Scope Statement for Integration of Cityworks/Trimble Unity Maintain for the City Clearwater

Jira CBI-17418

Project Name: Integration of Cityworks/Trimble Unity Maintain

Date: December 16, 2025

Prepared By

Document Owner(s)	Project/Organization Role
Juanita Townsend	Account Manager

Document Version Control

Version	Date	Author	Change Description
1	06/02/2025	Juanita Townsend	Created document
2	11/03/2025	Juanita Townsend	Revision to document
3	12/11/2025	Juanita Townsend	Revision to document - added T&M hours and modified assumptions
4	12/16/2025	Juanita Townsend	Naming change to Cityworks/Trimble Unity Maintain and changed assumption to read "Management of integration consultants at Trimble or third-party consultant"

Project

In accordance with the Support and Maintenance Agreement between N. Harris Computer Corporation and City of Clearwater, dated November 1, 2025. City of Clearwater (CLIENT) is engaging HARRIS (Cayenta or HARRIS) for Cayenta professional services to provide consulting services to develop integration between Cayenta Customer Information System (CIS) and Cityworks/Trimble Unity Maintain. These services are not included in the Software and Maintenance Fees.

CLIENT is replacing their current asset and work management system from Oracle Work and Asset Management (OWAM) to Cityworks/Trimble Unity Maintain

Under the direction of the CLIENT Project Owner, the CLIENT Project Manager will drive and oversee the project in coordination with the Cayenta Project Manager.

This scope covers the development of the customer Functional Design Document (FDD), integration, and testing support for JIRA CBI-17418 Integration with Cityworks/Trimble Unity Maintain.

HARRIS will remotely provide the following:

- Project Management oversight
- Requirements FDD Document
- Cayenta Integration Services to support Cityworks/Trimble Unity Maintain
- Integration Development Services
- Testing Support

CLIENT will provide the following:

- Project Management oversight
- Access to Subject Matter Experts (SMEs)
- Sign-off on Functional Design Document
- Appropriate remote access to dedicated CIS Test environment
- Integration of Development Services within Cityworks/Trimble Unity Maintain
- Management of integration consultants at Trimble or third-party consultant
- Configuration of Cityworks/Trimble Unity Maintain for template mapping and custom fields
- Testing and integration acceptance

Constraints and Assumptions

- Solution excludes any synchronization of inventory between the two systems.
- Both HARRIS and CLIENT will ensure members are available on dates agreed to and scheduled for technical tasks.
- HARRIS will define an integrated project plan that the third party will agree to.
- CLIENT is responsible for all Cityworks/Trimble Unity Maintain configuration and testing of the application.
- Project is scheduled for 5 months.
- Work for this effort will be remote, unless otherwise requested by CLIENT.
- Solution will follow the workflows as identified in CBI-17418-Integrations workflow, attached in Appendix A.
- T&M Hours added for professional services and project management available for three years from the agreement effective date:
    a. CLIENT will authorize the use of T&M hours prior to using the hours.
    b. Professional services assistance on additional analysis, mapping, configuration, and integrated testing
        i. This would be intended to accommodate potential and future changes to the integration, which may result from updates to underlying table structures, modifications or additions to workflows and/or assets involved in the integration, business process changes or additions, and/or software updates.

c. Project Management
    i. Additional project management time in the event additional professional services are needed, within the scope of a formalized project.

Price:

City Works Integration Project			
Task #	**Type**	**Item Description**	**Cost Estimate**
1.01	Fixed	BI Project Management and Meetings	$16,200.00
2.01	Fixed	Analysis, mapping, Functional Design Document (FDD)	$16,200.00
2.02	Fixed	GIS new service location - GIS foreign id is null then Call Esri geocode web service and call create web service into Esri GIS, update GIS foreign id in Cayenta	$16,200.00
2.03	Fixed	Base City Works to Trimble Unity Maintain integration which includes Cayenta generates SO, City Works to Trimble Unity Maintain generates WO, Cayenta cancels SO, Cityworks/Trimble Unity Maintain WO	$64,800.00
2.04	Fixed	GIS sync process for updated service location information in Cayenta	$6,480.00
2.05	Fixed	Meter/Backflow GIS integration	$16,200.00
2.06	Fixed	Professional services assistance on mapping, configuration, and integrated testing	$16,200.00
		Fixed Price Total	**$152,280.00**
	T&M	Additional BI Services (Optional 208 hours)	$56,250.00
	T&M	Additional BI PM Services (Optional 114 hours)	$38,880.00
		Time and Material Total	**$95,130.00**
		Total	**$247,410.00**

Milestones:

	Fixed Price Milestone Name& Acceptance Criteria	
	Milestone Due Description	**Milestone Amount**
MP-01	Milestone Description: BI PM Month 1 Acceptance Criteria: First month of the project is complete	$3,240.00
MP-02	Milestone Description: BI PM Month 2 Acceptance Criteria: Second month of project is complete	$3,240.00
MP-03	Milestone Description: BI PM Month 3 Acceptance Criteria: Third month of project is complete	$3,240.00
MP-04	Milestone Description: BI PM Month 4 Acceptance Criteria: Forth month of project is complete	$3,240.00
MP-05	Milestone Description: BI PM Month 5 Acceptance Criteria: Fifth month of project is complete	$3,240.00
MP-06	Milestone Description: Analysis and Mapping Acceptance Criteria: Analysis and Mapping is complete	$8,100.00
MP-07	Milestone Description: FDD Delivered Acceptance Criteria: Delivered to CLIENT for review	$4,050.00
MP-08	Milestone Description: FDD Signed Off Acceptance Criteria: Approved by CLIENT and HARRIS	$4,050.00
MP-09	Milestone Description: GIS new service location delivered for testing Acceptance Criteria: GIS New service location applied to CAYTEST for testing	$16,200.00
MP-10	Milestone Description: Cityworks/Trimble Unity Maintain integration delivered for testing Acceptance Criteria: Base Cityworks/Trimble Unity Maintain integration applied to CAYTEST for testing	$32,400.00
MP-11	Milestone Description: Base Cityworks/Trimble Unity Maintain integration Completed Acceptance Criteria: Base Cityworks/Trimble Unity Maintain integration applied to CAYPROD	$32,400.00
MP-12	Milestone Description: GIS sync process for updated service location Completed Acceptance Criteria: GIS New service location applied to CAYPROD	$6,480.00
MP-13	Milestone Description: Meter/Backflow GIS integration delivered for testing Acceptance Criteria: Meter/Backflow GIS integration applied to CAYTEST for testing	$8,100.00

MP-14	Milestone Description: Meter/Backflow GIS integration Completed Acceptance Criteria: Meter/Backflow GIS Integration applied to CAYPROD	$8,100.00
MP-15	Milestone Description: Professional services assistance on mapping, configuration, and integrated testing Month 1 Acceptance Criteria: First month of testing is complete	$4,050.00
MP-16	Milestone Description: Professional services assistance on mapping, configuration, and integrated testing Month 2 Acceptance Criteria: Second month of testing is complete	$4,050.00
MP-17	**Milestone Description**: Professional services assistance on mapping, configuration, and integrated testing Month 3 **Acceptance Criteria**: Third month of testing is complete	$4,050.00
MP-18	Milestone Description: Professional services assistance on mapping, configuration, and integrated testing Month 4 Acceptance Criteria: Forth month of testing is complete	$4,050.00
	Fixed Total	**$152,280.00**
	TOTAL	**$152,280.00**

Additional Terms and Conditions:

1. Pricing excludes any applicable taxes.
2. Fixed Price will be invoiced as Milestones are completed.
3. Time and Material will be invoiced as incurred. All work will be billed as performed with invoices to occur at the end of each month.
4. Payment Terms: all fees shall be paid within thirty (30) days of Cayenta's invoice date.
5. HARRIS reserves the right to pause work upon notification to CLIENT if HARRIS invoices become aged greater than 60 days.
6. In the event CLIENT terminates this Agreement, CLIENT shall be invoiced for work done to date of notification and CLIENT will pay all the outstanding fees and other amounts owing to HARRIS under this Agreement.
7. Additional services deemed out of scope (per this document) will be billed at $270 per hour.
8. Both HARRIS and CLIENT will ensure members are available on dates agreed and scheduled.
9. HARRIS and CLIENT agree to schedule and begin the project within 90 days of signature.
10. HARRIS travel guidelines will be used by all HARRIS personnel traveling to the client's site unless specifically stated in this section of the Scope Statement of Work.
11. Hardware costs are priced/managed directly by CLIENT.
12. Solution excludes any synchronization of inventory between the two systems.

Change Order Process

The "Change Control Process" governs changes to the Project parameters (scope, schedule, budget, quality, risk) during the life of the Project.

Change Orders can be requested by HARRIS or however, all Change Orders must be approved in writing by both HARRIS and CLIENT before any changes are formally accepted into the project.

No Change Order shall become effective unless mutually agreed to in writing by both parties. No work, other than estimating, will be performed on a Change Order by HARRIS until sign off has been obtained by the parties. There will not be fees charged by HARRIS to provide estimates for Change Orders.

In order to effectively control changes to the project, HARRIS uses an industry standard Change Control process to assess all impacts of a potential project change. The Change Control process is described below:

Change Request Submission
CLIENT and/or HARRIS identify a need for a change to the project and submit a request. It is expected that the party raising the request will provide as much relevant information as possible at the time of raising the request to support proper impact assessment activities.

Such a request must be in writing and identify the business and other reasons for the requested change and the impacts it would have if the change is agreed upon, which may include Budget, Deliverables, Milestone Payments, Schedule, Risks, and Resources.

Change Request Assessment
HARRIS and CLIENT Project Managers will assess the potential change and the impact to budget, schedule, quality, resources and risks. Where applicable, options will be defined and documented.

Change Order Requests will be tracked online with the Project tool and reviewed as part of Project Management Meetings.

Change Order (document)
The HARRIS Project Manager will prepare a formal Change Order document and submit to CLIENT for review. The Change Order document will contain at a minimum:

1. Business reason/justification for the change
2. Detailed description of the change
3. Impact assessment of the change
4. Any payment milestone revisions impacted by the change (projected billing dates and amounts)
5. Project impacts of not approving the change

Any Deliverables that have already been completed and accepted by the CLIENT that are subsequently altered as a result of a Change Order must be appropriately revised, pursuant to the Change Order, with the change number and date noted. An updated version of such a Deliverable will then be signed and stored with the project documentation.

CLIENT and HARRIS will review the Change Order for approval or rejection.

Change Order Review Period
After any request for a Change Order is made, the parties will have five (5) business days, or any additional, mutually agreed upon period, to consider the request (the "Change Order Review Period").

The Change Order Review Period will commence the day the Change Order request is received in writing by the party being asked for the Change Order. During the Change Order Review Period, HARRIS will provide the CLIENT with all information material to the requested Change Order, regardless of which party initiated the Change Order, including but not limited to any additional fees that would be incurred, the impacts on the relevant Deliverables, and any alteration of the MS Project Schedule that would result if the Change Order were agreed to. HARRIS will also, during the Change Order Review Period, provide a time and materials or a Fixed Price cost based on the CLIENT's desired pricing model.

During the Change Order Review Period, the CLIENT will provide HARRIS with any information reasonably requested by HARRIS to evaluate any Change Order requested by the CLIENT.

Change Order Approval
If both the CLIENT and HARRIS agree to the change, all relevant terms shall be documented in the Change Order. Any charges not already specified in the Statement of Work or which are different than those in this Statement of Work will be noted in the Change Order. Any additional services performed by HARRIS as a result of a Change Order will require the payment to HARRIS of additional fees as agreed.

Upon approval, CLIENT and HARRIS will sign the Change Order document and have the executed copy stored in the project document repository

Change Order Rejection
If agreement on a requested Change Order does not occur by the end of the Change Order Review Period, the change order is considered rejected. At this point, either party may initiate the conflict resolution process set forth in this Statement of Work regarding the requested Change Order, unless the change solely regards a Deliverable that was completed and accepted before the request for the Change Order was made.

Change Order Rejection
If agreement on a requested Change Order does not occur by the end of the Change Order Review Period, the change order is considered rejected. At this point, either party may initiate the conflict resolution process set forth in this Statement of Work regarding the requested Change Order, unless the change solely regards a Deliverable that was completed and accepted before the request for the Change Order was made.

Change Request/Change Order Log
HARRIS will maintain an ongoing log of all Change Orders during the life of the project.

City of Clearwater

By: _____

Name Printed: _____

Title: _____

Date: _____

Cayenta, a division of N. Harris Computer Corp.

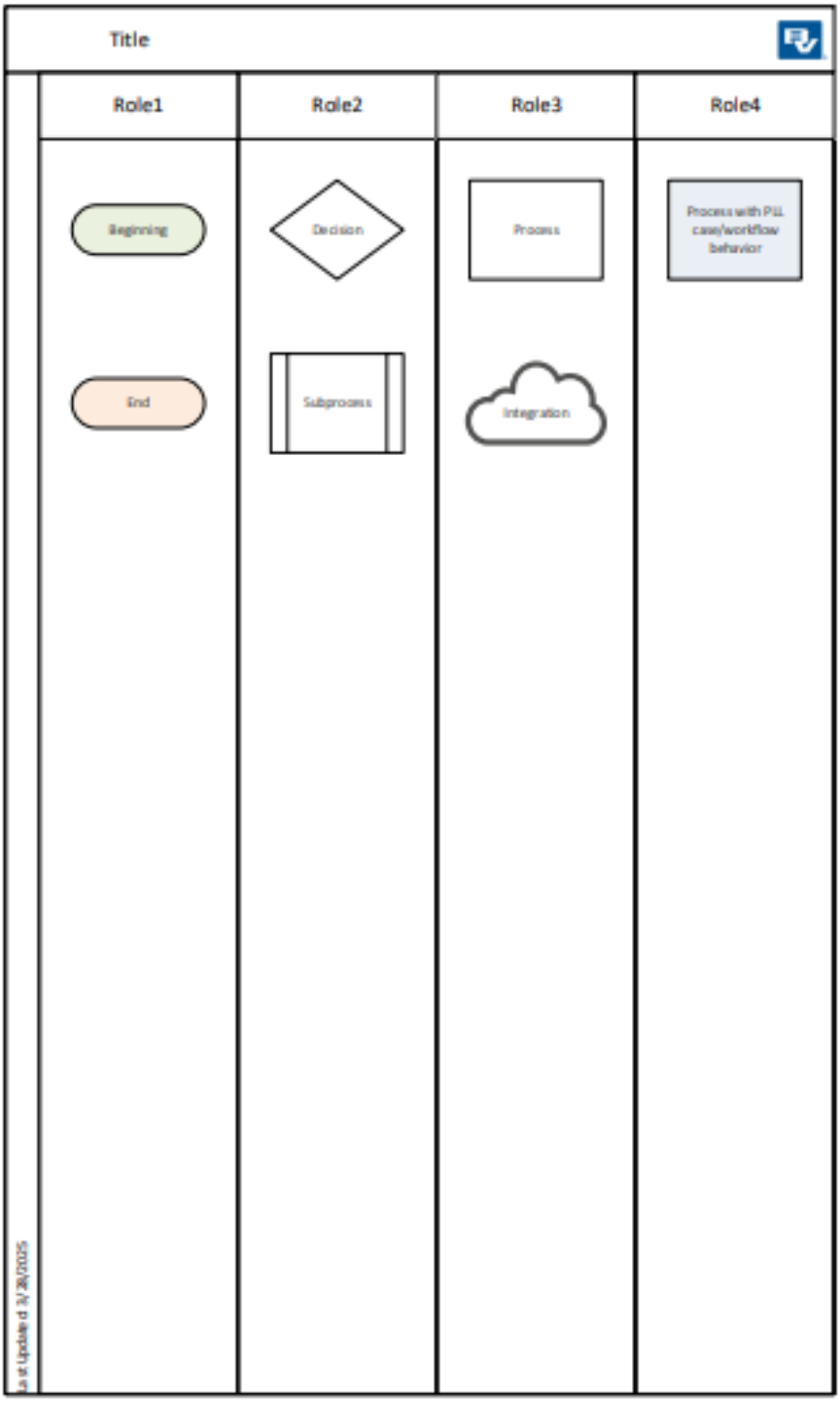
By: _____

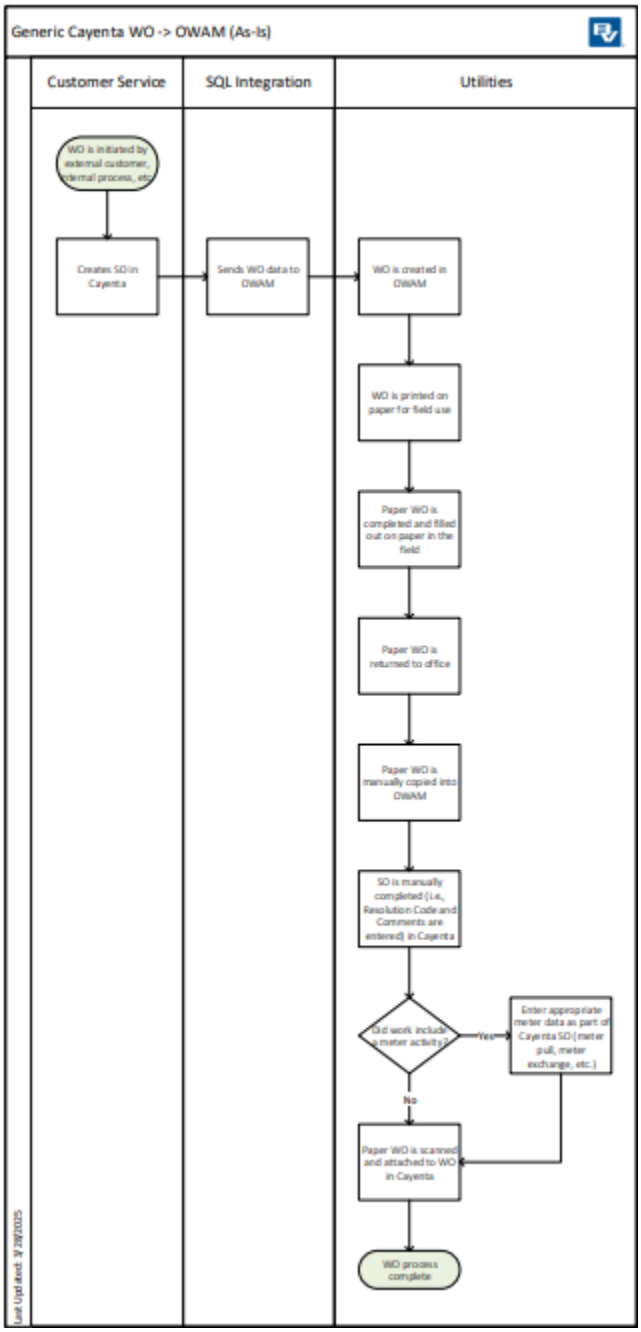
Name Printed: _____

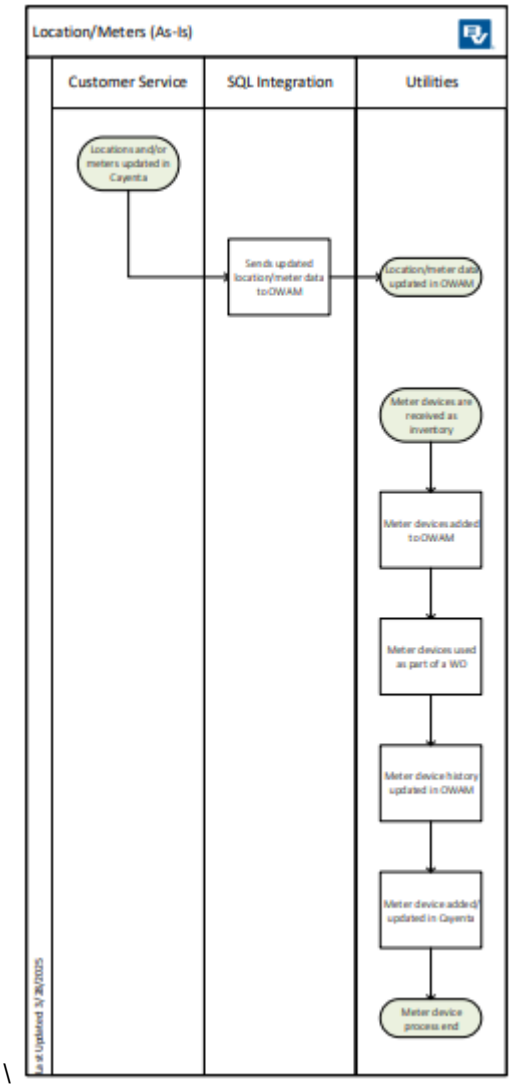
Title: _____

Date: _____

Appendix A: CBI-17418 Integration Workflows




Generic Cayenta WO -> OWAM (As-Is)
Customer Service
SQL Integration
Utilities
WO is initiated by external customer, internal process, etc.
Creates SO in Cayenta
Sends WO data to OWAM
WO is created in OWAM
WO is printed on paper for field use
Paper WO is completed and filled out on paper in the field
Paper WO is returned to office
Paper WO is manually copied into OWAM
SO is manually completed (i.e., Resolution Code and Comments are entered) in Cayenta
Did work include a meter activity?
Yes
Enter appropriate meter data as part of Cayenta SO (meter pull, meter exchange, etc.)
No
Paper WO is scanned and attached to WO in Cayenta
WO process complete
Last Updated: 3/28/2025


Location/Meters (As-Is)
Customer Service
SQL Integration
Utilities
Locations and/or meters updated in Cayenta
Sends updated location/meter data to OWAM
Location/meter data updated in OWAM
Meter devices are received as inventory
Meter devices added to OWAM
Meter devices used as part of a WO
Meter device history updated in OWAM
Meter device added/ updated in Cayenta
Meter device process end
Last Updated 3/28/2025

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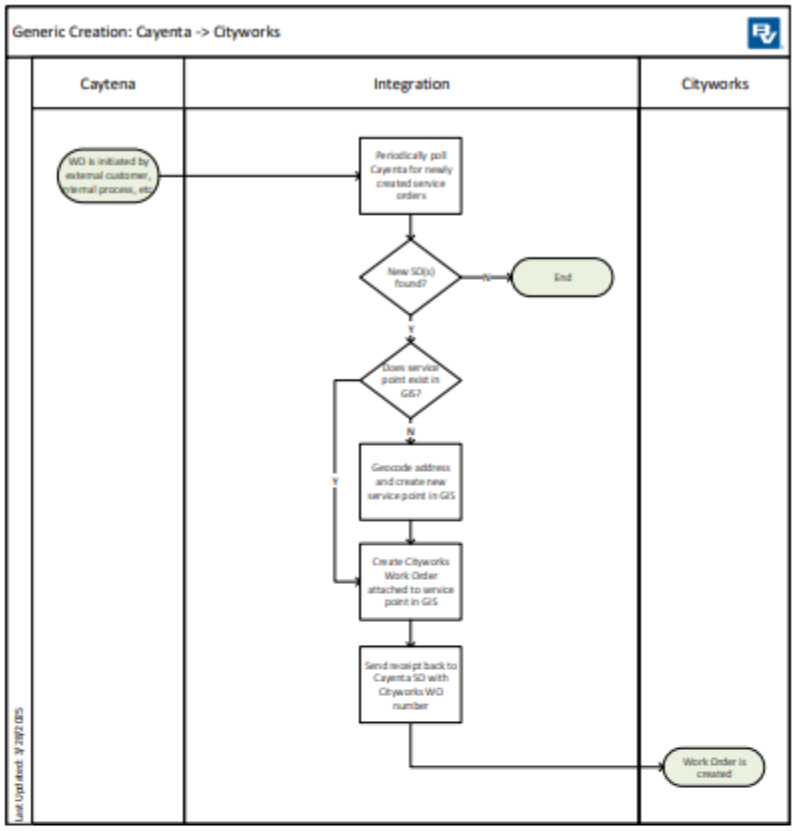
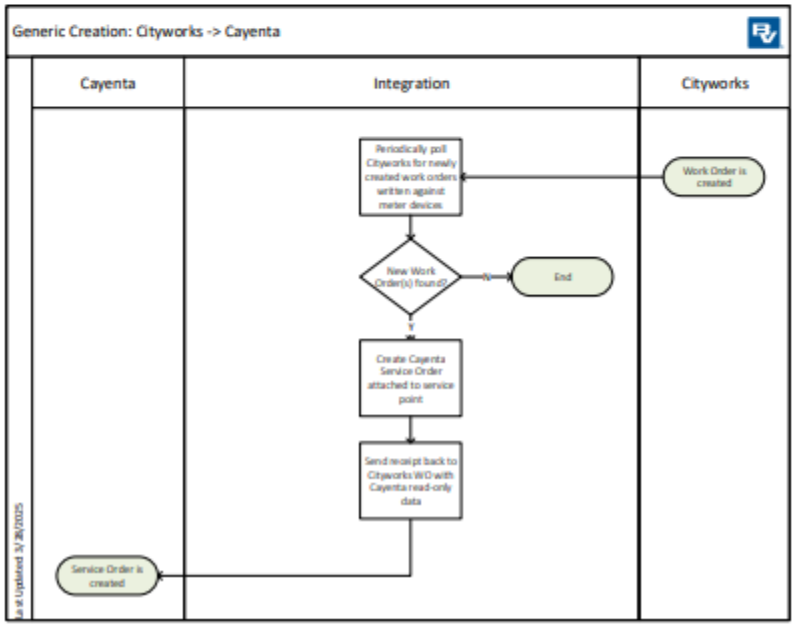
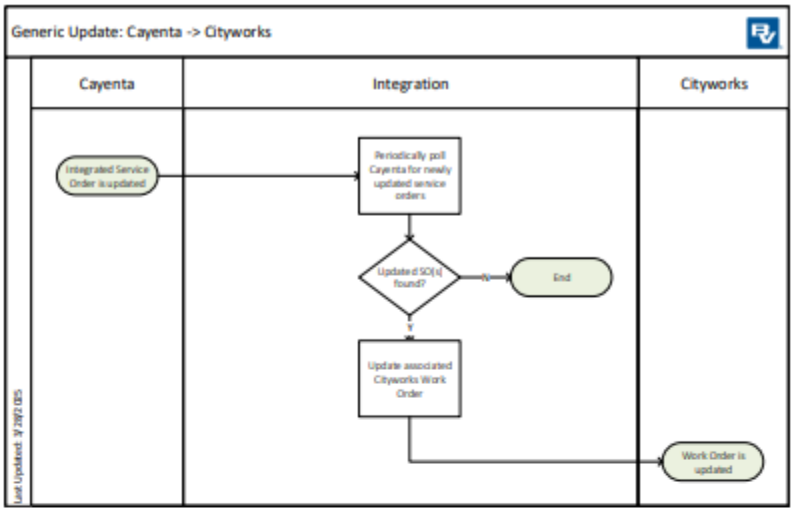
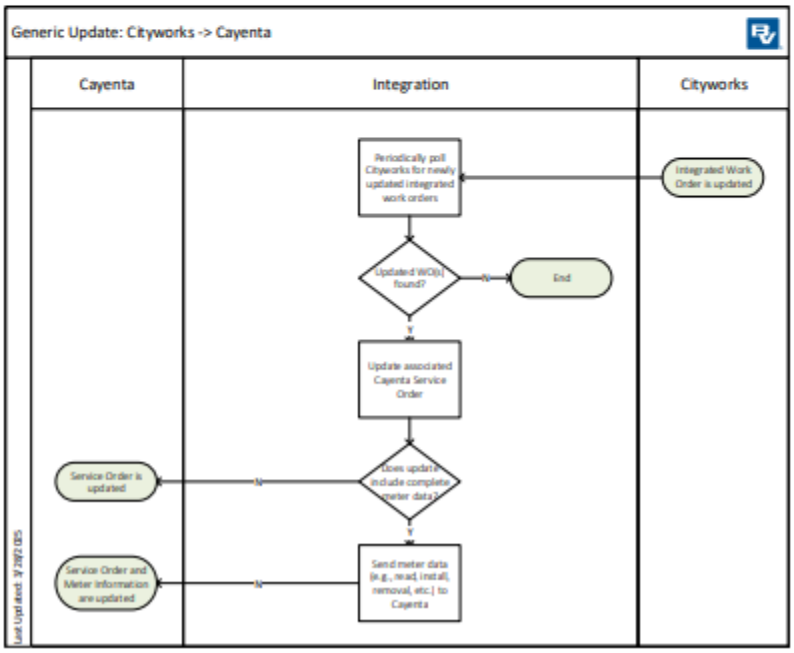
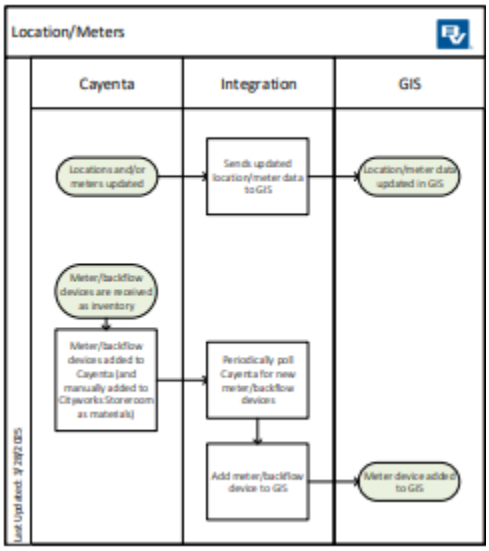
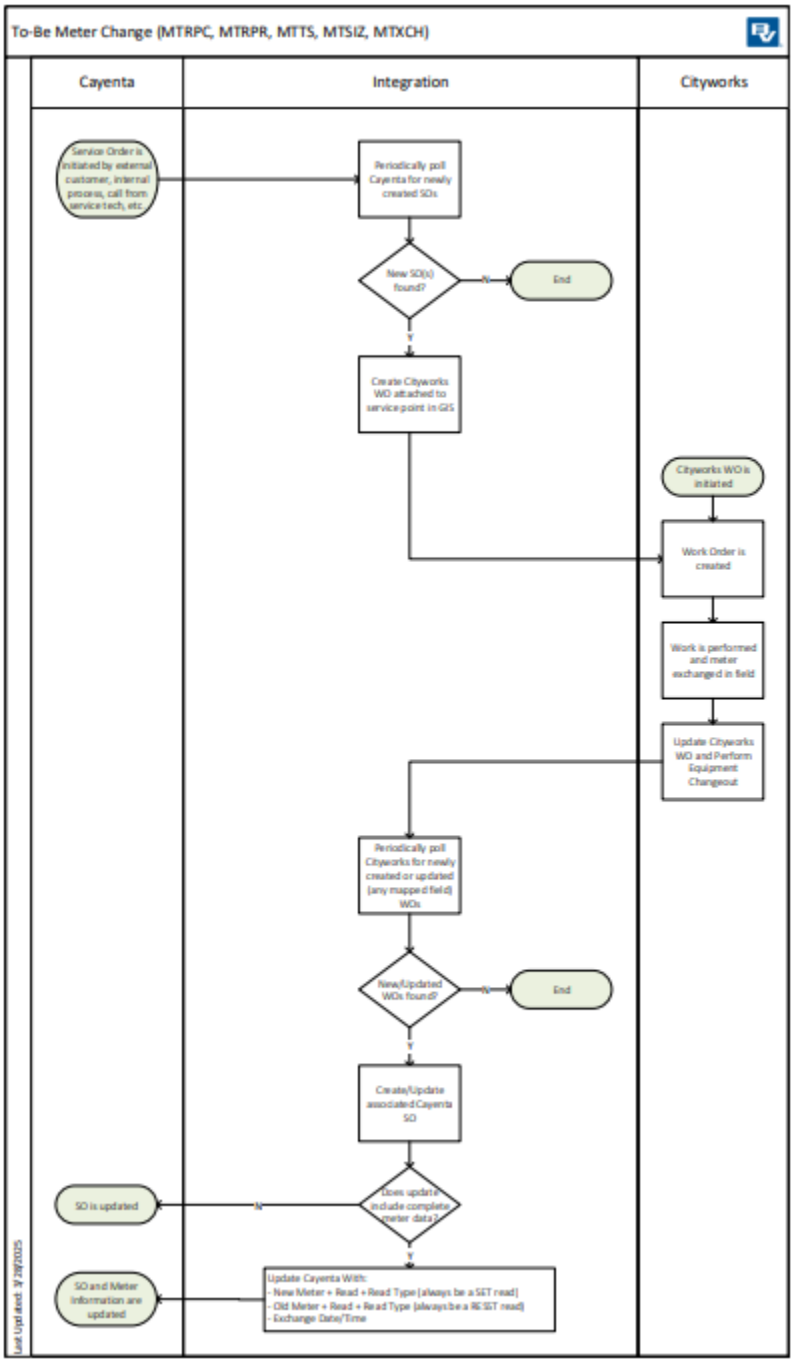

Generic Creation: Cayenta -> Cityworks
Caytena
Integration
Cityworks
WO is initiated by external customer, internal process, etc
Periodically poll Cayenta for newly created service orders
New SO(s) found?
N
End
Y
Does service point exist in GIS?
N
Y
Geocode address and create new service point in GIS
Create Cityworks Work Order attached to service point in GIS
Send receipt back to Cayenta SO with Cityworks WO number
Work Order is created
Last Updated: 3/28/2025

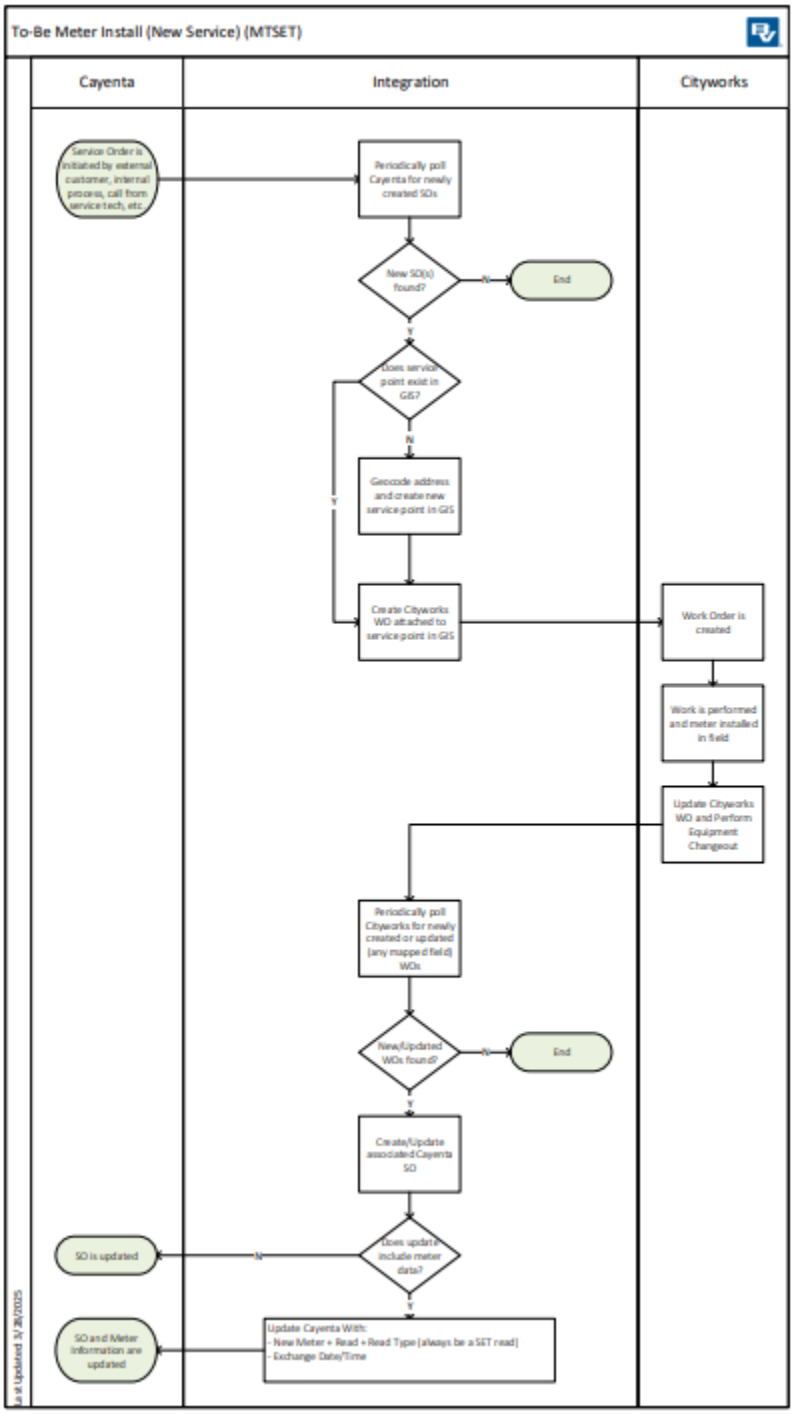

Generic Creation: Cityworks -> Cayenta
Cayenta
Integration
Cityworks
Periodically poll Cityworks for newly created work orders written against meter devices
Work Order is created
New Work Order(s) found?
N
End
Y
Create Cayenta Service Order attached to service point
Send receipt back to Cityworks WO with Cayenta read-only data
Service Order is created
Last Updated: 3/28/2025

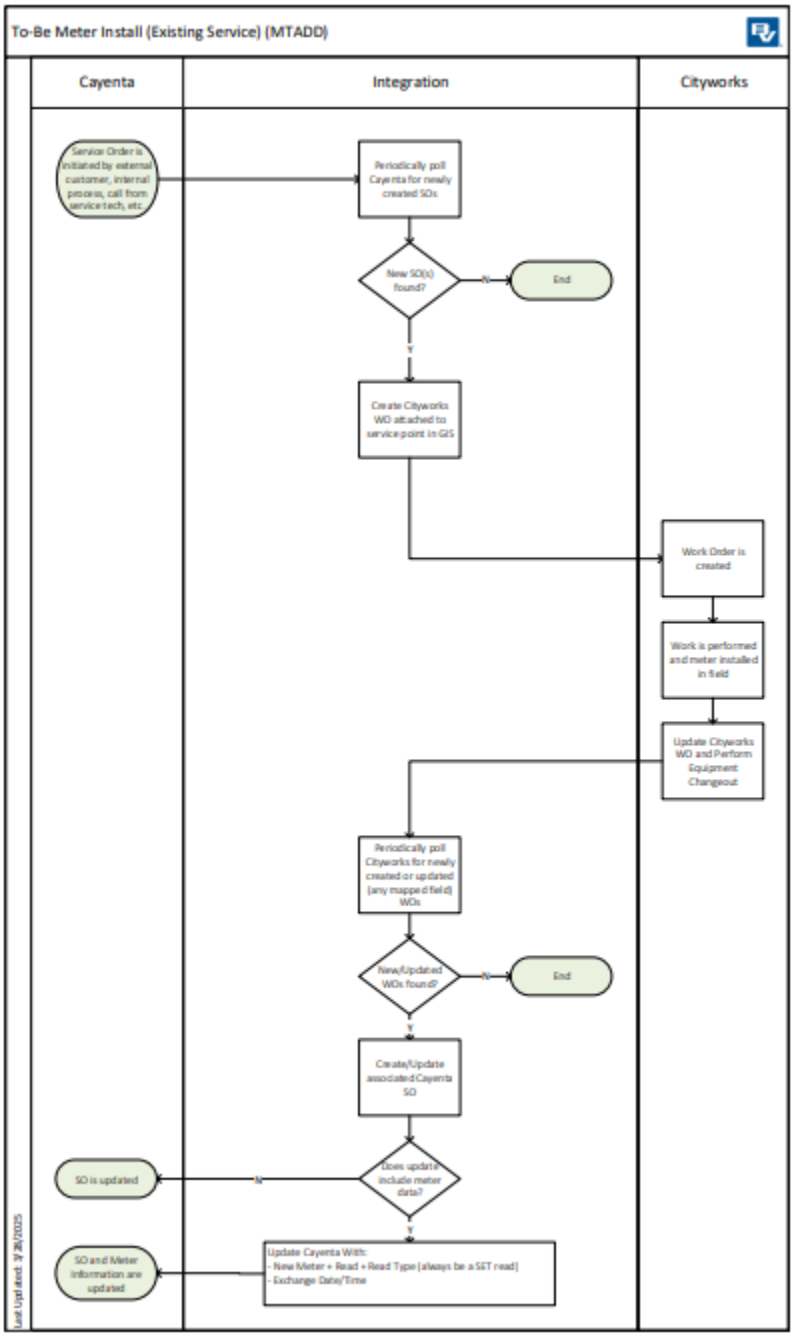

Generic Update: Cayenta -> Cityworks
Cayenta
Integration
Cityworks
Integrated Service Order is updated
Periodically poll Cayenta for newly updated service orders
Updated SO(s) found?
N
End
Y
Update associated Cityworks Work Order
Work Order is updated
Last Updated: 3/29/2015

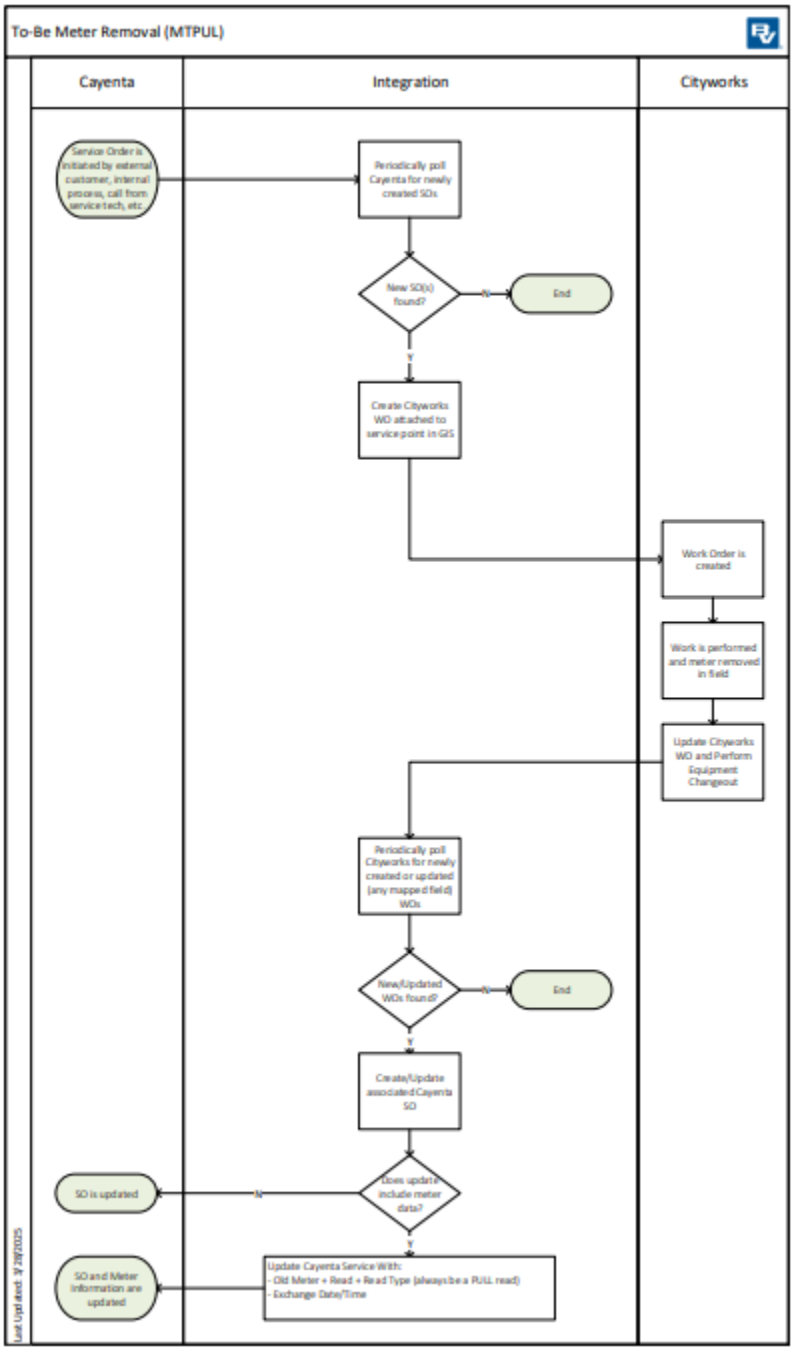

Generic Update: Cityworks -> Cayenta
Cayenta
Integration
Cityworks
Periodically poll Cityworks for newly updated integrated work orders
Integrated Work Order is updated
Updated WO(s) found?
N
End
Y
Update associated Cayenta Service Order
Does update include complete meter data?
N
Service Order is updated
Y
Send meter data (e.g., read, install, removal, etc.) to Cayenta
N
Service Order and Meter information are updated
Last Updated: 3/29/2015

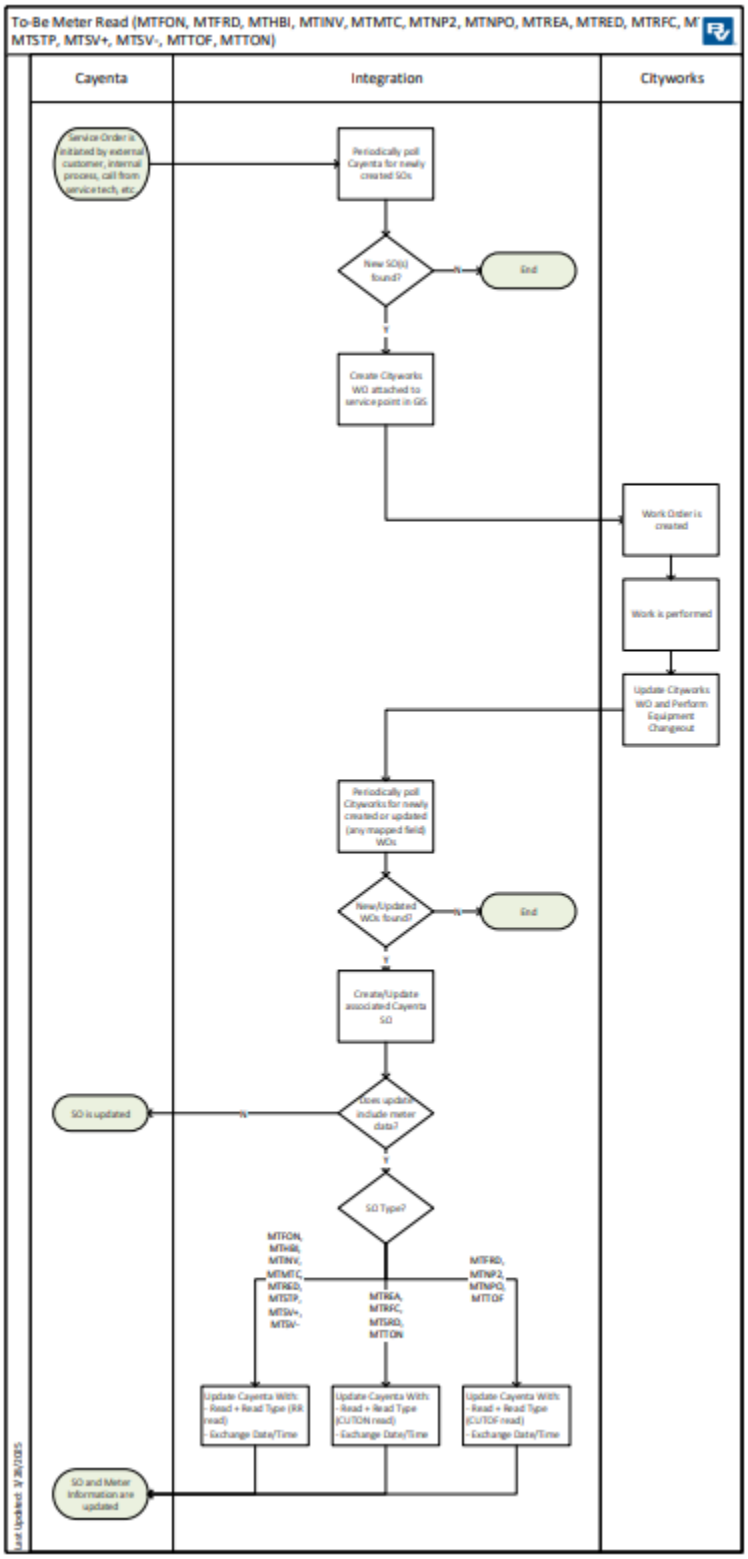

Location/Meters
Cayenta
Integration
GIS
Locations and/or meters updated
Sends updated location/meter data to GIS
Location/meter data updated in GIS
Meter/backflow devices are received as inventory
Meter/backflow devices added to Cayenta (and manually added to Cityworks Storeroom as materials)
Periodically poll Cayenta for new meter/backflow devices
Add meter/backflow device to GIS
Meter device added to GIS
Last Updated: 3/28/2025

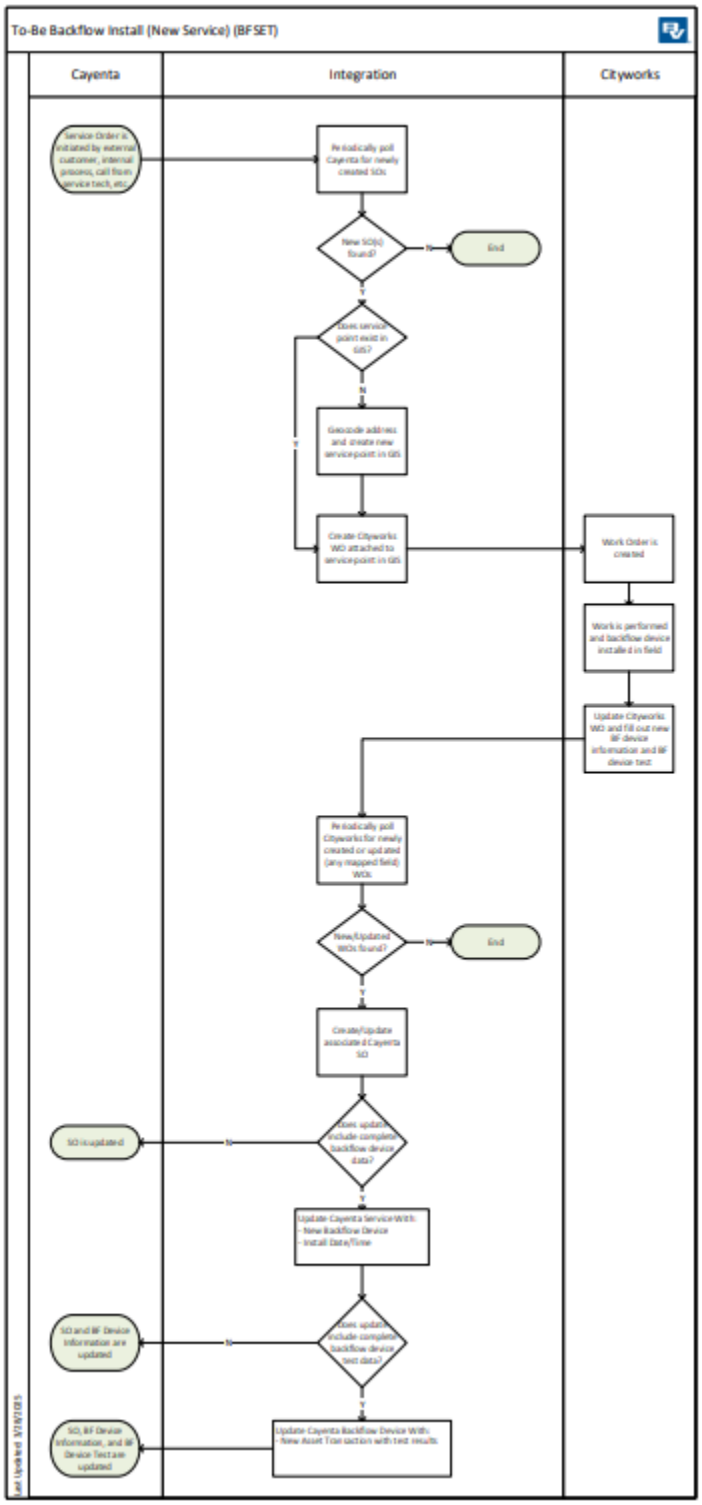

To-Be Meter Change (MTRPC, MTRPR, MTTS, MTSIZ, MTXCH)
Cayenta
Integration
Cityworks
Service Order is initiated by external customer, internal process, call from service tech, etc.
Periodically poll Cayenta for newly created SOs
New SO(s) found?
N
End
Y
Create Cityworks WO attached to service point in GIS
Cityworks WO is initiated
Work Order is created
Work is performed and meter exchanged in field
Update Cityworks WO and Perform Equipment Changeout
Periodically poll Cityworks for newly created or updated (any mapped field) WOs
New/Updated WOs found?
N
End
Y
Create/Update associated Cayenta SO
Does update include complete meter data?
N
SO is updated
Y
Update Cayenta With:
- New Meter + Read + Read Type (always be a SET read)
- Old Meter + Read + Read Type (always be a RESET read)
- Exchange Date/Time
SO and Meter Information are updated
Last Updated: 3/28/2025

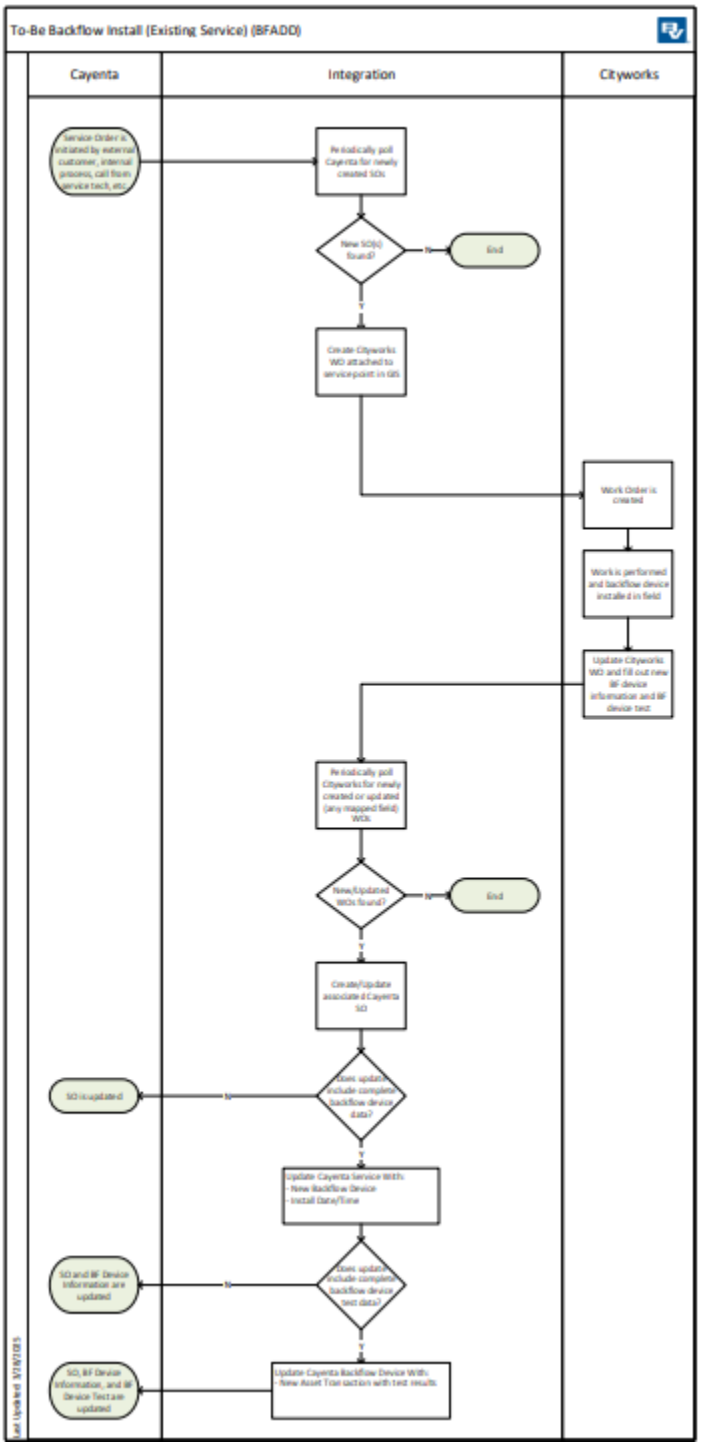

To-Be Meter Install (New Service) (MTSET)
Cayenta
Integration
Cityworks
Service Order is initiated by external customer, internal process, call from service tech, etc.
Periodically poll Cayenta for newly created SOs
New SO(s) found?
N
End
Y
Does service point exist in GIS?
N
Y
Geocode address and create new service point in GIS
Create Cityworks WO attached to service point in GIS
Work Order is created
Work is performed and meter installed in field
Update Cityworks WO and Perform Equipment Changeout
Periodically poll Cityworks for newly created or updated (any mapped field) WOs
New/Updated WOs found?
N
End
Y
Create/Update associated Cayenta SO
Does update include meter data?
N
SO is updated
Y
Update Cayenta With:
- New Meter + Read + Read Type (always be a SET read)
- Exchange Date/Time
SO and Meter Information are updated
Last Updated 9/29/2025

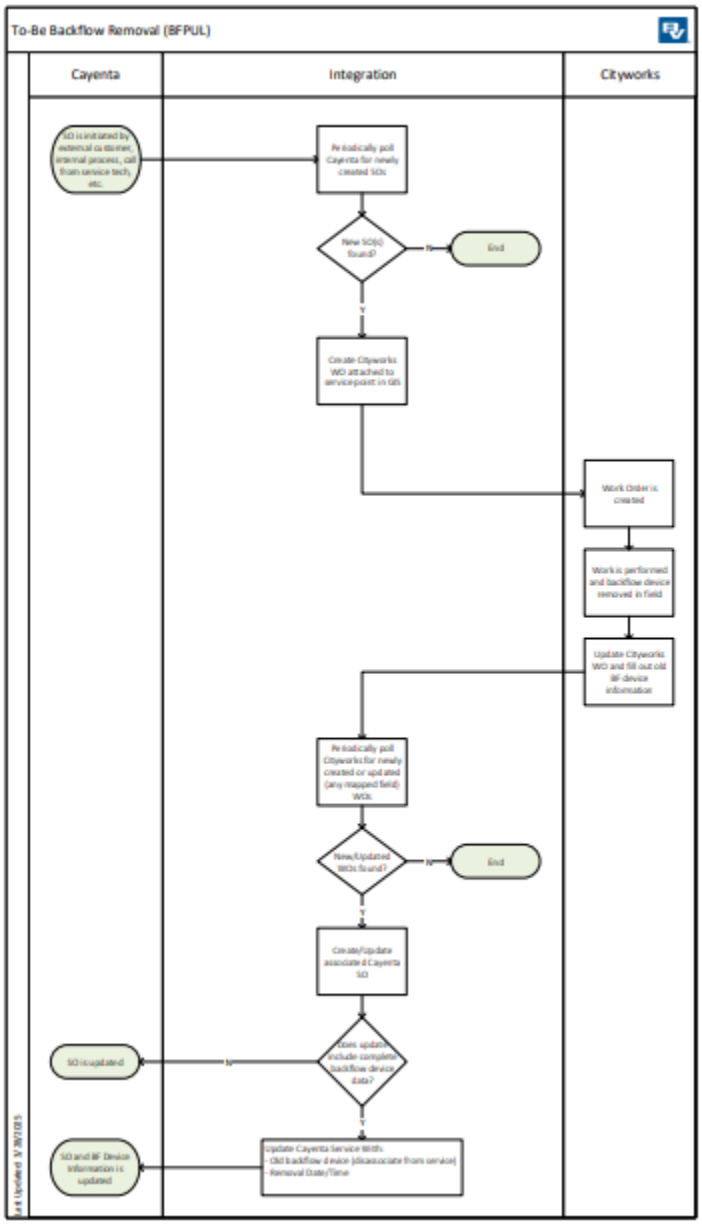

To-Be Meter Install (Existing Service) (MTADD)
Cayenta
Integration
Cityworks
Service Order is initiated by external customer, internal process, call from service tech, etc.
Periodically poll Cayenta for newly created SOs
New SO(s) found?
N
End
Y
Create Cityworks WO attached to service point in GIS
Work Order is created
Work is performed and meter installed in field
Update Cityworks WO and Perform Equipment Changeout
Periodically poll Cityworks for newly created or updated (any mapped field) WOs
New/Updated WOs found?
N
End
Y
Create/Update associated Cayenta SO
Does update include meter data?
N
SO is updated
Y
Update Cayenta With:
- New Meter + Read + Read Type (always be a SET read)
- Exchange Date/Time
SO and Meter Information are updated
Last Updated: 3/26/2025

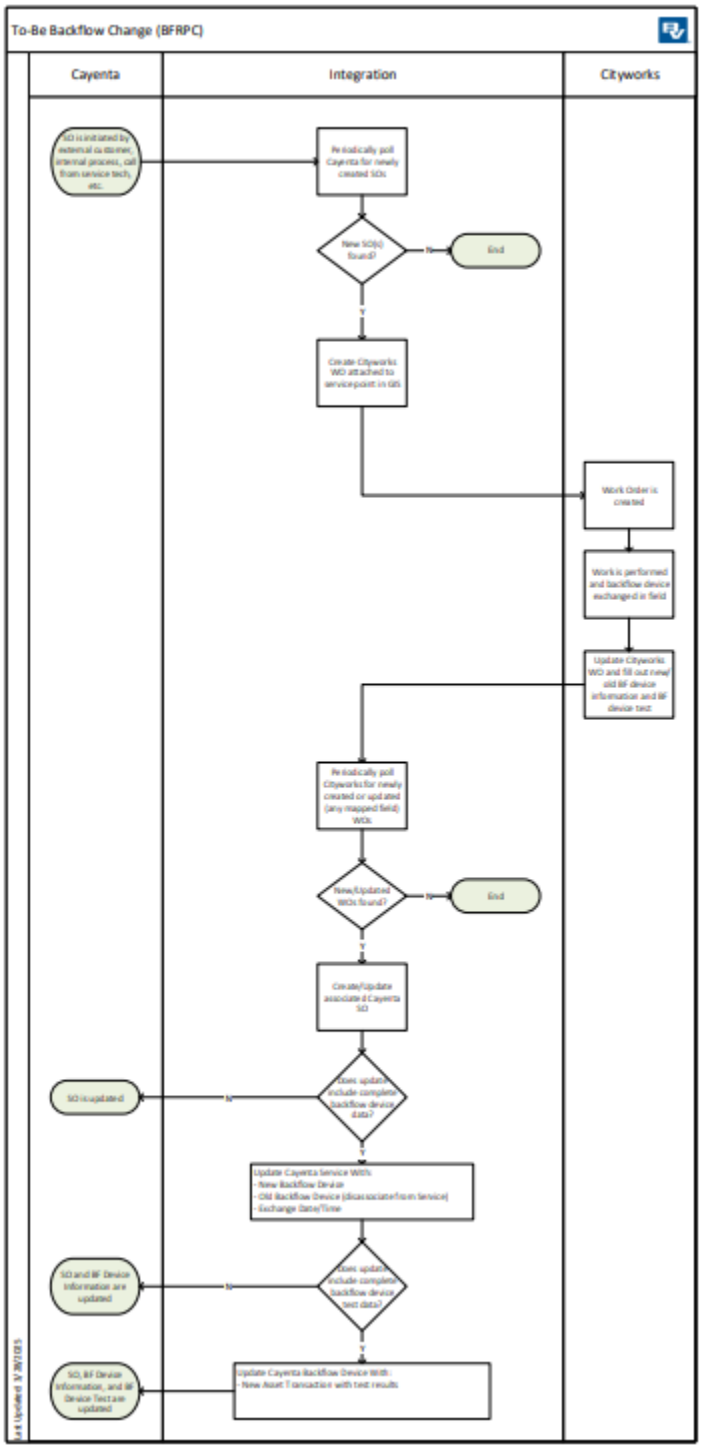

To-Be Meter Removal (MTPUL)
Cayenta
Integration
Cityworks
Service Order is initiated by external customer, internal process, call from service tech, etc.
Periodically poll Cayenta for newly created SOs
New SO(s) found?
N
End
Y
Create Cityworks WO attached to service point in GIS
Work Order is created
Work is performed and meter removed in field
Update Cityworks WO and Perform Equipment Changeout
Periodically poll Cityworks for newly created or updated (any mapped field) WOs
New/Updated WOs found?
N
End
Y
Create/Update associated Cayenta SO
Does update include meter data?
N
SO is updated
Y
Update Cayenta Service With:
- Old Meter + Read + Read Type (always be a PULL read)
- Exchange Date/Time
SO and Meter Information are updated
Last Updated: 3/28/2025

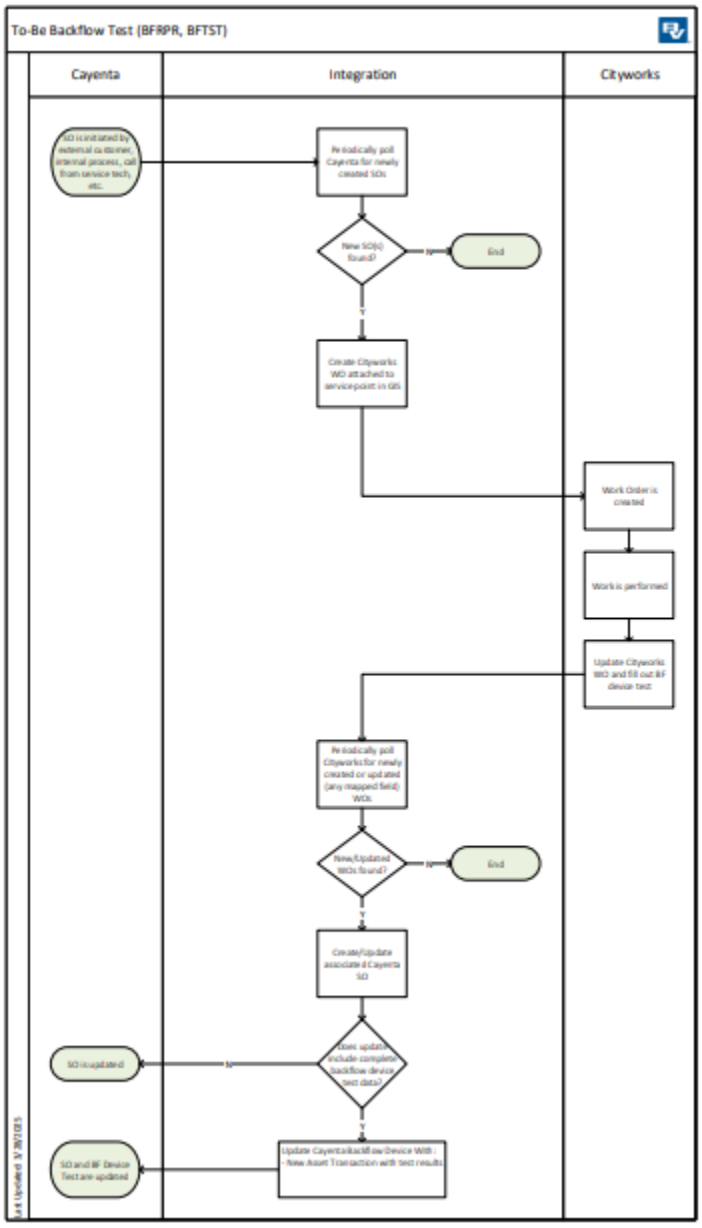

To-Be Meter Read (MTFON, MTFRD, MTHBI, MTINV, MTMTC, MTNP2, MTNPO, MTREA, MTRED, MTRFC, M
MTSTP, MTSV+, MTSV-, MTTOF, MTTON)
Cayenta
Integration
Cityworks
Service Order is initiated by external customer, internal process, call from service tech, etc.
Periodically poll Cayenta for newly created SOs
New SO(s) found?
N
End
Y
Create Cityworks WO attached to service point in GIS
Work Order is created
Work is performed
Update Cityworks WO and Perform Equipment Changeout
Periodically poll Cityworks for newly created or updated (any mapped field) WOs
New/Updated WOs found?
N
End
Y
Create/Update associated Cayenta SO
SO is updated
N
Does update include meter data?
Y
SO Type?
MTFON, MTHBI, MTINV, MTMTC, MTRED, MTSTP, MTSV+, MTSV-
MTREA, MTRFC, MTSRD, MTTON
MTFRD, MTNP2, MTNPO, MTTOF
Update Cayenta With: - Read + Read Type (RR read) - Exchange Date/Time
Update Cayenta With: - Read + Read Type (CUTON read) - Exchange Date/Time
Update Cayenta With: - Read + Read Type (CUTOF read) - Exchange Date/Time
SO and Meter Information are updated
Last Updated: 9/26/2025

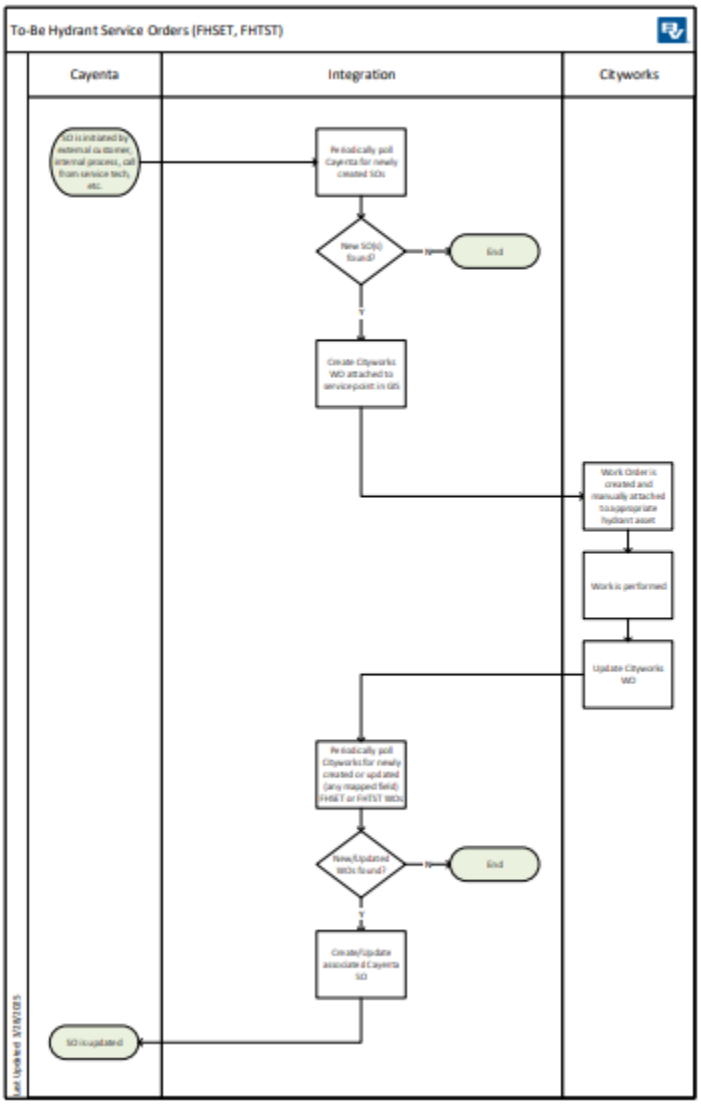

To-Be Backflow Install (New Service) (BFSET)
Cayenta
Integration
Cityworks
Service Order is initiated by external customer, internal process, call from service tech, etc.
Periodically poll Cayenta for newly created SOs
New SO(s) found?
N
End
Y
Does service point exist in GIS?
N
Y
Geocode address and create new service point in GIS
Create Cityworks WO attached to service point in GIS
Work Order is created
Work is performed and backflow device installed in field
Update Cityworks WO and fill out new BF device information and BF device test
Periodically poll Cityworks for newly created or updated (any mapped field) WOs
New/Updated WOs found?
N
End
Y
Create/Update associated Cayenta SO
Does update include complete backflow device data?
SO is updated
N
Y
Update Cayenta Service With:
- New Backflow Device
- Install Date/Time
Does update include complete backflow device test data?
SO and BF Device Information are updated
N
Y
Update Cayenta Backflow Device With:
- New Asset Transaction with test results
SO, BF Device Information, and BF Device Test are updated
Last Updated: 3/19/2025


To-Be Backflow Install (Existing Service) (BFADD)
Cayenta
Integration
Cityworks
Service Order is initiated by external customer, internal process, call from service tech, etc.
Periodically poll Cayenta for newly created SOs
New SO(s) found?
N
End
Y
Create Cityworks WO attached to servicepoint in GIS
Work Order is created
Work is performed and backflow device installed in field
Update Cityworks WO and fill out new BF device information and BF device test
Periodically poll Cityworks for newly created or updated (any mapped field) WOs
New/Updated WOs found?
N
End
Y
Create/Update associated Cayenta SO
Does update include complete backflow device data?
N
SO is updated
Y
Update Cayenta Service With:
- New Backflow Device
- Install Date/Time
Does update include complete backflow device test data?
N
SO and BF Device Information are updated
Y
SO, BF Device Information, and BF Device Test are updated
Update Cayenta Backflow Device With:
- New Asset Transaction with test results
Last Updated 3/19/2025


To-Be Backflow Removal (BFPUL)
Cayenta
Integration
Cityworks
SO is initiated by external customer, internal process, call from service tech, etc.
Periodically poll Cayenta for newly created SOs
New SO(s) found?
N
End
Y
Create Cityworks WO attached to servicepoint in GIS
Work Order is created
Work is performed and backflow device removed in field
Update Cityworks WO and fill out old BF device information
Periodically poll Cityworks for newly created or updated (any mapped field) WOs
New/Updated WOs found?
N
End
Y
Create/Update associate d Cayenta SO
Does update include complete backflow device data?
N
SO is updated
Y
Update Cayenta Service With:
- Old backflow device (disassociate from service)
- Removal Date/Time
SO and BF Device information is updated


To-Be Backflow Change (BFRPC)
Cayenta
Integration
Cityworks
SO is initiated by external customer, internal process, call from service tech, etc.
Periodically poll Cayenta for newly created SOs
New SO(s) found?
N
End
Y
Create Cityworks WO attached to service point in GIS
Work Order is created
Work is performed and backflow device exchanged in field
Update Cityworks WO and fill out new/old BF device information and BF device test
Periodically poll Cityworks for newly created or updated (any mapped field) WOs
New/Updated WOs found?
N
End
Y
Create/Update associated Cayenta SO
Does update include complete backflow device data?
N
SO is updated
Y
Update Cayenta Service With:
- New Backflow Device
- Old Backflow Device (disassociate from service)
- Exchange Date/Time
Does update include complete backflow device test data?
N
SO and BF Device information are updated
Y
Update Cayenta Backflow Device With:
- New Asset Transaction with test results
SO, BF Device Information, and BF Device Test are updated
Last Updated: 9/29/2015


To-Be Backflow Test (BFRPR, BFTST)
Cayenta
Integration
Cityworks
SO is initiated by external customer, internal process, call from service tech, etc.
Periodically poll Cayenta for newly created SOs
New SO(s) found?
N
End
Y
Create Cityworks WO attached to service point in GIS
Work Order is created
Work is performed
Update Cityworks WO and fill out BF device test
Periodically poll Cityworks for newly created or updated (any mapped field) WOs
New/Updated WOs found?
N
End
Y
Create/Update associated Cayenta SO
Does update include complete backflow device test data?
N
SO is updated
Y
Update Cayenta Backflow Device With New Asset Transaction with test results
SO and BF Device Test are updated
Last Updated: 3/29/2023


To-Be Hydrant Service Orders (FHSET, FHTST)
Cayenta
Integration
Cityworks
SO is initiated by external customer, internal process, call from service tech, etc.
Periodically poll Cayenta for newly created SOs
New SO(s) found?
N
End
Y
Create Cityworks WO attached to servicepoint in GIS
Work Order is created and manually attached to appropriate hydrant asset
Work is performed
Update Cityworks WO
Periodically poll Cityworks for newly created or updated (any mapped field) FHSET or FHTST WOs
New/Updated WOs found?
N
End
Y
Create/Update associated Cayenta SO
SO is updated
Last Updated 3/30/2015