

**GOVERNMENT OF THE DISTRICT OF COLUMBIA
DEPARTMENT OF GENERAL SERVICES**



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DGS Launches New Innovative Technology: Work Order Management System *SMARTDGS*
New Technology Wraps Around City-Wide Needs to Empower Repair and Maintenance Teams

(Washington D.C.) —

The Department of General Services announces the launch of an innovative new work order management system, SMART DGS (Systematic Maintenance and Repair Tool). This comprehensive and efficient program was custom-built to give easy access and manageability to any DC employee/tenant in reporting any facility related issue at a municipal facility, school, recreation center or park. The District of Columbia manages nearly 30 million square feet of space and is responsible for its constant care and upkeep. In keeping with the Mayor's vision of One City, the Department of General Services is committed to elevating the quality of life for the District's residents and visitors.

For a number of months, the Agency's Facilities and IT teams have worked to combine the existing systems into one seamless program that will capture all of the maintenance issues city-wide and enable DGS to better manage them effectively so issues are resolved in the most complete and timely manner.

SMARTDGS will improve the process by which end-users enter and monitor requests, as well as better facilitate the DGS teams employed to address the issues. Information is provided in real-time and stored in a universal system that makes access along the chain of repair command transparent.

The Agency has mounted a communications effort reaching out to tenants/users across the city with informational cards and posters over the coming weeks to highlight the SMARTDGS system. The site is located at <http://smartdgs.dc.gov> and is accessible to all DC government employees and DC government building tenants.

THE DEPARTMENT OF GENERAL SERVICES:

The mission of the Department of General Services (DGS) is to elevate the quality of life for the District with superior construction, first-rate maintenance and expert real estate management. By building and maintaining safe and green state-of-the-art facilities which foster economic growth and elevate educational environments, our trusted and skillful employees create modern and vibrant communities across all of the District of Columbia.

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