
FINANCE AND CIVIC DEVELOPMENT COMMITTEE

*HIS WORSHIP, THE MAYOR
AND COUNCILLORS*

**SUBJECT: RECOGNIZING THE CITY OF BURNABY'S INNOVATIVE BUSINESS
SYSTEMS - 2012 ASUG PORTAL OF THE YEAR AWARD**

RECOMMENDATION:

1. THAT Council receive this report for information.

REPORT

The Finance and Civic Development Committee, at its meeting held on 2012 June 28, received and adopted the *attached* report advising that the City of Burnaby has received the 2012 Portal of the Year Award presented by Americas' SAP User Group (ASUG). This is the second consecutive year that Burnaby has won this prestigious award.

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 Deputy Director – Information Technology (2)
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TO: CHAIR AND MEMBERS
FINANCE AND CIVIC DEVELOPMENT
COMMITTEE

DATE: 2012 June 21

FROM: DIRECTOR FINANCE

FILE: 1450 - 01
Reference: Award - ASUG

SUBJECT: RECOGNIZING THE CITY OF BURNABY'S INNOVATIVE BUSINESS SYSTEMS – 2012 ASUG PORTAL OF THE YEAR AWARD

PURPOSE: To advise that the City of Burnaby has received the 2012 Portal of the Year Award presented by Americas' SAP User Group (ASUG).

RECOMMENDATION:

1. **THAT** the Finance and Civic Development Committee receive and advance this report to Council for information.

REPORT

In April of this year, following a week of peer reviews by members on two continents, Americas' SAP User Group (ASUG) awarded the City of Burnaby the 2012 Portal of the Year Award.

ASUG is the world's largest professionally managed association of business and technology professionals utilizing Systems Application and Products (SAP) business software. There are over 100,000 members, with representation from 3,200 organizations from seventeen industries, both public and private sector across North and South America. The portals were evaluated in four areas:

- Portal content
- Portal governance and usability
- Portal collaboration, content management and search
- Portal integration and interoperability

The City successfully submitted an entry highlighting Burnaby's portal design and usability, the integration of different technologies within the City portal, the accessibility of information and centralization of business applications and the use of features such as discussion forums and collaboration rooms.

To: Finance and Civic Development Committee
From: Director Finance
Re: Recognizing the City of Burnaby – 2012 ASUG Portal of the Year Award
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This is the second consecutive year that Burnaby has won this prestigious award. Other finalists included Moen Inc., designers and suppliers of kitchen and bathroom fixtures and WeEnergies, a utilities company that provides energy to the demographic areas of Wisconsin and Michigan's Upper Peninsula. The award presentation took place in early May at the ASUG annual conference where City staff showcased features of the City of Burnaby's portal.

The City of Burnaby launched its SAP business systems application in 2007, as part of a business transformation initiative, championed by City Council. The initiative focused on enabling the use of a single technology for business applications to streamline and improve service delivery.

The portal is the central gateway to all key City systems, including finance, purchasing, human resources, payroll and maintenance management. In 2011 a major project was undertaken to launch an external facing portal. The focus of this Virtual City Hall project was the provision of citizen facing services, easier and faster access to Burnaby information and e-business for our citizens.

The external facing portal may be accessed by either employees or citizens from a single point on the City's website. This external facing component was one of a number of important factors that lead to the City's success in earning this award. Consistent design across the City's website and portal and the secure and sustainable architecture in which the portal was implemented were also important considerations.

The launch of the City's Virtual City Hall website and external facing portal is a foundation for the future. It provides a base for creating additional opportunities for dialogue and feedback and it enables the City to continue to add interactive services that will further enhance service delivery. The recognition the City has received in being awarded the ASUG Portal of the Year Award two years in succession sets a high standard for continued development and enhancement.

This report is provided for the information of the Committee and if desired, a presentation highlighting the external facing portal and its new features will be provided at a future date. It is recommended that this report be provided to Council for information.

Denise Jorgenson
DIRECTOR FINANCE

DJ:dd /ml

Copied to: City Manager
Deputy City Manager
Chief Information Officer
Deputy Director – Information Technology (2)