

755.2 SUBJECT: REQUESTS FOR APPLICATION SOFTWARE DEVELOPMENT

:1 OBJECTIVE:

To describe the procedure necessary to request enhancements, and/or development of computer application software from the Technology Management Division.

:2 AUTHORITY:

This procedure amended by City Council September 15, 2003.

:3 DIRECTION:

Chief Information Officer, as an appointed official, serves at the pleasure of, and receives direction from the City Clerk/Administrative Services/Management and Budget Director.

:4 METHOD OF OPERATION:

A. All requests for enhancement and/or development of computer application software will be forwarded to the Chief Information Officer.

B. Problems with a system (i.e., it does not operate as designed) and routine maintenance requests (i.e., changes to a table) do not require a request document. A call to the Technology Management Call Center is all that is required.

C. All requests must be approved and prioritized by the Division Manager or Office Head submitting the request.

D. Requests will be generated using a standard memorandum format with specific information. Exhibit A is a sample of the format to be used for this request. The following must be included:

1. *Request Type*: Enter the appropriate type of request being made, such as "New System," "Enhancement to an Existing System."

2. *Need Date*: If a specific need date is required, state the date and the reason for the need. Examples of requirements for specific need dates are "required by law," "support of a specific project." If no specific date is required, so state. Please do not use "ASAP."

3. *Project Description*: Describe the required system or enhancement desired.

4. *Expected Benefits*: Describe the benefits expected from accomplishing this project. Benefits will be categorized in one or more of four areas:

a. *Reduced Operations Cost*: Reduced operations cost may be in the form of man-hour savings, savings in materials costs, or any other tangible benefits. Describe how the cost savings was determined.

b. *Future Cost Avoidance*: Future cost avoidance takes into consideration the tangible benefits of not increasing staff, delaying an increase in staff, avoiding material cost, etc.

c. *Increased Revenue Generation*: Increased revenue generation relates to a direct, tangible increase in revenue dollars that this project will support.

- d. **Improved Services to the Community:** Improved services to the community describes intangible benefits that will be derived from this project for City staff and/or the citizenry.
5. *Requestor's Priority:* Priority established by the Division Manager/Office Head.
6. *Primary User Contact:* Identify a management level person responsible for this project.

Requests not formatted as shown, or missing information will be returned to the requestor for correction.

- E. Requests will be processed as follows:
1. Each request will be given a control number and entered into the Project Management System as soon as it is received. The requestor will be informed of the number.
 2. A feasibility study will be conducted to determine the hardware/software architecture to be used and to develop a relative order of magnitude (ROM). Analysts will work with the requesting department to determine the cost vs. benefit analysis.
 3. Minor projects and routine maintenance will be prioritized by the Chief Information Officer and accomplished. Major projects will be forwarded to the Information Technology Executive Committee (ITEC) for review and prioritization.
 4. Changes to the requirements of projects in progress may result in changes of target dates and/or reprioritization of the projects.
 5. Upon completion of requested application enhancement or development, requestor will sign acceptance of all work completed prior to production implementation.

:5 **FORMS:**
None.

:6 **COMMITTEE RESPONSIBILITIES:**
None.

:7 **REFERENCE:**
Procedure adopted by City Council December 18, 1989, Item 16A-47; amended February 4, 1991, Item 3/50; amended October 5, 1992, Item 4GGG; amended June 14, 1993, Item 4-Q; amended March 20, 1995, Item SS; amended August 31, 1998, Item 3K; amended April 3, 2000, Item 2PPP; amended September 15, 2003.

:8 **EFFECTIVE DATE:**
This procedure effective September 15, 2003.

APPENDIX A

SAMPLE MEMORANDUM

TO: Chief Information Officer
THRU: Public Works Director
FROM: Parking Systems Division Chief
DATE: February 3, 1998
SUBJECT: Parking Fines System Request

1. *Request Type:* New System. (Replacement of existing obsolete software.)
2. *Need Date:* February 3, 1998. Florida has enacted a law that denies a person a vehicle registration if he has three or more outstanding parking tickets.
3. *Project Description:* Over the past four years, Parking Systems Management has adopted new methods of collection that make the current system inadequate to handle the workload. Revenues collected from parking fines have increased 62 percent since 1984 (from \$700,000 per year to \$1,128,000). Also, new processes have been initiated that retrieve vehicle information and notify people of delinquent tickets in a more timely manner. Coupled with the use of a private investigative service, a collection agency, and a new immobilization program, the volume of payments has increased to the point they can no longer be processed efficiently on our current system. A new system needs to be developed so as to be implemented by July 15, 1998, that will expand our capability to process large numbers of traffic fines; maintain records for the sale of parking permits, freight permits, garage access cards and validations; and handle the large volume of paperwork in a more efficient and effective manner.
4. *Expected Benefits:* Increased Revenue - A potential increased revenue of over \$225,000 per year to the City of Orlando.
5. *Requestor's Priority:* Mandatory.
6. *Primary User Contact:* Parking Systems Division Chief.