
FINANCE AND CIVIC DEVELOPMENT COMMITTEE

*HIS WORSHIP, THE MAYOR
AND COUNCILLORS*

SUBJECT: 2012 - BUSINESS SYSTEM REPLACEMENT PROGRAM

RECOMMENDATION:

1. THAT Council bring down a Capital Reserves Expenditure bylaw in the amount of \$4,843,895 including 12% HST for the Business Systems Replacement Program.

REPORT

The Finance and Civic Development Committee, at its meeting held on 2012 May 24, received and adopted the *attached* report seeking Council approval for capital funding in the amount of \$4,843,895 for the City's Enterprise Business Application Systems implementation work.

Respectfully submitted,

Councillor D. Johnston
Chair

Councillor C. Jordan
Vice Chair

Councillor P. McDonell
Member

Copied to:	City Manager Deputy City Manager Director Finance Chief Information Officer City Solicitor
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TO: CHAIR AND MEMBERS
FINANCE AND CIVIC DEVELOPMENT
COMMITTEE

DATE: 2012 May 11

FROM: DIRECTOR FINANCE

FILE: 1910-01

SUBJECT: 2012 - BUSINESS SYSTEMS REPLACEMENT PROGRAM

PURPOSE: To request capital funding in the amount of \$4,843,895 for the City's Enterprise Business Application Systems implementation work.

RECOMMENDATION:

1. **THAT** the Finance and Civic Development Committee request Council bring down a Capital Reserves Expenditure bylaw in the amount of \$4,843,895 including 12% HST for the Business Systems Replacement Program.

REPORT

1.0 BACKGROUND

The main objectives of the 2012 Business Systems Replacement Project are to provide enhanced services to citizens through quick, easy access to services and information online; to streamline and automate business processes to increase efficiencies; and to provide comprehensive, timely, and transparent reporting at the operational level for managers and Council.

2.0 PROPOSED FUNDING PROGRAM

The City has adopted SAP's Enterprise Business Application System as a single technology for core business applications; continuing to leverage this investment in 2012 a number of initiatives have been identified and included in the 2012 Capital Plan. This report is to request capital funding for this work in the amount of \$4,843,895 including 12% HST for the City's Business Systems Replacement Program.

3.0 Web/Portal Initiatives

Based on feedback from citizens and business, Web/Portal initiatives are intended to build on the foundation of the City's new website with new features and services, some examples include:

- Personalization through My Burnaby functionality to enable the website visitor to personalize the site to meet their needs.
- Extending the external portal to include the capability for collaboration and discussion forums.
- Streamlining and automating electronic forms to help provide greater consistency and interactivity to facilitate online processing.
- The expansion of e-business in the portal to include more online payment processes.
- New applications for mobile processing such as the reporting of graffiti and street lamp outages.

4.0 Licence, Inspections and Permits

The City's Licence, Inspections and Permits System needs replacement. A feasibility study to develop a strategy to replace the legacy system with web enabled technology is included in the Plan. The new system will enable online payment and processing of Licences and Permits when implemented.

5.0 Reporting Initiatives

A single enterprise system for core business applications enables access to cost and revenue information from multiple viewpoints and facilitates comprehensive reporting by facility and by program to departments and council. This Project will include:

- Creating data structures to establishing several levels or views of the data, differentiating types of costs and cost allocations to support reporting by programs, facilities and cost centres.
- The implementation of organizational charting software which will enable comprehensive reporting on the City's overall staff complement and full-time equivalents.
- The Facilities Management project will include the set-up of master data as a foundation building block for operational and maintenance reporting and the capture of maintenance costs by building and systems within a building such as the cost of maintaining an HVAC system, supporting the City's asset management lifecycle costing program.

6.0 Accounts Payable Automation

The City processes more than 48,000 invoices in a year. The purpose of this project is to replace current manual inter-office mail delivery of invoices with an automated workflow process. The automated process will use character recognition software during invoice scanning to populate the screens in the accounts payable system and initiate electronic workflow.

7.0 Time and Scheduling Automation

This project is to provide an automated shift scheduling system for City civilian staff who provide emergency support services on a 24/7 planned shift schedule in RCMP. The first phase of this project will be the automation of the scheduling system and will include the integration of the scheduling system to the H/R master file data and Payroll timecard processing in the SAP enterprise business system.

8.0 Strategic Initiatives for Enterprise Systems

8.1 Geographic Information System (GIS)

GIS is a key technology that maps information and provides spatial context for information and business decisions. This project delivers a GIS Strategic Plan that will provide clear direction and a roadmap to expand the use of GIS as an enterprise system used by City departments and the public.

8.2 Electronic Records Management

The City's requirements for electronic records are broad and include departmental records, such as documents and reports for the Clerks Department, engineering drawings, commercial contracts, documentation that supports processes such as licenses, inspections, permits, administration of human resources and payroll records, finance and purchasing, long range planning and freedom of information documentation. This is the first phase of a multi-year project to establish a corporate electronic storage and retrieval system for the City.

9.0 Annual System Upgrades

A number of system upgrades are required annually to meet legal change requirements, improve functionality and avoid additional maintenance support costs associated with outdated software.

CONCLUSION

The work being proposed will contribute significantly to the business transformation initiative to modernize the City's business application systems and related business processes. It is recommended that a Capital Reserves Expenditure Bylaw in the amount of \$4,843,895 including 12% HST be brought down to provide funding for the projects described above. The work is provided for in the 2012 Provisional Financial Plan.

Denise Jorgenson
DIRECTOR FINANCE

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Copied to: City Manager
Deputy City Manager
Chief Information Officer