



# INFORMATION MANAGEMENT SERVICES

**MySLC**

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Presented by Aaron Bentley



# mySLC 2024-2025

- Launch of mySLC App
- Sunset of SLC Mobile
- Replacement of “Request or Report” page on slc.gov
- Integrate 10 request types with work order systems



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90%  
Resolution  
Rate

- Average 2500 cases a month
- Average 5% increase monthly

City-wide Case Volume Past Year		
Month	Case Count	Cases per day
April 2024	2068	68.9
May 2024	2562	82.6
June 2024	2093	69.8
July 2024	2568	82.8
August 2024	2340	75.5
September 2024	2091	69.7
October 2024	2287	73.8
November 2024	2403	80.1
December 2024	2226	71.8
January 2025	2424	78.2
February 2025	2591	92.5
March 2025	2921	94.2
April 2025	3298	109.9
Total	31872	
Average Cases per day		80.8



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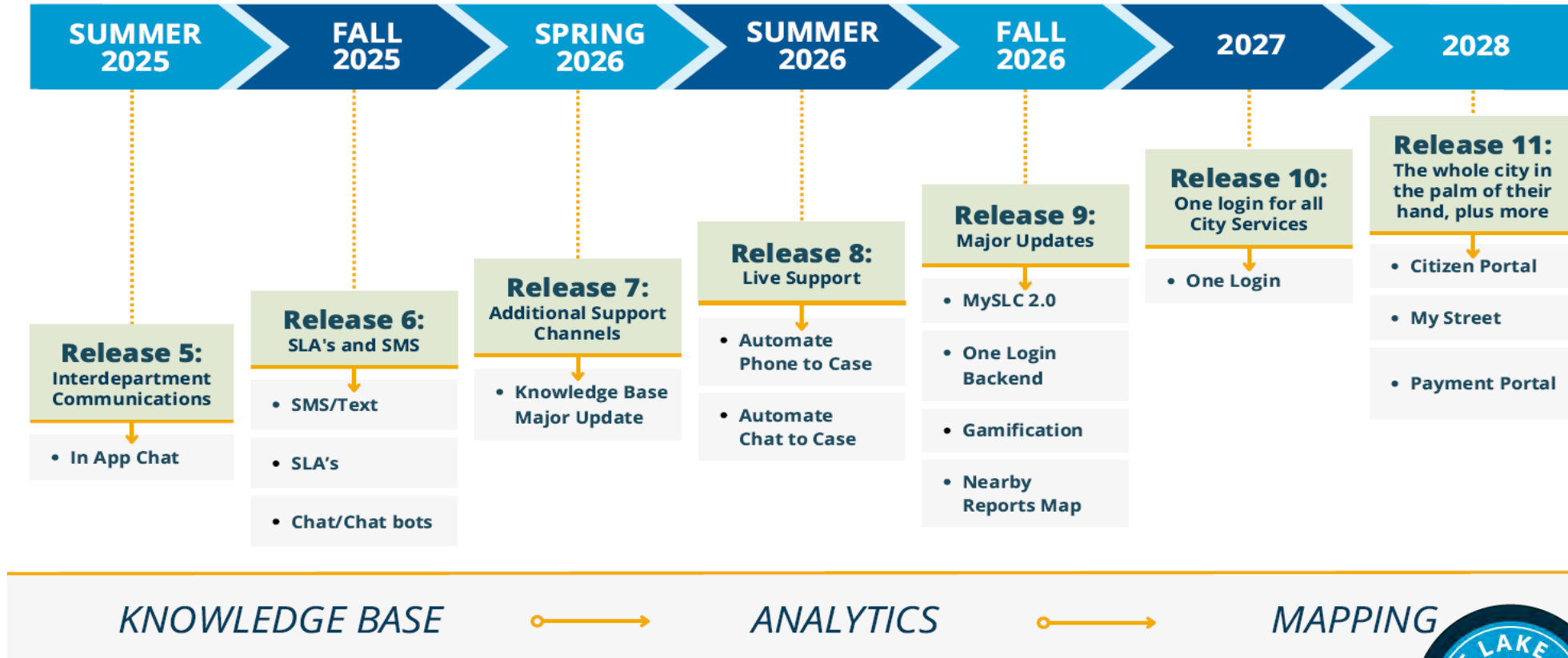
## mySLC Goals for '25-'26

- Establish Service Level Agreements (SLA)
  - Measure compliance with SLA
  - Customer Service Training
  - Standardize Responses-Templates
- Continue work order integrations
- Activate internal chatting functionality
- Product development for future releases





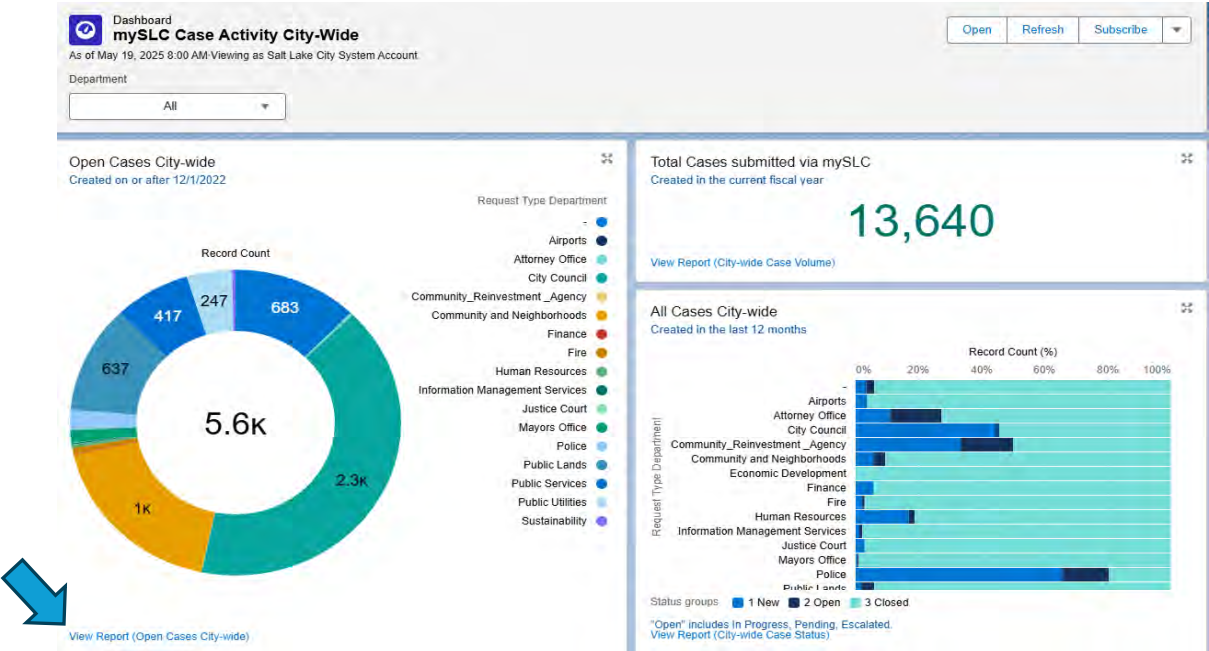
# mySLC Roadmap 2025-2028



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# Dashboards and Reports



mySLC Adoption  
Dashboard

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## Customer Experience – How to Submit a Request



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# Customer Experience - Process of a Request



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# THANK YOU

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