

# Enterprise Systems Catalog - City of Mission Viejo

Modified Date: February 26, 2019

Vendor	Product	System Purpose	Category or Type of Data	Custodian	Frequency Collected	Frequency Updated
BMC	Track-It	Helpdesk System	Helpdesk Ticketing	Information Technology	Daily	Daily
			Hardware / Software Inventory	Information Technology	Daily	Daily
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
Civic Connect	Mission Viejo Life Mobile App (iOS / Android)	Community Information Mobile App	Business & Community Facility Info, Events, News	Information Technology	Daily	Daily
Drupal	Drupal	Web Content Management	City of Mission Viejo Website	Information Technology	Daily	Daily
Envisionware	Envisionware	Technology Services for Patrons	Patron account information	Library, Information Technology	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	City Clerk	Daily	Daily
			Meeting Agendas & Minutes	City Clerk	Daily	Daily
HLP	Chameleon	Animal Licensing	Pet & Adoption Information	Animal Services	Daily	Daily
			Customer Data	Animal Services	Daily	Daily
Hyland Software	OnBase	Meeting Management & Electronic Record Storage	Meeting Agendas and Minutes	City Clerk	Daily	Daily
			Legislative Records Plans, Permits, Certificates	City Clerk Community Development	Daily	Daily
Microsoft	Exchange	Email System	Enterprise Electronic Mail	Information Technology	Daily	Daily
Neogov	Applicant Tracking	Online Job Application System	Job Information, Recruitments, Applicant Tracking	Human Resources	Daily	Daily
Nobel	GeoViewer	Geographic Information System (GIS)	Property Information	Public Works	Monthly	Monthly
			Infrastructure	Public Works	Monthly	Monthly
			Zoning	Public Works	Monthly	Monthly
			Land Use	Public Works	Monthly	Monthly
			Environmental	Public Works	Monthly	Monthly
			Transportation	Public Works	Monthly	Monthly
			Utilities	Public Works	Monthly	Monthly
			Service Areas Aerial Imagery	Public Works Public Works	Monthly Monthly	Monthly Monthly
PaySafe	Payment Gateway	Payment Gateway (PerfectMind)	Customer Data / Payment Data	Finance	Daily	Daily
PerfectMind Inc.	PerfectMind	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
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	Finance	Daily	Daily
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 General Ledger	Finance Finance	Daily Daily	Daily Daily

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		Human Resources	General Billing	Finance	Daily	Daily
			Budget	Finance	Daily	Daily
			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
Vantiv	Payment Gateway	Payment Gateway (PerfectMind)	Customer Data / Payment Data	Finance	Daily	Daily
Volgistics	Volgistics	Volunteer Management	Volunteering Information, Volunteer personal data	Recreation & Community Services, Library, Animal Services, Information Technology	Daily	Daily
Wordpress	Wordpress	Web Content Management	Intranet, Misc Websites	Information Technology	Daily	Daily