



CITY OF VANCOUVER
CITY MANAGER'S OFFICE
Judy Rogers, City Manager

MEMORANDUM

September 26, 2006

TO: Mayor & Council

CC: City Clerk
Corporate Management Team
P. Judd
R. Birch
A. Klein

FROM: Judy Rogers, City Manager

SUBJECT: Infrastructure Management Strategy

As promised, here are the City Manager's comments on the Information Management Strategy Report for the Standing Committee on City Services and Budgets for Thursday September 28, 2006.

The Infrastructure Management Strategy will introduce tools to more effectively manage the City's vast infrastructure holdings. The Strategy as presented in this report has been developed through a consultative approach that includes City-wide departmental/board and corporate stakeholders. Through a comprehensive Request For Proposal (RFP) evaluation process, the RFP review team and its Steering Committee have determined that no single vendor could provide all of the functionality required for IMS. Accordingly, staff took the innovative step of blueprinting how the two preferred systems, SAP and Autodesk, would integrate if adopted for the IMS. The blueprinting exercise has confirmed that a hybrid solution should be pursued, particularly since it allows the City to expand on its initial investment in SAP as its core financial system.

The IMS will provide better tracking of and response to citizen requests; more accurate tracking of infrastructure condition; more informed targeting of infrastructure maintenance and replacement dollars; and more accountability in our financial systems through improved budgeting and reporting capabilities. These capabilities are necessary for the City to meet new asset reporting requirements recently introduced by the Public Sector Accounting Board.

Customer service, as envisioned by IMS, involves a comprehensive response to citizen inquiries through call taking, web initiation/response, and work order management for Engineering services only. The Access Vancouver 311 strategy deals with the first aspect of customer service response through call taking for all City services. There are obvious synergies between the IMS project and the proposed 311 system. The IMS concept can function with a corporate call center and it will be important, if both projects proceed, to pursue synergies and integration between IMS and Access Vancouver 311.

The City Manager supports recommendations A-H.

Judy Rogers
City Manager

JR:sg