

ITRMC INFORMATION TECHNOLOGY ACHIEVEMENT AWARD NOMINATION 2010

Group Category: Digital Government Applications

Title of Nomination: Finance and Administration Digital Services

Agency/Department: City of Boise, Information Technology

Project Manager: Eric Ludovic, Sr. IT Project Coordinator

Nominated by: Sharon Jensen, Manager, IT Planning & Analysis

Executive Summary: The City of Boise's Department of Finance and Administration (DFA) is comprised of a wide variety of divisions:

- Accounting
- Budget
- Central Services
- City Clerk's Office
- Collections
- Fleet Services
- Parking Services
- Purchasing
- Risk and Safety Services
- Treasury

Over the span of the last two years, DFA has made it a priority and focus to improve the delivery of their wide variety of services to citizens, businesses, and other agencies. In addition to the process re-engineering involved in such a large undertaking, the improvement of existing, and introduction of new technology along with skilled project management, was absolutely critical in order for the outcomes to be successful. Any one of these outcomes standing alone is a success, but the amazing part is that it was all of these that came to fruition as part of an overall business plan with technology at the core.

Careful thought was given to rethinking new processes, the search for software products, and implementing to coincide with other products and processes already in place. New software systems and custom development that were implemented for service delivery allow for payment of parking citations over the phone and over the web, annual on-line renewal of thousands of animal licenses by citizens and the Idaho Humane Society, on-line lost dog search, improved printing services to all departments and outside agencies, on-line bid review and submissions, on-line contract management, auto-dialing for collections services, risk management, installation of kiosks for use by the public at both City Hall and City Hall West, management of the entire life cycle of public vehicles, automated records retention, on-line document imaging and workflow - all of which is aimed at the good stewardship of citizens tax dollars from being able to manage all of these assets and services more effectively.

Near future endeavors as a part of this plan will broaden electronic forms submissions for applications intake and routing for permits, business licenses, improve storage of vehicle photos in violation of city code, allow for easier and faster public information requests, and improve on-line job applications.

Many of these services can be viewed first-hand by accessing www.cityofboise.org!