A DAY IN THE LIFE OF...
INFORMATION SYSTEMS ANALYST

Joel Klein, Senior Information Systems Analyst, Sacramento County, California
MEET JOEL KLEIN, SENIOR INFORMATION SYSTEMS ANALYST/M5 ADMINISTRATOR FOR THE FLEET SERVICES DIVISION OF SACRAMENTO COUNTY, CA

Klein has been working at Sacramento County in his current role for over two years, having started in February of 2017. His primary responsibilities include troubleshooting any issues that other users at the County may have with their fleet management software, while also optimizing and configuring the software's treatment of parts and time to effectively auto populate work orders. In addition, Klein also spends a large chunk of his time building customized reports for upper management to use in decision-making with regards to the fleet.

Would you like to take a peek into a typical day in the office for Klein to see how he optimizes his fleet management software to efficiently drive their fleet?

You’re in luck. Welcome to a day in the life of a senior information systems analyst.

BEGINNING OF THE DAY

As a systems analyst, it is Klein’s responsibility to ensure that their AssetWorks FleetFocus fleet management system is active and ready for each day’s work. He starts his mornings by “refreshing the Key Performance Indicators (KPI) Display Screen throughout the Department,” which includes an impressive total of four displays. These displays help drive the actions and decision-making regarding the drivers, vehicle maintenance and purchasing.

After Klein has refreshed the KPIs for the Department, he makes sure that he establishes contact with a number of people. Firstly, Klein heads over to his department’s Lead of Light Fleet Operations to ensure that the software is working effectively for him. Afterward, Klein visits the Heavy Fleet Supervisor to ensure the same efficiency for the County’s heavier fleet vehicles. Finally, Klein contacts the Parts team, as they are constantly using the software to manage inventory and work orders.

FLEET AND FUEL MANAGEMENT INTEGRATION FOR AN EFFECTIVE FLEET

Klein and the Sacramento County Fleet Division utilize two critical elements of effective fleet management: fleet management software and fuel management software. Thankfully for Sacramento County, AssetWorks FleetFocus and FuelFocus provide both of those critical elements of management, all while remaining fully integrated with each other, which optimizes their fleet by verifying that the drivers and vehicles at the pump are accurate. This ensures correct fueling, providing real-time information from the pump to the software and cost savings through increased security and precise data for billing.
SACRAMENTO’S WORK ATMOSPHERE

Klein finds that the active, enthusiastic work culture of the Fleet Division is exactly what is needed to efficiently complete work. Klein reinforced that claim, saying, “Administration staff is friendly and nice... and willing to help” when he needs their assistance.

In addition, Klein noted that the mechanics, technicians and parts staff really help to keep the gears turning in their fleet division. “They are always friendly and patient with me,” Klein stated, “[They] are always willing to walk me through any issues that they are experiencing that requires my help.”

A SURPRISING ASPECT OF THE JOB

Aside from the troubleshooting and work order auto-population, a lot of Klein’s job revolves around creating specific, customized reports. Often times, the requirements of the reports necessitate hard work and careful consideration. “Building SQL Script and converting them into reports does not just happen,” Klein mentioned. “It takes time, sometimes lots of time (days/weeks) to build the script and then export them to create any specific tables, graphs and charts that are readable and that Management wants to convey to a specific audience.”

INDUSTRY PUBLICATIONS

In order to keep up with the ever-changing fleet industry, Klein regularly reads the following publications:

- Government Fleet Magazine
- MCPmag.com
- Green Fleet News
- Medium Duty News
- Fleet Safety News
- Government Fleet News
- Utility Fleet News

END OF THE DAY

Just like any great public fleet, Sacramento County may need to call on its vehicles, data or systems at any time. Before Klein leaves for the day, he ensures that FleetFocus is not prompting the team with any errors or snags that may inhibit reporting or function. If everything is working at its optimal level, then Klein is done. If not, he performs troubleshooting in order to quickly rectify the system errors.
UNWINDING AFTER A LONG DAY IN THE OFFICE

Like a true fleet professional through and through, if Klein has a tough day at work, he’ll “drive my car for at least one and a half hours just to clear my head.” And what better way for someone who works for the County to get to go out and drive around the roads, businesses and community that he serves? By the time the next morning rolls around, Klein is refreshed and ready to conquer another day at work.

KLEIN’S PROUDEST ACCOMPLISHMENT

Klein has a lot to be proud about at work. In his two years, he produced detailed, informational quarterly and annual reports for the fleet. These crucial reports include the Vehicle Utilization Report, the Accident Report, the Motor Pool Report and the Executive Summary Report. With the advanced data recording and display of FleetFocus, Klein can utilize his software to present these important reports to the individuals that need to see them.

KLEIN’S FLEET MANAGEMENT EVOLUTION

In two years, Klein has demonstrated incredible professional growth and achievement. Importantly, he noted that he is “able to resolve most issues without contacting the AssetWorks Helpdesk Support.” By solving or rectifying many of the problems on his own, Klein saves himself and the team a considerable amount of time that they can put back into their everyday tasks, whether it be system analysis, work orders or something else.

“When I do contact the Helpdesk,” says Klein, “I am asking higher level questions.” By getting to the root of the problem on his own, Klein develops sets of questions that are better focused toward his immediate issue. This gives the Support team at AssetWorks more information to direct them to the appropriate answer in a much more efficient manner, once again saving the Support team and Klein and the Fleet team valuable time.

As Klein works in and around the fleet more and more, he starts to realize what his favorite parts of the job are. Klein said, “My favorite part is helping my coworkers, like the administration and the mechanics staff” do their jobs accurately and efficiently. With a stellar team, the County can do wonders for the community.
THE FUTURE OF FLEET

By being inundated with fleet technology, Klein has developed a keen sense for where the industry is trending in the coming years. With a heavier focus on alternative fuel vehicles and infrastructure and sustainable technology, Klein thinks that there will be “more electric vehicles and fewer petroleum vehicles” used in large scale fleets.

To be able to invest in electric vehicles, a fleet must overturn, auction and resell its old vehicles so that they can make room for newer vehicles. As a result, Klein also mentioned that he expects the fleet and fleet software industries to develop “better cost benefit analyses when it comes time to replace vehicles.” With this sort of advanced technology, a fleet can better understand the life-cycles of their vehicles, the ins and outs of the procurement and disposal processes and develop consistent and readable budgets. If the fleet industry takes off in these directions, how can modern fleet professionals prepare?

Klein’s advice?

“Be patient, keep an open mind and don’t give up. It takes time. Above all else, don’t expect perfection. Continuous improvement is better than delayed perfection. If you wait to do this job until you have reached perfection it will never get done.”

With his perceptive insight and awareness for the deeper trends in the fleet industry, Joel Klein is optimizing FleetFocus to help Sacramento County revolutionize its reporting and effective practices.

Want to learn more about the industry-leading, integrated fleet management software with customizable reports? Visit assetworks.com/fleet.