Land Use & Environment Committee

SmartGov Online Portal Rollout

Agenda Date: 7/20/2017
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Type: report   **Version:** 1   **Status:** Filed

Title
SmartGov Online Portal Rollout

Recommended Action
Committee Recommendation:
Not referred to a committee.

City Manager Recommendation:
Receive the information. Briefing only; No action requested.

Report
Issue:
Whether to receive a report on the launch of the SmartGov online permitting portal.

Staff Contact:
Karen Kenneson, Associate Line of Business Director, Community Planning and Development,
360.753.8277.

Presenter:
Karen Kenneson

Background and Analysis:
SmartGov is the new community development cloud-based web solution that has replaced the
Community Services module of Sungard's HTE. SmartGov streamlines land use, building permit,
inspection and code enforcement processes and brings Community Planning and Development's
(CP&D) technology into the modern era with a cloud based and web friendly system. CP&D went live
with SmartGov on June 20, 2016, which was Phase 1 of the project. This phase was focused
exclusively on internal operations. Staff will give a report on the status of Phase 2 of the project,
which is the online permitting function.

A soft launch of the online portal began July 5, 2017 to a targeted group of high-volume permitting
customers. A hard launch is scheduled for September 5, 2017, which will target all CP&D customers.

Staff will also demonstrate how to submit a code enforcement case for code enforcement action.

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Neighborhood/Community Interests:
Phase 2 of the SmartGov project, the online permitting portal, will allow customers to apply for permits online, upload submittals digitally, pay for permits online, and print their approved permits and inspection sheets themselves from anywhere they choose.

Options:
N/A

Financial Impact:
N/A

Attachments:
None