

Enterprise Systems Catalog - City of Mission Viejo

Modified Date: January 30, 2024

Vendor	Product	System Purpose	Category or Type of Data	Custodian	Frequency Collected	Frequency Updated
Accellion	Kiteworks	Content Protection	Email encryption / large file attachments	Information Technology	Daily	Daily
Amazon	Amazon Web Services	Website Hosting	City of Mission Viejo Website	Information Technology	Daily	Daily
City of Mission Viejo	Mission Viejo Life Mobile App (iOS / Android)	Community Information Mobile App	Business & Community Facility Info, Events, News	Information Technology	As Updated	As Updated
Charles Abbott Associates	FileMaker	Permitting System	Permits Processing	Community Development	Daily	Daily
Cisco	Unified Communications Suite	VOIP phone and communications system	Phone and communication records	Information Technology	Daily	Daily
Constant Contact	Email Marketing	Distribute City eNewsletters and Announcements	Social media / eNewsletters / Email Distribution	Community Relations	Daily	Daily
DocuSign	DocuSign	Electronic Signature / Approval Workflow		Information Technology	Daily	Daily
Drupal	Drupal	Web Content Management	City of Mission Viejo Website	Information Technology	Daily	Daily
Econolite	Centracs	Traffic Signal Management System	Controllers, sensors, timing, and systems for traffic intersections	Public Works	Daily	Daily
Envisionware	Envisionware	Technology Services for Patrons	Patron account information	Library, Information Technology	Daily	Daily
FreshWorks	FreshService	Helpdesk System	Helpdesk Ticketing Hardware / Software Inventory Project Management Change Management	Information Technology Information Technology Information Technology Information Technology	Daily Daily Daily Daily	Daily Daily Daily Daily
GoGovApps	Government Outreach	Customer Relationship Management	Services requests and problem reports	Public Services, Community Development, Public Works, Information Technology	Daily	Daily
Granicus	Granicus	City Meeting Management	Recorded Meetings Live Video Streaming Meeting Agendas & Minutes	City Clerk City Clerk City Clerk	Daily Daily Daily	Daily Daily Daily
HLP	Chameleon	Animal Licensing	Pet & Adoption Information Dispatch / Vehicle GPS Data Customer Data	Animal Services Animal Services Animal Services	Daily Daily Daily	Daily Daily Daily
Hyland Software	OnBase	Meeting Management & Electronic Record Storage	Meeting Agendas and Minutes Legislative Records Plans, Permits, Certificates	City Clerk City Clerk Community Development	Daily Daily Daily	Daily Daily Daily
Microsoft Corporation	Microsoft 365	Business communications, documents, and collaboration	Email Cloud File Storage Web Meetings Telephone System	Information Technology Information Technology Information Technology Information Technology	Daily Daily Daily Daily	Daily Daily Daily Daily
Neogov	Applicant Tracking	Online Job Application System	Job Information, Recruitments, Applicant Tracking	Human Resources	Daily	Daily
Nobel Systems	GeoViewer	Geographic Information System (GIS)	Property Information Infrastructure Zoning Land Use Environmental Transportation Utilities Service Areas Aerial Imagery	Public Works Public Works Public Works Public Works Public Works Public Works Public Works Public Works Public Works	Monthly Monthly Monthly Monthly Monthly Monthly Monthly Monthly Monthly	Monthly Monthly Monthly Monthly Monthly Monthly Monthly Monthly Monthly

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SaferPayments / WorldPay	Payment Gateway	Payment Gateway (PerfectMind)	Customer Data / Payment Data	Finance	Daily	Daily	
SirsiDynix	Symphony	Library Circulation System & Catalog	Patron account information	Library	Daily	Daily	
			Catalog of materials / resources	Library	Daily	Daily	
TransFirst	Payment Gateway	Payment Gateway	Customer Data / Payment Data for Animal Shelter	Finance	Daily	Daily	
Tyler Technologies	EnerGov	Land Management System	Plans	Community Development, Public Works	Daily	Daily	
			Permits	Community Development, Public Works	Daily	Daily	
			Complaints & Requests	Community Development, Public Works	Daily	Daily	
			Code Enforcement	Community Development, Public Works	Daily	Daily	
			Inspections	Community Development, Public Works			
Tyler Technologies	Munis	Financial Management System	Accounts Receivable	Finance	Daily	Daily	
			Accounts Payable	Finance	Daily	Daily	
			Purchasing	Finance	Daily	Daily	
			Payroll	Finance	Daily	Daily	
			Fixed Assets	Finance	Daily	Daily	
			General Ledger	Finance	Daily	Daily	
			General Billing	Finance	Daily	Daily	
			Budget	Finance	Daily	Daily	
			Human Resources	Job/Pay Classification	Human Resources	Daily	Daily
				Personnel Maintenance	Human Resources	Daily	Daily
		Position Control		Human Resources	Daily	Daily	
		Benefits Administration		Human Resources	Daily	Daily	
			Employee History	Human Resources	Daily	Daily	
		Volgistics	Volgistics	Volunteer Management	Volunteering Information, Volunteer personal data	Recreation & Community Services, Library, Animal Services, Information Technology	Daily
Wordpress	Wordpress	Web Content Management	Intranet, Misc Websites	Information Technology	Daily	Daily	
Xplor Technologies	Xplor Recreation	Recreation Management Software	Customer Data	Recreation & Community Services	Daily	Daily	
			Recreation Memberships	Recreation & Community Services	Daily	Daily	
			Activity Registrations	Recreation & Community Services	Daily	Daily	
			Facility Management	Recreation & Community Services	Daily	Daily	
			Point of Sale Transactions	Recreation & Community Services	Daily	Daily	