

**Subject:** Modernization Grant Phase 2 Information Technology  
Web-based Services Review

**Recommendation:**

**BE IT RESOLVED THAT Council receive Report # 2022-0049- Modernization Grant Phase 2 Information Technology, for information Corporate Services;**

**AND THAT Council receive the Report prepared by Spatial DNA, for information;**

**AND THAT Council approve the posting of this report on the Town of Pelham website as required by the grant agreement.**

**Background:**

The Town of Pelham received a Modernization Grant Phase 2 for its Application for "Web-based services for residents and create efficiencies for internal reporting and tracking capabilities." A third party was obtained to analyze the current functions and provide recommendations regarding the software and other steps required to integrate the current systems and databases, which includes the request for services generated by the public, the approved By-laws and the cemetery plot locations.

Recommendations regarding the management of service requests, automated reporting, digitization of work orders, integration with the Town's Asset Management Plan (AMP) and the functionality of searchable databases for approved By-laws and cemetery plot locations will be expected from the third-party reviewer.

Objectives of the third party review:

1. Review the current web-based services, including the service request system and identify opportunities for the inclusion of additional web-based services such as a searchable By-law database and cemetery plot locations.
2. Identify opportunities to integrate systems such as the public service requests, the digitization of work orders generated by the public service requests and the link to the Asset Management Plan.
3. Recommend the software and other requirements to integrate the identified systems and to add the searchable data bases.

### Expected Outcomes of the Review:

Recommendations which, when implemented, will result in improved services for residents and more efficient systems for staff, including:

1. the addition of searchable information on the Town of Pelham's website
2. the integration of the public request system with internal tools which will digitize work orders, create automated reports and integrate with the Asset Management Plan.

### **Analysis:**

The report has met the objectives listed under the outcomes.

### **Financial Considerations:**

The total funding received was \$ 40,000. The consultant cost is \$42,394. The difference was covered by budget dollars in the Corporate Services operating budget.

### **Alternatives Reviewed:**

N/A

### **Strategic Plan Relationship: Financial Sustainability**

This report is important to provide solutions to the Citizen Service request portal, road patrol tools, work management for preventive maintenance and Asset Management GIS maps and reporting.

### **Consultation:**

Town staff

### **Other Pertinent Reports/Attachments:**

Spatial DNA Report

### **Prepared and Recommended by:**

Teresa Quinlin-Murphy, FCPA, FCA, MBA  
Director of Corporate Services & Treasurer

### **Prepared and Submitted by:**

David Cribbs, BA, MA, JD, MPA  
Chief Administrative Officer