

**City of Fresno
IT Master Plan - Project Status and Priority**

Project Title	Owner/Sponsor	Enterprise Project (Y/N)	Status (C - Complete, IP - In Progress, H- Hold, N - New)	Level of Effort (1=Low, 3=Medium, 5=High)	Risk (1=Low, 3=Medium, 5=High)	Business Value 1=Low, 3 = Medium, 5=High					Notes	Planned Project Duration By FY				
						Community Engagement	Business Enhancement	Cost Reduction	Technology Replacement	Average		2017-18	2018-19	2019-20	2020-21	2021-2022
Updated: July 2021																
311	ISD		C	3	3	5	5	3	3	4			■■■■			
Automated Benefit Enrollment	Finance - HR/Payroll		C	3	5	1	5	5	3	3.5				■■■■		
Bus Rapid Transit System	FAX	Y	C	3	3	5	5	3	3	4		■■■■		■■■■		
City Clerk Document Portal	City Clerk		C	3	3	5	3	3	3	3.5			■■■■			
City Hall Security Phase I	City Manager	Y	C	3	5	1	5	3	5	3.5		■■■■	■■■■			
Closed Captioning	City Clerk		C	3	3	5	5	3	3	4		■■■■				
Communications App	ISD		C	3	3	3	5	3	3	3.5			■■■■			
Digital Signage	ISD		C	3	3	5	5	3	5	4.5			■■■■			
Electronic Content/Document Management System - Phases 1 thru 3	Public Works		C	3	3	1	5	3	3	3		■■■■				
FAX Mobile App (myFAXBus)	FAX		C	3	3	5	5	3	5	4.5		■■■■				
Finance Laserfiche Integration	Finance		C	3	3	1	5	3	3	3		■■■■				
Fulton Mobile App	City Manager		C	3	3	5	5	5	5	5			■■■■			
Inspector App	DARM		C	3	3	5	5	5	5	5		■■■■				
Interactive Video Meetings (Council, Planning Commissions, etc.)	ISD	Y	C	3	2	5	5	3	5	4.5						
Land Management System	DARM		C	3	3	5	5	3	5	4.5		■■■■				
Legislative Enhancements	City Clerk		C	1	1	1	5	5	1	3			■■■■			
PRA/GovQA Implementation	ISD		C	3	3	4	5	3	2	3.5						
Remote Work Implementation (COVID)	ISD	Y	C	5	2	2	5	3	5	3.75						
Save Our Small Business App (COVID)	ISD		C	4	3	5	5	2	1	3.25						
Trip Planner System	FAX		C	3	3	1	5	3	1	2.5						
Volunteer Management System	PARCS		C	3	3	3	5	3	3	3.5				■■■■		
Wi-Fi Access Implementation Project	ISD	Y	C	3	3	1	5	3	3	3						
Budget Financial Management (Phase 2)	Finance - Budget		H	5	1	5	5	3	3	4						
DPU App	DPU		H	3	3	5	5	3	5	4.5			■■■■			
Key Valet System	FAX		H	3	1	3	3	1	5	3						
PARCS Mobile App	PARCS		H	3	3	5	5	3	5	4.5						
Work Order System Integration with GIS	City-Wide	Y	H	3	3	1	3	3	3	2.5	Incl Data Migration			■■■■		
Work Order System Intermin Enhancements	DPU - Water Systems		H	3	3	5	5	3	3	4		■■■■	■■■■			
10X Upgrade (Order Processing)	ISD		IP	3	3	3	5	3	3	3.5				■■■■	■■■■	
Agenda Management Assessment	City Clerk		IP	3	3	5	5	3	3	4		■■■■		■■■■	■■■■	
Airport Customer Maintenance Management System	Airport		IP	3	3	5	5	3	1	3.5	Est'd completion in Nov. 2016		■■■■	■■■■		
Automated Irrigation Systems	PARCS - Maintenance		IP	5	3	5	5	3	5	4.5		■■■■				
Badger Meter (Read Center) Replacement Completion	DPU - UB		IP	3	3	5	5	3	1	3.5			■■■■			
BroadBand/Small Cells	ISD	Y	IP	5	3	5	5	3	5	4.5	Ongoing		■■■■	■■■■	■■■■	
BRT Cameras	FAX		IP	3	3	5	5	1	3	3.5		■■■■	■■■■	■■■■	■■■■	
Building Security Access	PARCS		IP	5	5	1	5	5	3	3.5		■■■■	■■■■			
City Hall Security Phase II	City Manager		IP	3	3	5	3	2	3	3.25			■■■■			
City Hall Security Phase III	City Manager		IP	3	3	5	3	2	3	3.25				■■■■		
City Hall Security Phase IV	City Manager		IP	3	3	5	3	2	3	3.25					■■■■	
City Website	Mayor's Office / PIO		IP	5	3	1	5	5	1	3		■■■■			■■■■	
Computer Equipment (Desktop) Replacement Plan	ISD	Y	IP	5	3	3	5	3	5	4		■■■■			■■■■	
Council Chamber Upgrades	City Manager		IP	3	3	5	5	3	3	4			■■■■	■■■■	■■■■	

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Document Management System Implementation (City-wide)	City-wide	Y	IP	3	3	1	5	3	3	3		■■■■	■■■■			
Document Management System Roadmap	City-wide	Y	IP	3	1	5	5	3	1	3.5		■■■■				
Electronic Content/Document Management System - Phase 4	Public Works		IP	3	3	1	5	3	3	3		■■■■				
Emergency Rental Assistance App (COVID)	ISD		IP	4	3	5	5	2	1	3.25						
EOC/COOP	City Manager	Y	IP	3	5	3	5	3	5	4		■■■■	■■■■	■■■■	■■■■	
ERP (PeopleSoft) Assessment	Finance/HR/ISD	Y	IP	3	3	1	5	5	3	3.5		■■■■	■■■■	■■■■	■■■■	
ERP (PeopleSoft) Upgrade / Replacement	Finance/HR/ISD	Y	IP	5	3	1	5	3	5	3.5					■■■■	■■■■
e-Signature	City Clerk		IP	3	3	3	3	3	3	3		■■■■	■■■■		■■■■	
Governance	City Manager	Y	IP	5	3	5	5	3	3	4	Ongoing		■■■■	■■■■	■■■■	■■■■
High Speed Connectivity	ISD		IP	3	3	1	5	3	3	3						
IT Strategic Plan Update (External Review)	ISD	Y	IP	3	5	3	3	3	3	3	Internal Reviews are as needed.				■■■■	■■■■
Microsoft M365 Upgrade	ISD	Y	IP	4	3	1	4	1	5	2.75			■■■■	■■■■	■■■■	■■■■
Network Infrastructure Upgrade	City-wide	Y	IP	3	3	5	3	1	3	3				■■■■	■■■■	■■■■
Parking System Enhancements	DARM - Parking		IP	5	1	1	3	5	5	3.5			■■■■	■■■■		
Predictive Analytics Software	DPU - Water Systems		IP	3	3	1	5	3	3	3		■■■■				
Progressive System Enhancements	Finance - Business Tax		IP	5	5	5	5	3	5	4.5		■■■■				
Project Management System	PW - Capital Projects / Engineering		IP	3	3	1	5	3	1	2.5		■■■■	■■■■	■■■■	■■■■	■■■■
Public Safety Communications System Replacement - 700 MHZ	Police/Fire/ISD		IP	5	3	3	5	3	5	4			■■■■			■■■■
Public Safety Communications System Replacement - MW	Police/Fire/ISD		IP	5	3	3	5	3	5	4		■■■■	■■■■	■■■■	■■■■	■■■■
Security Assessment Update	ISD		IP	3	5	3	5	3	5	4		■■■■	■■■■	■■■■	■■■■	■■■■
Server Room Fire Suppression	ISD		IP	3	5	3	5	3	5	4			■■■■	■■■■		
Shot Detection Expansion	Police		IP	3	3	3	3	3	3	3				■■■■		■■■■
Street Light Management	PW - Engineering		IP	3	3	1	5	3	3	3	See note 2 below		■■■■			
Test / Evaluate Parking Smart Meters	DARM - Parking		IP	3	3	5	5	3	3	4			■■■■			
Utility Billing Assessment	DPU - UB and Collection		IP	5	5	1	5	3	3	3					■■■■	
Utility Billing Replacement	ISD/Finance		IP	5	5	1	5	3	3	3						
Video Policing Upgrades/Updates	Police		IP	3	3	3	3	3	3	3					■■■■	■■■■
VOIP PIER - Features Enhancements	City-wide		IP	3	1	1	5	3	3	3		■■■■				
Windows O/S Upgrades	ISD	Y	IP	5	5	3	3	3	5	3.5		■■■■				
Accounting System Replacement	Retirement Office		N	3	3	1	5	1	3	2.5				■■■■		
Buildingeye Software	DARM		N	3	3	1	5	5	3	3.5		■■■■				
Bus/Transit Vehicles	FAX		N	3	3	1	5	5	3	3.5	TBD	■■■■				
CAD/AVL System Purchase	FAX/DPU		N	3	3	1	5	1	3	2.5		■■■■	■■■■	■■■■	■■■■	■■■■
Contract Management	City Clerk/Attorney		N	3	3	5	3	1	1	2.5		■■■■	■■■■			
CRM/FresGo Replacement	ISD		N	3	2	4	4	3	3	3.5						■■■■
Digital Government Strategy	ISD		N	3	3	1	3	3	5	3		■■■■				■■■■
Document Management System - Retirement	Retirement Office		N	3	1	1	5	5	1	3						
Donations Management	PARCS		N	3	1	1	5	5	1	3		■■■■				
Emergency Reporting System Interfaces	Fire		N	3	3	1	5	3	5	3.5	See note 1 Below	■■■■	■■■■	■■■■		
Fiber Master Plan	ISD	Y	N	3	3	5	3	3	3	3.5			■■■■			■■■■
FresGO PIER and Phase 2	City Manager	Y	N	3	3	5	5	3	1	3.5		■■■■				
GIS Master Plan (ESRI)	City-wide	Y	N	3	3	1	5	5	3	3.5			■■■■			
Grant Management	Finance	Y	N	5	3	5	5	3	3	4		■■■■				
Hazmat Response Software Technology	Fire		N	3	1	1	5	5	1	3		■■■■				

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Heartland Cashiering PIER / Phase 2	Finance		N	3	3	5	3	3	3	3.5		■ ■ ■ ■				
Homeless Property Tracking	City Manager		N	3	3	3	3	3	3	3	OBE -- In House No Cost			■ ■ ■ ■		
License Plate Readers	Police		N	3	3	5	5	3	3	4		■ ■ ■ ■	■ ■ ■ ■	■ ■ ■ ■	■ ■ ■ ■	■ ■ ■ ■
Makerspace Equipment	PARCS		N	3	3	5	5	1	3	3.5	TBD			■ ■ ■ ■		
Membership/Pass Management	PARCS		N	5	5	5	5	3	3	4		■ ■ ■ ■	■ ■ ■ ■	■ ■ ■ ■	■ ■ ■ ■	■ ■ ■ ■
Real Property Inventory Management	DARM - Downtown		N	3	5	5	5	3	3	4	Incl Real Property & Accela Land Mgt	■ ■ ■ ■				
SCADA Master Plan	DPU		N	3	3	5	5	3	3	4		■ ■ ■ ■	■ ■ ■ ■		■ ■ ■ ■	■ ■ ■ ■
SymPro Review	Finance - Treasury		N	3	3	5	5	3	3	4		■ ■ ■ ■				
Tap Cards	FAX		N	3	3	5	5	3	1	3.5	OBE -- Already Purchased				■ ■ ■ ■	■ ■ ■ ■
Tax Data Management	Finance - Debt		N	5	1	1	5	3	5	3.5		■ ■ ■ ■				
Work Order Asset Management System Assessment	DPU- Water/Citywide	Y	N	3	3	1	5	3	3	3		■ ■ ■ ■	■ ■ ■ ■			
Park Equipment Inventory Management Integrated With GIS	PARCS		W	3	3	5	5	3	3	4		■ ■ ■ ■	■ ■ ■ ■	■ ■ ■ ■	■ ■ ■ ■	■ ■ ■ ■
Totals												45	41	26	26	27

City of Fresno STMP Project List - Updated August 2019					Attributes		
Status	Project Name	Project Sponsor(s)	Enterprise Project	Project Description	Level of Effort	Risk	Business Value
In Progress	10X Upgrade (Order Processing)	ISD		Description: Upgrade our internal order processing system for internal ordering for City Departments. Objectives/Benefits: Increase efficiencies for internal orders, order tracking, budget approval, order approval, etc. Drivers: Current system is out of date and needs to be upgraded.	Med	Med	Med
Completed	311	ISD		Description: Implement 311 service for the City. Objectives/Benefits: The City already has a single number for it's constituents to call (One Call Center). This project will formalize our One Call Center into a 311 service offering. Drivers: Provide a better service to our constituents and solidify our call center.	Med	Med	High
New	Accounting System Replacement	Retirement Office		Description: The City Retirement Office is currently using QuickBooks to manage the financial affairs of the City's two fully funded Retirement Systems. The retirement accounting transactions must be managed in a separate solution from the City financial software. This project is to identify a standalone replacement software program that provides a more robust accrual-based accounting system. Objectives/Benefits: The implementation of a new accounting system will provide improved functionality to support all accounting functions for City Retirement Office activities. In addition, enhanced reporting capabilities and automated functionality will provide more rapid access to data. Drivers: The current solution does not meet the Retirement Office needs. The office is looking to increase its efficiencies, have access to better overall reporting, and be able to access data more easily for the CAFR Retirement document.	Med	Med	Med
In Progress	Agenda Management Assessment	City Clerk		Description: This project would provide for a review of the City's use of Granicus for managing the City Council agenda including the submission, tracking, and approval of agenda items and the creation and distribution of the agenda packet (mainly distributed electronically, but some hard-copy versions of the packet are printed and distributed). Some Council Members and staff have expressed concern with the City's process for managing and distributing the agenda. Objectives/Benefits: Enable the City to make better use of the Granicus application and improve the ability to manage and distribute the agenda. Drivers: Resolve problems with present implementation of Granicus, improve staff efficiency and productivity	Med	Med	High
In Progress	Airport Customer Maintenance Management System	Airport		Description: The Fresno Yosemite International Airport (FYI) Facility and Maintenance group does not currently use an electronic system to manage its service work orders and is looking to automate this functionality The FYI is aware that the City has several City Customer Maintenance Management System (CMMS) systems and is interested in leveraging one of those current systems. They are most interested in the system used by PARCS Facilities Maintenance and Fire called Corrigo. Corrigo is working successfully within these two departments and adding the Airport would further leverage the current hosted solution. Objectives/Benefits: The implementation of an electronic maintenance and work order system will automate the manual processes currently in place. Drivers: To increase efficiencies as provided via an automated system.	Med	Med	Med
Completed	Automated Benefit Enrollment	Finance - HR/Payroll		Description: ISD is working with the HR and Payroll divisions to assist in the automation of Benefit Enrollments. The process is manual for both the employee and staff, and it is very susceptible to data-entry errors that have resulted in financial impacts that required correction/adjustment. Objectives/Benefits: To eliminate the inconsistent setups across bargaining units and eliminate manual errors through automation. An automated process would help administer the pension, health and welfare, 13 vacation plans, etc. Drivers: To eliminate manual errors and provide a more timely process of benefit enrollment events through automation.	Med	High	Med
In Progress	Automated Irrigation Systems	PARCS - Maintenance		Description: The City PARCS staff manually controls the majority of the water irrigation systems throughout the City. This is resource intensive and requires manual intervention to make major or minor timing, flow, and rain adjustments. This project is to continue upgrading all the irrigation systems so City staff is able to control the systems through automated phone applications and centralized systems remotely. Objectives/Benefits: Continue automated control of City water irrigation systems to support state water conservation efforts. Increases staff efficiency through remote management of water systems. Drivers: Eliminates water waste and saves staff time with automated control functionality where possible.	High	Med	High
In Progress	Badger Meter (Read Center) Replacement Completion	DPU - UB		Description: When DPU went to implement the Automated Meter System (AMS) Read Center from Badger Meter, the product was unable to handle the volume of business that Fresno generated. The Read Center software is now "unsupported" and the City is moving to a Beacon AMS solution. This project is to complete the transition to the new system and work through current outstanding issues with the Beacon and IonWater products to the City's satisfaction. Objectives/Benefits: To clearly identify and address the remaining outstanding issues to the City's satisfaction in order to meet department and public needs. Drivers: To replace an unsupported system and to address remaining project issues.	Med	Med	Med
In Progress	BroadBand/Small Cells	ISD	Y	Description: Continue tow work with our partners to ensure that the City is primed for and receives small cell/5G technologies. Objectives/Benefits: This will ensure that our citizens have the latest technology in an effort to ensure that the City keeps up with technological advances from a cellular and telecommunications perspective. By this we will also attempt to close the digital divide and work towards providing cost effective and affordable service for our citizens.Ensure that the public can access agendas and find City services fairly easily. Drivers: Ensure that our citizens have access to latest telecommunications technology.	High	Med	High

City of Fresno STMP Project List - Updated August 2019					Attributes		
Status	Project Name	Project Sponsor(s)	Enterprise Project	Project Description	Level of Effort	Risk	Business Value
In Progress	BRT Cameras	FAX		<p>Description: Install cameras at each BRT location.</p> <p>Objectives/Benefits: Ensure public safety as well as being able to monitor the bus stations for security, maintenance and upkeep.</p> <p>Drivers: Public safety.</p>	Med	Med	Med
On Hold	Budget Financial Management (Phase 2)	Finance - Budget		<p>Description: The Budget Office is in the first year of using the new Budget Financial Management (BFM) system as a replacement to the end-of-life Brass system. This project is to take the next steps with the BFM system to include additional features and functionality to be scoped by staff and costed by the vendor.</p> <p>Objectives/Benefits: Complete a scope of work to identify enhancements to the BFM system. Potential additional functionality may include electronic forms and workflow approvals, document attachments, versioning, etc. to further automate the budget preparation process.</p> <p>Drivers: Enhanced user tools and management capabilities to support the annual budgeting process.</p>	High	Low	High
In Progress	Building Security Access	PARCS		<p>Description: This project is to implement a common/standard centralized system for access to the City PARCS facilities. Numerous facility keys are managed manually and an automated building access system for the PARCS facilities would be more efficient. Features of a building security system would include the ability for staff to grant access to specific facilities via secure card access at specific times and to track and report on access events.</p> <p>Objectives/Benefits: PARCS would benefit from a uniform method that supports City staff access to facilities via card entry or other electronic entry methods. This automation would eliminate management of a large number of keys and provide access management to what buildings, for what individuals, by roles and security settings.</p> <p>Benefits: Provide a safe, secure building access system and eliminate the need for keys.</p> <p>NOTE: PARCS may be able to utilize the existing system being used for City Hall to address their needs.</p>	High	High	Med
New	Buildingeye Software	DARM		<p>Description: The City has a need to share disparate data to its public and constituents for planning activities, permitting, capital projects and more. The Buildingeye software presents City data from simple and easy to use interactive map(s) from within a city's website. The system pushes updates to the City public web site automatically on regularly scheduled times from different City business applications. This project would follow the Land Management implementation as a sub-project.</p> <p>Objectives/Benefits: Buildingeye saves time by providing customer self-serve and subscription in order to receive notice of permit activity in their neighborhood or other events. It provides dissemination of data to the public that is easily accessible and intuitive to understand.</p> <p>Drivers: The interface will help eliminate calls to City staff and provide easier access to building and planning information by mapping what's happening in the City.</p>	Med	Med	Med
Completed	Bus Rapid Transit System	FAX	Y	<p>Description: Bus Rapid Transit System (BRT) We anticipate that the proposed High Speed Rail (HSR) station will increase the demand for bus service to and from the station. Therefore, efficient links to other modes of transportation, including BRT, will be critical. We envision the proposed BRT stop at Van Ness and Mariposa to play a significant role in providing easy and efficient access to the proposed HSR station, which will be located just a few blocks away at H and Mariposa Streets. BRT will reduce both waiting and travel times for FAX customers on the two busiest transit corridors in the city and BRT will provides service improvements to its customers without compromising service levels in other parts of the FAX system.</p> <p>Objectives/Benefits: BRT has proven to add value to adjacent properties and businesses in the other cities in the U.S. where implemented, which would be a welcome contribution to businesses and property owners along the Blackstone and Ventura/Kings Canyon corridors.</p> <p>Drivers: The ultimate success of a comprehensive, intermodal transit system relies significantly on its ability to allow passengers to seamlessly transfer from one mode of transportation to another.</p>	Med	Med	High
New	Bus/Transit Vehicles	FAX		<p>Description: Conduct research and planning for "Wi-Fi in Motion" on the City transit vehicles to provide mobile connectivity for transit riders and commuters. This would be a sub-project of the larger City Wi-Fi project.</p> <p>Objectives/Benefits: Provide Wi-Fi connectivity to what was historically regarded as a time when you couldn't do much more than read the paper. Adding Internet access to transportation is the next step in civic services and is already being requested by the public</p> <p>Drivers: Encourage ridership and meet the demand of riders.</p>	Med	Med	Med

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New	CAD/AVL System Purchase	FAX/DPU		<p>Description: The CAD/AVL system was purchased in 1997; current we are a yearly maintenance plan and receive periodic software upgrade and product support. In recent research we discovered that there are a number of systems in the market place that exceeds our existing system in providing ridership information to our riding public. We also want to enhance the back office reporting tools to provide management the information to make strategic routing modifications. There are two other factors driving the procurement process and they are the continuing operating cost and the vendor's resistance to interface with other software application that would improve the deployment of ridership information to our riding public.</p> <p>Objectives/Benefits: To improve the timeliness of our existing Transit System. Also provide needed information to our riding public in regard to real time vehicle location. The goal is to minimize the passenger wait time at stops.</p> <p>Drivers: Improve the riding experience of our existing customers and generate a viable travel option for the City's choice riders.</p>	Med	Med	Med
Completed	City Clerk Document Portal	City Clerk		<p>Description: The City Clerk's Office has a need to provide online documentation for public records. This project creates a public facing portal for those purposes.</p> <p>Objectives/Benefits: Provide a public facing portal for public documents that are managed by the Clerk's Office. This will allow ease of access for the public for these documents.</p> <p>Drivers: There isn't a current online portal and the Clerk's Office is not only looking for efficiencies, but also public service.</p>	Med	Med	Med
Completed	City Hall Security Phase I	City Manager	Y	<p>Description: City Hall was recently assessed for security of the building. There were several improvements recommended for better security in City Hall. This assessment's finding and these improvements are confidential.</p> <p>Objectives/Benefits: Provide a safer environment for employees at City Hall including elected officials.</p> <p>Drivers: Confidential.</p>	Med	High	Med
In Progress	City Hall Security Phase II	City Manager		<p>Description: City Hall was recently assessed for security of the building. There were several improvements recommended for better security in City Hall. This assessment's finding and these improvements are confidential.</p> <p>Objectives/Benefits: Provide a safer environment for employees at City Hall including elected officials.</p> <p>Drivers: Confidential.</p>	Med	Med	Med
In Progress	City Website	Mayor's Office / PIO		<p>Description: The City is underway with development of new website. Departments would like to have more input and control of the department pages.</p> <p>Objectives/Benefits: Enhance the look of the City site and provide an intuitive and user friendly place for visitors to find relevant information, reduce the number of clicks required to access information, direct access to social media, complete City business online, and interact with City departments 24 x 7 via e-commerce.</p> <p>Drivers: An enhanced public experience, adherence to ADA requirements, and more internal department content management.</p>	High	Med	Med
Completed	Closed Captioning	City Clerk		<p>Description: This provide provides for adding closed captioning to the videos of City Council Meetings.</p> <p>Objectives/Benefits: Enable members of the Public to better view City Council Meetings.</p> <p>Drivers: Improve public access and transparency.</p>	Med	Med	High
Completed	Communications App	ISD		<p>Description: Combine all telecommunications billing information for the City from all sources into one database for processing.</p> <p>Objectives/Benefits: Ability to process bills internally and be able to evaluate charges from a single source.</p> <p>Drivers: Provide efficiencies for internal customers.</p>	Med	Med	Med
In Progress	Computer Equipment (Desktop) Replacement Plan	ISD	Y	<p>Description: As part of the IT Assessment, ISD will re-establish the computer desktop and peripheral equipment replacement planning effort for department technology equipment. This includes both City staff hardware and public accessible computers (senior labs, science center, skate park, youth access, etc.) to ensure computer equipment is regularly refreshed.</p> <p>Objectives/Benefits: Complete a City wide inventory of ISD-supported computer desktop hardware and equipment, and put a plan in place to regularly fund replacements.</p> <p>Drivers: To help ensure a reduction in down time due to old equipment and improve user productivity with more efficiently operating machines.</p>	High	Med	High
New	Contract Management	City Clerk/Attorney		<p>Description: Current contract management and oversight is primarily in paper form within departments. (Final and signed contracts/agreements are stored with the Clerk's Office.) This project is to establish the electronic system(s) and procedures necessary to manage and track City contracts, the expiration of contracts, certificates of insurance, etc. This project may become a sub-project for ECM and ERP decisions made at the City.</p> <p>Objectives/Benefits: Provide consistent oversight of City contracts and insurance certificates.</p> <p>Drivers: Prevents expiration of contracts on agreements, insurance certificates, and other potential liabilities.</p>	Med	Med	Med
In Progress	Council Chamber Upgrades	City Manager		<p>Description: This project will provide for the refreshment / upgrade of the computer and A/V equipment in the Council Chamber.</p> <p>Objectives/Benefits: Replace or upgrade equipment to facilitate the ability of the City Council to conduct meetings and improve ability of the City to provide information regarding Council Meetings to the Public.</p> <p>Drivers: Improve the ability of the infrastructure in the Council Chambers to meet requirements.</p>	Med	Med	High
New	Digital Government Strategy	ISD		<p>Description: This project is to assess and define the processes to implement the City's future digital and e-government strategy.</p> <p>Objectives/Benefits: To provide a plan and strategy to standardize the approach to public facing technology services.</p> <p>Drivers: As more departments are moving to new portal and web based public facing processes, the City will want to manage and provide oversight to ensure delivery standards.</p>	Med	Med	Med

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Status	Project Name	Project Sponsor(s)	Enterprise Project	Project Description	Level of Effort	Risk	Business Value
Completed	Digital Signage	ISD		<p>Description: Install digital signs in the lobby and outside the front of City Hall. There is a need to post agendas and other information (Brown Act) outside of City Hall for public view. There is also a need for an updated sign inside of City Hall's lobby that will not only provide a directory, but will include wayfinding as well.</p> <p>Objectives/Benefits: Ensure that the public can access agendas and find City services fairly easily.</p> <p>Drivers: Brown Act and public service.</p>	Med	Med	High
New	Document Management System - Retirement	Retirement Office		<p>Description: Implement a document management system for the City Retirement Office. As part of the scope, determine if the Retirement Office can be part of larger City enterprise document management project prior to procuring a separate and disparate system.</p> <p>Objectives/Benefits: Eliminate years of paper storage and establish a future electronic process for management of retirement documents. The office is currently researching a product called Cabinet that provides content management, business process automation, and workflow optimization solutions.</p> <p>Drivers: Address document storage issues and provide electronic content management.</p> <p>NOTE: The needs of the Retirement Office may be able to be met with the Citywide Document Management solution project underway.</p>	Med	Low	Med
In Progress	Document Management System Implementation (City-wide)	City-wide	Y	<p>Description: This project would support the City-wide implementation of Laserfiche (likely in phases) per the recommendations of the Document Management Roadmap.</p> <p>Objectives/Benefits: Please see Document Management Roadmap.</p> <p>Drivers: Please see Document Management Roadmap.</p>	Med	Med	Med
In Progress	Document Management System Roadmap	City-wide	Y	<p>Description: This project would provide a roadmap for the City-wide implementation of Laserfiche including the development of a City-wide document inventory, opportunities to improve current City business processes through the use of workflow for inter and intra departmental document exchanges, and integration with business applications including PeopleSoft, etc.</p> <p>Objectives/Benefits: Enable the City to better realize the return on its investments in document management, improve City processes, and promote greater efficiencies.</p> <p>Drivers: Enable the City to handle documents most efficiently.</p>	Med	Low	Med
New	Donations Management	PARCS		<p>Description: The PARCS divisions manually track and manage all departmental donations received in MS-Excel. The PARCS group would like to automate the ability to collect and report on the donations received from corporations, constituents, and visitors.</p> <p>Objectives/Benefits: Research if the current RecTrac business application supporting the department can meet the need to assist with donations or identify a commercial-off-the-shelf (COTS) product to track donations and consolidate all received dollars and in-kind donations. (i.e. Help the Parks, Friends of the Parks, Science Center, Senior Center, etc.). Any system should have the ability to interface with the financial system.</p> <p>Drivers: Provide improved ability to accept and track donations and provide enhanced reporting capabilities.</p>	Med	Low	Med
On Hold	DPU App	DPU		<p>Description: Create a mobile app allowing information access for Public Utilities information and services.</p> <p>Objectives/Benefits: Online/mobile access to City information for water, garbage and other services. Constituents can look up watering schedules, trash pickup schedules, garbage and recycling information amongst others.</p> <p>Drivers: Provide access to City information for better customer service experience for our constituents as well as environmental information for a cleaner environment.</p>	Med	Med	High
#N/A	Eaton Power Mgmt. Upgrade	#N/A	#N/A	<p>Description: The Eaton Power Management System provides uninterruptible power supplies (UPSs), surge protection, power distribution units (PDUs), remote monitoring and the ability to schedule safe shutdowns and prevent data loss in the event of a prolonged power outage. This project is to upgrade the system to the latest hardware/software that provides additional functionality and will receive alerts to initiate a systematic, soft systems shutdown.</p> <p>Objectives/Benefits: The goal is to upgrade the current software to the latest release version and take advantage of the new and latest release features and functionality.</p> <p>Drivers: Enhanced tools to better manage and prevent loss of systems.</p> <p>UPDATE: Schedule TBD.</p>	#N/A	#N/A	#N/A
In Progress	Electronic Content/Document Management System - Phase 4	Public Works		<p>Description: The Public Works department is working with Laserfiche for the next phase of their document management needs.</p> <p>Objectives/Benefits: G. As Laserfiche is integrated into operations, changes are frequently required in Work Flow, Quick Fields, and Template modifications. While ISD Staff have been engaged with the ECS/consultant during Laserfiche deployment/configuration and are capable of making some changes to the database interface; however, Workflow, Quick Fields, and Template modifications.</p> <p>Drivers: Standardize the electronic storage of City documents, reduce and eliminate paper storage requirements and provide ease of access to documents to the departments and the public.</p>	Med	Med	Med

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Status	Project Name	Project Sponsor(s)	Enterprise Project	Project Description	Level of Effort	Risk	Business Value
Completed	Electronic Content/Document Management System - Phases 1 thru 3	Public Works		<p>Description: The Public Works department is working with Laserfiche in the design stage (beta project) and setting up initial templates for the first of eight divisions with approved funding in place. This project is to address the need for a larger citywide enterprise Electronic Content/Document Management System. The project should include a clear scope of work to address all department permanent records/document requirements. In addition, prior to a citywide rollout being initiated, the City will need to address and update its retention schedule and identify, by department, the records/documents that should be included in the future enterprise system.</p> <p>Objectives/Benefits: The City Clerk and departments will need to have a planned, phased approach to move forward. The Clerk's Office should be the next department to implement and then assist with the continued rollout to all departments. Ultimately, a public portal should be available for remote access to City records. The DARM Department custom Building and Safety Document Management program should be consolidated with the new enterprise system. Additionally, department scanners should be purchased to ensure the success of the movement from paper to electronic processes. The City should also look to leverage the linkage of any scanned/imaged documents for access with City applications and GIS.</p> <p>Drivers: Standardize the electronic storage of City documents, reduce and eliminate paper storage requirements and provide ease of access to documents to the departments and the public.</p>	Med	Med	Med
New	Emergency Reporting System Interfaces	Fire		<p>Description: The Fire Investigation Division is currently using the Emergency Reporting Software System to manage its daily operations. (Used for work orders, and tracks department permitting.) There currently is no interface between other Fire department systems (Tiburion) and or City systems (SunGard) and interfaces are needed for future enhanced processing.</p> <p>Objectives / Benefits: Complete electronic interfaces of data to other systems so data can be reported on easily. Include the purchase of division desktop scanners to support their work. They currently scan everything now from the copy room but this is not efficient. They have to manually navigate to images and attach to Emergency Reporting system.</p> <p>Drivers: Consolidation of data and streamline work efforts.</p> <p>UPDATE: Fire will assess the ability of Acella to meet this need.</p>	Med	Med	Med
In Progress	EOC/COOP	City Manager	Y	<p>Description: The City's Continuity of Operations Plan (COOP) is in need of updating. This will be a city-wide effort of which ISD will play an essential role. This project will encompass completing and updating continuity of operations plans for each department as well as standing up a new emergency operations center (EOC).</p> <p>Objectives/Benefits: Provide a complete and effective plan for the City following FEMA guidelines so that the City is prepared for emergency operations and/or a disaster.</p> <p>Drivers: The City's current plan is outdated and needs revision.</p>	Med	High	High
In Progress	ERP (PeopleSoft) Assessment	Finance/HR/ISD	Y	<p>Description: Complete a PeopleSoft Assessment resulting in a Business Case Report that will provide the City with its options and alternatives for the future. This effort would entail a formal review and analysis of the current PeopleSoft ERP footprint. The assessment would review all departments and functional areas supported and/or where the PeopleSoft system is interfaced to other business applications. The Business Case will detail the options available to the City. (i.e. to stay with PeopleSoft and upgrade, engage maintenance and support services, or to complete a full procurement for a replacement ERP system.)</p> <p>Objectives/Benefits: To gather the details and data necessary to make an informed and educated decision as to the direction it should take for its future ERP solution. The Business Case Report will provide an analysis of whether the system is meeting the City's current and future needs, as well as to provide recommendations to improve and/or streamline business processes through technology. The report should document the City's current environment, validate the total cost to support and maintain the current and or future system, identify business process improvements and opportunities to align with best practices, and define high-level system requirements to meet the City's current and future needs. It should provide City decision makers with the information and knowledge to plan next steps that fully align the City's business and operational needs with the best fit technology solution.</p> <p>Drivers: Determine the best ERP direction for the future that best meets the City's needs.</p>	Med	Med	Med
In Progress	ERP (PeopleSoft) Upgrade / Replacement	Finance/HR/ISD	Y	<p>Description: Upgrade/replace the City's ERP system (currently PeopleSoft).</p> <p>Objectives/Benefits: The City's version of PeopleSoft is outdated and can no longer be upgraded due to being supported by a 3rd party. The City needs to either upgrade the system and/or replace the system to bring it back into support allowing upgrades/updates. This project will depend upon the outcome of the ERP (PeopleSoft) Assessment.</p> <p>Drivers: <u>The inability to upgrade the City's ERP system to take advantage of new features and enhanced security.</u></p>	High	Med	Med
In Progress	e-Signature	City Clerk		<p>Description: The City Clerk's Office is seeking an automated system for obtaining digital signatures as part of the City's contract approval process. The current process requires routing of physical documents which can be time consuming and problematic.</p> <p>Objectives/Benefits: Provide an automated approach for obtaining internal and external signatures thereby reducing the amount of time it takes to produce a signed document. This will also cut down on postage and overnight shipping fees.</p> <p>Drivers: There isn't a current automated process for this and the Clerk's Office is looking to modernize, be more efficient as well as cut costs.</p>	Med	Med	Med
Completed	FAX Mobile App (myFAXBus)	FAX		<p>Description: Implement bus location mobile software showing bus locations, routes and other information.</p> <p>Objectives/Benefits: This will provide a service to our constituents and ridership of the City of Fresno busses. It will show bus locations, amenities as well as routes so that our ridership can properly plan and know where the bus is located.</p> <p>Drivers: Provide a better customer service experience for our bus ridership and constituents.</p>	Med	Med	High

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Status	Project Name	Project Sponsor(s)	Enterprise Project	Project Description	Level of Effort	Risk	Business Value	
New	Fiber Master Plan	ISD	Y	<p>Description: The City needs to develop a master plan for the installation of Fiber city-wide to improve City-communications and to extend broadband Internet access across the City to encourage and support economic development, education, and improve public access to City services and information. The Master Plan includes the development of a solicitation to the private sector to identify opportunities for a public / private partnership.</p> <p>Objectives/Benefits: Please see above.</p> <p>Drivers: Economic development, improved internet access.</p>	Med	Med	Med	
Completed	Finance Laserfiche Integration	Finance		<p>Description: Finance has a need to automate the process of processing accounts payable payments. This project will allow AP documents to be submitted to Finance electronically for approval/rejection.</p> <p>Objectives/Benefits: Provide automation to allow departments to submit AP paperwork electronically instead of hand delivering stacks of paper. Electronically scanning the documents will also allow them to be audited through keyword search capability vs. physically finding and searching the documents.</p> <p>Drivers: Current processes require departments to deliver AP paperwork to Finance for processing. Additionally, auditing those payments requires manually looking for information which is time consuming.</p>	Med	Med	Med	
New	FresGO PIER and Phase 2	City Manager	Y	<p>Description: Complete a Post Implementation Evaluation Review (PIER) of FresGO (PublicStuff) and identify any outstanding issues and identify the next steps to enhance and leverage the use of the application to better serve the City staff and the public.</p> <p>Objectives / Benefits: To reach out to and include department input for the next steps and that that data is being reported as need for departments to complete the requested actions. The Council would benefit from additional information on a regular basis by the districts, by date range, etc.</p> <p>Drivers: Continue to leverage and enhance the FresGO features and meet additional needs for the department's and for the public.</p>	Med	Med	Med	
Completed	Fulton Mobile App	City Manager		<p>Description: Create a mobile app showcasing the Fulton District.</p> <p>Objectives/Benefits: There is a grant requirement for providing an application showcasing the Fulton District as it has been transformef from a mall back to streets. This application will no only showcase the District, it will provide 3D technology and lidar data to show the artwork as well as a historical aspect of the District.</p> <p>Drivers: Fulfil a grant requirement and provide a service to our City.</p>	Med	Med	High	
New	GIS Master Plan (ESRI)	City-wide	Y	<p>Description: This project will entail a comprehensive review of the City's current use of Geographic Information Systems (GIS) within the City departments and to create a GIS Master Plan. Through the process, the City should identify areas where consolidation of systems may be of overall benefit to the City. The review will result in a series of recommendations and project phases to enhance the sharing of City data layers where possible, ease administration of the systems, address future mobile access needs, and identify deployment of potential layers to the general public in the future.</p> <p>Objectives/Benefits: GIS applications are a powerful tool for researching information by geographic location and for accessing critical geographic-based information on a timely basis. The GIS Master Plan will provide a roadmap to improve the utilization of GIS technology as a core tool for all City departments. Remote access to GIS using a mobile devices significantly increases efficiency for field crews. In addition, future access to digital GPS cameras will provide for capture of GPS and image data in the field.</p> <p>Drivers: Increased efficiencies through data consolidation and ease of access via GIS.</p>	Med	Med	Med	
In Progress	Governance	City Manager	Y	<p>Description: Establish a formal structure and process for the acquisition of and management of City technology. IT Governance should include formal processes for requests for technology, decision/prioritization processes, ongoing oversight of technology implementations, and technology standards and policies.</p> <p>Objectives/Benefits: Provides the organization with established processes for the acquisition and implementation of technology. Improves communication about technology projects, provides for organization-wide input into technology decisions, and establishes the process for prioritization of technology needs. Includes development of formal policies relating to technology (e.g. social media, mobility, purchases, etc.).</p> <p>Drivers: Staff in several departments indicated they are not aware of the status of IT related projects throughout the year, are not regularly informed of major technology initiatives underway, and/or do not feel that their issues are being addressed. A properly executed IT Governance structure will address these and other concerns.</p>	High	Med	High	
New	Grant Management	Finance	Y	<p>Description: The City annually receives between \$70 and \$100 million dollars in grant funding that is managed at the department level. Each department currently oversees and provides the necessary reporting manually through multiple methods and there is no centralized list of citywide grant data. This project is to assess the need for and identify a Grants Management System. The initial steps are to look at the current ERP GL/module offerings to determine if the current ERP is a viable option. If not, the City would need to look at alternative systems.</p> <p>Objectives/Benefits: The departments would benefit from a streamlined and consistent method to provide annual reporting for grant expenditures and revenue for the CAFR. Each department must also report to the Grantee. A consolidated system would streamline and provide access to grant data outside the department level.</p> <p>Drivers: Consistency in Grant Management and easier consolidation of citywide grant data.</p>	High	Med	High	

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Status	Project Name	Project Sponsor(s)	Enterprise Project	Project Description	Level of Effort	Risk	Business Value
New	Hazmat Response Software Technology	Fire		<p>Description: Hazmat software provides life saving information on the correct approach to chemical, combustible and highly toxic materials. The software needs to connect to the network that provides a wide range of information on hazardous substances, including material identification support, physical characteristics, human health information, and containment and suppression advice. The current system is not meeting the Fire Department's needs.</p> <p>Objective/Benefits: To identify the best hazmat software and ensure the latest data is available on how to deal with hazardous materials upon release, reactions to other materials, and how weather conditions will impact the release and how to contain. Replacing the current system will ensure the correct steps are followed to protect the response team, as well as the community.</p> <p>Drivers: Improved hazmat handling and increased public safety.</p>	Med	Low	Med
New	Heartland Cashiering PIER / Phase 2	Finance		<p>Description: The City recently implemented the Heartland Cashiering system and the project should go through a Post Implementation Evaluation and Review (PIER) to identify any outstanding issues and determine next steps.</p> <p>Objectives/Benefits: A PIER will identify any issues and look at additional functions that could be implemented. Several locations such as the BMX Bike Course and or Skate Park would benefit from a remote cashiering option. It could also address requests for additional training, recurring payments, and future text payments.</p> <p>Drivers: Full solution utilization.</p>	Med	Med	Med
In Progress	High Speed Connectivity	ISD		<p>Description: To address external location (PARCS, Fire, DPW, etc.) hardwire connectivity issues that impact staff ability to efficiently conduct business. Address issues in viewing job related videos and eliminate lengthy screen refresh times at the remote sites; possibly take advantage of street fiber where possible.</p> <p>Objectives/Benefits: Update and enhance the City's network infrastructure and connectivity environment to address department needs, prevent staff from circumventing the firewalls to get enough bandwidth, and to provide consistent user performance.</p> <p>Drivers: To improve network connectivity access, in both stability and speed, for remote City locations.</p>	Med	Med	Med
New	Homeless Property Tracking	City Manager		<p>Description: When in the field, DPU Solid Waste staff use tablets to capture pictures of homeless personal property and then provide a manual/written receipt. The property is then transported to a City waste facility where it is stored and managed. A more efficient way to track the personal property (physical items collected), associated photographs, owner's information, and the ultimate storage location of inventoried items until retrieved is required.</p> <p>Objectives/Benefits: The City is required to provide personal property storage for the City homeless population. The process to manage this is manual and staff and the homeless population would benefit from electronic automation. The City should evaluate existing systems to see if any of them can be leveraged to assist with the tracking, storing, and retrieval of homeless personal property.</p> <p>Drivers: The objective is to provide storage for homeless personal property in an efficient and organized manner.</p>	Med	Med	Med
Completed	Inspector App	DARM		<p>Description: The DARM department had a need to be able to have inspections in the field. They requested the construction of a mobile application for this purpose.</p> <p>Objectives/Benefits: Efficient and effective inspections in the field including the ability to take pictures, record information, issue documents and take payments. This experience not only helps with the efficiencies of the inspection program, it also allows for a more efficient and effective constituent experience.</p> <p>Drivers: Improve operations and customer service offerings for our constituents.</p>	Med	Med	High
In Progress	IT Strategic Plan Update (External Review)	ISD	Y	<p>Description: Keep the City's Strategic Plan up-to-date.</p> <p>Objectives/Benefits: An organized and strategic approach to technology for the City.</p> <p>Drivers: Ensure the City's technology is run as efficiently as possible.</p>	Med	High	Med
On Hold	Key Valet System	FAX		<p>Description: Key Valet technology is a comprehensive automated motor pool solution that manages all aspects of running a motor pool. The selected system will need to integrate with the City's Fleet Focus system. The addition of this type of system expands existing capabilities by allowing for a fully unmanned motor pool operation.</p> <p>Objectives/Benefits: The technology captures real-time odometer readings wirelessly, and automatically, as the driver both departs from and returns to the motor pool lot (integrated into Fleet Focus). This provides a single fleet maintenance database, thus ensuring greater accuracy and efficiency for maintenance activities and accurate billing. The system will also assist in the automated dispatch of relief vehicles for FAX drivers replacing the manual key exchange process.</p> <p>Drivers: Enhanced efficiency and better tracking for the use of relief vehicles.</p>	Med	Low	Med
Completed	Land Management System	DARM		<p>Description: Continue the Land Management System (LMS) implementation. During implementation of the new suite of modules, the City should confirm that all potential permits are included and that the functionality identified through the procurement is implemented. Future functionality is to include electronic plan review, Building Eye, and the replacement of the four-part paper encroachment permit process. These will be sub-projects to the initial implementation.</p> <p>Objectives/Benefits: The new LMS will replace the SunGard Public Sector Building and Permitting, Planning and Zoning, Land Management, Code Enforcement and Miscellaneous Receivables system (HTE) that the City implemented in 1996. The new system will provide new/enhanced interfaces for Code Enforcement, Housing, PeopleSoft, and others.</p> <p>Drivers: Includes streamlining business processes, replacement of outdated software, and improvement of services to the community.</p>	Med	Med	High

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Status	Project Name	Project Sponsor(s)	Enterprise Project	Project Description	Level of Effort	Risk	Business Value
Completed	Legislative Enhancements	City Clerk		<p>Description: The City Clerk staff currently use Granicus and Legistar to support several of the City's legislative processes. The City ISD internally manages the voting and video components of the meeting and the Clerk manually completes the minute's process. This project would look at streamlining these processes within the Granicus suite of products and simplify the post meeting processes.</p> <p>Objectives/Benefits: Research the possibility of leveraging the following Granicus modules; Minutes Maker, Voting System, Legislative Items Tracking, and the Boards and Commissions Management in order to make use of a single interfaced solution. A consolidated system will provide increased efficiencies in the legislative processes.</p> <p>Drivers: Provides a single solution that would provide efficiency and legislative management of Council Meeting, Committee, and Commission activities.</p>	Low	Low	Med
New	License Plate Readers	Police		<p>Description: License plate recognition technology is used in law enforcement and has been compared to the radio relative to its impact on policing efforts. This project is to identify and procure the necessary software and hardware for automated license-plate readers for the Fresno Police Department. Readers scan every license plate and alert officers of any potential criminal issue related to the car or its owner.</p> <p>Objectives/Benefits: To implement an effective tool for law enforcement for combatting violent crime, narcotics trafficking, auto theft, identity theft, and more.</p> <p>Drivers: Enhanced policing technology and crime fighting tools.</p>	Med	Med	High
#N/A	m365 Implementation	#N/A	#N/A	<p>Description: Microsoft will be requiring the move to Office/Microsoft 365 by 2020. ISD will need to implement systems that will support this move.</p> <p>Objectives/Benefits: Stay up-to-date with Microsoft requirements.</p> <p>Drivers: Ensure the ability to run current software as well as ensure security of systems with new technology.</p>	#N/A	#N/A	#N/A
New	Makerspace Equipment	PARCS		<p>Description: The Center and Youth Program desires to enhance the learning environment by adding a Makerspace. Makerspaces are collaborative learning environments where people come together to share materials and learn new skills, including 3D printing, robotics, and crafting materials in a designated workshop area that encourages tinkering and creating. This project would include purchasing 3D printer hardware and other supporting interactive technology.</p> <p>Objectives/Benefits: The Community Science Center serves the public through educational workshops, activities, camps, and with special events for children and adults. This project includes the purchase of an interactive hologram system (recreation) for the Youth Program that is similar to the Nintendo Wii. It would provide the latest technology to stay connected to the City teen population and help keep kids off the streets.</p> <p>Drivers: Encourages collaborative learning and supports the environment with advanced technology.</p>	Med	Med	Med
New	Membership/Pass Management	PARCS		<p>Description: Implement the Membership/Pass Management module of RecTrac at identified facilities, parks, computer labs, exercise rooms, centers, and for use at remote events. This module is offered by the current RecTrac suite of products as used by the department and would leverage a current City vendor.</p> <p>Objectives/Benefits: To provide an automated system to manage/track memberships and passes supported by the PARCS department. The system will electronically manage member information, electronically oversee dues and renewals, offer event registration, allow staff to communicate easily through tools, and capture statistical data. The system will additionally generate pass cards and support loyalty rewards programs.</p> <p>Drivers: To automate the tracking of membership and pass data.</p>	High	High	High
In Progress	Microsoft M365 Upgrade	ISD	Y	<p>Description: Upgrade the City's Office Productivity Suite to M365.</p> <p>Objectives/Benefits: Stay up-to-date with Microsoft Offerings and improve business functions/productivity..</p> <p>Drivers: Improve staff productivity, improve service to the community.</p>	FALSE	Med	Med
In Progress	Network Infrastructure Upgrade	City-wide	Y	<p>Description: Key to the department's successful use of technology is the signal strength, bandwidth, and speed of the City's network infrastructure. Numerous remote sites have issues related to bandwidth that cause workstations to exhibit slow speeds, buffering and lost connectivity. This project is to complete an initial assessment of connectivity issues and then develop a phased plan to remediate network performance problems.</p> <p>Objectives/Benefits: To ensure that the backend infrastructure is in place relating to firewalls, routers, hubs, cabling, software, etc. to support day-to-day business needs. As departments have a heavier reliance on audio, video, and multimedia access, ISD will need to continually monitor, maintain, upgrade, and address the requirements at City Hall and City remote facilities to ensure network performance standards.</p> <p>Drivers: To provide required network infrastructure so the City is in front of both the departments and the public's needs.</p>	Med	Med	Med
On Hold	PARCS Mobile App	PARCS		<p>Description: Create a mobile app allowing online access to Parks and their amenities.</p> <p>Objectives/Benefits: Online/mobile access to the City's Park infrastructure showing shelters, picnic areas, events and other amenities. Allow for mobile reservations, etc.</p> <p>Drivers: Provide access to amenities and a better customer service experience for our constituents.</p>	Med	Med	High

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Status	Project Name	Project Sponsor(s)	Enterprise Project	Project Description	Level of Effort	Risk	Business Value
Withdrawn	Park Equipment Inventory Management Integrated With GIS	PARCS		<p>Description: The PARCS department is in need of an asset/inventory tracking system for equipment located at the various City parks. Currently, all park playground equipment, sports equipment, etc. is maintained manually. The department is interested in maintaining an electronic record of all equipment (with possible use of RFID tags) that would correspond with an associated GIS layer. The department is open to leveraging a current system if available and if it meets the department's need to track non-capital purchases.</p> <p>Objectives/Benefits: Provide a more efficient way to manage the department's mobile equipment assets and to provide a consolidated means for reporting on department assets.</p> <p>Drivers: Better oversight of the department's stationary and mobile equipment.</p>	Med	Med	High