

eGovernment Program Update 2013

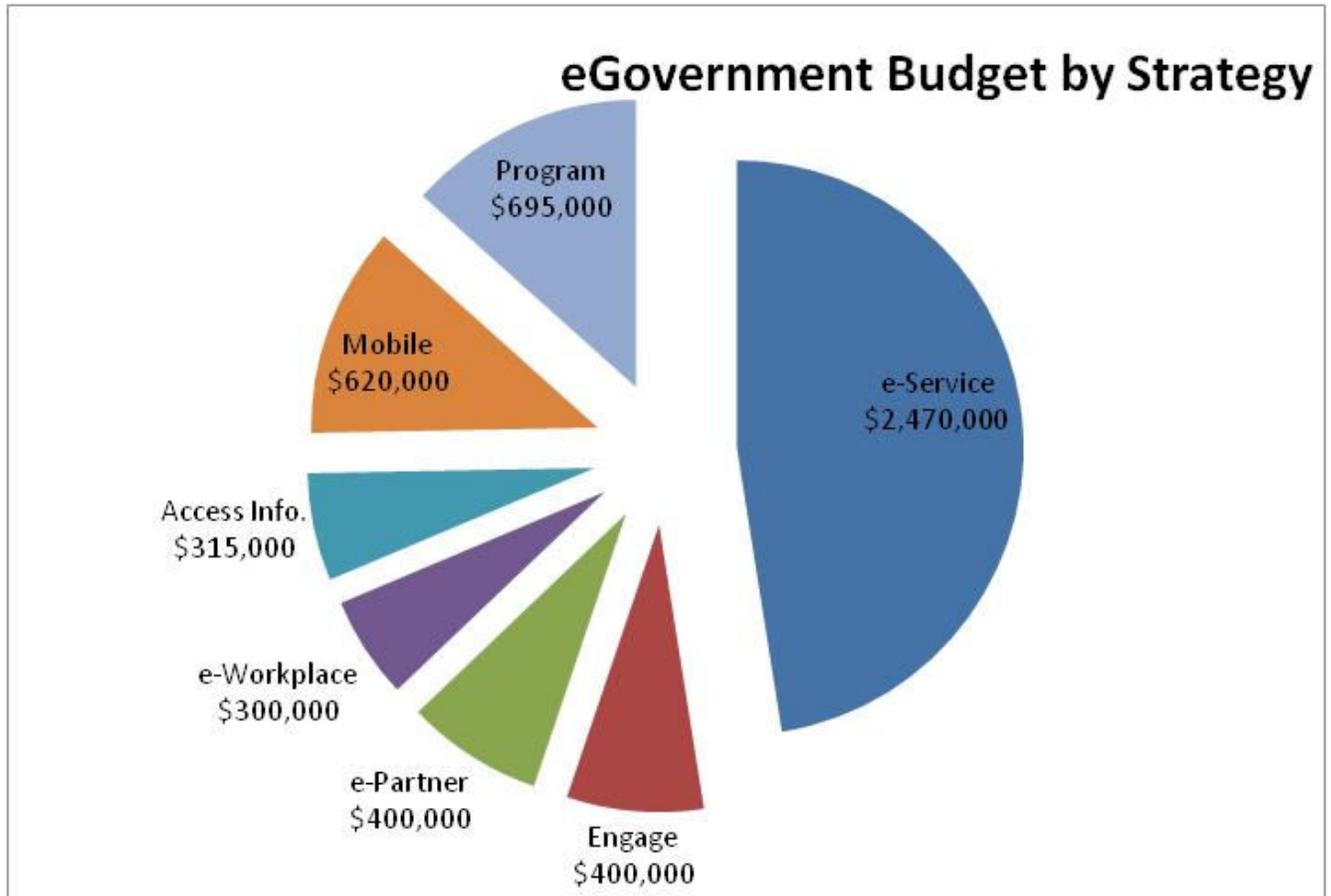
This report outlines the six key strategies for eGovernment and the progress of the current eGovernment Program (2012-2014) to advance these strategies.

Key Strategies for eGovernment:

- 1. Citizen Centric Service Delivery (e-Service)** – Improved recognition and access to City services available via the web. Citizens will shift towards the web as the primary channel with information and services designed for their convenience.
- 2. Citizen Participation and Engagement (Engage)** – Improved engagement with Calgarians in decision making, policy development, and strategic direction setting.
- 3. Fostering eGovernment Partnerships (e-Partner)** – Collaborating with partners for improved access to any service in Calgary regardless of who provides the service.
- 4. Access to City Information and Data (Access Info.)** – Strengthening trust and transparency in Government.
- 5. City Information Workplace (e-Workplace)** – Improved employee productivity based on improved access to the appropriate internal services and information assets when and where they are needed.
- 6. Services Anytime, Anywhere (Mobile)** – Mobility enables our citizens, business units and employees to carry out business anytime, anywhere.

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Financial Overview – Budget Allocation by Strategy



The eGovernment Program (2012-2014) budget is \$5.2 million for The City of Calgary.

The salaries for the eGovernment team and consulting fees are included in the slice of budget labelled "Program".

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The projects currently funded by the eGovernment program are grouped based on the eGovernment strategy the finished project will impact the most. Many of the projects align with and advance more than one eGovernment strategy.

Citizen Centric Service Delivery (e-Service)



eBill

- Customers can receive invoices electronically, view their billing information and pay invoices online
- Convenience of self-service
- Reduce postage and paper
- Reduce travel time
- Completed



311 Mobile App

- Allows Calgarians to submit requests for City services using their smart phones
- Report a need 24/7/365
- Adapting to the services "in demand"
- Completed



ePayment

- City of Calgary e-services can re-use this component for managing both credit card and debit card payments, electronic funds transfer and issue refunds.
- Convenience of self-service
- Consistency when making online payments
- Reliability and Payment Card Industry (PCI) Compliant
- Underway



Online Service Analysis

- Identify high value e-services being requested by Citizens and set direction for The City to move services online as a whole
- Understanding the e-services Citizens want
- Reduce complexity and frustration while interacting with The City for different services
- Underway

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myID

- City issued login credentials to access The City's e-services services and web applications
- Convenient login experience
- Protection of Information
- Underway
- The foundation work for identity management includes identity provisioning, single sign-on and access control



eForms

- Smarter electronic forms can provide dynamic interactions with applications and the backend systems linked to them.
- Reduce turnaround times
- quicker access to information
- Currently being scoped



Customer Service Framework

- Advancing the delivery of consistent customer service while reinforcing a culture based on transforming government principles
- Productive workforce to deliver quality services
- Alignment of services reviewed with Citizens
- Efficient and innovative service delivery
- Underway

Citizen Participation and Engagement (Engage)



CityTalk

- Encourages conversation among citizens enabling a stable platform for conversations to happen
- Opportunity for unstructured feedback
- A digital tool to gather feedback
- Completed



Online Engagement

- Deliver the tools as per the new engage! Policy.
- Continuous improvement providing modern online tools
- Underway

Fostering eGovernment Partnerships (e-Partner)



e-Partner

- Identify partners to form alliances with to enhance public service. Alliances may include agencies, boards and commissions of The City, Province of Alberta, Government of Canada, and other non-government organizations such as Alberta Health Services and Universities.
- eGovernment Committee will be directly involved to identify possible partners and public service opportunities.
- Currently being scoped

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Access to City Information and Data (Access Info.)



ELMS On-Demand Video Integration

- View video for Council meetings on demand
- Watch elected representatives
- Awareness of legislative process
- Improved management of legislative process
- Complete



Open Data Catalogue

- Provide the public with data to be repurposed free of cost and free of restrictive terms of use
 - Increase transparency
 - Fosters collaboration
 - Knowledge of the market segmentation
- Underway

City Information Workplace (e-Workplace)



e-HR Tools

- Deliver tools to support the e-HR initiative. e-HR will enable access of personal information for all employees on the device that they prefer from anywhere in a secure manner. Phase 1 of the e-HR project is launching Q1 - 2014.
- Currently being scoped

Services Anytime, Anywhere (Mobile)



Mobile Solution Delivery Foundation

- Guidance tool and reusable platform to develop mobile solutions
- Provide high-quality mobile solutions
- Productive workforce enabled by mobile solutions
- Investing in sustainable mobile technology
- Completed



Mobile Web Service Delivery

- Establish a roadmap to shift to a more sophisticated mobile development practice for The City
- Efficient and innovative
- Delivering a consistent mobile experience
- Respond to citizen needs and expectations
- Completed