

CITY OF MINNEAPOLIS

Enterprise Land Management System (ELMS) Overview



November 4, 2015

Why are we doing this project

- The City's current Land Management technology is outdated and unsupported
- The new technology will allow users to do their jobs more efficiently by providing improved access to information
- The new system will provide a better user and customer experience



ELMS Overview

- A new system consisting of multiple technologies brought together for enterprise collaboration.
- Will replace:
 - KIVA (City's permitting, licensing, and inspections system)
 - Digital Health (City's health inspections system)
 - Shadow systems (unsupported spreadsheets and Access Databases)
- Will be integrated with other City systems improving:
 - Interagency collaboration
 - Data sharing capabilities
 - Workflow integration

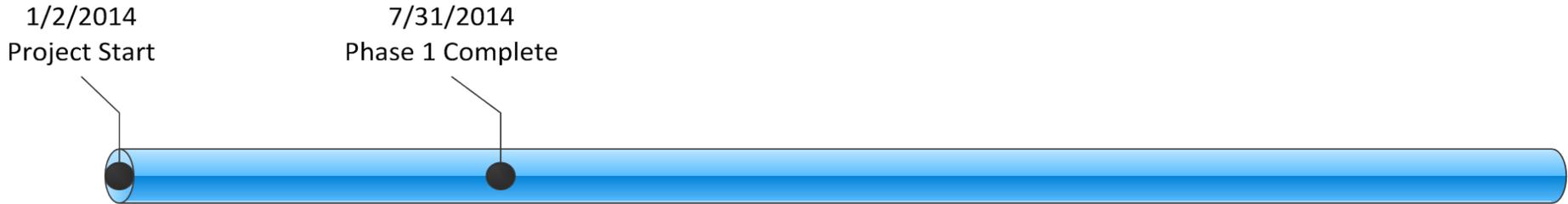
Benefits

- Consolidation of Plan Review efforts across business units
- Improved data integrity & availability
- Integrations
 - Systems - COMET, Govern, 311
 - Partners - Hennepin County
 - Tools – GIS, Enterprise Addressing

Benefits - Continued

- Inspections through a mobile device
 - Enter current inspection
 - Review historical data
 - Email inspection results
- Business processes
 - Standardized
 - Repeatable
 - Integrated
- Streamline billing and payments

Where have we been?



The project was kicked off in January 2014
Phase 1 - Total of 10 Application/Permit Types

1	Enhanced Residential Building	6	Sidewalk Permit
2	After Hours Permit	7	Site Alteration Permit
3	Plumbing Permit	8	Soil Erosion Permit
4	Mechanical Permit	9	Street Use Permit
5	Sewer Tap Permit	10	Water Tap Permit

Where have we been?

1/2/2014
Project Start

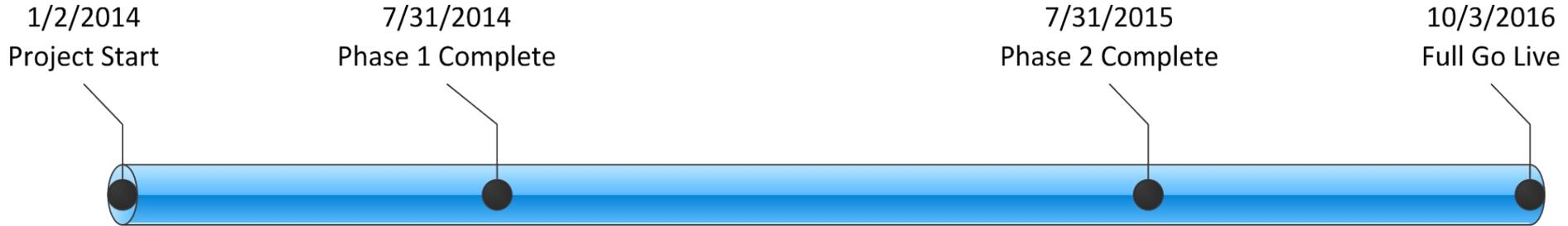
7/31/2014
Phase 1 Complete

7/31/2015
Phase 2 Complete

Phase 2 - Total of 36 Application/Permit Types

11	Wrecking Permit	23	Fire Alternative Suppression	35	Preliminary Development Review
12	Moving Permit	24	Fire Services Permit	36	Preliminary Plan Review
13	Abrasive Blasting Permit	25	Fire Smoke Permit	37	Rock Crushing Permit
14	Amplified Sound Permit	26	Fire Sprinkler Permit	38	Short Term Food Permit
15	Code Compliance – Planning Case	27	Food Plan Review Planning Case	39	Sidewalk Program Repairs
16	Commercial Building Permit	28	Hazmat License	40	Sign Permit
17	Contaminated Soil Handling & Storage	29	Heritage Preservation Application	41	Tank Permit
18	Critical Parking	30	Land Use/Subdivision Application	42	Temporary Liquor Permit
19	Elevator Permit/License	31	Misc Planning Case (Area Plan)	43	Temporary Water Discharge Permit
20	Encroachment Permit	32	Obstruction Permit	44	Utility Excavation Permit
21	Event Planning Case (+Race/Parade)	33	Oil Water Separator Permit	45	Warranty (Utility Excavation)
22	Fire Alarm	34	Planning Case (Project Idea)	46	Well Permit

Where are we going?



Phase 3 - Total of 31 Application/Permit Types

47	Admin/Business License Code Enforcement	58	Fire Commercial Annual Insp	69	Sales and Servicing License
48	Admin/Owner Occupied Code Enforcement	59	FIS Sale of Fireworks	70	Seasonal Food License
49	Admin/Rental Code Enforcement	60	Food License	71	Taxi License - Business
50	Alcohol License	61	Food Variances/HACCP	72	Taxi License - Driver
51	Boarding and Lodging	62	Meter Hooding	73	Valet Parking/Valet Parking- Additional Zone licenses
52	Certificate of Competency - Trades License	63	Motor Vehicle Dealer/Scooter Leasing	74	VBR/CVBR
53	Commercial Hood	64	Nuisance Code Enforcement	75	Vehicle Related License (Taxi)
54	Energy Disclosure Registration	65	Pollution Control Annual Billing	76	Loading Zone
55	Entertainment License	66	Ramp Registration/Certification	77	Disability Parking Zone
56	Event Food Sponsor	67	Reduced Pressure Zone (RPZ)		
57	Farmer's Market Applications	68	Rental License		

Where are we going?



- 77 Total Application Types for Project, Permit, License, Complaints, Code Enforcement, Inspections
- Data Conversion
- Interfaces and Integrations
 - Enterprise Addressing
 - Data Management
 - Govern
 - 311
 - GIS
 - Comet
 - Enterprise Document Management System (EDMS)
 - Payment Gateway (CyberSource)
- Mobile Field Inspector Application
- ProjectDox ePlan Review
- Cashiering
- Billing
- Online Permit Application

Public Portal Project - Rhythm for Civics

Target: First quarter of 2017

- 24/7 access from anywhere
 - Internet required
- Submit applications
 - Electronic application form
 - Pay fees with credit/debit
 - Application confirmation emailed
- Review application status
 - Track application through approval process
- Helpful wizards
 - Walk users through process step-by-step

Follow the progress at...

<http://citytalk/elms/index.htm>

Land Management

[Background](#)

[Project Teams and Focus](#)

[Implementation Timeline](#)



Countdown to ELMS Go-Live

Enterprise Land Management System (ELMS)

ELMS is the new system of multiple technologies brought together for enterprise collaboration. It will replace KIVA (City's permitting, licensing, and inspections system), Digital Health (City's health inspections system) and other systems that are unsupported, outdated, lack efficiencies and automation.

ELMS will be integrated with other City systems improving interagency collaboration and data sharing capabilities. Data that formerly appeared in only one place at a time will now be simultaneously available to all staff needing the information.

Benefits of the new Enterprise Land Management System

- Improved ability to serve customers in-person and online
- Improved customer satisfaction from standardized and repeatable business processes
- Access to real-time information and enhanced online licensing, permitting and plan submission functions
- Reduce public's need to come to City counters in person by providing online access to information
- Improved sharing of information and status on common projects through automated workflows replacing manual processes
- Electronic Plan Review will improve collaboration among departments and eliminate the need to circulate paper plans
- Data consolidation, improved data integrity and broader information sharing among all City departments
- Integratration with multiple City systems (Financials, Master Addressing, GIS, Govern, Document Management, and 311) providing an enterprise view of land related information
- Enhanced mobile inspection capability
- Enhanced public portal will improve online access to apply, access and purchase licenses and permits
- Enhanced billing and cashiering will enable business process changes to improve billing to customers and payment acceptance from customers

System go-live October 3, 2016

Project Status Snapshot

[Bi-weekly Dashboard 10-16-15](#)

[Bi-weekly Dashboard 10-02-15](#)

[Bi-weekly Dashboard 9-18-15](#)

[Bi-weekly Dashboard 9-04-15](#)

[Bi-weekly Dashboard 8-21-15](#)

[Bi-weekly Dashboard 8-7-15](#)

[Bi-weekly Dashboard 7-24-15](#)

[Bi-weekly Dashboard 7-10-15](#)

[Bi-weekly Dashboard 6-26-15](#)

[Bi-weekly Dashboard 6-12-15](#)

[Bi-weekly Dashboard 5-22-15](#)

[Bi-weekly Dashboard 5-01-15](#)

[How Chicago Uses Electronic Plan Review \(YouTube\)](#) - ELMS includes the same Electronic Plan Review software

Detailed Work Efforts and Status

10/16/15 [Status Report](#)

10/02/15 [Status Report](#)

9/18/15 [Status Report](#)

9/04/15 [Status Report](#)

8/21/15 [Status Report](#)

8/07/15 [Status Report](#)

Questions?

Thank you

Go live October 3, 2016

