




# St. James Parish Government

# COMMUNICATIONS

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FOR IMMEDIATE RELEASE

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## St. James Parish Government Citizens Service Center Announces Work Order System Update

Convent, LA – Since implementing this system approximately eighteen months ago, parish employees have completed over 8,000 work orders submitted by residents.

“This system was designed to allow residents to track all work orders through their life cycle. Additionally, residents will receive texts and email messages on the status of work”, said Rick Webre, Director of Operations for St. James Parish Government.

The St. James Parish IT Department and FusionStak worked together with the Operations Department to develop this system for the residents of St. James Parish. It allows the St. James Parish Government Call Center, Councilmembers, and Citizens to input work order requests. Parish leaders can then assign the requests to appropriate staff for assessment. This application has the ability to upload before and after pictures of work completed by crews, any documentation, or pictures and documents submitted by residents.

During a declared emergency, the work order system is capable of tracking critical tasks, such as road clearing and debris removal, that help bring the parish back under operational control.

“After assuming my role as Parish President, I wanted to ensure that all residents have the opportunity and tools required to communicate directly and efficiently with my staff to provide all critical services. I believe that the Citizens Service Center and the work order management system is working well towards accomplishing this goal”, said St. James Parish President Pete Dufresne.

Please follow the link below to review all work submitted to St. James Parish Government. To submit a work order, or to learn more about the work order website, call the St. James Parish Citizens Service Center at (225) 562-2500.

<https://stjamesgis.maps.arcgis.com/apps/opsdashboard/index.html#/8be4f3bd62ca498ca65f8b4e9173efe6>

As always, the primary goal of St. James Parish Government is to serve its residents. Please, help us to make this system work better to serve you.

PARISH PRESIDENT PETE DUFRESNE

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