

ITS Strategic Roadmap – FY20 Planning

Web & Mobile Applications

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Background

ITS generally promotes a *Buy vs. Build* philosophy: should a department seek a new software application that is proven not available on the commercial market, ITS will work to broker new application or mobile app development with contracted development vendors. During the development process ITS will act as a technical liaison between the department and development vendor.

Additionally, Metro ITS provides software evaluation services, and participates on requests for proposal (RFPs) for departments and agencies who are considering a software application, whether it is an application to be hosted at the Metro Primary Data Center or via a cloud-based service.

Metro ITS promotes a *Mobile First* strategy that facilitates responsive and device agnostic application development for all new and upgraded applications.

Metro ITS also provides support services for Metro departments for a host of existing legacy applications. Metro ITS manages applications that were developed in-house, vendor sourced and adopted management of applications and/or vendor support for departments that did not want or merit a dedicated staff member.

Some of the most used ITS-supported applications are listed below with the associated stakeholders. This list of applications impact almost every department in the Metropolitan Nashville Government, either directly or indirectly.

Application	Departments
AXCore	Internal Audit
eBid (vendor & ITS support)	General Services, citizens
eJuror	State Trial Courts
Election Returns	Election Commission, ITS, citizens
EngTrack	Water Services
ePav	Water Services
Legislative Voting Management System (LVMS)	Metro Council, Metro Clerk, MNN
NashDigs	Water Services, Public Works, ITS, Mayor's Office, MTA, Planning, citizens
NFD – Property Loss	Nashville Fire Department
Opportunity Now	Nashville Career Advancement, Corporate Constituents, Citizens
Portfolio	Mayor's Office, ITS, Planning, citizens
SScasemgt	Metro Social Services
TeamMate	Internal Audit
Wowza	ITS, Metro Council, Mayor's Office, citizens



Current Strategic Drivers

1. **Citizen Demand: Mobile Access** 🇺🇸 (Game-changing) – in addition to self-service, today’s Metro citizen is increasingly demanding access to Metro services from mobile devices including smartphones, tablets and laptops. Also Metro supervisors and field personnel want to be able to track, monitor, and update their activities in real-time. Mobile reporting promotes spending more time in the field delivering services and recording observations, and less in the office completing paperwork.
2. **Buy vs. Build Philosophy** (High) – It is the ITS department’s policy to first seek a commercially off the shelf (COTS) product.
3. **Demand for Secure Government Systems** (High) – With massive data breaches in the news on a daily basis, expectations are growing to protect the security, availability and integrity of all applications, databases and records.
4. **Customer Demand: High availability** (High) – Customers and the citizens they serve demand extremely high availability of IT services.
5. **Technology End of Life:** (High) – As technology progresses and weaknesses are found and exploited in older application languages it becomes riskier over time not to rewrite applications in contemporary code.
6. **Customer Demand: Feature-rich Applications** (High) – Customer expectations and demand for technology services and support to effectively and efficiently achieve their business and personal objectives is increasing.
6. **Data Transparency, Access and Integration** 🇺🇸 (High) – Expectations are increasing for interfacing data systems and data collaboration between Metro departments, external agencies and even private utilities, allowing combined datasets to be easily available for public use.
7. **Industry Direction: Cloud Computing** (High) – The widespread public acceptance of cloud for services that employees and citizens use every day, along with the potential for positive financial impact and effective cloud vendor security stances make cloud systems a compelling direction.

On the Horizon Strategic Drivers

1. **New Technology: Mobile Wallets** (Game Changing) – This technology is quickly growing in popularity as people are finding it more convenient and safe than using a debit or credit card.
2. **Administration Change** (High) – An election for Metro Government in the fall of 2019 has the potential to replace our current mayor, vice mayor and members of the Metro Council. With this election comes the potential to disrupt the planned direction of systems, funding and personnel related to prior administrations.
3. **Emerging Application Technology** (Medium) – PaaS, HTML5, chatbots, and Blockchain are gaining popularity and offer improved application development, performance, resiliency, security and adaptability.
4. **Emerging Mobile Technology** (Medium) – Accelerated mobile pages, AR, VR, AI, IoT, wearable apps, and machine learning



5. **New Technology: Instant Apps (Medium)** – Instant Apps have a more native feel and are more user friendly with better performance and are integrated with functions just like websites.

Short Term Goals (0-6 months) 7/1/19 – 12/31/19

#	Goal/Objective	Est. Start	Est. Duration
1	EngTrack – This system is on end of life servers, so must be updated.	7/19	6 months
2	Opportunity Now – Prepare for RFP that anticipates replacing the current CRM (if the current Workday application system or another in-house product are not viable).	7/19	TBD
3	Mobile First Strategy – Research and develop a strategy to ensure that new and upgraded applications are developed with responsive design and are device agnostic to accommodate mobile use. Document and submit to ELT for review	7/19	6 months
4	NashDigs – Host meetings with potential customers (internal and external) that may benefit from this technology and work with new users to develop data integration process	7/19	6 months
5	Development Opportunity – Socialize the multiple vendor web and mobile application development processes for departmental request	7/19	6 months
6	LVMS – Upgrade the eScribe component.	7/19	TBD
7	TeamMate & AXCore – Work with Internal Audit and Vendors on future systems changes.	7/19	TBD

Medium Term Goals (6-18 months) 1/1/20 – 12/31/20

#	Goal/Objective	Est. Start	Est. Duration
1	NashDigs – Work with Metro Public Works to develop a process for integrating Entertainment Event data	1/20	6 months
2	Revise and Refine Processes – Refine Metro-wide development process based on departmental needs and feedback, document changes and submit to ELT for review	7/20	3 months
3	Opportunity Now – potential for preparation and implementation of a new application.	1/20	TBD
4	Election Returns – Work with Election Commission and plan for system upgrade	1/20	TBD

Long Term Goals (18-36 months) 1/1/21 – 6/30/22

#	Goal/Objective	Est. Start	Est. Duration
1	NashDigs – Integration with Cityworks AMS	1/21	TBD



Related Roadmaps

- Nashville.gov
- Databases
- Document Management and Imaging
- MNN

Related Resources

- <https://app-opportunitynow.workbay.net/login>
- <https://nashdigs.nashville.org>
- <https://ebid.nashville.gov>
- <http://ejuror.nashville.gov/nashville>
- <http://portfolio.nashville.org:8090>

