

City and County of Denver

Technology Services Program Management Office

2010 Project/Program Overview

Developmental Services Enterprise Application

Description: This application replaces the existing (PILAR) web forms database applications with an enterprise solution which includes plan review, permitting, licensing, inspection services in a web-based solution. This project includes phased implementation of the new system along with business process improvements and the launch of enhanced online functionality. The Program includes continued reengineering and streamlining of business processes, reorganizing functions and staffing, automating enterprise solutions and the implementation of a triple bottom line balanced scorecard which will provide performance metrics related to environmental, social, and economic impacts of development.

Benefits & Opportunities: This program improves the development review/approval process of development projects, enhances city customer's experience, and reduces the person-trips to the Webb building by offering online submittal, permitting and e-payment for our customers.

Requesting Agency: Development Services

Type: service improvement

Goals & Objectives: The Goal is to implement a web based Enterprise Solution that integrates with and leverages existing systems for current plan review, permitting, licensing and inspection services seamlessly across departmental boundaries.

The goals for this solution are to:

- Provide transparency and accountability;
- Improve customer service & communication;
- Reduce processing time for plan review and permitting;
- Provide project tracking and consolidated reporting across department boundaries;
- Assure data and financial accuracy;
- Prevent data security breaches.

Key objectives include:

- On-line customer access and self service (e-permits);
- On-line collaboration, storage and retrieval;
- On-line fee payment (integration with cashiering system);
- Workflow management and workload balancing;
- Dashboard tracking of deliverables and key performance metrics;
- Dynamic location mapping and reporting with all integrated systems;
- Mobile connectivity (for building inspectors, fire department, parks & rec., etc.).