

**JEFFERSON COUNTY
BOARD OF COUNTY COMMISSIONERS**

WORKSHOP AGENDA REQUEST

TO: Board of County Commissioners

FROM: Mark McCauley, County Administrator

DATE: January 22, 2024

SUBJECT: Workshop: Implementation Status of Tyler's Enterprise Permit and Licensing (EPL) Suite, Formerly Known as EnerGov

STATEMENT OF ISSUE: In July 2018, the County approved a contract for the Tyler EnerGov permitting software suite. The departments of Public Health and Community Development, and to a lesser extent Public Works, at that time were well positioned to implement the software. It was understood at the outset that this would be a long and difficult transition. In hindsight the project was under-resourced from the beginning, and would have benefited at the start from an IT Project Manager, a database expert, and on-going IT support, which could have helped staff navigate some of the more critical decisions early in the process as well as develop a risk mitigation plan, critical to any database transition. This was further compounded by the untimely departure of key implementation staff members.

ANALYSIS: Major remedial actions have been taken to get the project back on track. These actions include:

- Hiring Scott Carpenter, a very capable database expert
- Bringing on Cherie Moulin, a contracted project manager with impeccable credentials
- Staffing up the Department of Community Development after devastating losses in 2023

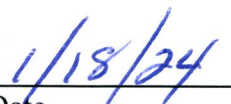
Today's workshop is designed to bring the Commissioners up to date on the status of the implementation and what additional resources might be needed to complete the project.

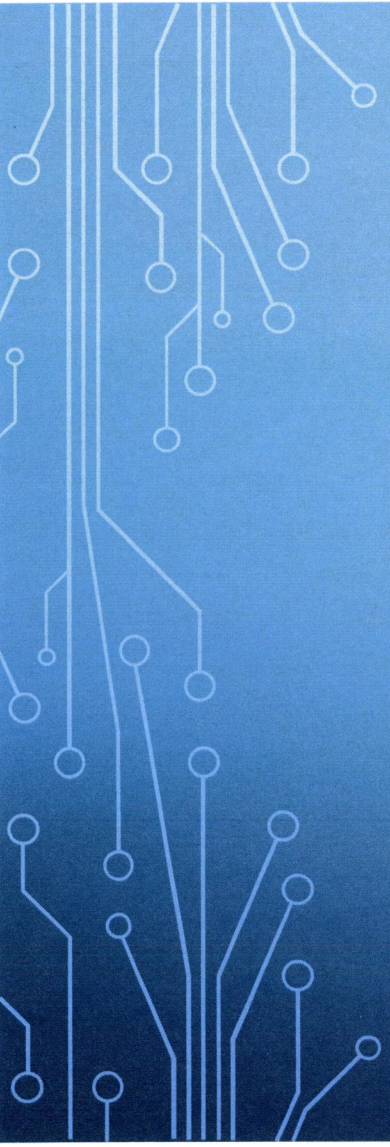
FISCAL IMPACT: None at this time, however, additional funding may be needed in the future.

RECOMMENDATION: That the Board listen to a staff presentation and ask questions.

REVIEWED BY:


Mark McCauley, County Administrator


Date



ENERGOV

ENTERPRISE PERMIT & LICENSING (EPL)

ACCOMPLISHMENTS

CHALLENGES

CSS PORTAL

NEXT STEPS



ACCOMPLISHMENTS

- All EPL applications upgraded to current versions
- Core processes documented in process flows
 - Site Development Review, Drinking Water Review, Building Permits, SOM, Code Case, O&M
- Reduction in reported issues (closed 40 issues since 8/15) Current Count: 98
- iPads working for building inspections
- LaserFiche integration complete
- File naming conventions established and adopted
- Change Management Process implemented
- Team adoption and embracing the tool
- Reduced the number of pending inspections in the HUB

CHALLENGES

- Limited and shrinking IT Staff (loss of Sara)
- Need to develop new staff training plan and materials
- Need to document processes
- Need better change and security management
- Limited expertise on EPL, LaserFiche and other technologies - only have Scott
- Complexities within this solution are beyond the counties current ability to configure or support
 - Online RME
 - LaserFiche Integration
 - DIY Septic
- Limitations in technology to support growth of this environment
 - Storage limitations on Jefferson County Servers
 - Lack of a testing environment (because of storage)

Slide 4

- CM2** Add GIS Integration—the tidemark scripts haven't been rewritten for EPL to populate the maps (Michael Dawson) . Having the skill set for database management. Need training. How to overcome interdepartmental challenges—ie having Departmental IT staff to assist with configuration, problem resolution, etc. Need to clarify if bandwidth for public access is actual bandwidth on internet or storage on servers.

Cherie Moulin, 1/10/2024

CUSTOMER SELF SERVICE PORTAL

- Phase 1

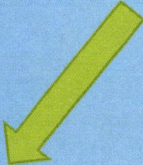
- Records search only
 - By parcel number, address or using areal mapping
- Timeline – July 1, 2024

- Phase 2

- Intelligent intake forms for submittal of new permits
- Payment of fees
- Detailed searching with attachments
- Timeline – July 1, 2025

NEXT STEPS

- Assess moving to a hosted environment (risks, benefits & mitigation)
 - 2/3 of Tyler clients are hosted
 - Resolve staffing, stability, bandwidth and application management issues
- Augment configuration efforts with outside consultants
- Simplify the environment by standardizing integration with 3rd party applications
 - Move off LaserFiche onto Tyler Content Manager
 - Solicit solution for Online RME and DIY Septic



HOW DO WE GET THERE?



- Simplify Environment – Offload Hosting and Maintenance of EPL
- Document all Processes
- Complete Connectivity and Data Exchange Between 3rd Party Applications
- Finish Configuring EPL Behavior and Workflow
- Ensure EPL Produces Meaningful Reports
- Roll out CSS Portal
- Formalize Training for Entire Staff and New Hires
- Build Training Database and Documentation

CUSTOMER SELF SERVICE PORTAL

- Phase 1 Tasks

- Clean up contact data
- Clean up inspections
- Define process for granting system access – authentication and security considerations
- Assess network traffic considerations
- Define specific data viewable and what should be hidden – for each permit type
- Identify early adopters and test
- Development of instructions / tutorial and more friendly website front-end
 - City of Boulder CO – great example