# Technology Services
## *Initiative Request Form*
**FY '23 – '24**

| Ing sell the process and neededGeneral Information | | |
|---|---|---|
| **Request Name** | Rize (or another time tracking software) | |
| **Project Owner** | Gary Packan | Primary point of contact for the project. |
| **Department** | Parks and Recreation | Primary department for managing the project |
| **Citywide Project/Solution** | Yes (Citywide) | Yes- this will impact/benefit the city as a whole<br>No- the focus of this project is department specific |
| **Initiative Scope** | | |

**Business Impact Rating** ** Refer to the Impact Ratings Description at the back of this document.

Very Low ☐　　Low ☐　　Medium ☐　　High ☑　　Very High ☐

**Solution Summary**- *Provide a brief description of the solution being proposed.*

PARD is proposing that the department research, identify and utilize a time tracking platform that tracks time performed on various tasks throughout the day.  This would allow staff the ability to understand the efficiency and effectiveness or lack their of scheduling, projects and general operations.

In the future, an asset management system could provide the needed support for Parks Maintenance time allocation but it is currently unclear on how this would work for Administration, Planning and potentially other areas of the department.

**Problem Description**- *What issues are being faced leading to the need for a new solution?*

Administration is working to find balance and achieve a true tracking of projects, meetings and time spent toward general operations.  Tracking of this information will allow staff to understand data that could help improve performance management and project allocation.

**Extent Of Use**- *Who/where will be impacted by this solution? (Citywide, specific departments, specific locations, etc.)*

Parks and Recreation Administration would like to serve as a pilot program for this effort.  Then after a period of time and evaluation, staff can determine this would be a long-term effort that could benefit the entire department and/or organization

| Timeframe |
|---|
| **Ideally when should this initiative take place and be completed?** |
| The project could move forward shortly after approval is provided |
| **Are there any known impacts to delaying or deviating from the suggested above time frame or date?** |
| **Yes** ☐ **No** ☐    *If yes, provide details or supporting documentation.* |
| **Dependencies-** *Other projects or initiatives dependent on this initiative* |
| Not that I am aware of at this time. |

| Cost and Estimates |
|---|
| **Has any initial scoping work or vendor engagement taken place?** |
| *Yes* ☐ *No* ☒  *(Please attach any documents/quotes)* |
| <u>**Cost Estimates**</u>- *Is there a known estimated costs or budget? If yes, how much?* |

| | |
|---|---|
| One-time Costs | $120 per month per employee |
| Recurring Annual Costs | Pending on the outcome of the organizational needs and number of staff required. |

| |
|---|
| <u>**Funding**</u>- *What is the funding plan for this project?* |
| General Fund |

# Reference: Impact Ratings

The following ratings are used as guide to define the overall impact rating of the current business problem in the Impact Ratings Section in the Work Request:

**Very Low** - Minor impact on workload, processes or functionality, for example changes to reporting or primarily aesthetic system functions.

**Low -** Missing or incorrect functions causing medium or low impact on employee productivity and workload, but no impact on service delivery. Initiatives that are not affecting citizens but do have the potential to improve productivity and ease workload.

**Medium -** Missing or incorrect functions which are affecting citizens, or causing severe impact on employee productivity and workload. Initiatives that are affecting some citizens with potential to greatly improve employee productivity, ease workload, or enhance the citizen experience.

**High** - Missing or incorrect functions which critically affect the City's ability to meet statutory requirements or affects a department's ability to provide services. Initiatives that are affecting all citizens/clients or helping to meet statutory requirements, but has the potential to dramatically improve employee productivity, ease workload, or enhance the citizen experience.

**Very High** - Missing or incorrect functions which are critically affecting all employees, departments or citizens or otherwise immediately affects the City's ability to deliver services to clients and citizens. The impact could affect the City's ability to deliver services or cause severe financial loss.