

# BTIP

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## Business and Technology Investment Program

July 9, 2024

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# Agenda

- Overview
- Existing Projects Status
- 2025-2026 BTIP Projects
- 2027-2030 BTIP Projects



# Overview

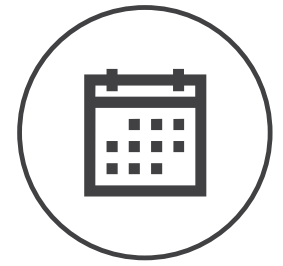
- Supports long term planning
- Aligns with organizational priorities and business objectives
- Serves as a common source for the planning of technology initiatives
- Results in a stronger and more secure technology solution platform

# 2023-2024 BTIP Project Review



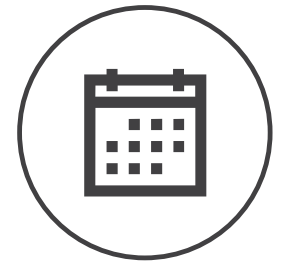
Project Name	Department	Project Status	Budget	Estimated spend through 2024	Budget Trend
Lucity - Bar Coding	Public Works	Cancelled	\$16,000	n/a	n/a
Audio/Visual (A/V) Infrastructure - Citywide Conference Rooms	Citywide	Complete	\$1,125,000	TBD	Within Budget
Parks Registration/Activenet Replacement	Parks	Complete	\$330,000	\$233,687	Within Budget
Springbrook	Finance	Complete	\$219,058	\$151,707	Within Budget
Police Training Room Technology Upgrade	Police	Complete	\$90,000	\$17,199	Within Budget
Case Management Software for Homeless Outreach	Planning	Complete	\$33,250	\$23,871	Within Budget
Dynamics 365 (D365)	Finance	Ph2 In Flight	\$6,289,639	\$4,634,262	Within Budget
Workforce Management (WFM) - Phase 2	Human Resources	In Flight	\$2,451,190	\$667,812	Within Budget
Capital Investment Program - Project/Portfolio Management Tool (PPM)	Public Works	In Flight	\$1,195,000	\$383,075	Within Budget
Development Services Platform Modernization (Energov)	Planning	In Flight	\$770,000	\$210,000	n/a
Environmental Sustainability Data Collection Platform	Executive	In Flight	\$250,000	\$38,513	n/a
Assetworks Data Management	Public Works	In Flight	\$186,920	\$94,327	Within Budget
LifeCycle Assessment Tool	Executive	In Flight*	\$400,000	n/a	n/a
Windows 10 Replacement	TIS	In Flight	\$125,000	\$111,800	Watch
Council Chambers Audio/Visual (A/V) Technology Upgrade	Executive	Not Started	\$565,000	n/a	n/a
Energov Interactive Voice Response (IVR)	Planning	Not Started	\$120,000	n/a	n/a
Lucity Cloud Migration	Public Works	Not Started	\$75,000	n/a	n/a

\* Included as part of Capital Investment Program PPM project



# Existing/Continuing Projects

Project Name	Business Area	Schedule	Cost to Date	Total Cost
Dynamics 365	Finance	2019-2026	\$4,126,176	\$6,289,639
Workforce Management Phase - 2	Human Resources	2019-2025	\$304,266	\$2,451,190
Business Analytics	TIS	2023-2026	\$38,513	\$250,000
CIP Management Software	Public Works	2023-2026	\$69,135	\$1,195,000
Windows 10 Replacement	TIS	2024-2025	\$12,400	\$125,000
Development Services Platform Modernization and Interactive Voice Response (Energov)	Planning	2024-2025	\$0	\$890,000
Public Safety Analytics (ForceMetrics)	Police	2024-2025	\$0	\$218,525



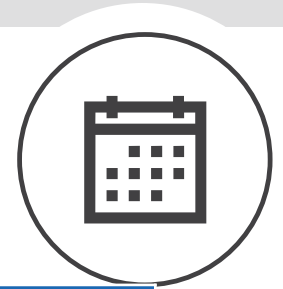
# Pre-Approved Projects 2025-2026

Project Name	Business Area	Schedule	Total Cost	Annual Maintenance
Assetworks Data Management	Public Works	2025-2026	\$186,920	\$61,540
Migrate Lucity to the Cloud	Public Works	2025-2026	\$75,000	
Life Cycle Assessment Tool	Executive	2025-2026	\$400,000	\$75,000
Audio/Visual Council Chamber Upgrades	Executive	2025-2026	\$565,000	

**Note:**

These projects were approved in the 2023-2024 planning cycle

# 2025-2026 BTIP Projects



Project Name	Business Area	Schedule	Total Project Cost	Annual Maintenance
IQGeo Fiber Management	Public Works	2025	\$210,295	\$45,000
Innovation Team	TIS	2026-2029	\$0	
Smartsheet Upgrades	TIS	2025-2026	\$230,757	\$80,000
Cashiering System Update	Finance	2025-2026	\$341,892	
Data Integration and Centralization	Public Works	2025-2026	\$209,437	\$20,000
Utility Tax Collection	Finance	2025	\$177,437	\$10,000
Police Drone Program	Police	2025-2030	\$664,775	\$225,000
Genetec Security System Hardware Replacements	TIS	2025	\$695,875	

# IQGeo Fiber Management



## Purpose

Replace the manual tracking and coordination of the city's fiber network map with an online SAAS solution

## Benefit

- Allows for multiple users to manage maps without specialized program knowledge (currently CAD)
- Centralizes maps and documentation and allows for integration to GIS
- Reduces risk of knowledge loss due to employee attrition/retirement

## Approach

- Review existing map documentation with Vendor and determine best migration plans (SOW vs Manual, City-lead)
- Project is managed internally by TIS PMO with Vendor and Public Works City resources

## Status

- Pending funding and scheduling



# Innovation Team



## Purpose

Identify opportunities where artificial intelligence and other innovative technologies can improve services across the city

## Benefit

- Enhance efficiency by automating and optimizing processes
- Improve the quality and accessibility of City services

## Approach

- Create an application development team dedicated to identifying opportunities that would benefit from technology innovation & building solutions.
- Program funded through BTIP or other channels as appropriate

## Status

- Pending funding

# Smartsheet Upgrades



## Purpose

Implement Command Center: enhance the functionality of Smartsheet by introducing more process automation and templating abilities for City departments

## Benefit

- Enhance efficiency of project life cycle management by offering blueprints for standard processes, automating intake and project profile data, and providing more advanced dashboards for decision making
- Offer a Citywide project management toolset seeded by project management best practices as applicable to City needs

## Approach

- Add additional functionality and partner with Vendor to implement basic functionality while teaching City staff how to manage ongoing needs.
- Project will be managed by TIS PMO and will partner with City departments for implementation

## Status

- Pending funding and scheduling

# Cashiering System Update



## Purpose

Deploy a centralized Cashiering system that integrates with Dynamics 365

## Benefit

- Allows customers to transact all City payments from one location
- Eliminates the manual transfer of receipt files between systems
- Eliminates duplicate entry of receipts
- More reliable integration to D365

## Approach

- Review Microsoft's D365 and Amelia's Parks Registration cashiering solutions and determine if one can serve as a centralized solution that provides a 'one stop' payment functionality for our customers.
- Project is managed internally by the TIS PMO with close partnering with Finance

## Status

- Pending funding

# Data Integration and Centralization



## Purpose

Introduce a data management system for Public Works that can centralize data sets and make them available for analysis and other integrations with existing City reporting systems

## Benefit

- Enable better data driven decision making in strategic planning and provide opportunities to identify cost and/or resource efficiencies
- Eliminate multiple data collection and storage locations
- Ability to manage data within standard data security and retention requirements

## Approach

- Analyze current data sets (currently estimated at 100+) and determine best storage needs - vendor short list is complete and initial discussions have taken place for solution determination
- Project is managed internally by the PMO with close partnership with Vendor, TIS EDM, and Public Works staff to support data centralization and determine long term ownership and support.

## Status

- Pending funding and scheduling
- Exploratory conversations with Vendors have started

# Utility Tax Collection



## Purpose

Introduce an online tax collection service to enable a better experience for end users

## Benefit

- Provide end users an online portal for submitting their appropriate taxes.
- Improve the quality and accessibility of City services
- Simplify reporting within City departments

## Approach

- Implement FileLocal - a service currently used by other Washington cities such as Seattle and Bellevue
- Project will be managed internally by the TIS PMO and resourced by Finance staff with Vendor partnership

## Status

- Pending funding
- Exploratory conversations with vendor have begun

# Police Drone Program



## Purpose

Expand and enhance the existing drone program by implementing BRINC platform

## Benefit

- Partner with local provider to replace current system
- Replace foreign equipment with US built drones - protecting City from future impacts of restrictions of non-US built hardware

## Approach

- Replace existing hardware/software with new BRINC drones and supporting software.
- Contract includes equipment and software system support

## Status

- Currently in contract review

# Genetec Security System Hardware Replacements



## Purpose

Identify opportunities where artificial intelligence and other innovative technologies can improve services across the city

## Benefit

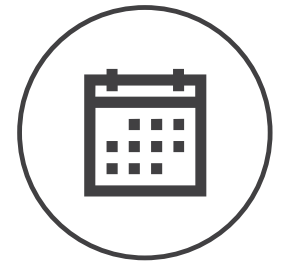
- Enhance efficiency by automating and optimizing processes
- Improve the quality and accessibility of City services

## Approach

- Create an application development team dedicated to identifying opportunities that would benefit from technology innovation & building solutions.
- Program funded through BTIP or other channels as appropriate

## Status

- Pending funding



# Project Scoping: 2025-2026

Project Name	Business Area	Schedule	Total Cost	Annual Maintenance
Contract Management System	Finance	2026	\$105,982	
Enterprise Content Management (Records and Documents)	Exec	2026	\$90,000	



# Contract Management System



## **Purpose**

Determine the best solution for a comprehensive Contract Management System

## **Benefit**

- Provide a central repository for all City contracts, increasing efficiencies and opportunities in contract retention, renewals processes, and negotiation
- Manage legal requirements for document retention and public access
- Dependent on requirements and solution: increase efficiency of contract reviews and City approvals during purchasing process

## **Approach**

- Project will be managed by TIS PMO in partnership with Legal, Finance, Purchasing, and other City staff
- Contract with third party vendor to lead requirements gathering and RFI/RFP process
- Validate current roadmap estimates of cost and time for 2027/2028 budget cycle

## **Status**

- Pending funding and scheduling

# Enterprise Content Management



## Purpose

Determine the best solution for a Citywide Enterprise Content (records and documents) Management system

## Benefit

- Provide a central repository and/or framework for City Record Management, increasing efficiency of document retrieval and controlling document retention requirements
- Manage legal requirements for document retention and public access

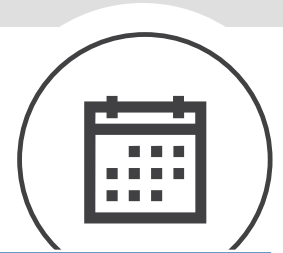
## Approach

- Project will be managed by TIS PMO in partnership with Executive, Legal, and other City staff as assigned to represent department needs
- Contract with third party vendor to lead requirements gathering and RFI/RFP process
- Validate current roadmap estimates of cost and time for 2027/2028 budget cycle

## Status

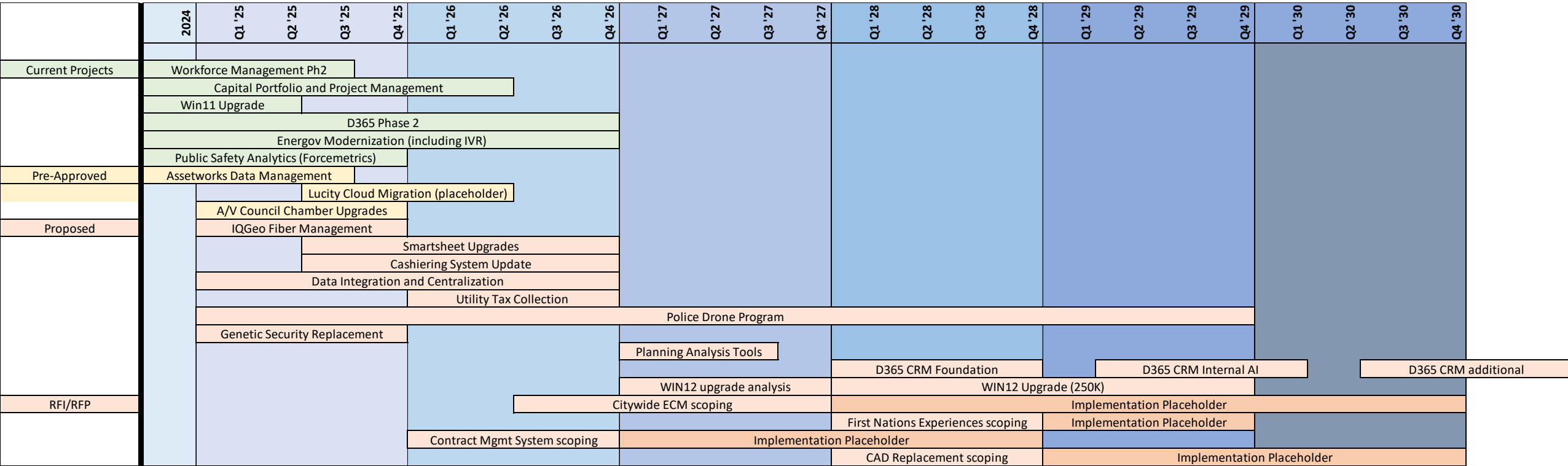
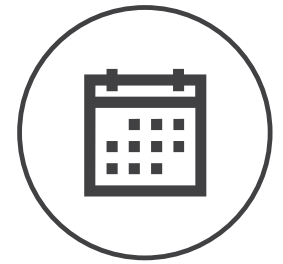
- Pending funding and scheduling

# 2027-2030 BTIP Projects



Project Name	Business Area	Schedule	Total Project Cost	Annual Maintenance
Contract Management System	Finance	2027-2028	\$511,169	\$75,000
Enterprise Content Management (records and documents)	Exec	2028-2030	\$832,228	\$100,000
First Nations "Lived" Experiences (scoping)	Diversity, Equity and Inclusion	2028	\$197,908	-
First Nations "Lived" Experiences	Diversity, Equity and Inclusion	2029-2030	\$240,722	\$30,000
D365 CRM	Planning/Fire	2027- 2030	\$1,545,953	\$36,600
Planning Analysis Tools	Planning	2027	\$282,969	\$52,250
WIN11 Replacement	Citywide	2027-2028	\$357,831	
CAD Replacement	Police	2027-2030	\$1,168,158	\$200,000

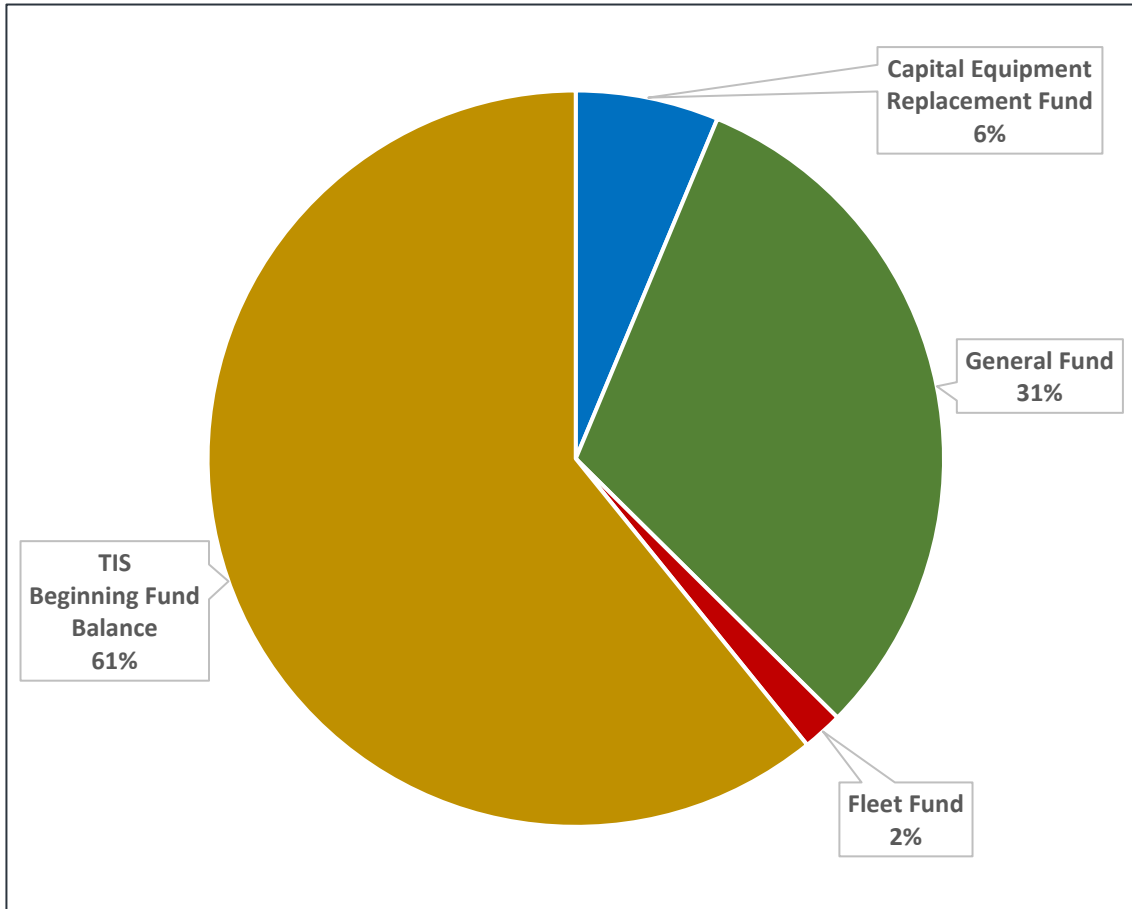
# Gantt Chart View



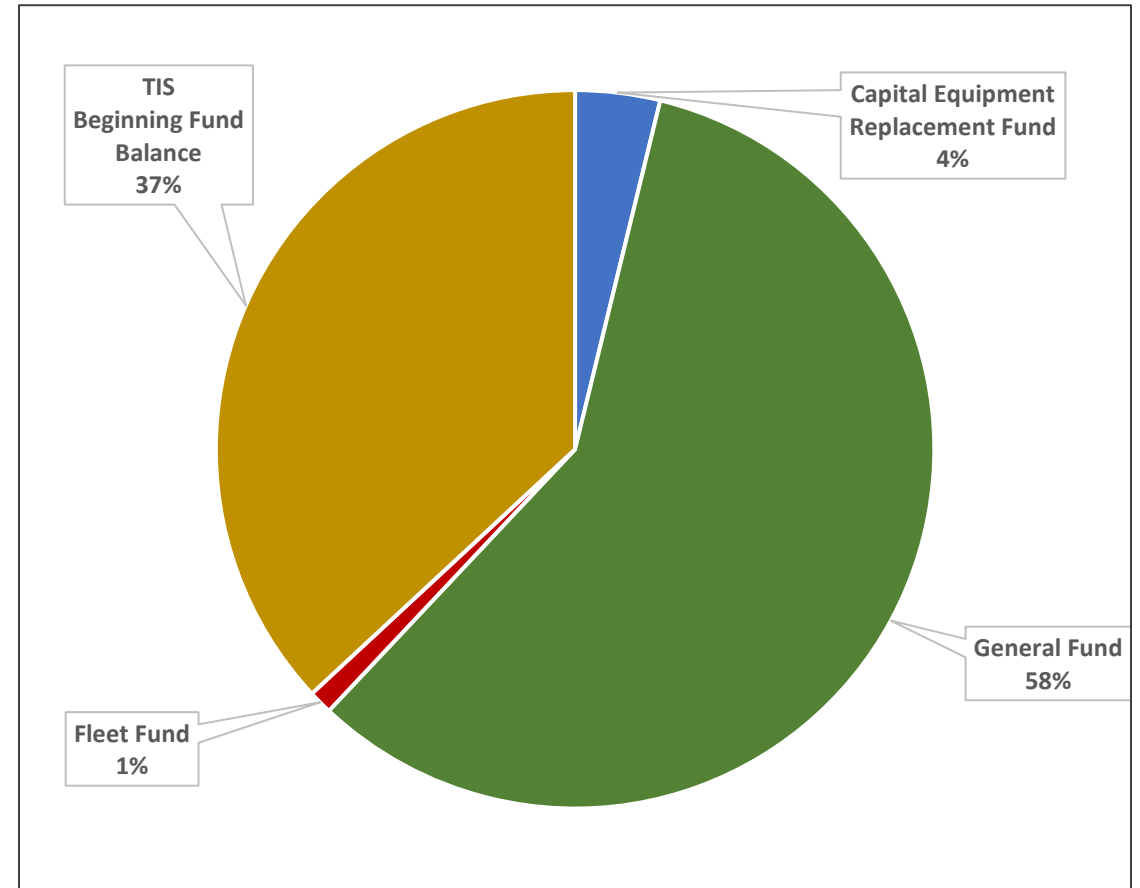
# BTIP Preliminary Forecast



2025 - 2026 = \$9.5M



2027 - 2030 = \$15.6M



# Thank You

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Any Questions?

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