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UNITE PROGRAM OVERVIEW  
GOVERNANCE AND PRIORITIES COMMITTEE



MAY 3, 2022

# AGENDA

1. Background and Business Drivers of the UNITE Program
2. Summary of Current Projects
  - Planning and Development Modernization
  - Bellamy Retirement – Tax and Utilities
3. Conclusions

# 1.0 BACKGROUND AND BUSINESS DRIVERS

The **United Network Integrating Technology for Everyone (UNITE)** program focuses on providing better services to Parkland County residents and improving operational processes. Key business drivers include:

- Replacing the 28-year-old AS/400 system at end-of-life - used for tax and utilities.
- Projects have been identified to improve on-line services including:
  - Providing on-line permits and inspections to improve service delivery.
  - Enhancing resident engagement with the introduction of on-line service requests.
- All projects focus on implementing the County's Strategic Pillars

# 1.0 BACKGROUND AND BUSINESS DRIVERS

- 2021 in review...

Department Name	2021 Accomplishments	Short Description (1-2 sentences)
Strategic Initiatives	Partnered with <b>Human Resources (HR)</b> to implement a new payroll and HR system replacing a 27 year-old system.	This modernized paper and highly manual processes and introduced time entry using mobile apps and tablets. New, simplified processes were also introduced.
Strategic Initiatives	Partnered with <b>Fire Services</b> to automate and modernize Fire Permit applications.	The new system and processes automated and simplified permit reviews and approvals and significantly reduced manual processes.
Strategic Initiatives	Partnered with <b>Customer Service</b> to enhance their Citizen Engagement (CE) system.	New processes and KPIs were introduced to improve resident requests/cases as well as a new on-line County Concerns mobile app.
Strategic Initiatives	Partnered with <b>Chief Financial Office</b> to automate accounts payable (AP) processes.	This included introducing better review and approval functions using a D365 software known as DooApp.
Strategic Initiatives	Partnered with <b>Road Maintenance and Drainage</b> to replace an end-of-life Overweight Permitting system.	This new online system replaces an end-of-life application that was implemented in 2008.
Strategic Initiatives	Implemented <b>Microsoft Office 365</b> suite on-line for all of Parkland County staff.	Implemented Office 365 suite to all county staff allowing them to easier collaborate and work remotely.
Strategic Initiatives	Partnering with <b>Development Services</b> to implement an on-line Permit and Inspection system.	A new online system called CityView is being implemented to automate the permitting, inspections and approval processes.
Strategic Initiatives	Delivered over 50 <b>training</b> sessions for new technology tools.	Delivered over 50 training sessions for new technology tools such as SharePoint, Adobe, Microsoft Teams and D365 Project Management.
Strategic Initiatives	Secured a Municipal Operating Support Transfer ( <b>MOST</b> ) grant that allowed the County to purchase needed computers.	The Government of Alberta and the Government of Canada to support municipalities which have experienced significant operating impacts due to the COVID-19 pandemic.

# UNITE PROJECT ROADMAP



	2020 – 2021		2022 - 2025			
	2020 Q4	2021	2022	2023	2024	2025
1. Payroll Modernization and Talent Management	Execute					
2. Dynamics 365 F&O Enhancements: List of sub-projects includes: (1) fix project accounting; (2) streamline procurement and; (3) implement budgeting/grants and; (4) review VeMax integration/Upgrade DXC.	Procurement		Planning	Budgeting		
			Planning	Execute		
3. Office 365 Roll-Out <b>100% complete</b>	Planning	Execute				
4. CRM Phase II – County Concerns and Fire Permit online <b>100% complete</b>	Planning	Dec				
5. Bellamy Retirement: Evaluate utility billing/AR/Property Tax/Cashing. <b>In Progress</b>	Planning	Execute				
6. Planning and Development Modernization: Evaluate alternatives and select a preferred option. <b>In Progress</b>	Planning	Execute				
7. Records Management: Staff training, creating tools and migration to SharePoint and MS Compliance Manager.		Planning	Plan	Execute		
8. DXC EAM replacement: Fleet asset mgt module is end-of-life and needs to be replaced			Plan	Execute		
9. Improve Corporate Reporting and Gravel mgt process: Refire extensive spreadsheet environment and streamline Gravel Mgt.			Plan	Execute		
10. HR Improvements: Implement remaining modules of D365 HR and automate the creation and routing of paper forms.			Planning	Execute		
11. CRM Phase III: Providing more services on-line and full rollout to all county departments.			Plan	Execute		
12. <u>VeMax Review</u> : Review asset management and D365 EA				Plan	Execute	

# 1.0 BACKGROUND AND BUSINESS DRIVERS

- In November 2021 Council indicated that UNITE needs to improve communication of the program and their results to the public.
  - Feedback valid – need to be coordinated with broader corporate communication initiatives.
  - UNITE to develop a communication plan to increase awareness of on-line services. High-level plan below being executed.

Coms channel	URL	Type	Status	Month	Audience	Lead Person
Parklandcounty.com	<a href="https://www.parklandcounty.com/Modules/News/Search.aspx">https://www.parklandcounty.com/Modules/News/Search.aspx</a>	Digital Awareness UNITE Program	Done	Feb	All residents	Robert
FaceBook	<a href="https://www.facebook.com/ParklandCountyAB/">https://www.facebook.com/ParklandCountyAB/</a>	Digital Awareness UNITE Program	Done	Feb	Parkland Facebook followers	Comms
LinkedIn	<a href="https://www.linkedin.com/company/parkland-county/?originalSubdomain=ca">https://www.linkedin.com/company/parkland-county/?originalSubdomain=ca</a>	Digital Awareness UNITE Program	Done	March	Linked followers	Comms
Parkland Twitter	<a href="https://twitter.com/ParklandCounty">https://twitter.com/ParklandCounty</a>	Digital Awareness UNITE Program	Done	March	Twitter followers	Comms/Robert
Parklandcounty.com	<a href="https://www.parklandcounty.com">https://www.parklandcounty.com</a>	Corp website link to youtube for UNITE video		April	All residents	Comms
Stoney Plain Reporter	<a href="https://www.stonyplainreporter.com/">https://www.stonyplainreporter.com/</a>	Digital Awareness UNITE Program	Done	March	All residents	Robert/Comms
Customer Services Monitors at Admin Building	NA	Digital Awareness UNITE Program	Done	March	Admin building visitors	Jodi
Insert into Tax /other notices or own mailing	NA	Mail campaign	Pending	April	All residents	Jodi
Postcards of UNITE with QR Code	NA	Paper campaign	Pending	April	All residents	Jodi
Paper Posters on walls at different sites.	NA	Paper campaign	Pending	April	All residents	Jodi
County Concern YouTube	<a href="https://www.youtube.com/watch?v=l4uqDEjYvGw">https://www.youtube.com/watch?v=l4uqDEjYvGw</a>	Digital Awareness County Concern	Pending	May	All residents	Jodi/Comms
BBQ		UNITE BBQ		June	All residents	Marc
OpenHouse UNITE (TradeShow)		Open House		June	All residents	Marc

# COMMUNICATION TO RESIDENTS - FACEBOOK

The screenshot shows the Facebook profile for Parkland County. The page header includes navigation icons and the user's name, Robert. The profile information section on the left lists the website (<http://www.parklandcounty.com/>), phone number ((780) 968-8888), email ([communications@parklandcounty.com](mailto:communications@parklandcounty.com)), and business hours (8:30 AM - 4:30 PM). A central post from Parkland County, dated 4 hours ago, promotes the 'County Concerns' tool, which allows residents to submit concerns via smartphone or computer. The post includes a link to [www.parklandcounty.com/CountyConcerns](http://www.parklandcounty.com/CountyConcerns). Below the post is a photo gallery with several images, including one that says 'AMPLIFY your message online' and another about the 'Recovery Livestock Assistance Program'. The bottom of the page shows the start of a comment section.

# COMMUNICATION TO RESIDENTS - TWITTER

Twitter profile page for Parkland County (@ParklandCounty). The page displays a tweet from Parkland County regarding cancelled council meetings, a tweet from Parkland County about the County Concerns tool, and a promotional graphic for the County Concerns tool. The right sidebar shows trending topics and 'What's happening' sections.

**Parkland County** 5,834 Tweets **Follow**

**PARKLAND COUNTY COUNCIL** 

**Meeting cancellations: March 15, 2022 & April 19, 2022**

Both the March 15, 2022 and April 19, 2022 Governance and Priorities Committee meetings have been cancelled.

View other meeting dates at [parklandcounty.com/meetings](http://parklandcounty.com/meetings)

**Parkland County** @ParklandCounty · 4h


Looking for a fast way to submit a concern within Parkland County? With our County Concerns tool, you can send information right from your smartphone or computer! [bit.ly/3gaBIGv](http://bit.ly/3gaBIGv)

**CountyConcerns**

Notice a concern within Parkland County? Looking for a fast way to send it in? **Use our County Concerns tool!**

[www.parklandcounty.com/CountyConcerns](http://www.parklandcounty.com/CountyConcerns)


**What's happening**

Music · LIVE  
**Happy birthday, Harry Styles**   
Trending with [harry styles](#)

Trending in Canada  
**#Omicronvoy**  
5,305 Tweets

Trending in Canada  
**Tamara**  
12.4K Tweets

**Bloomberg Quickt...** · Last night  
**Year of the Tiger: Here's what's in store for the 12 Chinese zodiac signs** 

World news · LIVE  
**International diplomatic efforts ongoing amid military tension between Russia and Ukraine** 

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# COMMUNICATION TO RESIDENTS – HOME PAGE

The screenshot shows a web browser window with the URL `parklandcounty.com/en/index.aspx`. The page features the Parkland County logo on the left and a navigation menu with the following items: [Live and Play](#), [Explore Parkland County](#), [Do Business](#), [County Office](#), and [Online Services](#). To the right of the menu are social media icons for Twitter, Facebook, YouTube, and a phone icon. The main content area has a background of gears and people silhouettes. It contains the heading **COUNTY CONCERNS**, the text **Notice a concern within Parkland County?**, and a button labeled **SUBMIT IT HERE**. At the bottom of the main area is a search bar with the placeholder text "What are you looking for?" and a magnifying glass icon. A vertical "Feedback" button is located on the right side of the main content area.

# COMMUNICATION TO RESIDENTS – REPORTER/EXAMINER

## PARKLAND COUNTY COUNCIL UPDATES



### Council Committee Updates

**Effective Jan. 11, 2022:**  
Committee of the Whole is now referred to as **Governance and Priorities Committee.**

**Effective March 1, 2022:**  
Public Input Session will begin at 9:05 a.m. and take place for 15 minutes.

### Meeting Cancellation Notice

**Meeting cancellations:**  
March 15, 2022 & April 19, 2022

Both the March 15, 2022 and April 19, 2022 Governance and Priorities Committee meetings have been cancelled.

View other meeting dates at [www.parklandcounty.com/meetings](http://www.parklandcounty.com/meetings)



## Looking for a community event in Parkland County?

Check out our online events calendar: [calendar.parklandcounty.com](http://calendar.parklandcounty.com)



**Red Cross Babysitting Course**

Coming to a community near you!

Register online or call:  
780-727-3947

**Red Cross STAY SAFE! Program**

[www.parklandcounty.com/redcrossprograms](http://www.parklandcounty.com/redcrossprograms)



## JOIN OUR TEAM!

Parkland County is searching for dynamic individuals to fill the following summer positions:



- Team Lead, Aquatic Operations
- Senior Lifeguards/Instructors
- Junior Lifeguards/Instructors

For more information, please visit our website at: [www.parklandcounty.com/CurrentOpenings](http://www.parklandcounty.com/CurrentOpenings)

## CountyConcerns



Notice a concern within Parkland County? Looking for a fast way to send it in?

**Use our County Concerns tool!**

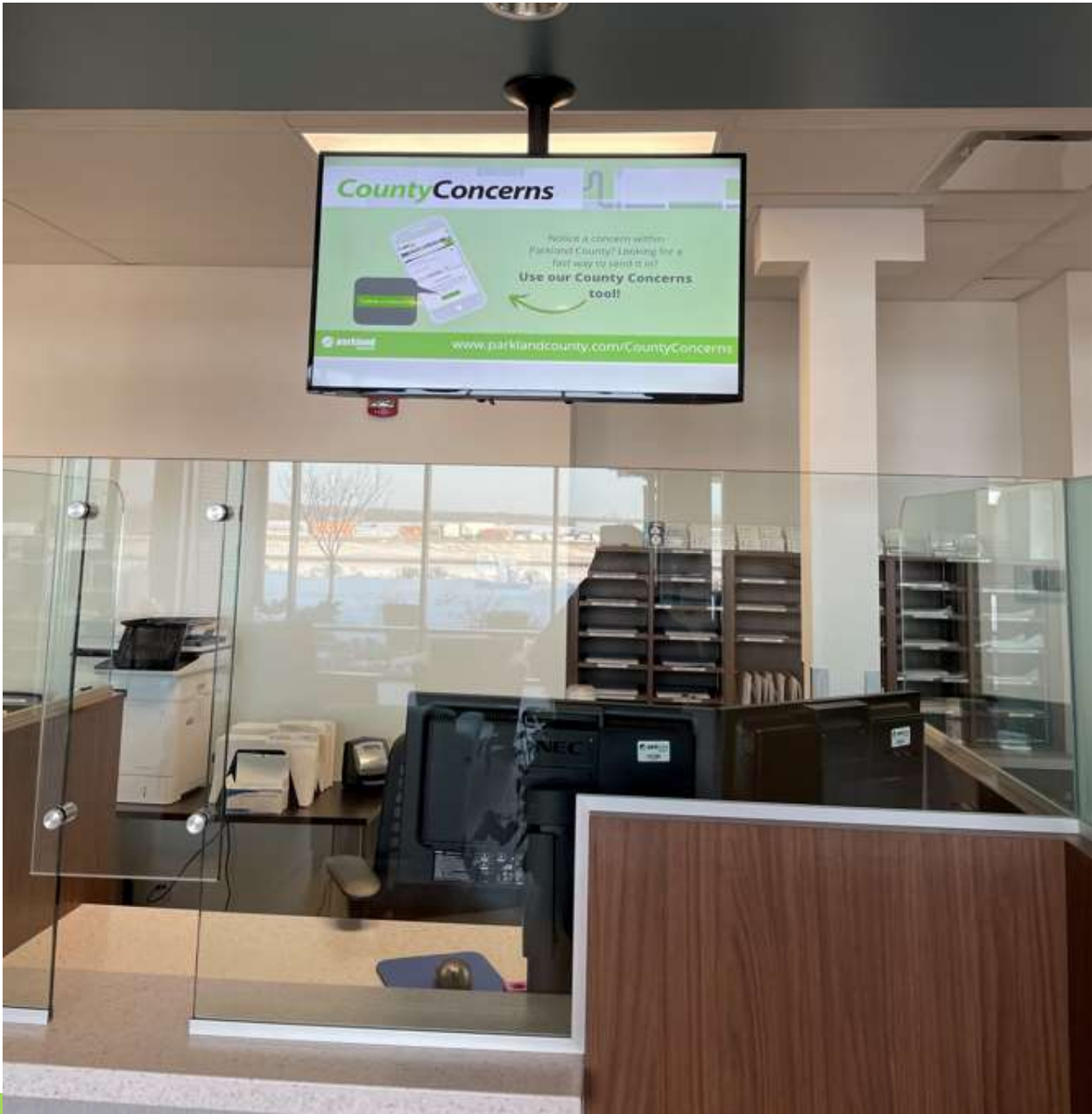


[www.parklandcounty.com/CountyConcerns](http://www.parklandcounty.com/CountyConcerns)

Office Hours: Monday - Friday 8:30 a.m. - 4:30 p.m. | 780-968-8888 | Facebook: ParklandCountyAB | Twitter: @ParklandCounty | Instagram: @parklandcounty

Website: [www.parklandcounty.com](http://www.parklandcounty.com) | Mailing Address: Parkland County 53109A Hwy. 779 Parkland County, AB T7Z 1R1

# COMMUNICATION TO RESIDENTS – ADMIN BUILDING



## 2.0 SUMMARY OF CURRENT PROJECTS

- Project Scope
- Project Schedule
- Project Budget

*Planning and Development Modernization Project: Project timelines – Substantial Completion Q4/2022. The goal is to streamline processes and allow for better on-line service delivery to residents.*

### Background:

- More than 3,000 applications and permits are processed annually and are mostly mandated through regulation or guided by legislation.
- A large number of these transactions are completed in person. In order to provide more predictable and consistent service, adopting an end-to-end service delivery approach that simplifies customer interactions and optimizes operations between the various departments a modern system is essential.

### Status:

- Configuring new system

					
<b>PERMITS &amp; INSPECTIONS</b>	<b>PROPERTY INFORMATION</b>	<b>PLANNING</b>	<b>CITYVIEW MOBILE</b>	<b>CITYVIEW PORTAL</b>	<b>ELECTRONIC PLANS REVIEW</b>
Streamline and automate your permit approval and issuance process.	Quickly view data and location-based land management activities.	Easily track and manage zoning and development applications and processes.	Empower your inspectors with CityView field solutions.	Enable constituent & business self-service with intuitive online services.	Remove paper from the plan review process & save your contractors time and money.

- Project Scope
- Project Schedule
- Project Budget

## 2.0 SUMMARY OF CURRENT PROJECTS

*Bellamy Retirement Project: Project timelines - Substantial Completion Q4 2022. The goal is to fully retire this 28-year-old AS400 system with modern processes, online capabilities and reporting.*

### Scope:

#### 1. *Replace Tax system*

- Software selected – Tempest system by Four Square. The system is used by – St. Albert, Lethbridge, Red Deer, County of Grande Prairie (Live Q2/22)

#### 2. *Replace Utility Billing system*

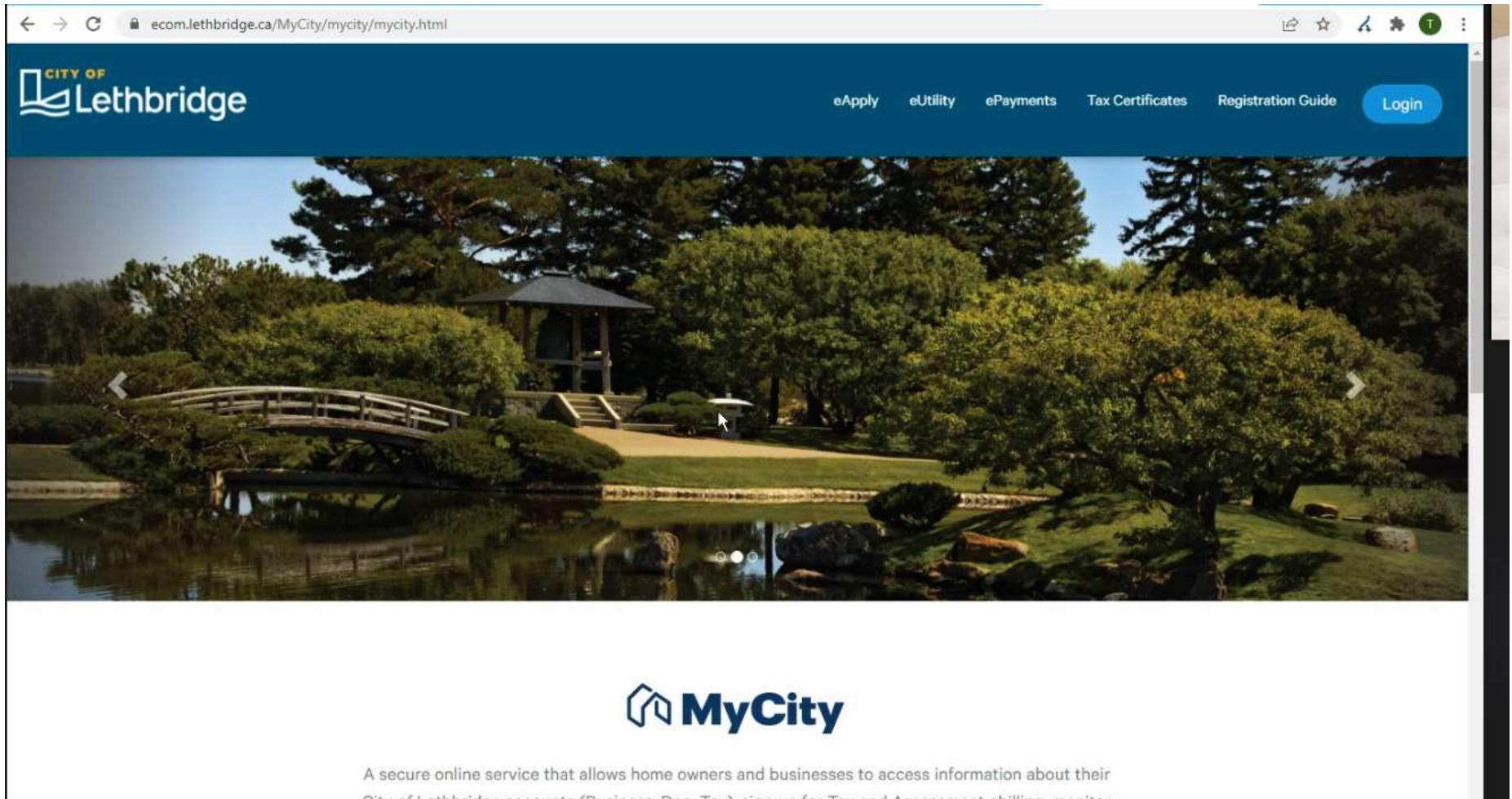
- This project will be delivered at the same time as the Tax system in November 2022.

#### 3. *Replace cashiering function in Bellamy*

- This project will be delivered at the same time as the Tax system in November 2022.

## 2.0 SUMMARY OF CURRENT PROJECTS

- Tempest portal
  - Example below...
  - No tax portal exists at Parkland County today.



## 3. CONCLUSIONS

- Projects tracking according to plan and budgets.
- Governance with the Project UNITE Steering Committee remains high.
- Continue working on making on-line UNITE Program applications more visible to Parkland County residents.

