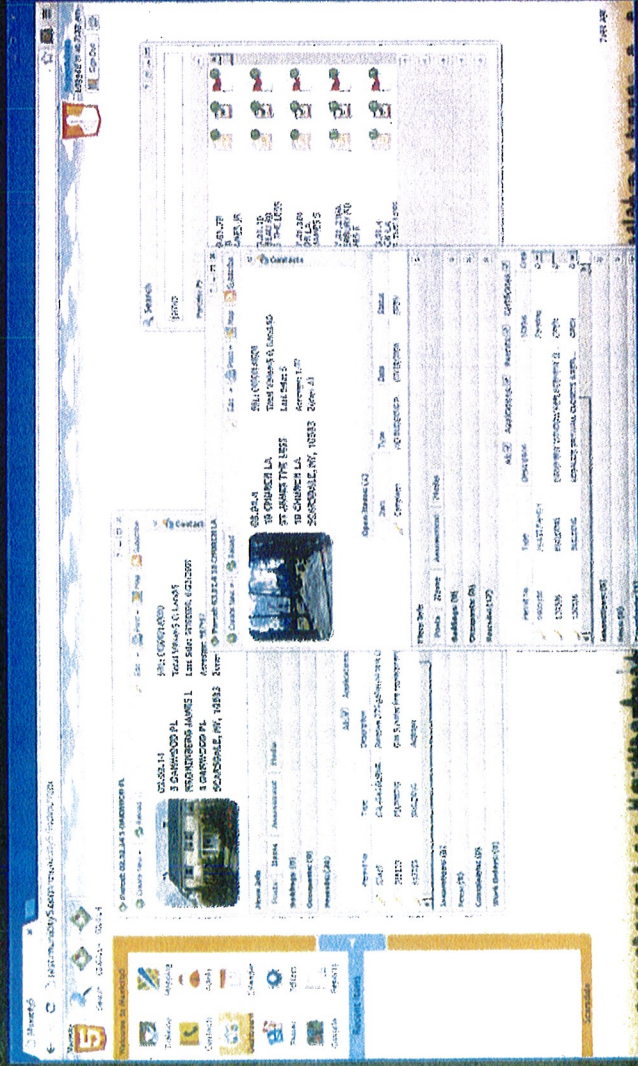




# Digital Sign-In Kiosk





# Work Management System (Municipity)







The DOB will focus at a high-level on the following:

1. Customer intake
2. DOB required output
3. Legacy initiative
  - Document management
  - Legacy property data
4. SharePoint technology
5. Electronic payments
6. Change management

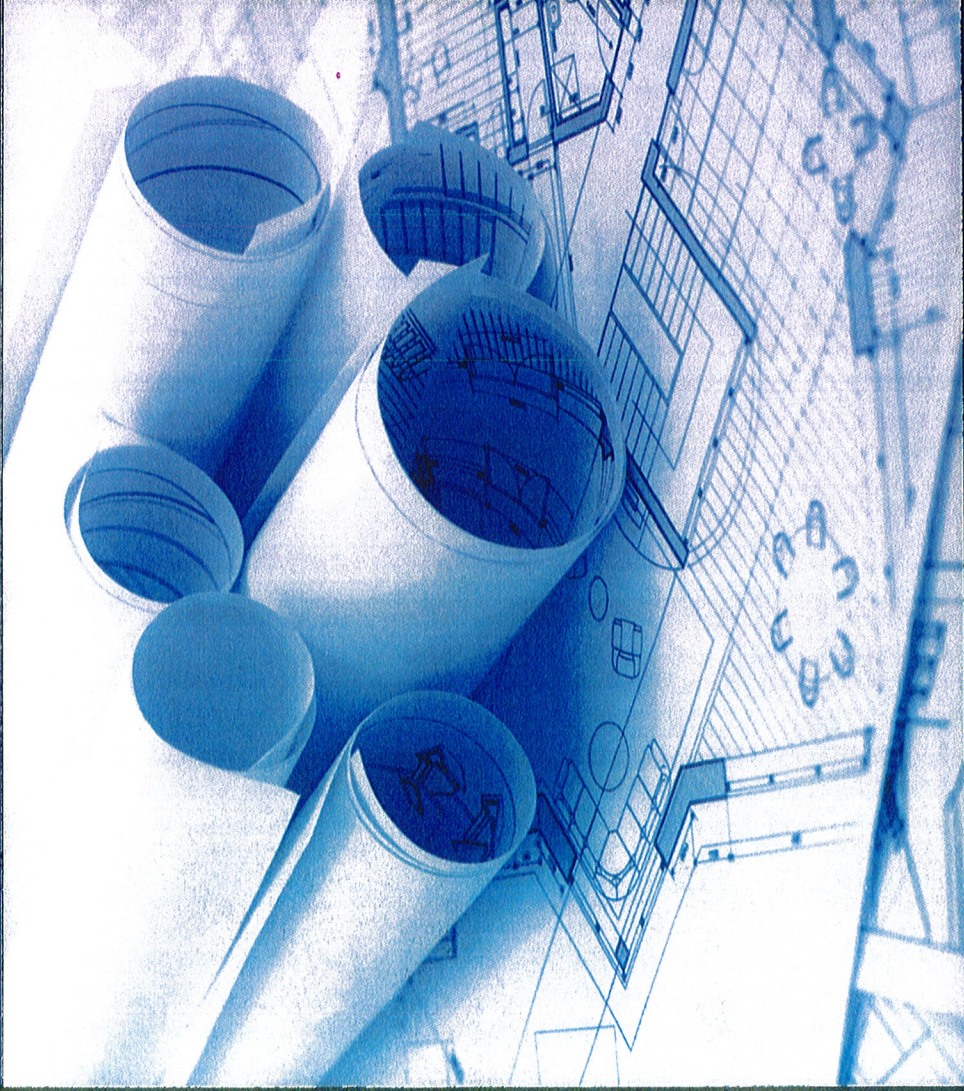




# Electronic payments



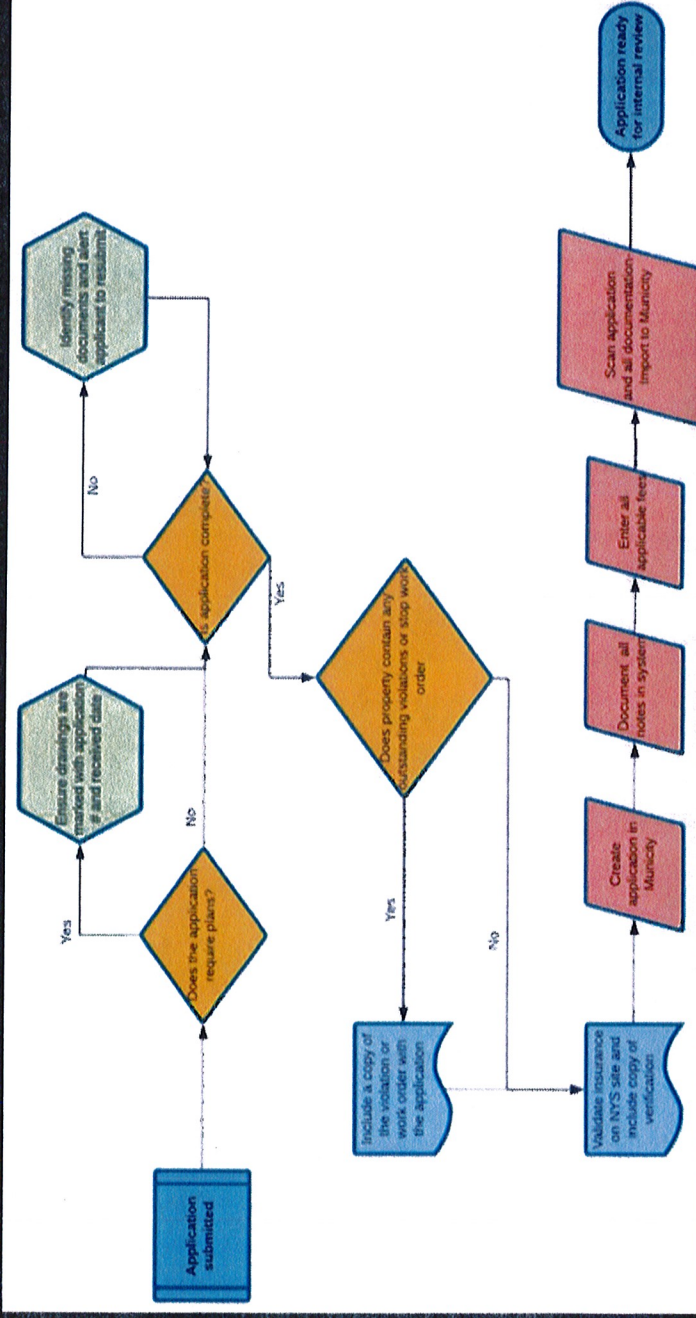




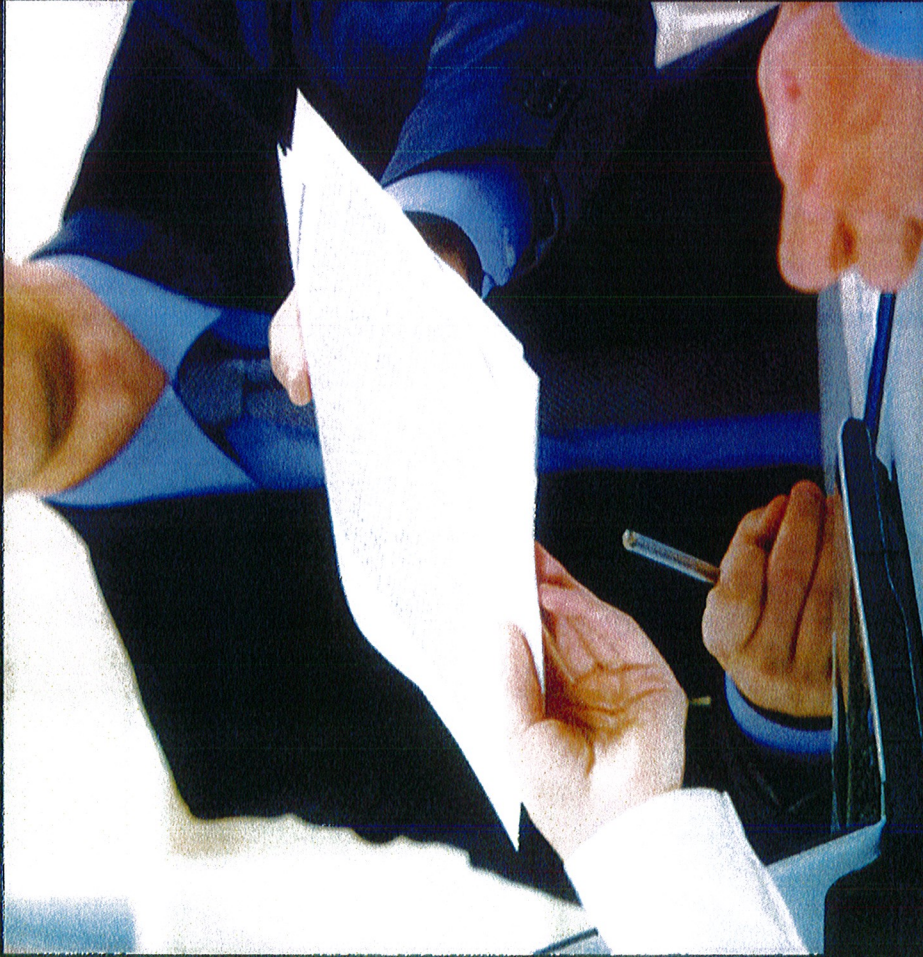
# Plan Review



# What Happens After a Permit Application is Received







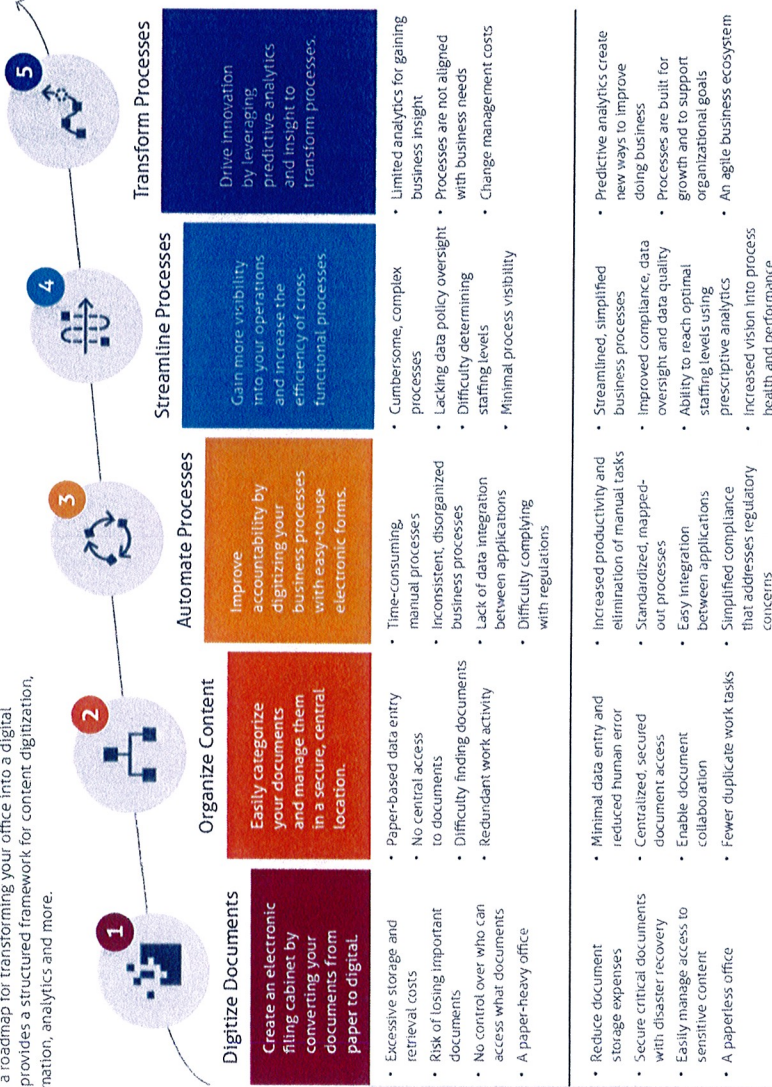
# Permit Pickup



## Digital Transformation Model

This model is a roadmap for transforming your office into a digital workplace. It provides a structured framework for content digitization, process automation, analytics and more.

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### KEY PAIN POINTS

- Reduce document storage expenses
- Secure critical documents with disaster recovery
- Easily manage access to sensitive content
- A paperless office

### REWARDS

- Minimal data entry and reduced human error
- Centralized, secured document access
- Enable document collaboration
- Fewer duplicate work tasks
- Increased productivity and elimination of manual tasks
- Standardized, mapped-out processes
- Easy integration between applications
- Simplified compliance that addresses regulatory concerns
- Streamlined, simplified business processes
- Improved compliance, data oversight and data quality
- Ability to reach optimal staffing levels using prescriptive analytics
- Increased vision into process health and performance
- Predictive analytics create new ways to improve doing business
- Processes are built for growth and to support organizational goals
- An agile business ecosystem

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# Where We Are Going

1. Better customer service
2. Reduce plan review lead time
3. Electronic payment system
4. Vacant Property Registry
5. Work Smarter Not Harder







# Inspection Technology

- Issue violations generated on-site
- Update office dashboard on inspector location/time as well as outcome of the visit
- Workplace chat and collaboration (via Slack/Microsoft Teams)
- Digital signatures and remote photo upload capability



## Next Steps..

- More inspectors
- Better and more code enforcement
- Increased safety and quality of life
- Real estate confidence
- Greater transparency
- Reduced response time