Smart Cities &
Service Improvements Committee

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INTEGRATED PERMITTING SYSTEM

We will transform how we deliver services, engage with developers and improve our business processes. All in a seamlessly integrated experience.

The program consists of 5 primary areas:

- **Next Generation Infrastructure Platform** - AMANDA 7 Upgrade and New Work Products

- **Business Process Improvements** - Electronic Plan Review, Folders

- **Enhanced Public Digital Capability** - Online Public Portal

- **Data Quality Improvements** – Spatial DNA, Geocortex etc.

- **Mobile Service Capabilities** - Mobile Inspection Application

Primary Consultant: CSDC
Sub-Consultants: LaunchIT, Avolve, Latitude, SpatialDNA

Over the past two years, staff have been working on multiple fronts simultaneously.

- Completed requirements gathering for roughly **75 percent of the program.**

- Implemented a new inspection dispatch system that **reduces the time to assign inspectors by about 30 percent.**

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We underestimated the complexity of parallel work and magnitude of the staffing, resource and time demands.

The City contracted Gartner to conduct a "health check", they found:

1. Inconsistent scope management practices

2. Incomplete project cost and status reporting

3. Timing of project phases has not aligned well with availability of vendor product features

4. Key areas overlooked during recent transition to agile methodology

Corrective action has begun; the next checkpoint is in five months.

- Scope and Schedule Summit held on Aug. 30 & 31

- In September, the Executive Committee decided on:
    - A governance structure for efficient and timely decision making,
    - And, a new path forward to reset the project for success.

- New highly-skilled, private sector Project Manager came on board in October to lead the team.

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The new approach places an emphasis on accelerating the implementation to support the vision of 100% digital servicing and significant quality, business process improvement & transparency

- Moving the AMANDA 7 upgrade earlier **reduces rework, retesting and potential integrations issues.**

- Work would focus **around smaller teams (with less parallel work), short term results & metric improvement, pilot & learn approach (agile**)

- By delaying the release of the add-on components, we can design a **better user experience and customer journeys**

AMANDA 7
Upgrade & Business
Process Improvement

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Public Portal and
Electronic Plan
Review

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Mobile Inspection

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