

## **Additional Background: Expected Outcomes and Benefits for 2023-2024 BTIP Projects**

Audio/Visual (A/V) Infrastructure - Citywide Conference Rooms: addition of Microsoft Teams functionality to conference rooms, improving communication and collaboration in meetings.

Environmental Sustainability Data Collection Platform – enhancements of City data systems to track and inform on progress towards sustainability goals.

Lifecycle Assessment Tool – measurement the environmental impacts of City processes and projects to better inform future City decisions and lessen environmental impacts.

Council Chambers Audio/Visual (A/V) Technology Upgrade – updates of Council Chambers to improve communications by providing better audio hearing support as well as TV/Online visual support as per Americans with Disabilities Act (ADA).

Springbrook - migration of our utility billing systems from an on-premise installation to a Cloud installation in order to increase security and stability for our customers.

Dynamics 365 (D365) - migration of an end-of-life solution to a new, cloud hosted, platform in to provide opportunities to streamline of finance related processes and data analytics and improve integrations.

Workforce Management (WFM) - Phase 2 – implementation of a new system to integrate HR Management, Payroll, and Timekeeping into an integrated platform allowing for process automation and better user experience.

Parks Registration/Activenet Replacement – implementation of a new system to better support the management of registration fees in line with the City's cost recovery model and allow for Finance integration with D365.

Case Management Software for Homeless Outreach - implementation of an electronic case management system replaces the current manual tracking and hard copy data collection associated with the homeless outreach program, improving reporting and the overall effectiveness.

Energov Interactive Voice Response (IVR) - upgrade of the City IVR to improve the speed, clarity, and accuracy of permit requests and plan reviews scheduled via phone.

Development Services Platform Modernization (Energov) – upgrade and shift the platform to a cloud-based solution to modernize support and to improve the process and scope of permitting processes.

Police Training Room Technology Upgrade- upgrade of the training room for better visibility and Microsoft Teams functionality.

Lucity - Bar Coding – evaluate the use of bar coding for assets such as signs and traffic lights for more efficient reporting and monitoring of City assets.

Lucity Cloud Migration – migration to a cloud-based solution to reduce cost of physical hardware maintenance and software licensing.

Assetworks Data Management – migration to a cloud-based solution to reduce cost of physical hardware maintenance and software licensing as well as deploy data collection technology for City Fleet vehicles in order to better track and monitor City assets.

Capital Investment Program - Project/Portfolio Management Tool (PPM) - standardize and automate business processes and improve upon the transparency and predictability in the delivery and management of the Capital Improvement Program (CIP) program at the portfolio and contract levels.

Windows 10 Replacement- upgrade end of life operating system on all client workstations with the newest version in order to keep current and within support contracts.