

CAPITAL PROJECT CHARTER

YEAR:	2022-2024
CHARTER NUMBER:	ITSV-014
CHARTER NAME:	Enterprise Maintenance & Asset Management
LEAD DEPARTMENT:	Finance & IT

TYPE:	Choose one: <input type="radio"/> RMR <input checked="" type="radio"/> GROWTH	
	Replacement of current maintenance management system with an integrated enterprise maintenance management system and asset management system.	
ASSET CATEGORY:	Choose one: <input type="radio"/> Civic Facilities <input type="radio"/> Master Plan, Studies, & Other <input type="radio"/> Roads & Other Engineered Structures <input type="radio"/> Historical/ Cultural	<input type="radio"/> Parks & Trails <input checked="" type="radio"/> Mobile & Other Equipment <input type="radio"/> Land & Land Improvements
SCOPE STATEMENT:	1. To replace the City's current computerized maintenance management system (IPS) with an integrated enterprise maintenance management (CMMS) and asset management system (EAM) that will be tightly integrated with the existing enterprise geographical information system (GIS). 2. To provide our asset stewards with the tools necessary to practice AM. 3. To reduce the number of software currently being leveraged	

PROJECT CHARTER JUSTIFICATION:	<p>The Asset Management System Replacement project was initiated because of dissatisfaction with the capabilities and high support costs of the current system, Infor Public Sector (IPS). Various other asset management software is used for specific asset classes, resulting in a somewhat fragmented approach overall. A complete replacement was envisaged, one that would combine at least two separate existing systems and would enable better integration with the City's existing GIS and ERP systems.</p> <p>Additional project goals were, improved usability by mobile (field) users, reduced support costs, and the ability to better report on the total cost of ownership of major City assets. Improved Client Relationship Management (CRM) capabilities are also in scope.</p> <p>The current Infor Public Sector (IPS) software is used by Public Works, Utilities and Environment to track service levels, operational costs and the resources used in maintaining City assets, inventory, work orders, and customer service management.</p>
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	<p>Despite regular version upgrades, the capability of the software is limited and narrow in focus. Licensing costs continue to increase, making IPS one of the costliest software suites used by the City, despite its limitations.</p> <p>Given Council priority 4 on infrastructure investment, having a comprehensive and accurate view of all City assets is a vital step to determine future requirements and accurately manage life cycles.</p> <p>Current State</p> <p>Limitations in the capability of IPS have resulted in reliance on additional software, including the GIS system for spatial data records and data collection, See-Click-Fix for the reporting and tracking of issues reported by residents, Facility Dude as a temporary work order and asset management system for Recreation and Parks, as well as numerous manual processes and spreadsheets.</p> <p>IPS has limited support for mobile workers, hindering efforts to improve customer service, and requiring costly new licensing.</p> <p>The net effect is a lack of a single “system of record” for City assets, their lifecycle attributes and service histories.</p> <p>Issue</p> <p>Administration has expended significant effort to adapt IPS and supplement it with other software to support the City asset management requirements, but the system remains at its core generally inadequate and expensive.</p> <p>Opportunities</p> <p>Administration is aware of competitive software that offers more capable, robust functionality to meet needs of the corporation. Other municipalities have migrated from IPS to alternative solutions that have leveraged their investment in GIS through seamless integration with the central GIS database as the system of record, improving the veracity of data and reducing implementation and long-term maintenance costs. Improved integration will enhance the City’s ability to streamline processes and improve service levels.</p> <p>Risks</p> <p>Remaining with the current IPS software would limit the City’s ability to achieve the opportunities above, inhibit the use of mobile technology and perpetuate labour-intensive processes and resources.</p> <p>For example, the cost to implement the IPS mobile application is estimated to be \$95,000 for initial licensing plus \$20,000 annual maintenance, not including mobile hardware.</p> <p>Remaining with IPS will not realize the improved benefits and lower ongoing costs of a replacement system, including reduced duplication of staff effort and licensing.</p>
<p>STRATEGIC PLAN & CORPORATE BUSINESS PLAN ALIGNMENT:</p>	<p>Council Priority: 4. Infrastructure Investment</p> <p>Activity: 4.5 Adopt a total cost of ownership approach in assessing lifecycle of existing and new</p>

	Administrative Priority: N / A Activity: N / A																																													
STAKEHOLDER IDENTIFICATION:	Engineering, Public Works, Recreation and Parks, Utilities, Information and Technology Services																																													
TIMELINE:	2022 Q1 – RFI/RFP process 2022 Q2 – Contracting, legal, installation 2022 Q3-2024 Q3 – Configuration, training, data import 2022-2024 Q4 – Go live, discrepancy fixes, close-out (phased approach for multiple asset groupings)																																													
FINANCIAL INFORMATION:	<table border="1"> <tr> <td>Investment Year</td><td>2022</td><td>\$</td><td>1,101,000</td></tr> <tr> <td></td><td>2023</td><td>\$</td><td>-</td></tr> <tr> <td></td><td>2024</td><td>\$</td><td>-</td></tr> <tr> <td></td><td>2025</td><td>\$</td><td>-</td></tr> <tr> <td></td><td>2026</td><td>\$</td><td>-</td></tr> <tr> <td></td><td>2027</td><td>\$</td><td>-</td></tr> <tr> <td></td><td>2028</td><td>\$</td><td>-</td></tr> <tr> <td></td><td>2029</td><td>\$</td><td>-</td></tr> <tr> <td></td><td>2030</td><td>\$</td><td>-</td></tr> <tr> <td></td><td>2031</td><td>\$</td><td>-</td></tr> <tr> <td></td><td>Total</td><td>\$</td><td>1,101,000</td></tr> </table>	Investment Year	2022	\$	1,101,000		2023	\$	-		2024	\$	-		2025	\$	-		2026	\$	-		2027	\$	-		2028	\$	-		2029	\$	-		2030	\$	-		2031	\$	-		Total	\$	1,101,000	See Capital Project Worksheet for details.
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OPERATIONAL IMPACTS:	<input type="radio"/> Yes <input checked="" type="radio"/> No If yes, refer to Operating Impacts Worksheet for details.																																													
ASSOCIATED OPERATING BUSINESS CASE:	N/A																																													

APPROVAL

Author:		
	Project Charter Developer	Date
Director:		
	Director	Date

CAPITAL PROJECT WORKSHEET

PROJECT COMPONENT Specify year(s)	2022	2023	2024	2025	2026	2027	2028	2029	2030	2031
Land Determined Costs										
Concept Planning										
Detailed Planning and Design										
Site Servicing										
Structure/Building Construction										
Landscaping										
Construction Management										
Commissioning and QA/QC										
Contingency										
Public Participation Activities										
Equipment	1,101,000									
TOTAL	1,101,000	-	-	-	-	-	-	-	-	-

Please note Public Art is budgeted separately on the Ten-Year Capital Plan.

Comments: