

COMPANY	 Douglas Omaha Technology Commission	INDUSTRY	Public Sector / Information Services
SCALE	6,000 IT users · 100+ websites · ~90 staff	USE CASE	Public status page, Xurrent IMR

## How DOTComm turned outages into customer-service wins for the City of Omaha

The IT commission for Omaha and Douglas County retired a homegrown dashboard for a status page it doesn't have to code, on Xurrent IMR

When the IT provider for an entire city and county has a problem, two very different audiences need to know: the engineers who can fix it, and the thousands of staff and residents who just want to know whether it is safe to assume the system is down. For DOTComm, the organization that runs IT for the City of Omaha and Douglas County, telling both groups had become the hard part. The monitoring existed. The communication did not.

DOTComm had built its own dashboard for this a decade earlier. By the time it started showing its age, maintaining it had become a job in itself. The fix was to stop maintaining a tool and start using one, so DOTComm moved to Xurrent IMR.

### At a glance

**~6,000**

IT users kept informed across two authorities

**100+**

public and internal websites monitored

**~1M**

annual visitors on the Omaha Metro site alone

**Outcome: reduced help desk costs, SLA KPIs met, a quieter service desk, and on-call technicians working problems overnight before the morning calls arrive.**

## About DOTComm

The Douglas Omaha Technology Commission (DOTComm) manages IT services for the City of Omaha and Douglas County. Founded in 2001 through a merger of two separate providers, it was created to deliver economies of scale, reduce costs, and improve service by pooling capacity.

DOTComm handles both maintenance and project management for the two authorities. With a team of almost 90 staff, it runs more than a hundred websites and supports 6,000 IT users. Many of those sites are public, and the most popular, the Omaha Metro site, handles around a million visitors a year.

## The problem: a homegrown dashboard built by engineers, for engineers

A decade ago DOTComm developed an in-house dashboard to monitor its websites and IT systems. It served its purpose, but it carried two growing costs. It was increasingly time-consuming to maintain, which pulled engineers away from the work they wanted to do, resolving client issues. And it demanded new code every time a service or product was added, just to keep that service measured and monitored.

The communication side was worse. The service desk fielded every IT-related call, yet had no visibility into the monitoring dashboards the engineers used. Even with access, it would not have helped much: the system was built by engineers for technical staff, with no interface a frontline service-desk worker could actually use. So when something broke, the people answering the phones were the last to know.



Our communication tool for outages was very labor-intensive and difficult to use. As a result, we tended not to use it, which created problems for our service desk staff responding to requests for updates.

*Jim Dolinski*

Web App Developer, DOTComm

DOTComm needed an accessible dashboard with clear reporting and a real way to communicate with end users, something that simplified the process and kept every stakeholder updated rather than just the engineers.

## **The solution: a status page nobody has to maintain**

Because Xurrent IMR runs as software-as-a-service, DOTComm took on no new hardware or software to buy, host, or update. That alone removed the maintenance burden that had made the old dashboard such a drain, and kept staff focused on service rather than on keeping a monitoring tool alive.

The setup was fast and the platform easy to use, with a dashboard that surfaces information quickly and reports in real time. During the trial, DOTComm found it integrated cleanly with existing systems and processes, and tested it against a real incident that happened to occur. Both the service desk and the engineering teams were pleased with how it sharpened communication and helped them solve the problem. Customization and easy navigation sealed it: the team can get an overview of the entire suite of websites and systems with very few clicks.

The integration model is where it earns its keep. DOTComm's external, first-tier alerting systems send alerts into Xurrent IMR, which then feeds that data to on-call technicians. The effect is quiet but significant: when something goes wrong in the middle of the night, technicians are already working the problem before the help desk calls start arriving the next morning.



We can communicate application status and uptime to our stakeholders and proactively notify customers of scheduled maintenance. The platform has become a central hub for DOTComm. Its proactive nature has reduced help desk costs and improved end-user satisfaction.

*Jim Dolinski*

Web App Developer, DOTComm

## **The result: a quieter service desk and SLAs met**

Before, communication rarely traveled beyond the engineering team. End users never quite knew when new systems would deploy, when improvements were coming, or when something was broken, so the service desk was inundated with calls asking for updates. Now the status page carries everything the help desk and end users need. The team publishes all of its maintenance activity there, and the email integration lets DOTComm notify users about third-party vendors' maintenance too.

The dashboard and alerting have helped DOTComm meet the KPIs written into its service level agreement, a meaningful outcome for a public-sector provider accountable to two government authorities. Stakeholders are consistently positive about the new dashboard, the maintenance updates especially. Internally, the alerting process is genuinely valuable for getting on top of problems fast, and the service desk is markedly quieter now that stakeholders can simply watch progress online.

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It is everything a status page should be. It enables us to take charge during incidents and convert disasters into customer-service achievements.

*Jim Dolinski*

Web App Developer, DOTComm

## Transparency as public-sector accountability

For an organization serving a city and a county, communication is not a courtesy. It is part of the job. By making system status visible to everyone, from on-call engineers to residents checking the Omaha Metro site, DOTComm turned the moments when things go wrong into proof that someone is already on it. The disaster becomes a demonstration of competence, which for a public institution is the difference between eroding trust and building it.

**Get started with Xurrent today.**



See how Xurrent IMR keeps every stakeholder informed without a tool your team has to maintain.



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