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# Microsoft Event Permitting Solution for State and Local Government



From political rallies, to neighborhood parades, to large festivals, the process of fulfilling event requests can be daunting for many cities. They must effectively manage resources, citizen safety and transportation, while evaluating, approving and managing incoming requests for events from citizens' groups and companies' alike.

## Event permitting is a complex and manual process

Event permitting involves multiple constituencies and presents a complex workflow management challenge:

- Citizens request events acting as individual citizens or on behalf of companies, communities or organizations
- Government workers manage the permitting process
- Government leaders monitor events and managing local services for their city

Historically event management is handled in a manual fashion with little or no automation.

Event applicants typically fill out one or more paper forms and then government departments affected by the request try to coordinate their efforts to approve the event. Typically, many government functions are involved in permitting, including:

- Police
- Fire
- Sanitation
- Utilities

## Microsoft event permitting solution helps improve processes

Based on Dynamics CRM Online and Windows Azure, the cloud-based event permitting solution automates event request and back-end approval workflows, offers detailed reporting and enables mobile workforce management of event evaluations and approvals.

- Deploy electronic submission and tracking of event requests
- Orchestrate functional workgroup roles in the approval process
- Enable detailed reporting of event status
- Enable government mobile workers to manage approvals while working from the field

## City of Charlotte, NC

The events permitting solution originated in the City of Charlotte from a need to automate event requests associated with the 2012 Democratic Convention, and for ongoing events.

Microsoft partner Tribridge helped lead the integration of the final solution, working closely with Microsoft and City of Charlotte IT teams.

Now work is underway to integrate GIS (Geographic Information System) enhancements into the solution via a joint effort between Microsoft and leading GIS integrator Esri.

More information on GIS capabilities coming soon...



## Learn more

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## Explore the capabilities of the Microsoft event permitting solution

- **Streamlined submissions.** Reduced paperwork and decreased time to submit for event applications.
- **Faster approvals.** Reduced approval time based on improved workflow automation.
- **Better service levels.** Reduced number of exceeded service level agreements for approvals.
- **Better management visibility.** Ability for managers to monitor what, when, and where events are happening throughout the city.
- **Better applicant visibility.** Ability for event applicants to monitor status of their event requests.
- **Mobile productivity.** Potential for mobile government workers to improve approval throughput by managing event approvals while working from the field.

## Microsoft components

The following components are provided by Microsoft at no additional cost to customers as a solution accelerator to help get the solution up and running quickly.

Capability	Supporting product
Online event submission & monitoring	Windows Azure
Automated workflow management	Microsoft Dynamics CRM Online
Mobile worker enablement	Windows 8 Metro App