

Update on the EnerGov Implementation McKinney's New Land Management System

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EnerGov, developed by Tyler Technologies, Inc., was pushed live to the public on October 16, 2017 after over 2 years of development and testing.

What exactly went live on 10/16/17?

- CSS (Citizen Self Service), E-Review digital plan review portal, IG Enforce and IG Inspect iPad apps, EnerGov ‘back office’, IVR automated inspection phone line

How did the implementation go?

- The implementation has been uneven
- Implementation issues were compounded by McKinney’s extreme workload but Tyler was able to tune the system and current operations are improved
- Example challenges included: Downtime with critical functions including CSS and IVR (Voice Response); issues with “IG” iPad apps and data conversion; customers not registered in CSS and not linked to existing permits; needed re-engineering of business practice/processes was identified

What services were the most impacted?

- The Building Inspections Department (building permits) has been the most negatively impacted simply due to the sheer volume of permits they process
- The Planning and Engineering Departments’ submittal timelines have not been negatively impacted

What was done to resolve issues immediately after “go-live?”

- To address immediate issues, Tyler Technologies was on-site for 3 weeks along with dedicated resources from IT and Development Services

The ongoing challenges with EnerGov appear to be focused in three main areas:

1. External User Acceptance

- Customers do not know how to use the system and/or are using the system incorrectly
- Customers’ computer systems could have a series of issues that are almost impossible for Staff to troubleshoot and resolve remotely

2. Internal User Acceptance

- Internal Staff is not thoroughly comfortable with the system yet
- The software’s implementation has exposed needed changes in business processes

3. Software/Hardware Bugs and Other Issues

- The software and hardware is not operating as intended for various reasons
- Needed business process changes mandate modifications to the software
- Parts of the software that were not pushed live still need to be refined and pushed live to the public

1. What's being done to resolve External User Acceptance issues?

- Two public kiosks were installed in the lobby of the Development Services Building on which the public can come and use the new system with Staff's assistance
- Staff has created a series of "how-to" videos and manuals outlining how to properly utilize the system
 - o <https://www.mckinneytexas.org/1864/Citizen-Self-Service-Tutorials>
- Staff facilitated a series of 26, one-hour public training sessions prior to "go-live"
- Staff continues to respond to daily calls and emails regarding how to properly use the new system

2. What's being done to resolve Internal User Acceptance issues?

- Subject matter experts in each Department continue to work with individual Staff members throughout the departments to refine knowledge of the system
- Subject matter experts in each Department have developed a series of "how-to" manuals for other Staff to utilize
- Staff in each department continue to make minor modifications to existing business processes where necessary to resolve issues

3. What is being done to resolve the identified bugs with the software and hardware?

- Staff has developed a prioritized list of all of the outstanding individual bugs and issues with the new software and hardware
- The list is monitored daily and is used to coordinate efforts between staff from IT, Development Services, and Tyler Technologies
- While bugs and issues are being addressed by IT and Tyler Technologies, temporary work-arounds and modified business processes are being identified and implemented by Development Services Staff
- Immediate issues are resolved as they arise, if possible
 - Example: In some instances, single family residential plan review times in Building Inspections were taking up to 8 weeks.
 - ✓ Issue: Some permits were being submitted in CSS but were not being screened for accuracy by Staff until the plan review began which might be weeks after the submittal. Upon review, the submittal was incorrect and a resubmittal is required prompting another delay of several weeks.
 - ✓ Resolution: Specific staff have had their duties shifted so screening occurs sooner, before the review to address potential delays caused by incorrect submittals.

What else is being done to improve the services currently being provided?

- Building Inspections Staff is evaluating if third-party plan review and inspection services can be utilized without negatively impacting ISO ratings and IAS accreditation or the quality of the plan review/building inspections
- Development Services Staff is in the process of evaluating if different hardware (Microsoft Surface Tablets) can be utilized instead of iPads to offer more functionality for Staff in the field
- Business processes continue to be re-evaluated daily to identify and implement short-term and long-term fixes
- Development Services Staff is working overtime on nights and weekends on plan review in order to improve processing timelines
- IT Staff is working overtime on nights and weekends in order to expedite EnerGov fixes

What are some of the limitations holding us back from making faster progress?

- I.T. staff is stretched to their limits with which to make fixes to EnerGov, reports, hardware resolution, etc.
 - 5 IT Department Staff members are currently dedicated to EnerGov
 - Typical staff to support such an application is a maximum of 2 for normal day to day support
 - A new Staff member has been recently hired and will start in February
- Unknown bandwidth/availability of Staff with Tyler Technologies with which to make fixes to EnerGov
 - It's unclear exactly how much assistance might eventually be needed as some software fixes may cause other issues to arise creating an ever-evolving need
- Staff from each Department within Development Services with refined knowledge of EnerGov as well as McKinney's business processes have been dedicated to identifying, testing and resolving issues and have been pulled away from other tasks
- Work-arounds for EnerGov and other business processes are not as efficient as possible which is limiting overall service levels

What will be needed from the City Council?

- While we strive to work within the current project budget, additional funds may be needed in order to request Tyler Technologies' assistance with expediting fixes to EnerGov
- Other financial resources may be necessary as we continue to evaluate the best ways to resolve issues quickly
- Staff is trying to get a thorough picture of the full scope of potential additional funding needs before approaching the City Council for approval in order to prevent the need for multiple funding requests

What's the silver lining?

- Some of our customers see the benefits of EnerGov and are letting us know!
 - *"I definitely love this new process." – Gehan Homes*

Questions?