



UNITE PROGRAM OVERVIEW
GOVERNANCE AND PRIORITIES COMMITTEE



FEBRUARY 1ST, 2022

AGENDA

1. Background of the UNITE Program
2. Summary of Current Projects
 - Planning and Development Modernization
 - Office 365
 - Bellamy Retirement
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 – CURRENT PLAN



		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 <u>VeMax</u> integration. In Progress	Procurement	Planning	Budgeting	VeMax		
✓	3. Office 365 Roll-Out	Planning	Execute				
✓	4. CRM Phase II – County Concerns and Fire Permit online	Planning	Exc.				
	5. Bellamy Retirement: Evaluate utility billing/AR/Property Tax/Cashiering. In Progress	Planning	Execute				
	6. Planning and Development Modernization: Evaluate alternatives and select a preferred option. In Progress	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: Retire 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. Vemax Decommissioning: Move asset management into D365 EA				Plan	Execute	

- Project Scope
- Project Schedule
- Project Budget

2.0 SUMMARY OF CURRENT PROJECTS

Planning and Development Modernization Project: Project timelines - Q2 2021 – Q3 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

					
PERMITS & INSPECTIONS	PROPERTY INFORMATION	PLANNING	CITYVIEW MOBILE	CITYVIEW PORTAL	ELECTRONIC PLANS REVIEW
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 - Q3/Q4 2022. The goal is to fully retire this 28-year-old AS400 system with modern processes, online capabilities and reporting.

Scope:

1. *Replace Utility Billing system*

- Configuration of new system well underway; data conversation of 1500 accounts on plan

2. *Replace cashiering function in Bellamy*

- Completing proof-of-concept (POC) with the Corporate Finance system (D365). This will make on-line payments easier for county residents.

3. *Tax and assessment system*

- Evaluating options with a selection scheduled for Q1/22

3. CONCLUSIONS

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

