Supplementary Budget – Briefing Note

2022 Budget

CityView Infrastructure and Application Upgrade

Briefing Note required for:

  -items +/- $50,000 or more
  -changes in FTE
  -Council Priority requests

Dept	Division	Item	Base Supp	Amount	FTE Impact
FBITT	ITT	Contracted Services/Consulting for Implementation and upgrade of existing CityView Environment.	S	$150,000	
FBITT	ITT	Application Administrator Grade 8 MAG, Project Manager Grade 9, Business Analyst Grade 8, Business Solutions Analyst (GIS) Grade 8 and labour burden costs and cell phone and laptop.	S	$217,836	2.00
FBITT	ITT	Cityview Integration and Application Upgrade Funded from **ITT Lifecycle Apps Reserve - 17681**	S	($367,836)	
		Subtotal:		$0	2.00

Background:
CityView is our corporate E-Govern solution currently deployed to manage and house information related to permitting, licensing and process tracking. It is currently utilized primarily by our Customer Service Representatives, Licensing, Planning, Public Works, Building Services and PUC business units but sees some limited uses in other business units. It was outlined in our Corporate Technology Strategic Plan that we review and look at alternatives to or improve our CityView environment for our Business Units who leverage this daily. After review and consultation with business units, it has been determined that an upgrade of CityView is the best option for increased functionality and public-facing service. This upgrade will provide increased performance to the application, reduce load time on staff, allow staff more ability to customize elements of their day to day working screens, and we intend to expose functionality to our customer base to help allow citizens to self-serve several of the licensing and permitting functions.

Comment:
For this project to be successful, business units will commit to helping with some of the "housekeeping" of their data prior to migration. This project will also require these business units to provide their staff for the QA/QC portion of the project.