

Streamlining Government Services in Canada's North



Located along the Alaska highway, the City of Whitehorse serves as the government centre for the Yukon, actively supporting and providing stability to the surrounding community. It boasts a diversified business sector that serves the entire territory, and is a key player in the mining services industry. As a central hub for government activity, the municipality is always looking for new ways to better serve its citizens and manage its growing infrastructure.

In 2010, the City launched an enterprise resource plan (ERP) that aimed to deploy GIS across the organization and integrate location-based data with financial, asset and work management software. They secured a licence for ESRI's ArcGIS 10 and selected Pacific Alliance Technologies iVAULT for ArcGIS. This solution provides a suite of tools that enable the quick design and deployment of Web GIS applications. Organizations can leverage these tools to easily integrate GIS data with other applications, search data from across the enterprise, display it on a map and create custom reports.

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**Mike Merrett,
City of Whitehorse**

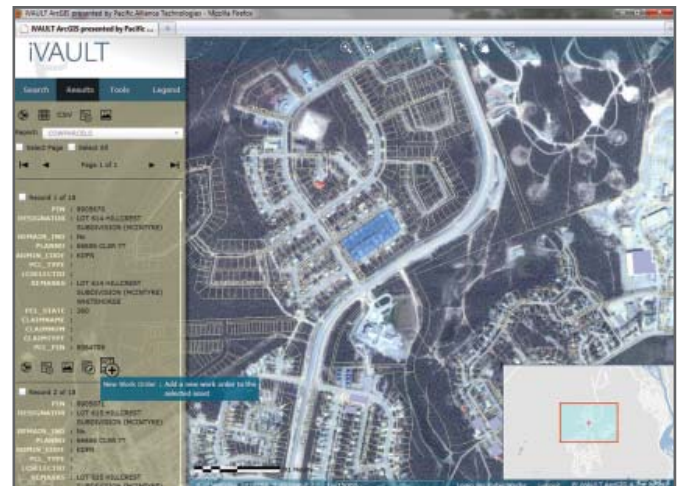
The City had traditionally stored its financial and asset information in separate databases, and GIS data was only available on a few desktops

throughout the municipality. By standardizing on the ESRI platform, the City was able to consolidate all of its data into a central geodatabase. Using the ArcGIS for Microsoft Silverlight API, Pacific Alliance Technologies then implemented iVAULT ArcGIS to enable GIS, asset and financial data to be linked and published through the Web. This transition has significantly streamlined infrastructure maintenance, enabling the City to minimize disruptions and provide more reliable customer service.

City staff can now click on any asset within a map and pull up the corresponding work order. This enables municipal staff to see at a glance, which work orders should be prioritized based on urgency, as well as identify the status of ongoing projects. Through iVAULT ArcGIS, Public Works Supervisors can also directly edit work orders and share this information, in real-time, with other employees across the enterprise. For example, Transit Managers can view the status of work orders to find out where there may be service disruptions throughout the City, and plan their routes accordingly.

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Changes to infrastructure or local services can be easily communicated to residents through iVAULT generated mail outs. Select datasets are also made available to the public online to enhance quality of life and keep the community informed about ongoing developments. Residents can now access a Cities data layer that provides information on the infrastructure and utilities that serve their neighbourhoods. They can also access a public trails network to plan hikes and ensure that they do not cross private property. Wildlife sightings in the area are also mapped and kept current, to minimize human/wildlife interaction.



Through iVAULT, the City can integrate GIS, Asset Management and Finance Systems to meet the needs of both public and internal users.

Through a public-facing, interactive, iVAULT mapping application, residents will soon be able to upload their wildlife sightings directly to a GIS Web portal. They will also be able to access local attractions, business information and the locations of downtown amenities and tourist kiosks. ■