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MyFiles Visibility Tool Project Summary

Report

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1.0

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Introduction

MNP Digital understands that the City of Burlington’s (Burlington) citizens, businesses, and visitors expect more from Burlington’s current model of service delivery. There is an expectation of access to digital services in addition to traditional delivery channels. As a result, Burlington has embarked on a citizen-centric approach as the foundation to their digital service vision.

MNP is in alignment with this vision and roadmap and are proud to contribute to Burlington’s future success in areas of Design Thinking, Citizen-centric design, and Agile delivery. We seek to first change the internal, traditional, mindset for system implementation, and the necessity of involving end-user stakeholders from the very beginning.

Overview

Our collective first step towards that achieving that vision began on September 26, 2022, with our inaugural Design Sprint. The purpose of the SDAF Design phase is to utilize human-centered design (HCD) practices to model the supporting service design required to support the improvements.

Design Sprint & Agile Training

Prior to the commencement of the Design Sprint, MNP Digital conducted a three-day on-site training workshop designed to provide the City of Burlington team with training in the principles of human-centered design, the design sprint process, and Agile (SCRUM) product development.

Design Sprint

The Design Sprint consisted of three workshops, two on-site workshops (Sept 26 & 27th) and one remote prototyping session (Sept 29).

DAY 1 ACTIVITIES	DUR.	DAY 2 ACTIVITIES	DUR.
CHECK-IN & SESSION FRAMING	20 m	CHECK-IN & DAY 1 REVIEW	15 m
SPRINT TEAM ROLES	10 m	LIGHTENING DEMOS	30 m
GOAL SETTING	30 m	SKETCH	90 m
SPRINT QUESTIONS	30 m	DECIDE	30 m
MAPPING	90 m	STORYBOARD	60 m
ASK THE EXPERTS / HMW	45 m	NEXT STEPS	5 m
CHOOSE TARGET	15 m	CHECKOUT	10 m
DAY 2 PREVIEW & CHECK-OUT	15 m		

Outcomes

Day 1

The focus of day 1 was defining our design sprint goal, understand the current landscape, defining learning goals, identifying obstacles, and setting the stage for day 2.

Goal of the Design Sprint

"To design a clear and transparent self-serve pre-building permit application process."

Day 2

On day 2, the focus shifted to looking for external inspiration then working collaboratively to envision how might we realize the design sprint goal. Teams created multiple storyboards demonstrating the high-level features and key workflows. The outputs of day 2 fed our detailed prototyping during session 3.

Storyboards

The final solution was to comprise three key functional areas:

1. A Knowledge base providing information and resources to help applicants navigate the pre-building permit application process. The goal of this functional area is to improve the quality of applications entering the review process which will reduce delays due to incomplete or poor-quality applications.
2. A new Online Application Workflow exploring the opportunity to introduce an online application tool as an alternative to the current form based, "paper", process. The goal for this functional area is to raise the quality of applications, allow direct data transfer to AMANDA, and offer a more intuitive and convenient application experience.
3. A self-serve Applicant Portal proving 24/7/365 visibility and messaging tools to help applicant manage multiple concurrent applications receiving timely updates. The goal for this functional area is to provide transparency to the applicant.

Day 3

The focus of Day 3 was to turn the storyboards developed on Day 2 into low-fidelity wireframes which serve as the foundation of the user experience design phase of the project.

During the session, the sprint team determined the priority lied in the Applicant Portal and Online Application Process, with the [Applicant Portal identified as the focus for the MVP](#).

Agile Delivery

Overview

The outputs of the Design Sprint included storyboards describing the desired applicant workflow and a list of key features. The story boards formed the basis of the formal UX Design process while the key features seeded the agile product backlog which represents a prioritized list of the functional elements to be delivered.

UX Design

The UX design process delivered a non-functional (no-code) interactive prototype that demonstrated the key workflows, navigation, user interactions, data elements, and general look and feel of the Applicant Portal. To ensure the new portal would deliver value to applicants, customers were engaged directly to review the prototype, provide their feedback, and identify potential enhancements.

Agile Product Backlog

The Agile Product Backlog consisted of 41 "user stories". User stories include the business rules, describe expected functionality, and list acceptance criteria. At the conclusion of each sprint, the City of Burlington Project Team attended a "sprint demo" through which the MNP team demonstrated the features delivered in each sprint iteration. Feedback gathered from the product team was incorporated into subsequent sprints.

Agile Product Development

Features described in the Agile Product Backlog were delivered through four development "sprints". Development sprints to be followed by System Testing, User Acceptance Testing, Training, and Knowledge Transfer activities.

The goal of each sprint and it's delivered features are as follows:

Sprint 1 Goal:

To create the foundation of the portal and initiate connections to AMANDA

Features Delivered

- Create, View, & Edit Account
- Master Page Template
- Password Reset
- Add "submitted" application to dashboard
- Permit application information header
- Application stage indicator
- View application overview
- Add, Edit, or Remove a collaborator
- Accept collaborator invitation

Sprint 2 Goal:

To integrate with AMANDA and build the portal dashboard.

Features Delivered

- CIAM Integration
- Password reset
- AMANDA – View application overview
- AMANDA – View application deficiencies and documents
- AMANDA – Add “submitted” application to new dashboard account
- AMANDA – Permit application info header
- AMANDA – Application stage indicator
- View list of open applications – create dashboard page and output data
- View list of open applications – Query & Integrate
- View list of deficiencies for a single application
- View application history (issued permits)

Sprint 3 Goal:

To consolidate AMANDA folders, provide additional visibility to portal applications, and name the portal!

Features Delivered

- View-only access to application for council members
- Change application owner (portal user)
- View-only access to application for followers
- Global alert bar
- View detailed status of application
- Show deficiency letter
- Withdraw an application

Sprint 4 Goal:

To create a visibility tool that displays Zoning, Site Engineering, and Forestry statuses to align with Bill 23

Features Delivered

- User Interface updates & fixes
- API – SDAF Power Platform integration
- API – Azure Virtual Network and WAF
- Create ZC, GDCC, and Tree folders in AMANDA
- Detailed application status (ZC, GDCC, & Tree)
- Outstanding fees
- Deficiency letters
- Home & Login page
- Latest notifications list

Impact Summary

The final product is a portal that applicants of the Pre-Building Approval Process can use to track their applications and see the status of their submissions in real time. The portal outlines where an application is in the process and any issues related to the file that require action on behalf of the applicant. This prevents the need for the applicant to take time to connect with a staff member, as they can review their application details through this self serve option. The tool is anticipated to cut down on manual effort required to provide customers with critical information regarding the status of their applications, allowing staff to focus on completing the application reviews and move files through the process faster.