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CITY OF CAMBRIDGE • EXECUTIVE DEPARTMENT

Robert W. Healy, City Manager

Richard C. Rossi, Deputy City Manager

July 29, 2002

To The Honorable, The City Council:

In response to Awaiting Report Item No. 02-50, regarding a report on the Hansen System, please be advised of the following:

The Hansen System was deployed to most City departments in 1999. Since that time, the City has tracked close to 10,000 entries and resolved 93% of those issues. The response time varies with the complexity of the Council Order or request that has been entered. Hansen has acted as a strong tracking tool for the City. It provides us with a historical database of the type of issues and which departments handle the most issues. Since being implemented in 1999 there have been significant advances in Customer Service Management technology. We are currently re-evaluating Hansen against other tools to ensure that we evolve our systems to provide a streamlined and effective service to the City of Cambridge and its' residents. Our direction will be to move systems and services to the Internet.

Very truly yours,

Robert W. Healy
City Manager

RWH/mec

S-216

Consent Agenda #8

Awaiting Report Item

Number 02-50, regarding a
report on the Hansen System.

In City Council July 29, 2002

**REFERRED TO
GOVERNMENT OPERATIONS
COMMITTEE ON MOTION OF
VICE MAYOR DAVIS.**