Charlottesville launches integrated computer system with citizens in mind

CHARLOTTESVILLE LAUNCHED the city's new integrated computer system called Charlottesville CityLink on July 5.

CityLink replaces more than 160 obsolete city business systems, some more than 25 years old, with a system that focuses on significant improvements in customer service and efficiencies. After 12 months of intense preparation, city officials implemented Phase I of the system's comprehensive services and interactive components now available to city residents.

The first phase highlights the city's new utility bill with improved information such as consumption history, meter change information for gas and/or water, and explanations of multiple payments with the payment date. The new utility bills were sent to residents on July 14.

Scheduled to be fully phased in by January, CityLink will handle all the city's budgeting, human resources and payroll, purchasing and inventory, work orders, accounting, citizen request tracking, on-line bill paying and hundreds of other business uses. In addition, CityLink will be available 365 days a year, seven days a week, 24 hours a day with on-line features and immediate access by all city residents.