

# ITS Strategic Roadmap – FY16

## Land (CityWorks)

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### Background

The CityWorks PLL (Permits, Licensing, and Land) application manages permits and violations cases, inspections, licenses and other activities on these cases. The system’s workflow engine tracks the process from application or request through departmental plan reviews, fee collection, inspections, regulatory meetings and hearings. In addition, the system’s Land files are an integral part of Metro’s geographical information system (GIS) database.

CityWorks also includes a self-service portal for use by building contractors to request inspections or issue their own permits. The portal is also used by citizens for permit inquiry.

The CityWorks PLL system is replacing the Accela Kiva system in early 2015.

The following are major stakeholders by Metro department and function used.

Department	CityWorks Module(s)
Assessor	Land
Codes	Permitting, Violations, Inspections
Historical Commission	Land, Permitting
Planning	Land, GIS, Permitting
Public Works	Land, Permitting
Water Services	Permitting, Violations, Inspections

Numerous other Metro departments (i.e. MDHA, Health, Fire) also access and update CityWorks PLL as part of the Land, Permitting and Violations Tracking process.

In addition to the base system, data is shared and updated from a number of sources through many customized interfaces that are an important part of the Land system. Interfaces currently exist for the following departments or systems:

- Assessor of Property
- Trustee
- Finance/EBS
- Metro Water Services
- Planning/GIS
- Document Management/Imaging
- Public Works



CityWorks AMS (Asset Management System) is a separate system at Metro and provides comprehensive public asset and work management solutions for Metro Public Works and the Stormwater division of Water Sewer.

## Current Strategic Drivers

1. **Customer Demand: Successful adoption of new system** (Game-changing) – With a new system, all stakeholders are interested in a successful rollout, adoption and maintenance of a system that is functional, stable, secure and usable.
2. **Customer Demand: Add Departmental Processes** (High) –Numerous departments beyond those included as stakeholders in the initial product release have requested that their business processes be automated into CityWorks.
3. **Growth of Nashville** (High) – Metro Nashville is seeing an unprecedented growth in both commercial and residential development, with over \$2.2 billion in permits granted in 2014. This growth will require that the permitting process provide improved interaction between departments.
4. **Citizen’s Demand: Self-Service** (High) – The majority of Codes permitting processes for simple permits is done online. There is call for Metro to expand the ePermit system to include other departments and processes.
5. **Disaster Recovery** (High) –The Land system is an important tool in Metro’s recovery process when a disaster occurs. During the May 2010 flood the Land system was used to flag damage levels for over 12,000 parcels, and handle the special issuance of thousands of flood permits. Therefore, we must ensure that the disaster recovery plan is kept up-to-date and thoroughly tested.
6. **Desire for mobile access** (High) – In addition to self-service, today’s Metro citizen is increasingly demanding access to Metro services from mobile devices including smartphones, tablets and laptops.

## On the Horizon Strategic Drivers

1. **Technology Change: Public Works upgrade from CityWorks AMS to CityWorks PLL** (High) – The old client based AMS should be upgraded to the web-client version and integrated with the CityWorks PLL system.
2. **Pending Administration Change** (Medium) – Will require a system that can be easily adapted to new priorities and processes.
3. **Open Data** (Medium) – Based on Mayor Dean’s Executive Order 046, departments and agencies are asked to evaluate data of high value to make it available to the public through the open data portal.
4. **New Releases: Software, Operating System** (Medium) – New software releases occur on a regular basis and applications must be kept at the latest release level to ensure vendor support when issues arise. In addition, operating system and browser updates can significantly affect system functionality requiring the coordination of application planning and testing.



### Short Term Goals (0-6 months) 7/1/15 – 12/31/15

#	Goal/Objective	Est. Start	Est. Duration
1	<b>Addition of online MWS permits</b> – This will enable customers to get simple Water permits through the ePermit system without coming to the MOB site.	7/15	2 months
2	<b>Addition of Alarm Permits</b> – These permits moved from the Metro Clerk to the Codes department in 2014 with the understanding that they would be automated.	7/15	4 months
3	<b>Addition of Mobile App</b> – Will allow contractors to view permit information and schedule inspections via a smartphone or tablet.	7/15	2 months
4	<b>Monitoring and Tuning the server, database, and application</b> – Significant monitoring and tuning for all servers will be needed for maximum performance.	7/15	ongoing
5	<b>Review/Update/Test Disaster Recovery Plan</b>	10/15	1 month
6	<b>Addition of Beer Board permits</b> – Beer Board is another department that has moved to Codes and will be automated in the CityWorks PLL system.	7/15	3 months

### Medium Term Goals (6-18 months) 1/1/16 – 12/31/16

#	Goal/Objective	Est. Start	Est. Duration
1	<b>Addition of AMS Software for Stormwater Post-Grading Permits</b> – Stormwater needs to track physical assets (catch ponds, cisterns etc.) that are created on a project and then deeded to the city for maintenance (Additional funding might be required).	TBD	TBD
2	<b>Software Release</b> – Plan/Test/Implement software releases in a timely manner (Additional funding might be required).	TBD	TBD
3	<b>Assist in creation of additional Open Data files as requested</b>	TBD	TBD

### Long Term Goals (18-36 months) 1/1/17 – 6/30/18

#	Goal/Objective	Est. Start	Est. Duration
1	<b>Upgrade Public Works CityWorks AMS to web based and integrate with CityWorks PLL</b> – The current client based AMS should be upgraded to the web-client version and integrated with the CityWorks PLL system. This would be a joint effort between Public Works, Metro ITS, and Civic Engineering. (Will require funding).	TBD	TBD
2	<b>Software Release– Plan/Test/Implement software releases in a timely manner</b> Additional funding might be required).	TBD	TBD

### Related Roadmaps:

- Databases
- Enterprise Server

