

REVENUE PROJECT UPDATE

Audit Committee

June 6, 2018



MyRevenueSystem

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Base System Delivery

Project Teams Defined

Business Process Reviews [BPRs]
Underway

Conversions Under Design

Base System Delivery

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- Dept of Technology [DoT] Completed Server Preparation and Installation
- MyRevenueSystem Software Loaded
- Lead Subject Matter Experts Setup as Users
- Demo Data Installed for User Familiarization and Training

Project Teams Defined

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- Steering Committee
 - Provides direction related to the project
- Subject Matter Experts
 - Automation Coordinators, DoT Staff and Key Departmental Staff
- Stakeholders
 - Other departments that have a stake in the project
- Vendor Project Management and Support

Business Process Reviews (BPR)

Essential Meetings to Align City Processes with System Design

- ❑ April / May Timing of Reviews was a Challenge
 - ❑ Business License and Personal Property Tax Assessments
 - ❑ Real Estate and Personal Property Payment Due Dates
- ❑ Early Test of Team's Ability to Navigate Challenges
 - ❑ Everyone Agreed on Imperative to Stay on Schedule
 - ❑ Worked Together with Vendor to Identify a Week for On-site Interviews
 - ❑ On-Site Interviews were Completed On-Time
 - ❑ Assessments, Collections, and Customer Service Levels Maintained

BPR Meetings Completed

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- Personal Property
- Business License
- Business Personal Property
- Fiduciary (“Trust”) Taxes
 - Prepared Food and Beverage Tax
 - Transient Occupancy Tax
 - Admissions Tax
 - Short-term Rental Tax
 - Utility Consumer Taxes
 - Consumption Taxes
- Real Estate (Conversion Processes Only)

BPR Meetings Pending

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- Real Estate Tax (August 15-17)
- Cashiering
- Delinquent Collections
- Miscellaneous Accounts Receivable (June 25-27)

BPR Finished Product

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- ❑ Identifies Gaps Between the System and Current Processes
- ❑ Provides Options to Close Gaps
 - ❑ Change City Process
 - ❑ Revise City Code
 - ❑ Pay for System Customization

Conversions Under Design

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- Started with Business License Data
 - First Round of Customer Data Cleanup Complete
 - Successful Test File Sent to Vendor
 - Account Mapping and Additional Cleanup In Progress
 - Nine (9) Conversion Files Required To Complete the Process for Business License Taxes

QUESTIONS?