

JOINT PORTAL PROJECT – an Update

General Committee

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Objective

Provide information on current Joint Portal project status and future phases

Background

What is a Portal:

- **Like a website, however more dynamic & interactive**
- **Single point of access to services, information & people**
- **Each user (citizens, employee, business, government) can personalize**
- **Interaction of user-based preferences and access to personal information in a secured environment (eg. tax)**
- **Allows government interactions with citizens, employees, businesses, & other jurisdictions**
- **The infrastructure permits expansion of services and re-use enterprise processes**

Results:

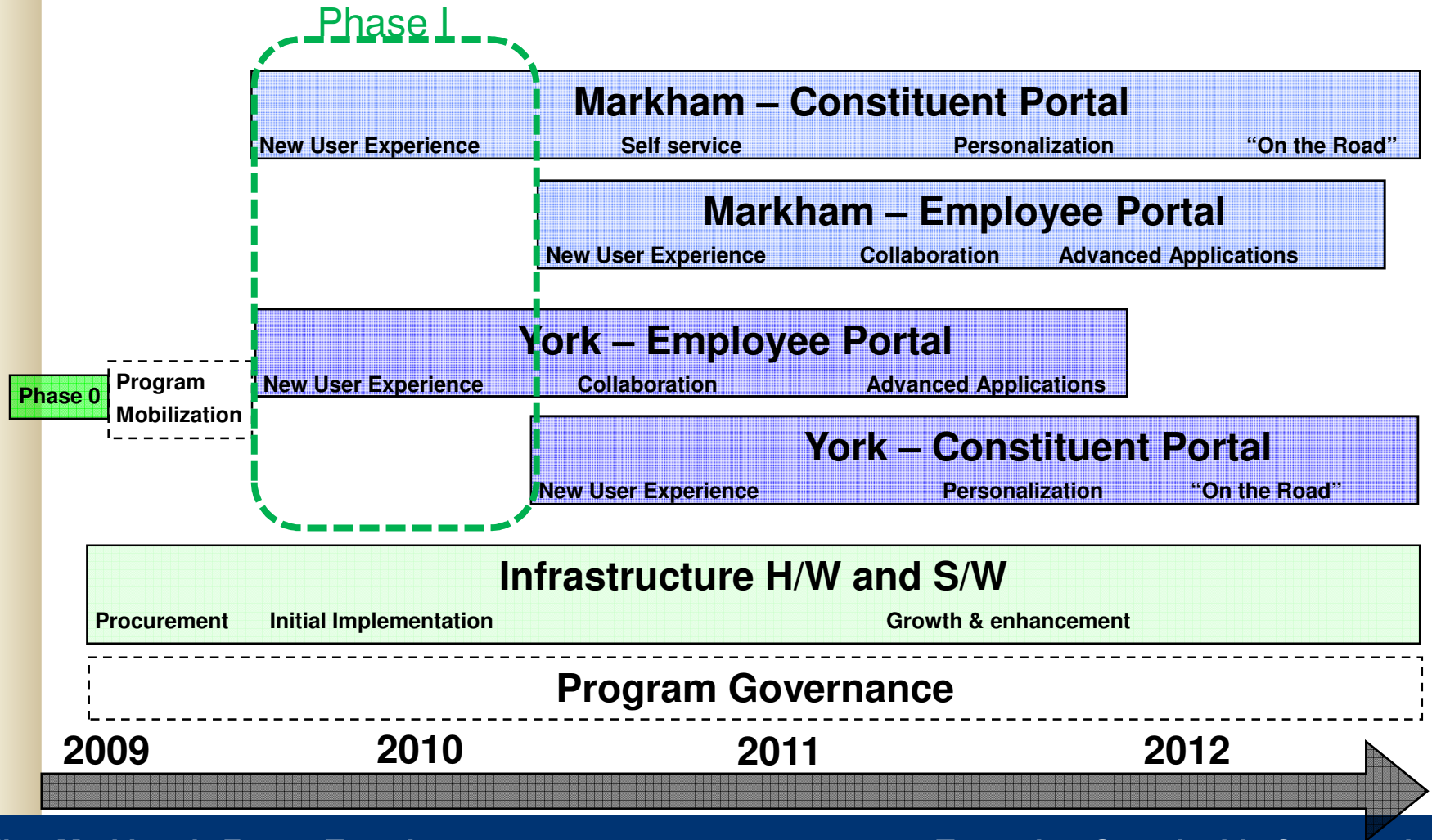
- **Enhanced customer service, increased citizen engagement, & operational efficiency**

Background

- **Portal implementation identified as part of IT Strategic Plan – endorsed by council in 2006**
- **Joint Portal project is being implemented in partnership with the Region of York following a business case study in 2007**
- **Phase 1 started late 2009 following council approval and RFP award**
- **Phase 1 is primarily a platform change with new look & feel, higher accessibility standard etc. for Markham constituent portal – User Centric approach**
- **Joint IT Sub-Committee & Communications Committee have provided input to the process; large number of staff were engaged in the process**
- **Phase 1 go-live delayed due to incomplete implementation of user requirements and their input, and the streamlining of content**

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Program Roadmap



Building Markham's Future Together

Towards a Sustainable Community

Constituent Portal Scope (Road Map)

Phase I: New User Experience

- **Redesign of Markham.ca with new look & feel, better navigation, improved web experience, and integration of micro sites (eg. Library, Museum, Economic Development, Art Gallery, Theatre, Markham Centre)**
- **Meets accessibility standards (W3C) – for “any user”**
- **A new content management tool**
- **A new search capability (site content, pdf etc.)**
- **Online service request application (ACR – self service)**
- **Query for permit or license information etc. in Amanda**
- **Event Calendars for Council, Art Gallery, Museum, Theatre, Library etc.**

Constituent Portal (Phase 1)

New services:

[Demo](#)

ACR Self service – enable citizens to log Service Requests 24/7:

Waste

Parks

Trees

Street lights

Graffiti

Potholes

Online forms for permit / license requests

- **Public query for business license, building permits against an address**
- **Status on permit/license requests**
- **Pre-permit application for Development Services**

Phase 1 go-live: Early May

Constituent Portal Scope (Road Map)

Self Serve

- Online payment – eg. taxes, parking tickets, licenses/permits
- Single-sign-on to business applications for services
- More online forms

Personalization

- Personalization (setting a view of personal page)
- Enhanced single-sign-on for services, eg. view of Tax roll information
- Join communities of interest, interface with Geographic Information Systems Maps

Mobile

- Interaction through mobile browsers for selected features
- Emergency Management Collaboration capability
- Additional self-serve features

Employee Portal Scope (Road Map)

New Employee Experience

- A new navigation, look & feel, accessibility standard, enhanced directory search
- Single-sign-on to the portal, desktop , and personalized experience
- Access to existing form functionality as portal functions, search of Portal content

Employee Collaboration

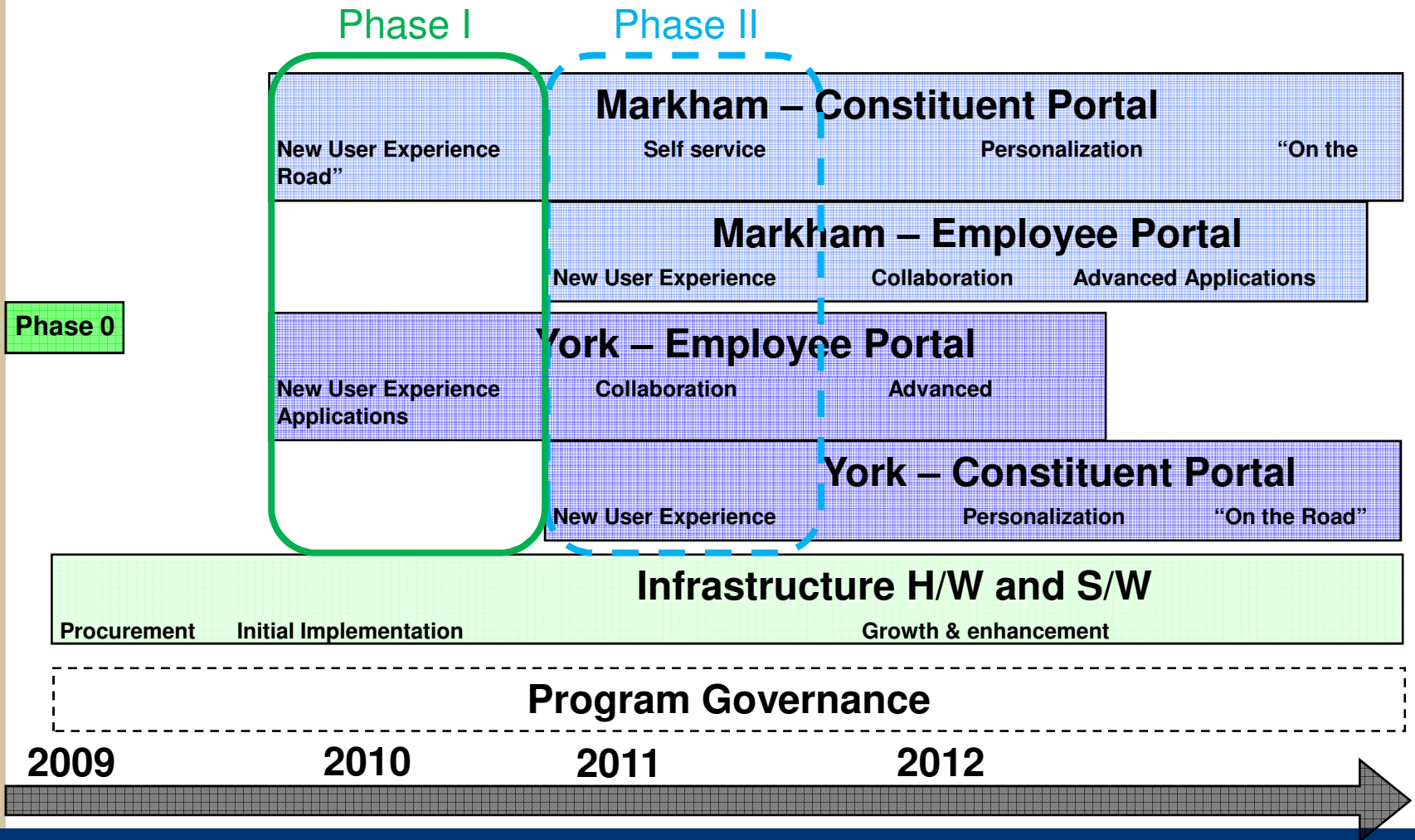
- Departmental team rooms that will provide wiki, blogs, forums & document repository
- Single-sign-on to web-enabled applications , self-management of password changes etc.
- Ability to subscribe to news feeds and alerts

Advanced Application Integration

- Enhanced collaboration, Project Team rooms, communities of interest
- Integration with business systems, advance search capabilities

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Program Roadmap – Phase II

- **Constituent portal (phase 2)**
 - Overall themes include online payment, single sign-on, more online forms
 - Other features as determined by stake holders
 - Mature web-governance
- **Employee portal (phase 1) – New user experience**
 - New look & feel, navigation
 - Most artifacts produced for York Region to be reused
- **Next steps - refine/re-prioritize requirements, plan an approach**

Recommendation

- **Presentation to be received**