



Comprehensive Plan Implementation Report for 2018 Department of Information and Technology Services (ITS)

This report summarizes work completed during 2018 by the Department of Information and Technology Services (ITS) as it relates to the Comprehensive Plan Implementation. The report is broken into the following types of projects: Development of Internal and Customer Self-Services Business Portal; Continued Development of the City's Geographic Information System (GIS).

Development of Internal and Customer Self-Services Business Portal

Throughout 2018, internal ITS and Finance staff continued develop a centralized Internal and Customer Self-Services (CSS) Business Portal. This effort is centered on the City’s ongoing development of an Enterprise Resource Plan (ERP). Due to staffing shortages and unforeseen issues with the utility billing portion of the ERP, the go-live for some elements of the CSS (e.g. plan review, building permits, etc.) has been delayed. However, the City has completed roll-out of the Business Licensing application piece of the EnerGov ERP platform. We anticipate a go-live date for the remaining applications of mid/late-2020. When fully implemented, the CSS will feature internal and external self-service portals for developers, builders, City staff and citizens. These self-service portals will streamline and enhance user-interactions for online bill pay, building permits, licensing, building safety, neighborhood services and the entire land development project lifecycle. Additionally, internal business processes related to customer service, development and engineering services will be streamlined. The City continues to approach e-Government as a true business, service delivery and communications platform that is constantly evolving.

This project reflects: ED-1.1.4 and PFS-1.1.2

ED-1.1.4	Support development of a “small business web portal” to streamline the City’s permitting and licensing processes.
PFS-1.1.2	Revise development regulations to improve user friendliness (<i>e.g., create an interactive on-line code</i>).

Continued Development of the City’s Geographic Information System (GIS)

In 2018, City GIS continued to provide GIS support to internal City departments, the Fort Chaffee Redevelopment Authority (FCRA) and Fort Smith Regional Chamber of Commerce. Ongoing efforts to continually enhance the nationally-recognized, online GIS portal include: development of mobile-friendly GIS Viewer that provides fast and up-to-date access to information including zoning districts, land use areas, assessor parcel information, city-wide addressing, geopolitical boundaries, and various natural features (e.g. lakes, ponds, rivers, topographical relief, etc.). Also in 2018, City GIS staff continued to expand the use and availability of online, advanced GIS analysis to provide greater insight into business processes and delivery of services. City GIS staff works daily with City departments such as Transit, Sanitation, Streets/Operations, and Fire to study and improve vehicle routing through the use of network analytics. GIS staff also developed and promoted tools for identifying spatial patterns or statistical clustering of City services and/or service requests for departments such as Planning, Neighborhood Services, Code Enforcement, Police/Fire, etc.

This project reflects: HN-1.5.3

HN-1.5.3	Evaluate rezoning requests based on other available land within that zoning classification.
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