

## Supplementary Budget – Briefing Note

## 2019 Budget

One page brief per request

**Briefing Note required for:****-items >\$50,000****-changes in FTE**

Dept	Division	Business Unit	Item	Base Supp	Amount	FTE Impact
FBIS	ITS	13849	Business Solutions Analyst (BSA) – E-govern “CityView”	B	97,543	1
FBIS	ITS	13849	Reserve Funding – Building Code Act	B	(48,772)	
			<b>TOTAL BASE</b>		<b>48,771</b>	
FBIS	ITS	13849	Business Solutions Analyst, laptop purchase	S	1,719	
FBIS	ITS	13849	Reserve Funding – Building Code Act	S	(1,719)	
			<b>TOTAL SUPP</b>		<b>0</b>	

**Background:**

-Briefly provide why this is a request  
(eg. Based on 3 year history)

This is a corporate related item and initiative.

In 2018, the Municipality went live with the final modules of CityView, a solution for managing municipal business processing including Building Permits and Inspections, By-law Enforcement, Planning Applications, Marriage Licenses, Parking Permits, Business Licensing, Animal Licensing, Public Works Permits, Death Registrations, Public Utilities Commission Permits and Public Utilities Commission Backflow Prevention. Used across multiple departments, the CityView solution includes extensive workflow optimization tools to assist in the administration of permits, licenses and inspections across the Municipality. The implementation also includes integration with the Corporate Point of Sale for payment processing at all Service Centres and Integration with JD Edwards for work order generation where applicable. In 2016, a two-year temporary Business Solutions Analyst role was implemented. This role, under the System Optimization initiative, led the implementation of additional departmental solutions and assisted business units in the management and configuration of existing business workflows. This position ended in June 2018 and was not extended in the 2018 budget process.

Business units using the CityView solution recognized in 2018 that there is little capacity or technical knowledge within departments to optimize the system workflows and manage the system within the end user business units. Also recognized was that a de-centralized model, with each business unit independently managing its CityView administration, would be inefficient and therefore a centralized model with a Business Solutions Analyst role is recommended.

This Business Solutions Analyst role would focus on CityView system administration, improvements and upgrades. A portion of this role would also be responsible for sustainability of a new Service Request system, also proposed in the 2019 budget process.

**Comment:**

- provide any further details if required, impact to user fees, etc. (eg. Gross expenses, any revenues, subsidies, etc.)

The Business Solutions Analyst role is a grade 8.6. This is a corporate related item and initiative.

