

# Enterprise Applications Digital Citizen Services

Update

January 27, 2022

# Background

On October 18, 2021, the Town Council directed staff to return with more information about Digital Citizen Services enhancement projects:

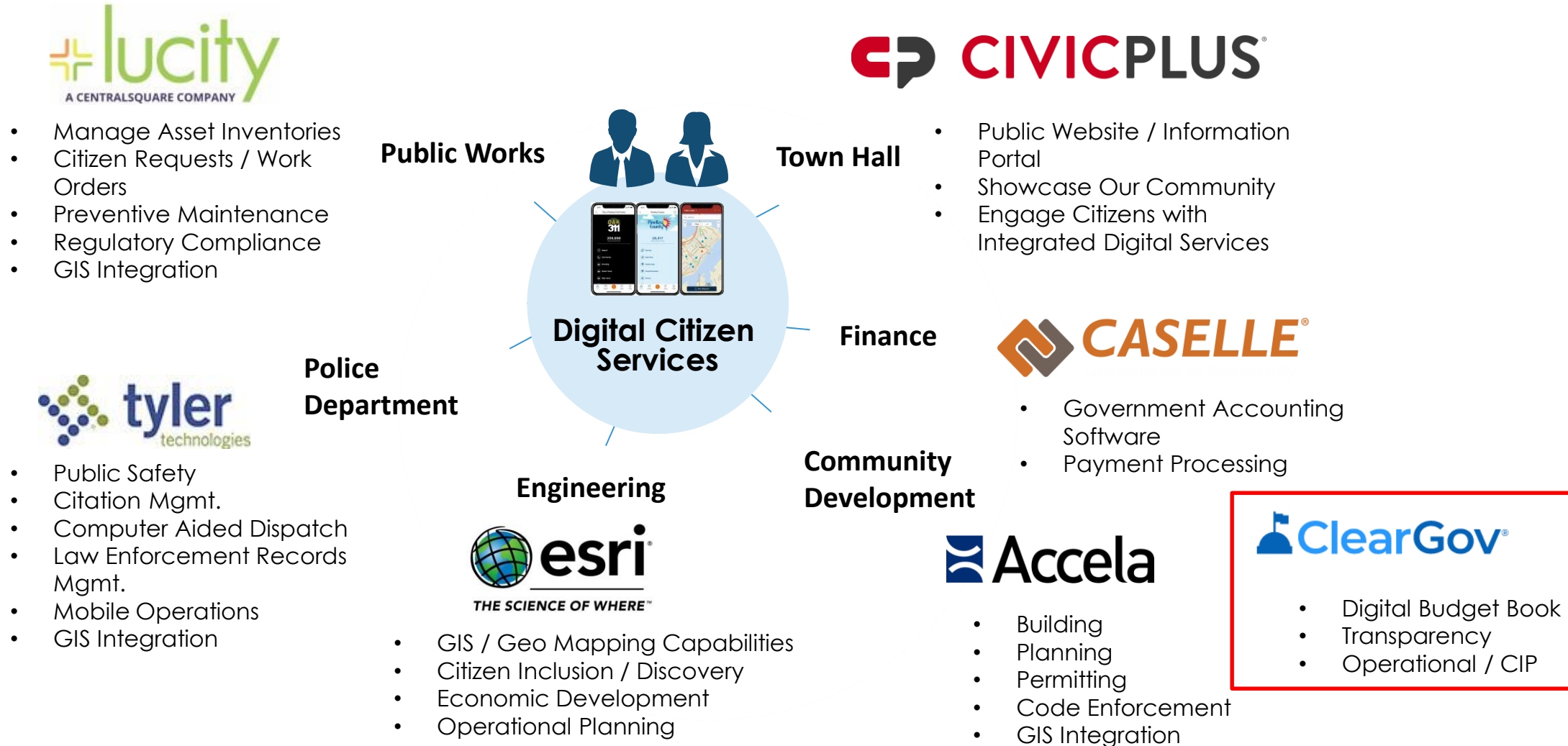
Two of the three projects were already approved in October:

- Approved:
  1. Technology Backup Protection / Business Continuity
  2. Cyber Security Monitoring of Critical Hardware Assets
- Pending Approval:
  3. Digital Citizen Services
    - Enabling a modern government workforce through integrated digital technologies that deliver critical services and information to town citizens and staff

# Vision

## Create a Unified Platform for Digital Citizen Services

Integrated Service Model Connecting All Town Services (Secure, Reliable, Mobile)



# Approach

The town will take a phased approach starting with Finance and Community Development

- **Phase 1: - *Ready to Proceed***

- *Finance – Budgeting and Planning*

- Transparency and Performance Reporting
    - Budget Book Automation (Interactive Online Digital and Static PDF versions)
    - Operating Budget, CIP, Workforce Budget Process Automation
    - Accounting System Integration – Fee collections and reporting improvements



- **Phase 2: - *Planning Still Underway***

- *Community Development – Citizen Services*

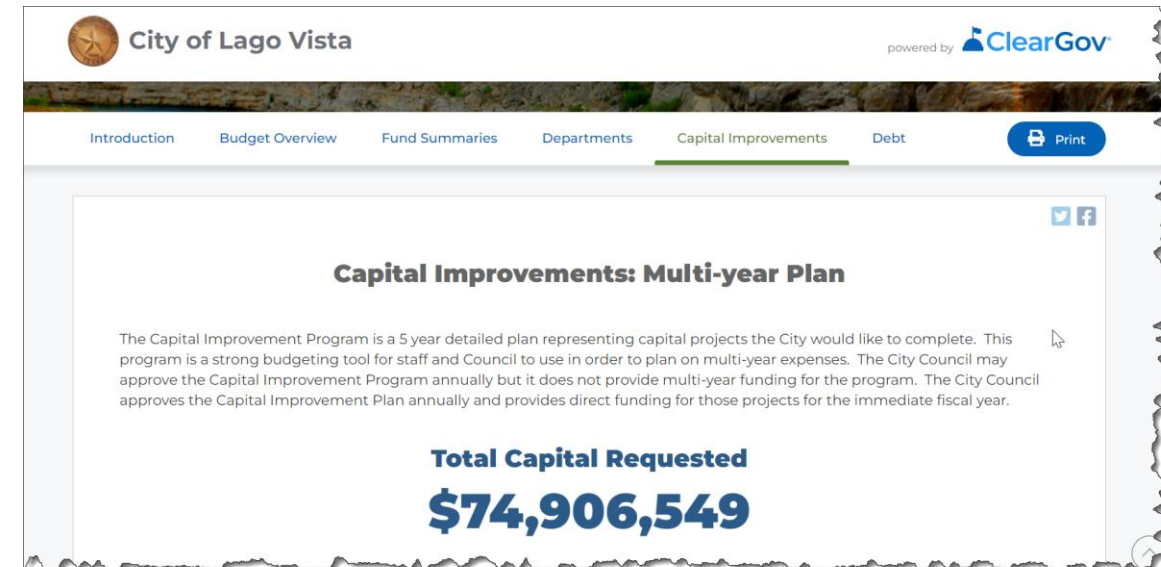
- Customer Service Portal
    - Applicant Tracking and Self-Service
    - Planning and Zoning Application Requests
    - Permitting, Fees, Code Enforcement Process Improvements
    - Online Fee Collection / Accounting System Integration
    - Advanced GIS Integration to improve communication

# Phase 1 Budgeting and Planning

Phase 1 focuses on professionalizing the budgeting process with modern streamlined tools

Focus Areas Include:

- Operational, Capital Improvement Budgets and Forecasts
- Digital Budget Book
- Transparency



# Budget Cycle Management Issues

The town's current budgeting cycle processes are very manual and prone to errors

## Current issues include:

- Data is manually collected by spreadsheets via email from dozens of sources
- Often takes weeks to painstakingly merge and reconcile financial forecasts to produce the department financial statements, budget books, CIP charters, and government reporting
- Prone to errors as data must be manually pieced together from excel and financial database systems

# Solution

Invest in a cloud-based budgeting tool like ClearGov that is purpose built for government financial reporting

The annual budget book is one of our town's most important, public-facing policy documents

Our town budget book should be professionally formatted, easy to understand, engaging, and accessible to as many residents as possible

## Key Features Include:

- Digital Online Interactive Experience
- Streamlined Internal Department and Capital Budgeting Processes
- Transparency features to help residents easily visualize and interpret important fiscal metrics to drive community support
- ADA Compliance Features / Built-in GFOA Best Practices

# Next Steps

Staff is requesting the council approve Phase 1 of the Digital Citizens Services project

Pending Approval:

- Budget from ARPA funds: \$1,240,000 Digital Citizen Services – Enabling a modern government workforce through integrated digital technologies that deliver critical services and information to town citizens and staff
  - \$115,000            Phase 1 – Finance Budgeting / Planning (Digital Budget Book)
  - TBD                Phase 2 – Community Development Citizen Services
  - TBD                Phase 3 – Public Works Citizen Services 311



# Project Highlights

Staff is requesting the council approve Phase 1 of the Digital Citizens Services project

## Project Highlights:

*Vendor:* ClearGov

*Total Cost:* \$115,000 USD

*Terms:* 3 Years – Prepaid

*Fund Source:* General Contingency Fund

*Project Start:* February 1, 2022 (approx.)

*Duration:* 10-12 weeks

- End Slides -