

PROJECT TITLE:

Salesforce Public Sector Platform implementation

FUNCTIONAL AREA / AGENCY:

Citywide

PROGRAM AREA:

Enterprise Solution

PREVIOUS CAPITAL FUNDING:

\$0

PROJECT COMPLETION DATE:

9/30/2028

FUNDING SOURCE-CAPITALIZED COST:

Borrowed Funds

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.

<u>Capitalized Costs</u>	<u>Total Est. Cost</u>	<u>Prior Yrs. Funding</u>	<u>FY 23-24</u>	<u>FY 24-25</u>	<u>FY 25-26</u>	<u>FY 26-27</u>	<u>FY 27-28</u>
Software	\$ 919,747		184,530	735,217			
Hardware	\$ -						
Professional Svcs	\$ 2,069,500		869,500	1,000,000	100,000	100,000	
	\$ 2,989,247	\$ -	\$ 1,054,030	\$ 1,735,217	\$ 100,000	\$ 100,000	\$ -

Annual Operational Costs:

FTEs

Salary / Benefits

Software Hosting (annual increase)

Operating Costs

SW/HW License Maint (annual increase)

FY 23-24**FY 24-25****FY 25-26****FY 26-27****FY 27-28**

				32,129	
				642,577	
	\$ -	\$ -	\$ 674,706	\$ -	\$ -

Estimated Savings and/or Offsets:

FTEs

Operating Costs

SW/HW Maint

FY 23-24**FY 24-25****FY 25-26****FY 26-27****FY 27-28**

	\$ -	\$ -	\$ -	\$ -	\$ -

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.