

Proposed WAM-related Support Scope for 2026

Scope Item	Estimated Hours
Moving all schemas and tables from Oracle (WAM database) to Microsoft SQL Server while the City still has Oracle licenses. Example: <i>Annual inventory backups that Fiscal uses.</i> This also will prove invaluable in verifying migration of synergen tables from WAM to Cityworks.	100
Further migrations from WAM, including missed items, discovered needs (e.g. <i>closed work orders and service requests, detailed work costs</i>), batch updates/corrections, custom form data (<i>which is in the WAM Archive, but is presented extremely differently</i>).	312
Queries of unmigrated data, for people trying to use information that will not be migrated in the future. Examples: <i>Closed work orders, detailed billing charges, custom form data.</i>	364
Helping users find data in the WAM Archive.	26
Providing and maintaining read-only user access to WAM through May 31, 2026	26
Providing and maintaining user access to SQL Server copy of WAM data.	26
Relating and querying data from both data sources: Cityworks and WAM. Example: <i>Breaking out all of the migrated service requests that were for power turn on/off, so that they can be tracked in Cityworks separately (all legacy service requests and reactive work orders per division were migrated into Cityworks with a single generic type).</i>	182
Queries of data that may be migrated. Example: <i>Labor requirements.</i>	52
Migration of chronic Crystal Reports to SSRS. Examples: <i>Billing reports to bill suburbs for DWR work, bills to insurance companies for claims, upground reservoir billing.</i>	80
Creation of new SSRS reports based on unmigrated WAM data.	28
Documentation of criteria and displayed fields for existing WAM reports so that they can be implemented in Cityworks.	312
High-level, aggregation queries of WAM data. Examples: <i>Annual reports, how many work orders were done in 2025, how many miles of electrical wire were run, turnaround time for various types of work, wrench hours, backlog levels.</i>	52
Total	1560