

## What is the Collaborative Asset Management System?

The Collaborative Asset Management System (CAMS) is a new vision for providing customer service in Oakland County's public works community. The system will include:

- **Computerized Maintenance Management System (CMMS)**
  - Work orders, Inspections, Inventory, Project Costing, etc.
- **Customer Request Management (CRM)**
  - Complaints, Correction, Feedback, etc.
- **Permitting**
  - Applications, Evaluation, Inspections, Violations, etc.
- **Real-time Sensors**
  - Vehicles, Resources, Weather, etc.

It is a standardized, countywide infrastructure (water, sewer, storm and roads) management system that will allow Oakland County and its local governments to proactively manage assets and mitigate long-term costs associated with the operations and maintenance of critical infrastructure.

## What are the benefits of the Collaborative Asset Management System?

The Collaborative Asset Management System (CAMS) will mitigate long-term costs associated with the operations and maintenance of critical infrastructure (water, sewer, storm and roads). **Initial Return on Investment studies show that this savings to the constituents of Oakland County would approach fifteen million dollars over a six year period.**

In addition to the savings associated with the improved operations and maintenance, the Collaborative Asset Management System would provide the following benefits:

- Promotes collaboration and improved workflows among participants ultimately handling service requests more efficiently and responsively
- Maximizes the capital investment being made by Oakland County and provides a low cost opportunity for local (cities, villages and townships) public works agencies to begin using a standardized CMMS, CRM and permitting system
- Provides a "one stop shopping" experience for county constituents that makes government easier to access and more transparent
- Supports the Regional Public Works Cooperative which promotes collaboration in the public works community during a mutual aid event
- Provides a centrally managed information system that reduces redundancy and allows public works agencies to focus on their core mission(s)
- Provides a method to improve government service offerings through accurate, consistent measurement and analysis of service

Once fully deployed, the Collaborative Asset Management System will promote data sharing throughout the public works community and access to information, anywhere and at anytime (in the field or office). It will improve government accountability and promote collaboration across jurisdictional and organizational boundaries.

## Who is supporting the implementation of the Collaborative Asset Management System?

The following agencies are supporting the implementation of the Collaborative Asset Management System:

### County Agencies:

Oakland County Executive's Office, Oakland County Water Resources Commissioner's Office, Oakland County Information Technology, Road Commission for Oakland County

### Local Public Works Agencies:

Independence Township, City of Ferndale, City of Royal Oak, Waterford Township, Village of Beverly Hills, Bloomfield Township, City of Pontiac, City of Farmington Hills, W. Bloomfield Township, Village of Lake Orion, Auburn Hills, Commerce Township, City of Novi

