



**Capital Budget Request - EQUIPMENT**

**Project Name** **Customer Relationship Management System 311** **\$ 1,300,000**

<b>Order Code</b>		<b>Project Location</b>	Muni Wide
<b>Project Category</b>	Machinery & Equipment	<b>Ward</b>	5 - Muni-Wide
<b>Type of Project</b>	New Asset - Acquisition and/or Instal	<b>Municipal Function</b>	12 - Gen Administration

**Project Description and Scope**

The Municipality's vision is to provide easy access and exceptional customer service to residents, businesses and visitors of the RMWB using a single point of contact system accessed through phone, web or a user App. Further the vision is to ensure that the customer service process is standardized and integrated across all municipal departments and service delivery standards are met.

This project is much more than a software purchase. It requires full project management including a robust change management component as a standard end to end customer service process for all municipal departments is developed.

Initial outcomes will include standardized customer service including a single point of contact, operational process mapping, defining service level standards. Mid range and long term outcomes will include improved corporate reputation, valuable reporting which can provide great benefit to elected officials and administration enabling better planning, budgeting and forecasting, as well as real time analytics of emerging community issues/concerns. This information will enable a proactive approach to operations and decrease operating costs in the future.

**Project Cash Flows**

Year	Total Annual Cost	Federal Grant	Provincial Grant	Reserve	Other
2018 & Prior	-				
2019	1,200,000			1,200,000	
2020	100,000			100,000	
2021	-				
2022	-				
2023	-				
Thereafter	-				
<b>Total Budget</b>	<b>1,300,000</b>	-	-	<b>1,300,000</b>	-

**Additional Funding Details**

<b>Business Case Created By</b>	<u>Kelly Williams</u>
<b>Project Sponsor Branch</b>	<u>Communications</u> <span style="float: right;">Branch = PULSE</span>
<b>Project Sponsor Department</b>	<u>Communications, Stakeholders, Indigenous and Rural Relations</u>
<b>Project Delivery Branch</b>	<u>Communications</u> <span style="float: right;">Branch = PULSE</span>
<b>Project Delivery Department</b>	<u>Communications, Stakeholders, Indigenous and Rural Relations</u>



## Capital Budget Request - EQUIPMENT

**Project Name** New Corporate Website - rmwb.ca \$ **153,000**

<b>Order Code</b>		<b>Project Location</b>	Muni Wide
<b>Project Category</b>	Cultural & Historical	<b>Ward</b>	5 - Muni-Wide
<b>Type of Project</b>	New Asset - Construction	<b>Municipal Function</b>	12 - Gen Administration

**Project Description and Scope**

The current corporate website, rmwb.ca, was built at the start of this decade using older technology. Since that time, visitors have largely shifted from accessing the website using desktop and laptop computers to using smartphones and tablets. These newer technologies require a different, mobile-first build. The new website will also address a number of needs, including a dark site (a pre-built site for crisis situations), improved content organization, and a more efficient design.

**Project Cash Flows**

Year	Total Annual Cost	Federal Grant	Provincial Grant	Reserve	Other
2018 & Prior	-				
2019	153,000			153,000	
2020	-				
2021	-				
2022	-				
2023	-				
Thereafter	-				
<b>Total Budget</b>	<b>153,000</b>	-	-	<b>153,000</b>	-

**Additional Funding Details**

<b>Business Case Created By</b>	_____
<b>Project Sponsor Branch</b>	Communications
<b>Project Sponsor Department</b>	Communications, Stakeholders, Indigenous and Rural Relations
<b>Project Delivery Branch</b>	Information Technology
<b>Project Delivery Department</b>	Corporate and Community Services