysis** allows managers to identify patterns of process execution of work orders and uncover examples of non-compliance or other inconsistencies.

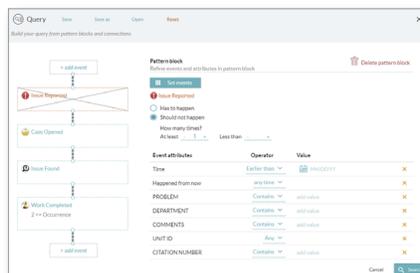


**Process Schema** allows you to automatically uncover the process flow and visualize each step of responding to a service request.

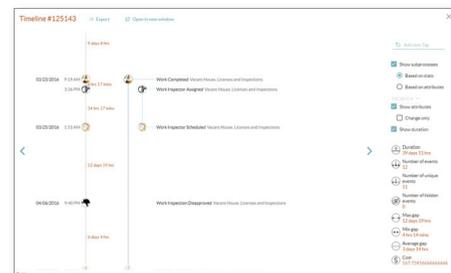
TimelinePI is a powerful tool that provides detailed analysis and investigation of processes related to the fulfillment of citizen services requests. Using TimelinePI governments can streamline service requests, analyze department performance, manage workloads and monitor compliance metrics, and be alerted in real-time when performance metrics approach contractual or internal performance thresholds. When time, accuracy and performance matter most, TimelinePI delivers on all critical analytics and process management needs for city and local government.



**Workflow Analysis** delivers a detailed analysis of the work order request across all work queues and other touchpoints along the way to uncover misroutings or redundant steps.



**Process Query** provides a simple graphical interface for defining search conditions to find all service requests that match any search condition (e.g. type of work order, time for dispatching service delivery team, etc.)



**Detailed Incident Analysis** automatically analyzes all components of a service request and provides a detailed process record which includes the time taken at each step in the process.

## TimelinePI is beneficial to all areas of local, state and federal government focused on process improvement:

- Non-emergency service response(311)
- Govt. Performance and Results Act
- Planning-programming-budgeting systems
- Total quality management
- Performance budgeting
- New public management



For more information please contact TimelinePI at: [info@timelinepi.com](mailto:info@timelinepi.com)  
or visit our website at: [www.timelinepi.com](http://www.timelinepi.com)