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	13903	Citizen Requests Corporate Software: Annual Software Maintenance	B	95,000	0
			TOTAL BASE		**95,000**	
FBIS	ITS	13903	Citizen Requests Corporate Software: Implementation Team – 9 months	S	227,353	2.25
FBIS	ITS	13903	Implementation Services & Software Procurements	S	75,000	
FBIS	ITS	13903	Funded by the ITS Application Reserve	S	(302,353)	
			TOTAL SUPP		**0**	

Background:
-Briefly provide why this is a request (eg. Based on 3 year history) This request is a corporate related item and initiative. For the implementation and services procurements for the supplementary budget, the recommendation is to utilize 100.17681, the ITS Applications reserve. This request is dependant on Business Solutions Analyst eGovern position being approved to implement, configure and sustain the application. The tracking of citizen requests is a mandatory requirement for all Ontario Municipalities. Effective January 1, 2016, the Provincial Ombudsman obtained the authority to investigate complaints from anyone concerning any municipal activity or matter, including elected officials and employees of PUC, Entegrus, and most other municipal committees and bodies. Upon the investigation of complaints, the primary source of service request information (and tracking thereof) is obtained from the issuing tracking software. Service Request management must be (and currently is) used across all departments and ensures the Municipality is meeting or exceeding customer service delivery targets and properly documenting customer requests/complaints. The Municipality of Chatham-Kent currently uses a product by Active Networks called Active Citizen Response (ACR). **This product is no longer supported by the vendor** and an unsuccessful initiative to replace ACR with a different solution concluded in 2017. A proposed Service Request system would provide a single entry point for requests across all platforms: online, at front counter, phone, mobile device and citizen self-service. The system would include workflows for the internal tracking and processing of requests, including integration with the Municipal website, Geographic Information System and the Municipal Work Order Management system where applicable.

Background:
This budget brief is an estimate based on consultation with other similar municipalities. The 9 month project implementation team would consist of a Project Manager (9 months, 9.6 Mkt Grid), Application Administrator (9 months, 8.6 Mkt Grid), Customer Service Representative (9 months, 5.6).

Comment:
- provide any further details if required, impact to user fees, etc (eg. Gross expenses, any revenues, subsidies, etc.) This Budget Brief does not include Project Management and Business Analyst resources to complete the procurement and contract negotiation portions of the implementation. Existing Full Time Permanent Project Management and Business Analyst Resources would assist with these portions of the project, with the nine-month implementation team being formed once a contract is in place with the successful vendor. The Business Solutions Analyst (eGovern), also submitted for approval through the 2019 budget process, would be assigned to assist this project. The Business Solutions Analyst would also take primary responsibility for ongoing configuration of the system for sustaining and enhancing the system. It is recommend that this solution be implemented leveraging existing corporate applications reserves. This request is a corporate related item. *This request is dependant on Business Solutions Analyst (BSA) eGovern position being approved to implement, configure and sustain the application. If the BSA eGovern budget brief is not approved, this project would require an additional supplemental FTE (9 months, 8.6 Mkt Grid) for the duration project.* *Sustainability of this proposed Citizen Request system would also be jeopardized as the system would not be supported for any changes to service related business processes or the addition of new business processes. While external consulting services could be leveraged to assist with implementing change, an internal resource must be available to work with the consultant to ensure they have the information they need and that the deliverables meet requirements. Business units and Information Technology Services have little capacity to support consultant engagements without a BSA eGovern to assist.*