City of Austin Communication and Technology Management Department
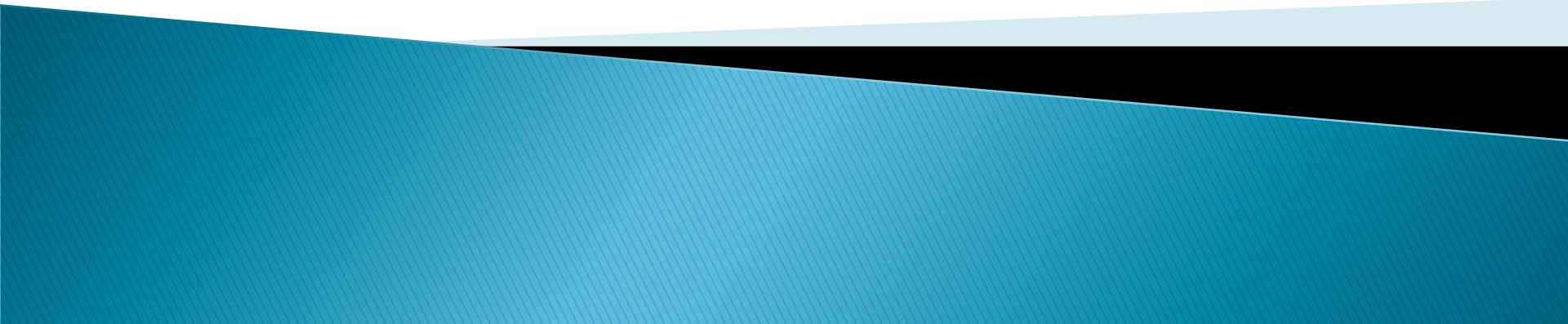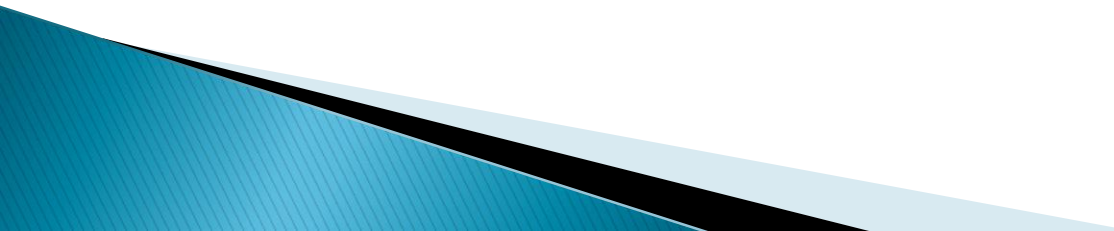
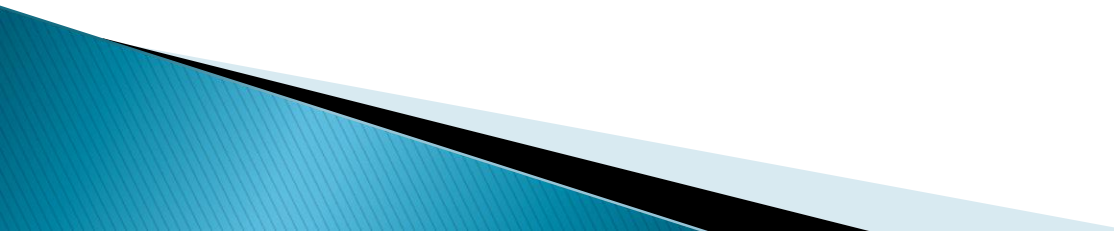# CTM
Our update for today

- Assistance to Planning and Development Review
- AMANDA status
- Online Payments
- Website

Assistance to Planning & Development Review

- Business Intelligence
- Fax server
- Review web content and navigation
- Review phone menus
- Automation around queue management
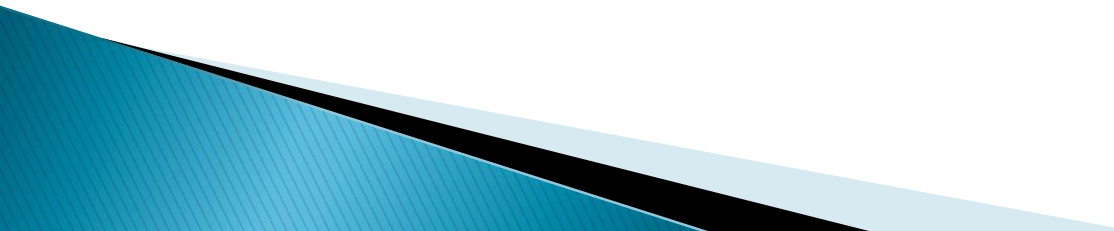- Feasibility review of online payment

Planning & Development Review

- Assessing online presence and automation of selected other cities.
  - Plan submission portals
  - Online payment
  - Internal workflow
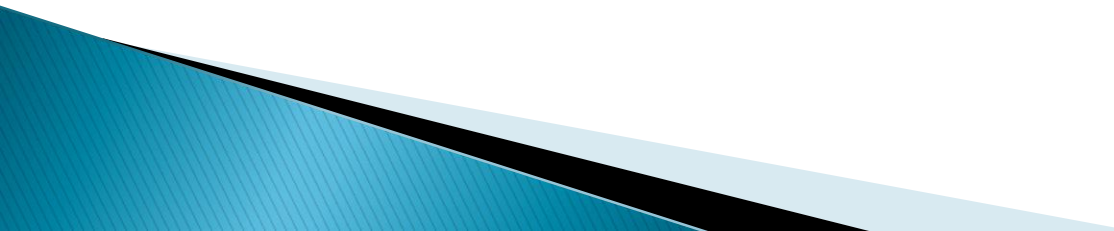 - Internal markup and versioning

AMANDA status

Who's AMANDA?

Amanda is the case management software from CSDC Enterprise Solutions, used by multiple city departments

- PDR for permitting
- NHCD for housing services
- Code Enforcement for violations, etc.
- Health Department for restaurant inspections and food permits
- ATD for right-of-way permits, temporary use permits
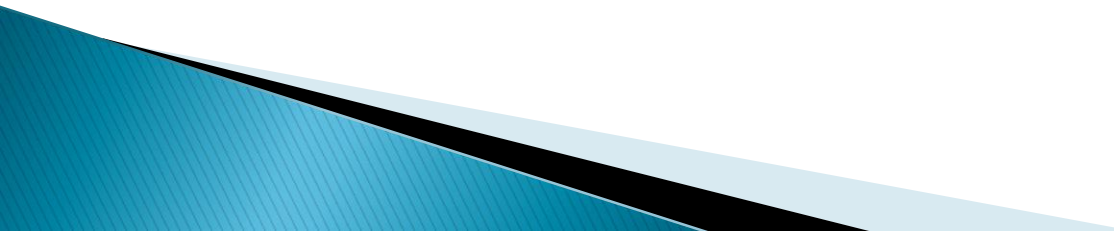- Watershed Protection for zoning, etc.

Amanda status

- Most departments using ver. 4, which has a limited public portal
- One recently-added department on ver. 5, which is needed for credit card payment interface
- Major project to convert other departments to ver. 5.
- Amanda ver 6. is being evaluated by staff. Expected to be much more configurable, enable faster rollouts.

Online Payments

- In March, City of Austin signed a contract with Chase Payment Connexion.
- Plans to use it broadly across the city for numerous offerings and services sold provided online.
- First up:
  - Parks and Recreation
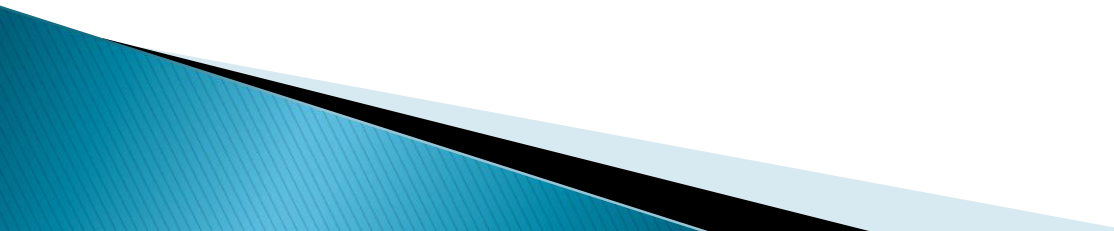 - Austin Police Department (alarm permits and fines)

Online payments

- City needs a standard data interface to be shared by all departments.
- City needs a common reconciliation engine to be shared across city government.

- These create economies of scale.

Austin Government Online

- Ongoing "sprints" to quickly develop and deploy improvements
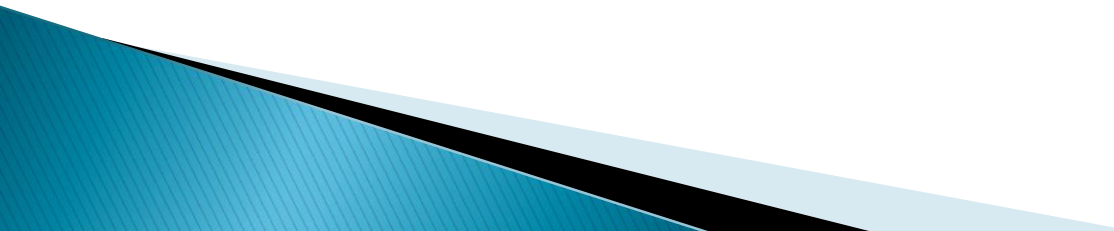- Now working on Sprint 6 (following the initial go-live

AustinGO Sprint 5

- Reviewed high-ranking city websites from the Digital Cities survey
  - Determined new content needed
  - Determined new features, e.g. social media integration, video, etc.
- City Stage branded site templates for events
- Clerk's Office calendar automation for agenda posting

…more on AustinGO sprint 5

- Book feature
- Blog feature
- Photo Gallery now run in house

Sprint 6 tentative plan

- ▸ Third party assessment of usability
- ▸ Completion of intranet deployment with Drupal
- ▸ Search improvements for Planning and Development Review
- ▸ Data Portal redesign for improved usability (data.austintexas.gov)

Questions?