

City of Diamond Bar Catalog of Enterprise Systems

Pursuant to CA Government Code 6270.5 (SB 272)

Revised 10/24/2023

Vendor	Product	Purpose	Description of Data	Department	Frequency Collected	Frequency Updated
SeeClickFix	Citizen Request Management	Customer Request Management	Customer name, address, request history and reports	City Manager	Daily	Daily
CivicPlus	CivicPlus	Internet Website Hosting	Website content posting, calendar items, news, and documents	Public Information	Daily	Daily
ESRI, Inc.	ArcGIS	Geographic Information System	Address and sub-addresses, businesses, planning and environmental data	Information Systems	Daily	Daily
Govis	Transit Pass System	Transit Pass Sales	Customer information and purchase history	Finance	Daily	Daily
Govis	CMS	Contract Management	Vendor contact information	City Manager	Daily	Daily
Laserfiche	Laserfiche	Document Management	Document repository	City Clerk	Daily	Daily
Manage Engine	ServiceDesk Plus	Help Desk ticket tracking	Help Desk request tracking and inventory management	Information Systems	Daily	Daily
Microsoft Corporation	Microsoft Exchange	Enterprise Electronic Mail	Electronic mail	Information Systems	Daily	Daily
Municipal Software	City View Pre Built	Business Licensing, Code Enforcement, Permits and Inspections	Business licensing, permits, inspections, and code enforcement tracking	Community Development	Daily	Daily
Synercard maker of Access ID	Diamond Ride	Diamond Ride Customer Identification	Name and address of program users	Finance	Daily	Daily
Tyler Technologies	Munis	Finance, Cashiering	Account receivable/payable, payroll, purchasing, fixed assets, general ledger tracking, cash management, job/pay classification, personnel maintenance, and benefits	Finance	Daily	Daily
Vermont Systems	Rec Trac	Recreation Activities Registration	Online registration, class management and participant payment history	Community Services	Daily	Daily