



March 3, 2026

LEGISTAR:  
260102

TO: Public Works & Environmental Concerns Committee  
THROUGH: Carl Goldsmith, Director of Public Works  
FROM: Lauryn Brandt, Asset Management Administrator  
SUBJECT: **OpenGov Adoption Insights Report Summary**

The purpose of this memorandum is to summarize the findings of the OpenGov Adoption Insights Report generated by OpenGov Enterprise Asset Management (OpenGov EAM). This document is provided for information only and no action is required at this time.

March 2026 marks ten years since the Village of Lombard Department of Public Works implemented its asset management system. OpenGov EAM, formerly known as Cartegraph, was adopted by the Village as an asset management software solution that integrates field operations with Geographic Information System (GIS) data to improve efficiency and data-driven decision making.

On February 2<sup>nd</sup>, 2026, the Village submitted a request to OpenGov EAM for a technical review evaluating the ten years of progress in asset management. The resulting OpenGov Adoption Insights Report summarizes the Village's asset management performance and alignment with industry standards.

- Against OpenGov EAM's metrics, the Village of Lombard earned a score of 98 points and was placed in the Strategically Managed tier, the second-highest classification possible.
- 98.58% of work requests are closed, demonstrating exceptional operational responsiveness and performance.
- 91.92% of work records are linked to a GIS spatial asset, reflecting strong data quality and completeness.
- 70.25% of tasks track LEMO (labor, equipment, materials, other) costs, supporting accurate financial analysis.
- 70% of users log in weekly, exceeding industry benchmarks.
- Advanced feature utilization, including 24 Preventative Maintenance Plans and 8 Scenarios, strengthens the Village's ability to predict future needs and plan effectively.

The results of the OpenGov Adoption Insights Report indicate that the Village of Lombard Department of Public Works is performing at a high level relative to OpenGov EAM's standards. The report also includes recommendations for maximizing software value including expanding inspections, evaluating system integrations, and asset benchmarking. With a score of 98 and placement in the Strategically Managed maturity tier, the Village demonstrates a strong foundation in asset management and the ability to build upon this success with the recommendations provided.

# Asset Management



01

## Initial

Work orders are paper based and handled manually

No central repository of assets

Maintenance is reactive

Decisions often rely on experience over data

02

## Managed

More systematic and proactive approach to asset maintenance

Asset data is centralized

Assets are inventoried and tracked

Automated notifications for inspections are in one place

03

## Defined

Processes are documented

Aligned with the organization's strategic initiatives and goals

Optimizing asset performance while minimizing costs

Decisions based on data analysis and risk assessments

04

## Strategically Managed

Highly quantitative and data-driven approach

Optimizing asset performance while reducing risks

Metrics used for decision making

Accountability and transparency to residents and staff

05

## Optimized

Fully integrated with other organizational functions, including finance and procurement

Focus on innovation and continuous improvement

Deep understanding of asset lifecycle costs and risk

Strong commitment to sustainability and resilience

**Maturity Model**  
Where does your org fall?