Project Charter

1.0 Project Identification

Name of Project
Implement Cloudpermit across the organization to enable mobile technology options for Building, Planning, Bylaw, Engineering, Licensing etc.

Sponsor
(Accountable) Pam Coulter

Project Manager
(Responsible) Kim Sowerby

Project Team Members (Responsible or Consult)

Kevin Linthorne
Niels Jensen
Sabine Robert
Emily Carter
Spencer Hammill
Christine Gilbert
Kaitlyn Patchell
Briana Bloomfield

Approved Budget
$188,764.80 Capital project 23A6

2.0 Business Need

23. Ref 2b4 Implement Cloudpermit across the organization to enable mobile technology options for Building, Planning, Bylaw, Engineering, Licensing etc.

Q4 2023 to Q4 2024

3.0 Project Objectives (Purpose)

The City will be implementing a cloud based permitting software system that will be used across the organization. By having this software available staff and the public will be able to use mobile technology to submit, track and follow the permit process together. With using this software the City is able to track and follow every project, monitor that processes are being applied and completion statuses are accurate.

4.0 Project Scope

This project will be phased out in modules, Building, By-law and Planning/Development team. Staff from across the organization will provide input into the processes. The permitting software will allow for the public to apply and pay for their permits online as well as in person. The City will use this software in other areas of the organization to help streamline processes that are currently very paper based. There will be a communication plan for letting the public know about the modules that are completed. Licensing is identified as next priority once this module is available from Cloudpermit in Canada.

5.0 Stakeholders

Name	Consult or Inform
Managers/ Supervisors/Superintendents	Inform
Directors	Inform
Fire Department	Inform
Public	Inform
Service Review Ad Hoc Comm	Inform
GSCA/public health	Inform
City Staff	Consult

6.0 High Level Deliverables / Milestone Dates

Item	Deliverables / Milestones	Dates
1.	Start the Cloudpermit process	June 2023
2	Building Department "Go Live"	February 2024
3	By-law "Go Live"	April 2024
4.	Planning "Go Live"	September 2024
5	Look at other departments in the organization to use Cloudpermit	October 2024

7.0 Risks

Severity	Description	Mitigation Tactic
Low	Software set up/changes could take time	Testing all items before "go live" to make sure items are configured correctly
Medium	Lack of staff buy-in to use mobile devices	Education focused on how to use devices so staff are more comfortable
Medium	Lack of buy-in from public to use the cloud-based software	Educate public on the program and how to use
High	Lack of buy of staff but in to use the software and help develop it	Training of staff and more knowledge of the software to feel more comfortable to use and implement
High	Cash/cheque payments with permitting issuing	Have processes completed for all staff so they are aware of the process to communicate with public/staff
High	Paymentus	Working with third party payment company, the City has no control over time lines and hold ups.

8.0 Key Results for Success (Must Be Measurable or Quantifiable)

1. Achieve compliance with timelines
2. Concurrent review and sign off
3. Sharing of data and communication with customer
4. Mobile technology piloted and purchased for staff
5. Number of modules implemented
6. Number of staff trained