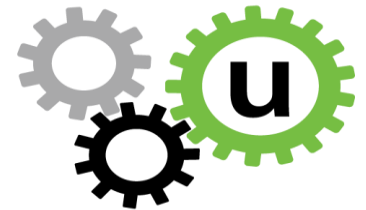# INFORMATION TECHNOLOGY UPDATE

OCTOBER 2018

1.0 INTRODUCTION

- Last Council update on ERP was May 2018. Highlights since then include:

  - Completed a review of IT investments required to implement the County's Long Term Strategic Plan.

  - Completed further due diligence on mitigating operational risks associated with end-of-life systems.

  - Completed plans to better leverage business systems departments.

  - Created a comprehensive 5 year IT investment plan to modernize Citizen Experience, replace end-of-life system as Bellamy and automates manual work processes.

2.0 KEY FINDINGS

- Current State
  - The current IS environment has created issues with respect to reporting, data redundancy, master data management, and double entry.
  - Several applications are not adequately supported, at end-of-life and require replacement.
 - Current systems not adequately meeting business needs.

- Future State
  - Need to evolve systems for improved citizen experience, data management and better BU collaboration/efficiency.
  - Reduce manual processes, excel spreadsheets and duplicate entry.
  - Moving towards "*Cloud*" offering for applications in order to better respond to online citizen expectations.

3.0 CONTEXT TO OVERALL IT STRATEGY
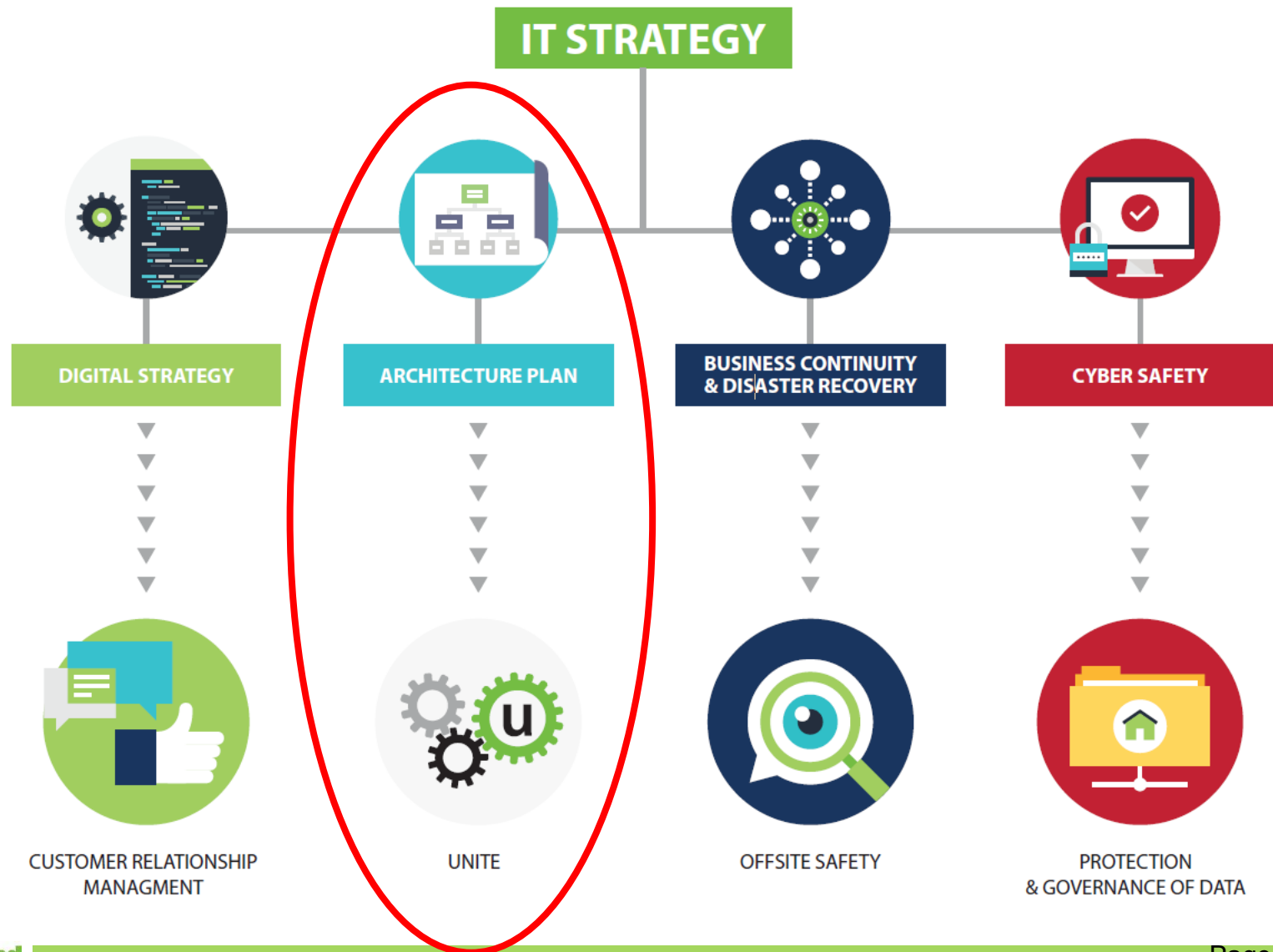
4.0 Comprehensive 5 Year IT Investment Program Created to Implement the Long Term Strategic Priorities
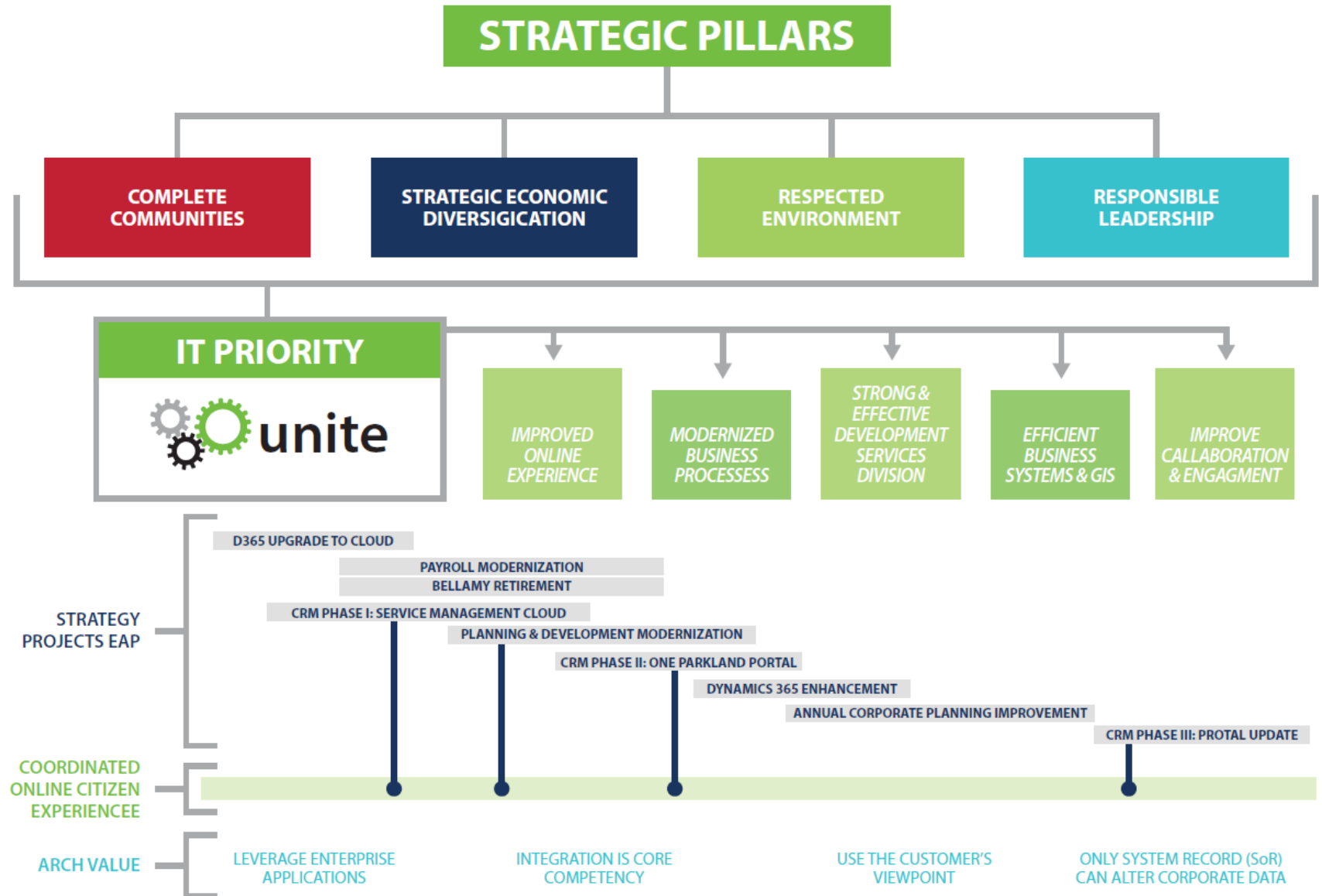
5.0 MODERNIZE CITIZEN ENGAGEMENT
Selected Example 1

ERP: Setting the Foundation in 2019 for a County 311 Function in 2020:

- The function provides access to non-emergency municipal services.

- On-line intake component for local residents to submit information requests

- This is a standard function offered by other local governments.

5.0 MODERNIZE PLANNING AND DEVELOPMENT
Selected Example 2

ERP: Setting the Foundation in 2019 for Planning and Development System Modernization in 2020:

- Business systems in the Planning and Development area lag all other comparable local governments.

- Most work processes are manual/paper with no tracking/processing systems

- Few on-line services currently offered by the County.

- The goal is to have a single, integrated workflow system to facilitate the efficient processing of applications, permits, inspections and reports.

Citizen Self Service
Involve citizens in the community development process.

Electronic Plan Reviews
Manage the plan review and submittal process within a browser-based, paperless environment.

Work on the Go
Allow government field workers to manage caseloads, inspections, code enforcement, and the plan review process on the go.

5.0 OVERALL IT INVESTMENT ROADMAP

	2018 – 2019				2020 - 2022		
	2018 Q1-Q2	2018 Q3-Q4	2019 Q1-Q2	2019 Q3-Q4	2020	2021	2022
1. D365 Upgrade to Cloud: Issue an RFP for services to migrate from Dynamics 2012 to D365 (June/18). Then migrate to D365 Aug 1 - November 2018 (like to like features/no material enhancements; *CFO Leads*.	Planning	Execute	Execute				
2. Payroll Modernization: Evaluate alternatives and select a preferred option. Implement recommendation; Also Implement a staff scheduling solution. Note further analysis required – could be part of project *CFO/HR*.			Planning	Execute			
3. Bellamy Retirement: Evaluate utility billing/AR/Property Tax/Cashering alternatives and select a preferred option. Implement recommendation; *CFO Leads*.					Planning & Execute		
4. CRM Phase I (Service Management; Cloud): Evaluate alternatives and select a preferred option. Implement recommendation; *Strategic Planning and Intergovernmental Affairs Leads*.	Planning	Planning	Execute				
5. Planning and Development Modernization: Evaluate alternatives and select a preferred option. ; *Development Services Leads*.	Planning	Planning	Planning	Execute	Execute	Execute	
6. CRM Phase II - One Parkland Portal: Evaluate alternatives and select a preferred option. Implement recommendation including integration into ERP and Planning and Development system; *Strategic Planning and Intergovernmental Affairs Leads*.				Planning	Execute		
7. Dynamics 365 Enhancement: Review and tune existing; *CFO Leads*.				Planning	Execute		
8. CRM Phase III Portal Update: Placeholder to enhance the portal with other Services; *Community Services and Development Services Leads*.					Planning	Execute	

Investment of $7M-$8M required

6.0 GOVERNANCE AND RISK OVERSIGHT

- All work reviewed by the UNITE Steering Committee
- All work follows a defined and disciplined process

| Planning and Budgeting/Review with IS (UNITE Steering Committee Reviewed) Step 1 | Business Requirements Step 2 | Research And RFQ D365 modules are the first to be investigated Step 3 | Short List Vendor Demos Step 4 | Software Decision (Recommendation) Step 5 | Implementation Partner Recommendation Step 6 | Submit Business Case (EC Approval) Step 7 | Sign Contracts & Proceed with Implementation Step 8 |

Research and RFQ

*D365 modules are to be investigated
(compelling business reason to not use
D365 modules if available)*

parkland county

7.0 CONCLUSIONS

- The proposed 5 year IT capital budget helps both implement the County's long term strategic plan as well as helps de-risk the County with respect to end-of-life systems such as Bellamy.

- Questions ?