



**UNITE PROJECTS UPDATE
COMMITTEE OF THE WHOLE**

JUNE 15 2021



AGENDA

1. Recap of UNITE Program
2. Update on 2021 projects
 - Planning and Development Modernization
 - Office 365 roll-out
 - Bellamy Retirement
3. Conclusions

1.0 RECAP UNITE PROJECT ROADMAP



2019 – 2020				2021 - 2023		
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	2019 Q1-Q2	2019 Q3-Q4	2020 Q1-Q2	2020 Q3-Q4	2021	2022	2023
✓ 1. Payroll Modernization and Talent Management: Evaluate and implement, a payroll, staff scheduling and talent management (HCM) solution.		Planning	Execute	Execute			
✓ 2. CRM Streamlining: Improve the usability of Dynamics CRM for Customer Service area and related stakeholders.		Execute					
✓ 3. 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.		Planning	Projects	Procurement	Budgeting	VeMax	
4. Office 365 Roll-Out: Migrate to O365. Targeting email and teams and reviewing other opportunities.			Planning	Execute			
✓ 5. CRM Phase II - One Parkland Portal: Extend internal rollout and implement Citizen portal for on-line inquiries and reporting issues.				Planning	Execute		
6. Bellamy Retirement: Evaluate utility billing/AR/Property Tax/Cashiering.				Planning	Execute	Execute	
7. Planning and Development Modernization: Evaluate alternatives and select a preferred option.					Planning	Execute	
8. Records Management: Staff training, creating tools, implementation, FOIP Backup. Focus areas: Ag, Smart Parkland, Community Sustainability (bio reports, ESAs), cemeteries, community grants, OH&S and TRIM.						Planning	Execute
9. CRM Phase III Portal Update: Placeholder to enhance the portal with other Services.						Planning	Execute

2.0 PLANNING AND DEVELOPMENT MODERNIZATION

Completing Q2, 2022

- Project Scope
- Project Schedule
- Project Budget

Project timelines are January 2021 – May 2022. The goal is to streamline processes and reduce manual processes.

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 and with manual processes.

Status:

- Working on a detailed project plan with the Vendor
- Software modules included in the RFP were as follows:



PERMITS & INSPECTIONS

Streamline and automate your permit approval and issuance process.



PROPERTY INFORMATION

Quickly view data and location-based land management activities.



PLANNING

Easily track and manage zoning and development applications and processes.



CITYVIEW MOBILE

Empower your inspectors with CityView field solutions.



CITYVIEW PORTAL

Enable constituent & business self-service with intuitive online services.



ELECTRONIC PLANS REVIEW

Remove paper from the plan review process & save your contractors time and money.

2.0 PLANNING AND DEVELOPMENT MODERNIZATION

COMPARISONS

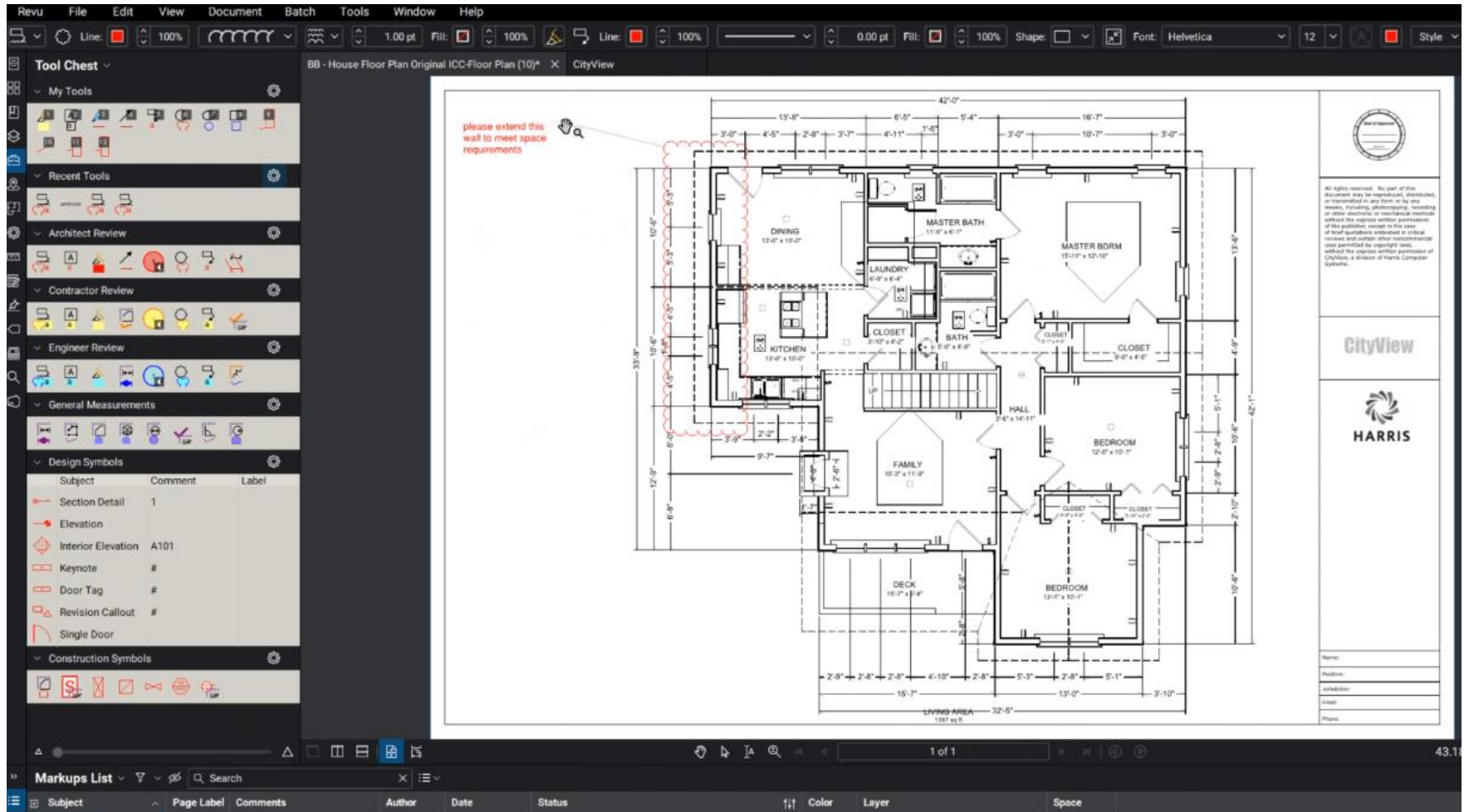
9.3.1 BENEFITS THE PARKLAND COUNTY CAN EXPECT TO REALIZE

Parkland County is making a significant investment in this project and we believe it is important to consider the total return on that investment. Many systems on the market are low-cost and therefore have a low 5-year total cost of ownership (TCO). However, price alone does not cause those systems to be selected as the systems of choice. CityView's customers have provided quantifiable metrics for returns on investment that Parkland County may realize. The following are real and measurable benefits:

- **City of Airdrie, AB**, with CityView, reduced permit turnaround time from:
 - 23 days down to 10 days – House permits
 - 7.8 days down to 2.6 days – Accessory Permits
- **City of Grove City, OH**, with the implementation of CityView field inspections capability and CityView citizen service capability were able to achieve the following metrics:
 - Reduction in front counter inspection and permit status calls by 60%
 - Reduction in inspection cancellations by 30%
- **Township of Canton, MI** implemented CityView Mobile and inspectors have been able to complete their daily inspections in one hour less, on average, than it used to take them.
- **Collier County, FL** seventy-eight percent (78%) of building permits (42,237) were electronically submitted through CityView Portal in 2020, an increase of 28% from the previous year. This saves time, money, and paper for the County and their constituents. Collier plans to increase the percentage again next year.
 - Permitting: total inspections – 298,822
 - Transaction total collected through CityView Portal: \$45,680,364

2.0 PLANNING AND DEVELOPMENT MODERNIZATION

NEW CAPABILITY: DIGITAL PLAN REVIEW AND MARK-UP FOR FASTER TURN-AROUND TIMES...



2.0 PLANNING AND DEVELOPMENT MODERNIZATION

NEW CAPABILITY: SCHEDULING INSPECTIONS ON-LINE FOR RESIDENTS' CONVENIENCE...

Permit Application | PRSF202100045 | Permit Application | Cityview Mobile

/Permit/ScheduleInspection?permitId=4639

workday | expensite | connect | Sign in to Concur | CRM | Opportunity Preview | BMC Helix Remedyf... | External Agency Re... | saskopps | Agenda Manage...

City Council SERVICES COMMUNITY BUSINESS **GOVERNMENT** VISITOR CITY PROJECTS

+ Departments

+ Citizen Committees

CONTACT

Community Development
Department
(250) 475-6600
Email CityView Sales

Step 1: Select an Inspection **Step 2: Date and Time** Step 3: Complete

Schedule an Inspection
PRSF202100045

Inspection Type	Location
Footing Inspection	323 W 8TH AV, Johnson City, TN 37604

▼ Please choose a date and time for your inspections

Select a Date: 05/28/2021

Inspections can't be scheduled for the same day after 11:30 AM.

Recur every business day ☐

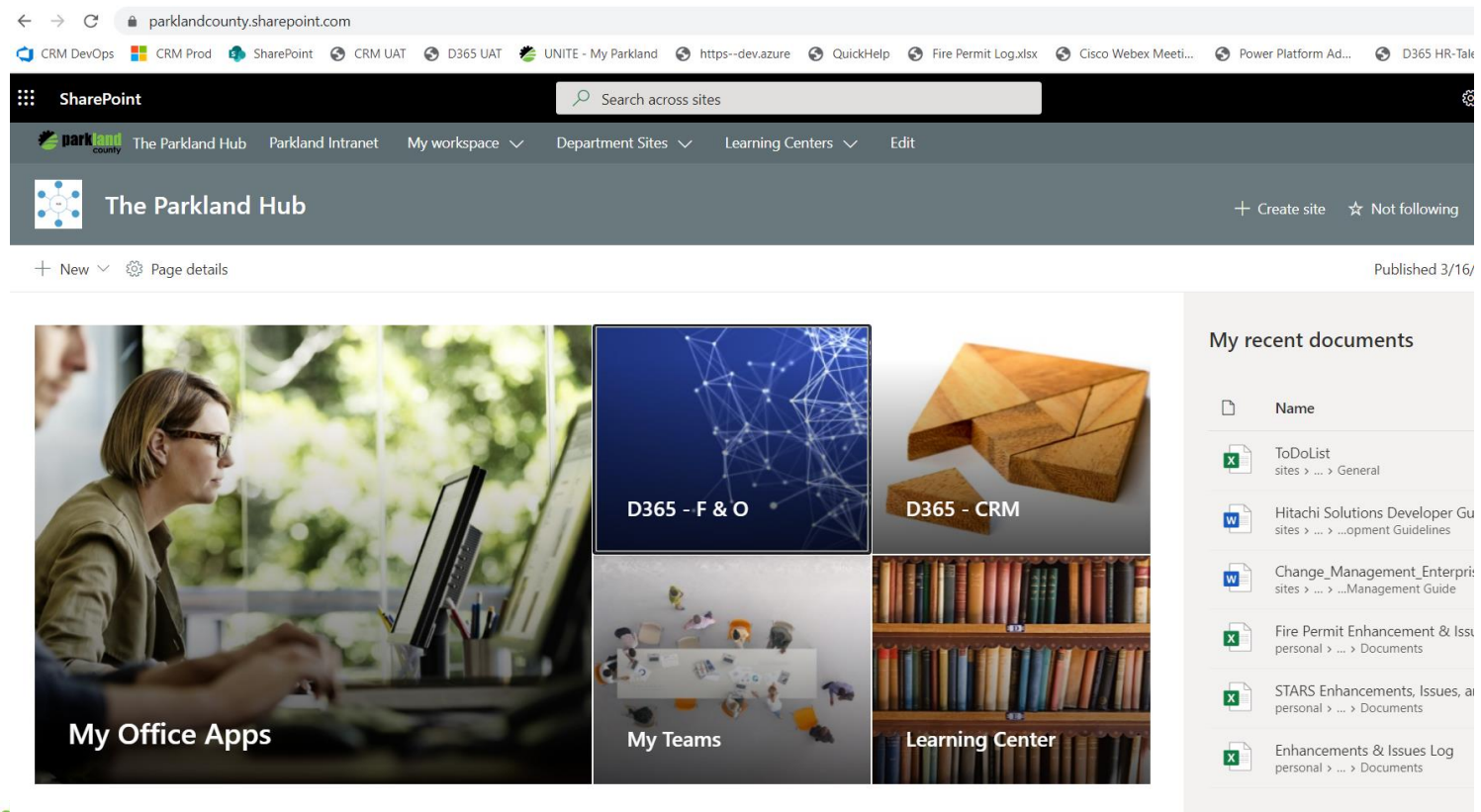
Notes:

2.0 MICROSOFT OFFICE 365 IN THE CLOUD

- Project Scope
- Project Schedule
- Project Budget

Background & Scope:

- Over 2/3 of County staff now have access to improved remote productivity tools via O365 cloud
- 210 new laptops will be arriving in late summer to better support a mobile workforce and standardize equipment



- Project Scope
- Project Schedule
- Project Budget

2.0 BELLAMY RETIREMENT

Project timelines are January 2021 – November 2021. The goal is to fully retire this 27-year-old AS400 system with modern processes, online capabilities and reporting.

Scope:

1. Replace Utility Billing system

- RFP responses received and being evaluated by the business

2. Replace cashiering function in Bellamy

- Planning phase – reviewing options

3. Tax and assessment system

- Project initiation taking longer than planned due to change management efforts and adoption support for the O365 Project
- Creating RFP to solicit competitive bids

3. CONCLUSIONS

- Projects being initiated according to plan and budgets.
- Positive results being seen on the Office 365 roll-out.
- Governance with the Project UNITE Steering Committee remains high.

