

CITY OF ALBUQUERQUE



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City of Albuquerque

“GIVEN THE SCOPE OF OUR PROJECT, THE CITY DEMANDED A SOLUTION THAT CAN DELIVER 24 X 7. WE GOT THAT AND MORE WITH COGNOS.”

—MARTIN CHAVEZ, MAYOR, CITY OF ALBUQUERQUE

Originally settled as a colonial farming village and military outpost along the Camino Real near the banks of the Rio Grande River in 1706, the city of Albuquerque, New Mexico has grown to a population of about 500,000. The city provides a wide range of services including police, fire, paramedic services, water, public works, residential and commercial development planning, and senior affairs.

CHALLENGES FACED

- Manual data collection was an onerous process
- Keeping citizens informed was challenging and costly
- Sharing information between departments was difficult

With the mountain of information collected in local government databases, city officials needed a fast, powerful solution that made sense of the data and allowed employees to easily find the information they needed and manipulate it as necessary to analyze trends. It was the beginning of the government's e-business initiative, which would ultimately see public safety data delivered to citizens over the Internet.

The City upgraded to Cognos Series 7, and developed a Web-based analysis and reporting environment so employees in different departments could run their own reports rather than asking the over-burdened Information Systems team to do it for them. With Cognos, open space dispatchers were able to instantly query a database to determine if apprehended suspects

were wanted on any outstanding warrants. Police and fire departments could analyze statistics, which could then be used for identifying trends in data and informing the general public. Human Resources personnel could analyze compensation and benefits packages based on age, gender, ethnicity, and length of service, simplifying the federal reporting process, while external vendors could check billing status online for the 150,000 to 175,000 invoices the city pays each year, eliminating calls to the Finance department.

With the internal pieces in place, the City of Albuquerque looked to serving the public more efficiently by delivering public safety data to citizens around the clock via an extranet.

BENEFITS REALIZED

- Point-and-click access makes data available quickly and easily
- Dramatic cost savings realized
- Sharing information between departments ensures better public safety

The Web-based analysis and reporting environment enables the Albuquerque Police Department to consolidate information and identify trends. Citizens can access criminal statistics in their neighbourhoods via the Cognos Series 7-powered 24/7 extranet.

COGNOS®

THE NEXT LEVEL OF PERFORMANCE™

“Our Cognos-powered extranet gives our citizens access to the information they need when they need it, resulting in dramatic savings in expenditures and person-hours,” says Chris Framel, Systems Analyst II, City of Albuquerque. “More importantly, we are able to share information between departments, allowing us to work in a more coordinated fashion to ensure public safety.”

The City also leverages the event detection and notification functionality of Cognos NoticeCast® and is incorporating Cognos NoticeCast into its e-Government initiatives, including increasing public safety.

“Cognos Series 7 offers us a way to keep our residents informed,” says Mayor Martin Chavez, City of Albuquerque. “Everyone from the personnel in my office, to city officials to the average citizen can get daily updates on public safety information across our extranet site. Cognos delivers a solution that anyone can understand, allowing them to view the information that is important to them easily. Given the scope of our project, the City demanded a solution that can deliver 24 x 7. We got that and more with Cognos.”

WHY COGNOS?

Only Cognos delivers a complete range of integrated, scalable software for corporate performance management. Cognos products let organizations drive performance with enterprise planning and budgeting, monitor it with scorecarding, and understand it with business intelligence reporting and analysis. Founded in 1969, Cognos now serves more than 22,000 customers in over 135 countries.



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