



Hamilton

INFORMATION REPORT

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| TO: | Chair and Members Planning Committee |
| COMMITTEE DATE: | July 5, 2016 |
| SUBJECT/REPORT NO: | AMANDA Improvement Initiatives (PED16156) (City Wide) |
| WARD(S) AFFECTED: | City Wide |
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| SUBMITTED BY: | Jason Thorne General Manager Planning and Economic Development Department |
| SIGNATURE: | |

Council Direction:

Not applicable

Information:

This report is to inform the Planning Committee of planned improvements to the AMANDA (Applications Management and Data Automation) system utilized within the Building Division that will advance the technological tools for staff and improve the administration and enforcement of the *Building Code Act, 1992*. The Building Division will be placing a significant investment into three separate and related initiatives that will enhance the application and utilization of the existing AMANDA software. The three initiatives are the AMANDA version 7 upgrade, Portal II and ProjectDox implementations.

The AMANDA system is a software product from CSDC Systems Inc. (CSDC). AMANDA was first implemented by the Building Division in 1997 and is now utilized across the Planning and Economic Development Department (PED) and within various divisions and programs in the City.

The AMANDA 7 upgrade contains significant enhancements to the current system and includes valuable new tools such as data analytics, an intuitive user-interface, a robust search engine, built-in GIS functionality and key web services platform. These enhancements will allow the Building Division to further maximize and leverage the use of the AMANDA system within the PED. The upgrade is fundamental and necessary to the other two initiatives.

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The AMANDA Portal II implementation allows for the framework of a web portal solution that will give the Building Division the ability to provide both client and citizen centric online services. The Portal II module will allow the Building Division to develop online services such as the ability to receive digital application submissions and would allow customer monitoring of the progress of a building permit application.

In conjunction with Portal II implementation and online digital submission development, the AMANDA ProjectDox implementation will allow Building Division staff to perform electronic review and mark-up of digital design drawings. The use of the ProjectDox mark-up tool will eliminate the need for manual review and mark-up of large format paper drawings and provides for centralization and control of collaborative reviews from multiple commenting groups and remote access to approved drawings. The ProjectDox application by Avolve Software Corp., which has partnered with CSDC, is a leading electronic mark-up software and a fully integrated solution with AMANDA.

Total cost of the three initiatives amounts to \$962,375 plus applicable taxes and is further detailed as follows:

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| Software and Services: | \$712,875 |
| Software: | \$317,500 |
| Amanda 7 Upgrade: | \$50,000 |
| Portal II: | \$82,500 |
| ProjectDox: | \$185,000 |
| Professional/Consulting Services: | \$265,050 |
| Training Services: | \$58,825 |
| Year 1 Maintenance: | \$71,500 |
| Support Analyst and Programmer (18 Months): | \$142,500 |
| 15% Contingency (market changes and undetermined/unknown factors): | \$107,000 |
| Total Cost: | \$962,375 |

The Building Stabilization Reserve will be appropriately used to fund these technological continuous improvement initiatives to enhance service delivery of the enforcement and administration of the *Building Code Act, 1992*. Work on the planned initiatives is scheduled to commence during the third quarter of 2016. AMANDA 7 upgrades are scheduled to be completed by the end of 2016 while the initial phase of the Portal II implementation for digital submissions will be in effect by the second quarter of 2017. Complete industry implementation for digital submissions is aimed for the first quarter of 2018.

These initiatives will also further the strategic implementations of the AMANDA system in the PED as mandated in the AMANDA Review and Implementation Project by the Open for Business Sub-Committee (OFB) at its meeting on June 25, 2014.

Furthermore, the three planned initiatives support the following “Technology” action recommendations approved by the OFB on November 28, 2012:

- 8.1 Review all current electronic tools to help make it easier for staff to monitor, communicate, and report on an individual applicant’s status, and to recommend ways to increase the effectiveness of these tools (i.e.: enhance current functionality on mobile devices), as well as, new technology where necessary and financially feasible.

- 8.4 Review the potential of an electronic “*public portal application*” that will allow business owners and developers to submit applications online; check their application’s status (i.e.: being reviewed or approved); and, allow outside agencies such as Hamilton Conservation Authority (HCA) to review applications and electronically submit their comments, which will connect with our main database, AMANDA.

These three initiatives are part of a series of technology enhancements within the Building Division and the PED. A separate information report will be forthcoming which will detail the Building Division’s initiative to convert all paper-based documents and microfiche records within the Building Division to a digital format and into an electronic document management system.

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