



Corporate Services

TO: Budget and Corporate Services Committee

SUBJECT: E-Government Status Report

Report Number: CORPSERV-3-12 File Number(s): 203-02

Report Date: October 26, 2012 Ward(s) Affected: 1 2 3 4 5 6 All

Date to Committee: November 13, 2012 Date to Council: November 26, 2012

Recommendation: For information only

Purpose:

- Address goal or action in strategic plan
- Establish new or revised policy or service standard
- Respond to legislation
- Respond to staff direction
- Address other area of responsibility

Reference to Strategic Plan:

- Vibrant Neighbourhoods
- Prosperity
- Excellence in Government

Background: In 2011, the E-Government Strategy approved by Council (Report IT-03-11) identified seven core needs related to E-Government:

1. Address existing online service gaps
2. Respond to the growing expectations of our citizens for online service delivery
3. Move from internally focused service delivery to a customer first focus
4. Ensure enhancements to service delivery are sustainable through business process improvement and change management
5. Update web technology to improve functionality and capacity
6. Address Open Government
7. Enhance Burlington's reputation as an innovative leader in online service delivery.

The strategy recommended a three year E-Government Program to meet those needs, which was approved in the 2012 budget process. E-Government and the Official Plan Review are two key

priorities for 2012 and 2013.

The design of the E-Government Program was based on four strategic cornerstones:

- Customer First
 - Technology Enabled
 - Internet First
 - Transparent & Involved.
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Discussion:

The E-Government Program has shifted from a strategic focus to implementation. This report provides an update on progress to date, including staffing, office location, program plan and project updates. As expected, the summer months were primarily used for planning, recruitment, office location and setup. The program is on track, although communication internally and externally is an immediate priority now that the Request for Proposals (RFP) has been released.

E-Government Staff Team:

The E-Government team today includes:

- Program Manager, Brent Stanbury (June 25 start)
- Business Analyst, Sibavaughn Wiley (July 9 start)
- CLASS Business Process Analyst, Sandra Neil (October 15 start).

There are two additional staff positions, primarily focused on the web portal, yet to be filled. One has been posted and the other appointment/selection is expected to be completed in Q1 2013.

The E-Government program reports progress and receives strategic input from the Corporate Customer Service Steering Committee, whose members include:

- City Manager
- General Manager, Corporate Services
- General Manager, Development and Infrastructure
- Director of Information Technology Services
- City Clerk.

The office is located on Locust Street, across from 414 Locust Street, at 1455 Lakeshore Road. This location is very convenient to City Hall, Sims Square, and available parking for citizens coming to meetings and focus groups in this location.

Other city staff are becoming involved in the program, as part of their regular work, in the customer service advances, in accessibility, business process management and performance measures (results based accountability), risk management, legal, privacy protection, technology application analysts, purchasing and human resources.

Sponsor for the program is Kim Phillips, General Manager, Corporate Services, and Christine Swenor, Director of ITS, provides backup to this sponsor role.

E-Government Program Description

The E-Government Program has now been refined and core to this is the Program Description, indicating what the program is to accomplish over the three years.

The E-Government program will significantly advance the art and science of electronic (web based) customer service delivered by the City.

The electronic customer service advances will be visible in our:

- On-line services
- Information sharing through our website
- Open Data
- Public Engagement
- Enabled Staff.

The target end results are:

1. Constituents and customers will view the City as providing excellent online customer first service on multiple devices
2. Staff have embraced internet first and customer first as cornerstones of their service delivery, and have appropriate tools to enable excellent web based customer service within approved resources.

E-Government Projects

The specific customer service advances are being delivered in a coordinated way through 10 projects integrated over the project’s three year time period (2012 to 2015). Each project now has a confirmed Business Lead who is responsible for the customer service advances and a Project Manager who supports the business lead and project for the duration identified in the E-Government Program. Appendix A shows the planned milestones in a sequential time framework.

Projects	Customer Service Advances	Status
<p>Web Experience</p> <p>A foundation (major) project</p>	<p>Part 1: Web Portal acquisition</p> <p>Part 2: Improved information sharing from each department, improved search, Frequently Asked Questions knowledge base, user sign on and personalization of web experience</p> <p>Open Data: Transparency and accountability through a friendly Open</p>	<p>Business Lead: Clerks</p> <p>Status:</p> <ul style="list-style-type: none"> • Portal RFP has been issued, award expected in Q1 2013. • Further service needs and schedule being detailed. <p>Current Milestone Plan:</p>

	Data publishing platform, GIS data, transit data in Google Transit format	<ul style="list-style-type: none"> • Transit Open Data published Q4 2012 • Web portal launch Q1 2014 • Improved Open Data platform expected in 2014.
CLASS Recreation Services independent of Web Portal	Online brochure integrated with RecExpress, membership management and renewals, booking tee times, providing tax credits and receipts, query of facility availability and status, booking of facilities, notifications for program waiting lists, review and booking of advertising space	Business Lead: Parks and Recreation Status: <ul style="list-style-type: none"> • Service needs and schedule are being detailed • Solution investigation is underway Current Milestone Plan: <ul style="list-style-type: none"> • Service advances 2013.
Community Calendar dependent on Web Portal	View integrated or individual calendars, download calendars, syndicate / publish to different web sites, management of individual calendars by several agencies, subscription preferences	Business Lead: Parks and Recreation Status: <ul style="list-style-type: none"> • Service needs and schedule detailing initiated Current Milestone Plan: <ul style="list-style-type: none"> • Service development 2013. • Launch 2014
E-Billing and E-Payment dependent on Web Portal	Bill presentment and payment (tax, fines, permits etc.), other document presentment (e.g. fitness tax credits), payment history, online store with shopping cart, payments to vendors	Business Lead: Finance Status: <ul style="list-style-type: none"> • E-post is being evaluated as an e-billing option • Further service needs and schedule being detailed. Current Milestone Plan: <ul style="list-style-type: none"> • Service development 2013 • Potential E-post launch 2013 • Launch 2014
Public Involvement	Expanded electronic public involvement: Subscribe to or access notifications with a choice of delivery	Business Lead: Public Involvement Coordinator

<p>dependent on Web Portal</p>	<p>tool (e-mail, Twitter, text), discussion on issues, service, development (surveys, instant polls, idea generation, blogging, forums)</p>	<p>Status:</p> <ul style="list-style-type: none"> • Base Camp in use now for community engagement charter • Public involvement plan for program being finalized now • Pilot engagement tool (MindMixer) to start Q4 2012, to inform the service needs and schedule, and to support engagement plan for the program. <p>Current Milestone Plan:</p> <ul style="list-style-type: none"> • Service development to start in 2013 • Launch inform 2013 • Launch consult 2014
<p>E-Forms dependent on Web Portal</p>	<p>Complete and submit forms on-line (e.g. events registration, windrow program), integrated with the City's corporate work flows</p>	<p>Business Lead: Clerks</p> <p>Status: not started</p> <p>Current Milestone Plan:</p> <ul style="list-style-type: none"> • Service needs and schedule detailing, service development 2013 • Launch 2014
<p>Online Mapping independent of Web Portal</p>	<p>Improved general mapping, Where's My Nearest, My Property / My Neighbourhood, road closures and snow clearing priority maps</p>	<p>Business Lead: Engineering</p> <p>Status: not started</p> <p>Current Milestone Plan:</p> <ul style="list-style-type: none"> • Service needs and schedule detailing, and service development 2013 • Launch 2014.
<p>Service Requests dependent on Web Portal</p>	<p>Place and track service requests for street lights, potholes, traffic signals, traffic signs, and public trees</p>	<p>Business Lead: Roads and Parks Maintenance</p> <p>Status: not started</p> <p>Current Milestone Plan:</p> <ul style="list-style-type: none"> • Service needs and schedule detailing, and service development 2013.

		<ul style="list-style-type: none"> • Launch 2014
<p>Development Services</p> <p>independent of Web Portal</p>	<p>Search development approvals, search of planning applications, track development application status, apply for and track permits, schedule inspections, apply for marriage licences, apply for death certificates, submit FOI requests, submit and track insurance claims, apply for and renew business licences, submit and track property information requests</p>	<p>Business Lead: Planning and Building</p> <p>Status: not started</p> <p>Current Milestone Plan:</p> <ul style="list-style-type: none"> • Service needs and schedule detailing, and service development 2014 • Launch 2015.
<p>Transit</p> <p>independent of Web Portal</p>	<p>Real time bus status, where's my bus, trip planning, Handi-van request management</p>	<p>Business Lead: Transit</p> <p>Status: not started</p> <p>Current Milestone Plan:</p> <ul style="list-style-type: none"> • Dependent on transit master plan and annual budget approvals for schedule.

Each project will investigate integration opportunities with the others and with existing corporate applications. Single sign on and mobile opportunities are important customer service advancements expected as a result of this program.

Along with the customer service improvements, each project is ensuring:

- Partnership opportunities are leveraged
- Business processes and performance measures (results based accountability) are addressed to achieve productivity improvements
- Business risk management plans are in place
- Accessibility has been addressed
- Privacy has been addressed.

The first initiative, a fundamental component of the program, is the Web Experience project. This project is focused on the acquisition of an integrated technology platform (web portal), and transfer of the City web site to this platform, both of which will enable the delivery of many of the services that are planned. The request for proposals has been issued, with contract award expected to be in Q1 2013.

The schedule is subject to some refinement, the biggest single factor that will impact the schedule is the response to the web portal RFP and the timing of the contract award.

The next trigger for an update to Council is the award for the Web Portal RFP, Q1 2013.

Financial Matters:

The total cost budgeted to implement the E-Government program, including technology (\$1,050,000) and resources (\$890,000) is \$1,940,000 (Report IT-03-11), approved as part of the 2012 budget. Work location was not included at that time and has been included in the 2013 proposed budget submission from the General Manager's Office.

The 2013 budget has been drafted and is currently with Executive Budget Committee for review. Communication and consultation related expenses are included, again within the General Manager's Office.

Environmental Matters:

The environmental matters were identified in the strategy as follows:

“The implementation of e-Government program provides many environmental benefits including:

- Reduced reliance on paper forms
- Reduction in waste and storage associated with paper forms;
- Reduction in trips to City facilities to obtain information or complete a transaction, resulting in less vehicle emissions.”

Communication Matters:

The E-Government Program was created as a realistic way of meeting the online service needs of the community and staff. These needs were established through a consultation and prioritization effort involving City staff and members of the community. Continuing this conversation is a key component of the program.

Communications and public engagement plans are in development

The initial communications and public engagement plan have been drafted. The public engagement pilot tool will be used for the E-Government program. A ‘test and demonstration environment’ is being set up in the E-Government office so that community consultation can happen in focus group gatherings at the location.

The E-Government Program was established and based, in part, on communications and engagement with the public. Continuing the conversation is critical to the success of the program; to drill into the detail of the service needs indicated in the strategy, to address the technology and requirements shifts that will occur over the three years of the program, and to inform the public and staff and consult appropriately.

Effective promotion and education/training is also important. Staff intend to provide regular updates to council through reports and verbal updates at Budget and Corporate Services Committee meetings.

Conclusion:

The E-Government Program is a significant corporate initiative, now underway, with much of its infrastructure in place and the initial projects progressing towards significantly advancing the art and science of the City's web based customer service. The E-Government Program is on track.

Respectfully submitted,

Brent Stanbury
 E-Government Program Manager
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Appendices:

A. Current Schedule Summary
B.

Notifications:
 (after Council decision)

Name	Mailing or E-mail Address

Approvals:

*required _____ _____ _____ _____
 *Department City Treasurer General Manager City Manager

To be completed by the Clerks Department	
Committee Disposition & Comments	
	01-Approved 02-Not Approved 03-Amended 04-Referred 06-Received & Filed 07-Withdrawn
Council Disposition & Comments	
	01-Approved 02-Not Approved 03-Amended 04-Referred 06-Received & Filed 07-Withdrawn

Appendix A: Current Schedule Summary

Year	Activity/ Milestone
2012 – Q4	<ul style="list-style-type: none"> • Web portal RFP issued • epost investigation underway for bill presentment and payment • Recreation Services project underway • Transit Open Data to be published • Pilot of public engagement product starts • Communications and public engagement plan in place • Program infrastructure to be completed
2013 – Q1	<ul style="list-style-type: none"> • Web portal contract award
2013- Q2 Q3 Q4 To be reported on in upcoming report	<ul style="list-style-type: none"> • Design and build on services based on web portal (Web Experience, E-Billing and E-Payment, Public Involvement, E-Forms, Community Calendar, Service Requests) • Launch Recreation Services • Launch of epost as an option for tax billing and payment, subject to results of fit investigation • Open Data design and build • Online mapping design and build • Ongoing communications and public engagement
2014	<ul style="list-style-type: none"> • Launch Web portal • Launch services based on web portal (Web Experience, E-Billing and E-Payment, Public Involvement, E-Forms, Community Calendar, Service Requests) • Launch Open Data • Launch Online mapping • Development and Other Services kick off • Ongoing communications and public engagement
2015	<ul style="list-style-type: none"> • Launch Development and Other Services • Ongoing communications and public engagement • Program Completion