

## City of Westminster

### Mobile Strategic Plan Phase II Updates

#### Executive Summary

##### Revised - 2017

In 2015-16, the City completed Phase I of the City's Mobile Strategic Plan and entered into Phase II with deployment of a number of applications and key services that provide immediate benefit to workgroups and support the long-term sustainability of mobile computing. By August, 2017, several phase II projects have been completed.

A summary of completed projects include:

##### **FreeRange Remote Access**

By coupling Barracuda SSL VPN, a secure, device-agnostic remote access technology, with responsive web design, many immediate demands for mobile applications have been resolved. Employees anywhere, using any device with an Internet connection and a web browser, have access to important internal services, such as the employee intranet, timesheet entry, events, training and network file shares. This project has been completed.

##### **Fire/Risk Management Mobile Inspections**

The Risk Management Team wanted a mobile solution to conduct facility safety inspections in compliance with CIRSA. It was discovered that most of what was needed was already being accomplished through annual fire inspections. The Fire Department was close to deploying a mobile application for fire inspections. The Mobile Solutions Team, Risk Management and the Fire Department partnered to make adjustments to the mobile application and inspection processes. Now both inspections are supported in the same mobile application.

##### **Reclaimed Water Inspections**

Public Works and Utilities has a team that inspects properties in the City that use reclaimed water. Until now, that process was supported using Excel spreadsheets and paper forms. The Mobile Team worked to adjust processes and leverage the City's existing Asset Management System to develop the data models, screens and reports to support reclaimed water inspections. The team secured the necessary mobile hardware and remote access solution. Now the team can complete the inspections in the field using a tablet and manage the entire process in the Accela Asset Management system.

##### **JD Edwards PO Approvals**

The City's ERP system, JD Edwards, provides tools for the development of mobile applications against the ERP system. There are a number of pre-built applications that, with some configuration, can be deployed for specific functions. One such application is Purchase Order Approvals. This allows City staff, with the correct rights in JD Edwards, to review and approve pending purchase orders from anywhere on an Android or iOS device.

A summary of projects in progress include:

##### **Standley Lake Mobile Project**

The MobileTeam is currently working with City staff at Standley Lake to develop a mobile application that will integrate with critical internal systems and assist Standley Lake Rangers with a number of daily operations including staff scheduling, boat inspections and registrations, and equipment management.

##### **On-premise Cloud Services Hosting**

Several hosting servers have been deployed to the City's DMZ or network edge to support cloud services needed for in-house, contracted and vendor-developed mobile applications.

##### **SMS Services**

An SMS messaging service provider has been selected. IT has developed the core interfaces needed for custom and in-house developed applications to send text messages to registered mobile devices. Applications are currently in development that will use those services to help employees register and validate their smartphones and SMS-enabled devices, as well as reset their network password – anytime, anywhere – using a mobile device, without the need to submit a direct request to IT.

##### **Mobile App Development**

A project is currently under way to revamp the City's application development processes to fully support a mobile-first approach to app development. This includes the languages and architectures to develop and maintain mobile applications and the required backend services for web and mobile applications.