

PROJECT TITLE: Salesforce Public Sector Platform implementation
FUNCTIONAL AREA / AGENCY: Citywide
PROGRAM AREA: Enterprise Solution

PREVIOUS CAPITAL FUNDING: \$1,054,030
PROJECT COMPLETION DATE: FY 27-28
FUNDING SOURCE-CAPITALIZED COST: Borrowed Funds / ARP

Project Description:

Implement modern Citizen Service Center tools through a multi-year effort that will enable customers and employees to easily navigate, engage, update and complete service requests. Service more citizens through new communication channels such as mobile app, chatbot with Artificial Intelligence enhanced self-service and relevant Knowledge Base Articles. Leverage the Salesforce platform to utilize critical Case Management functionality as requested by the Office of Economic Development and several other divisions through a phased approach. Additional year fundings are ROM for implementing additional services for Public Works, Municipal Code and Compliance, Human Rights Commission, Grants Management, Clerk of Court, and Neighborhoods.

Level of Service Impact:

These upgrades will have a massive improvement for all public divisions that need better case management systems. Using work originally implemented, we will reuse technical assets created in Year 1 of the project to replicate similar Case Management and Customer Relationship Management across multiple divisions in COJ. This will create a streamlined experience for many citizens, as well as a similar look and feel for applications and divisions across the city.

Capitalized Costs	Total Est. Cost	Prior Yrs. Funding	FY 24-25	FY 25-26	FY 26-27	FY 27-28	FY 28-29
Software	\$ 1,276,479	184,530	1,091,949				
Hardware	\$ -						
Professional Svcs	\$ 3,369,500	869,500		1,500,000	500,000	500,000	
	\$ 4,645,979	\$ 1,054,030	\$ 1,091,949	\$ 1,500,000	\$ 500,000	\$ 500,000	\$ -

Annual Operational Costs:	FY 24-25	FY 25-26	FY 26-27	FY 27-28	FY 28-29
FTEs					
Salary / Benefits					
Software Hosting			34,629	34,629	34,629
Operating Costs			692,577	692,577	692,577
SW/HW License Maint					
	\$ -	\$ -	\$ 727,206	\$ 727,206	\$ 727,206

Estimated Savings and/or Offsets:	FY 24-25	FY 25-26	FY 26-27	FY 27-28	FY 28-29
FTEs					
Operating Costs					
SW/HW Maint					
	\$ -	\$ -	\$ -	\$ -	\$ -

Benefits to the Public:

Better Customer relationship management and case management for both Citizens and COJ employees, creating a streamlined and branded experience for multiple divisions across the country.