IT Report - September 2017

✦ **Staff Task Scheduler** - The first draft of this project has been published. I will be working with the city manager to begin limited deployment of staff tasks this month. You should recall, the purpose of this application is to give the city manager a tool to both see all the periodic tasks staff need to complete and quickly determine the status of all recurring activities.

✦ **Vacation Rental Rate Changes** - The development team has started work on implementing the new vacation rental license & inspection rate structure. This work is expected to consume most of their time for October and November. The scope of work has been expanded to include a number of changes in the license request process and the invoicing areas. One of these changes is to move the License Request module to the YachatsOregon.org code base which is significantly newer and more flexible than the GoYachats code. This change is consistent with long term plans to move all of the traditional city business tools from GoYachats to the city's main web site. Doing it now will save developer time when we migrate the remaining administrative tools.

✦ **Data Integrity** - This area has consumed the bulk of my time this past month. After considerable review, Mark and I have identified a number of changes that need to be made to "harden" the system. In other words, the objective is to eliminate the potential for human error or omission. Elements to achieve this include additional data validation; tighter integration with the property inventory; system invoice generation upon city manager approval and access to the new on-screen help popup service.

✦ **Invoice System Enhancements** - This is related to the data integrity topic. During the system review of the License Request and Invoicing, we identified a need for better tools for managing pending invoices. For example, when staff check a box for an organization that says they need a license, the system looks at the current year to determine if a license has been issues. If it hasn't, it becomes a pending invoice. The current process requires staff to manually initiate the initial license invoice. While this works most of the time, there are instances when this doesn't happen. Mark and I believe this is a failure of system design and we see two ways to address this issue.

  ✦ **Manage Invoices** - Anytime this module is accessed by staff, the system now checks for any pending invoices for the year selected. When there are pending invoices, a warning button is displayed. When clicked, the button provides information about the organization, the latest license year, and about the last time the account was modified. A button to retire the organization is included as well as a link to the organization to make other changes. The **Missing Invoices** page also includes text outlining the three options to resolve the pending status. All of these changes have been deployed

  ✦ **Invoice Generation** - I recommend that we minimize as much as possible manual generation of invoices. We already do this for tax invoices and license renewals. I propose this practice be extended to Commons rental and initial city license requests. All the rate information is already in a database table. The license application process already includes multiple staff review steps. The city managers approval simply signifies that the staff work is complete and once the fees are paid, a license should be issued.

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