



# AMANDA Upgrade

## Vendor Information Meeting

Date: June 20, 2018, 10:30 AM



1. Welcome & Introductions
2. Purpose of the Meeting
3. Overview of RFP Document
4. Protocol for RFP Inquiries
5. Project Overview
6. Questions & Answers

## **Supply Chain Management**

- Gavin Marshall, Contract Specialist

## **Technology Services**

- Carina Lee, Project Manager
- Liuba Mamonova, Senior PMO Manager
- Brent Krezan, Director, IT Applications
- Tadhg Healy, Senior Manager, Digital Channels
- Elena Krsteva, Systems Analyst
- Catherine Costantini, AMANDA Application Specialist

## **Business – Development, Building and Licensing (DBL)**

- Alexandra Holmes, Licence Office Supervisor

## **Vision / Goals:**

To address the current AMANDA versions end-of-life situation by creating a stable, up-to-date and resilient technology environment that will support the City's critical business functions and improve user experience.

## **Objectives:**

To upgrade current AMANDA versions (v4/5) to the latest version (v7) by Summer 2019 without adversely affecting day-to-day operations.

The City desires to engage the Supplier to deliver services to help in-house technical team to upgrade the AMANDA application from current versions (v4/5) to the latest version (v7).

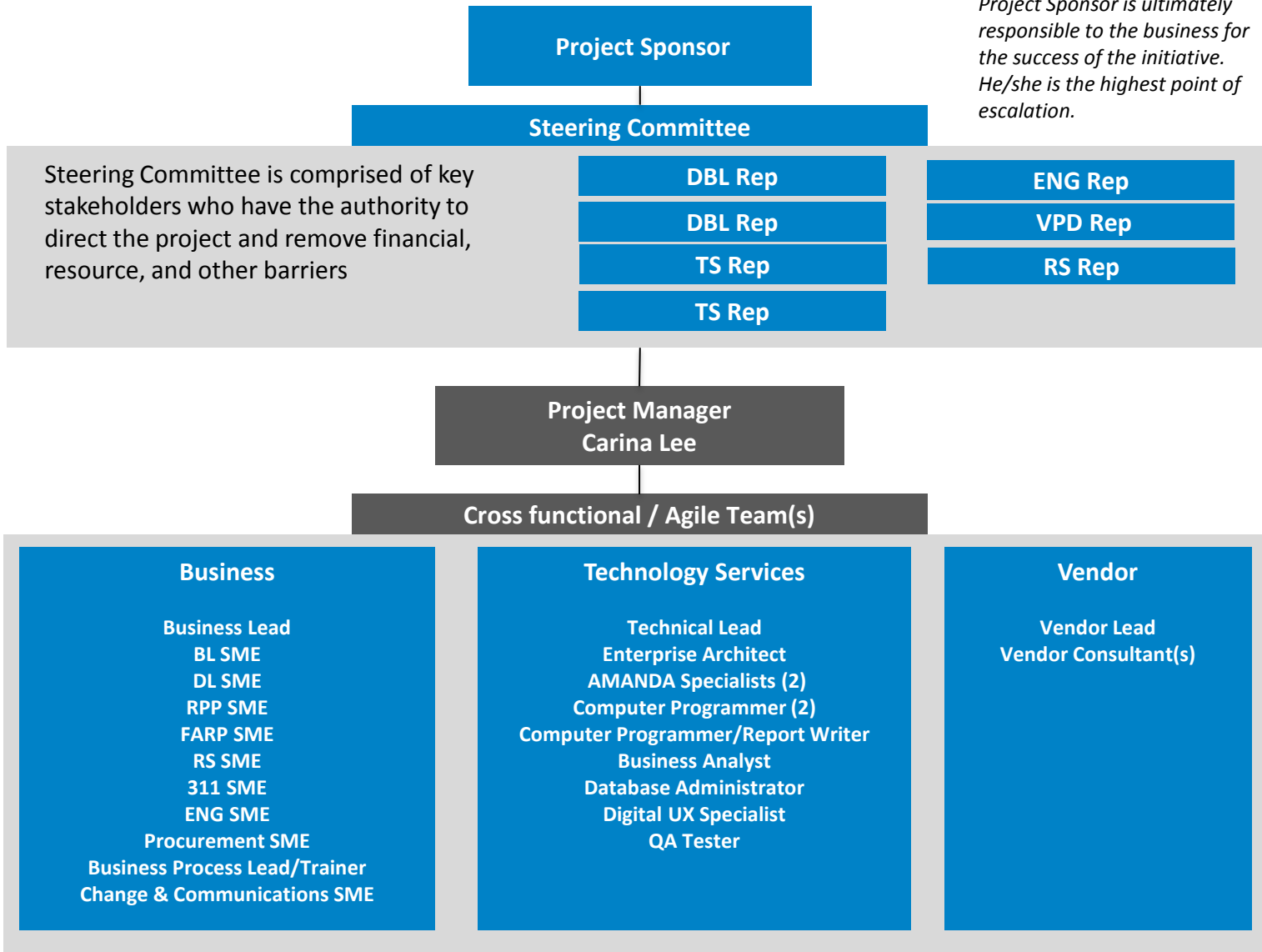
## **Scope**

- Could include all planning, execution, communication & change management, implementation, testing and training for helping in-house technical team to upgrade to AMANDA 7.

## **Agile Methodology**

- This project will use Agile methodology for software development. This includes defining backlog of user stories and the minimum viable product (MVP) with business users, sprint planning and review activities.

# Project Team and Governance



*Project Sponsor is ultimately responsible to the business for the success of the initiative. He/she is the highest point of escalation.*

*Steering Committee meets on a bi-weekly basis to review overall project progress, make escalated decisions, and remove barriers, address issues and risks.*

**DBL – Development, Building and Licensing**  
**TS – Technology Services**  
**ENG – Engineering**  
**VPD – Vancouver Police Dept**  
**RS – Revenue Services**

*The cross functional / agile project team(s) work on a regular basis to create project deliverables.*

**BL – Business Licence**  
**DL – Dog Licence**  
**RPP – Residential Parking Permit**  
**FARP – False Alarm Reduction Program**  
**RS – Revenue Services**

## Training

- 2 types of training
  1. Sep 2018 – AMANDA 7 Training for In-house technical team to do the upgrade
  2. June-July 2019 - Internal User Training before go-live
- Which areas will the in-house technical team need training on for the AMANDA 7 upgrade?
- Which areas will our internal users need training on from the AMANDA 7 upgrade?

## Environment and Architecture Design

- City is working on the future-state architecture design and is looking for the vendor to confirm the future-state architecture design to meet the AMANDA 7 requirements

## Changes Required for AMANDA 7 Upgrade

- When upgrading to AMANDA 7, which areas of the following will require changes to the existing configuration?
  - Interfaces e.g. Web Services
  - Customizations
  - Reports

## **Business Process Analysis**

- From your AMANDA 7 experience, how best can we implement our business processes especially around customizations?
- We are looking for the vendor to review existing customizations, reports and assess if we still require the customizations and reports, or they can be handled by out-of-box AMANDA 7 features

## **Potential Future Work**

- We have high-level details of potential future work listed in the RFP and are looking for ball-part budgetary information for planning purpose





The City is licensed for the following AMANDA modules from CSDC:

- Permitting
- Business Licensing
- Professional Licensing
- Request for Service
- Rapid Renewal
- Report Wizard
- Batch Scheduler
- Scan Station
- Public Portal

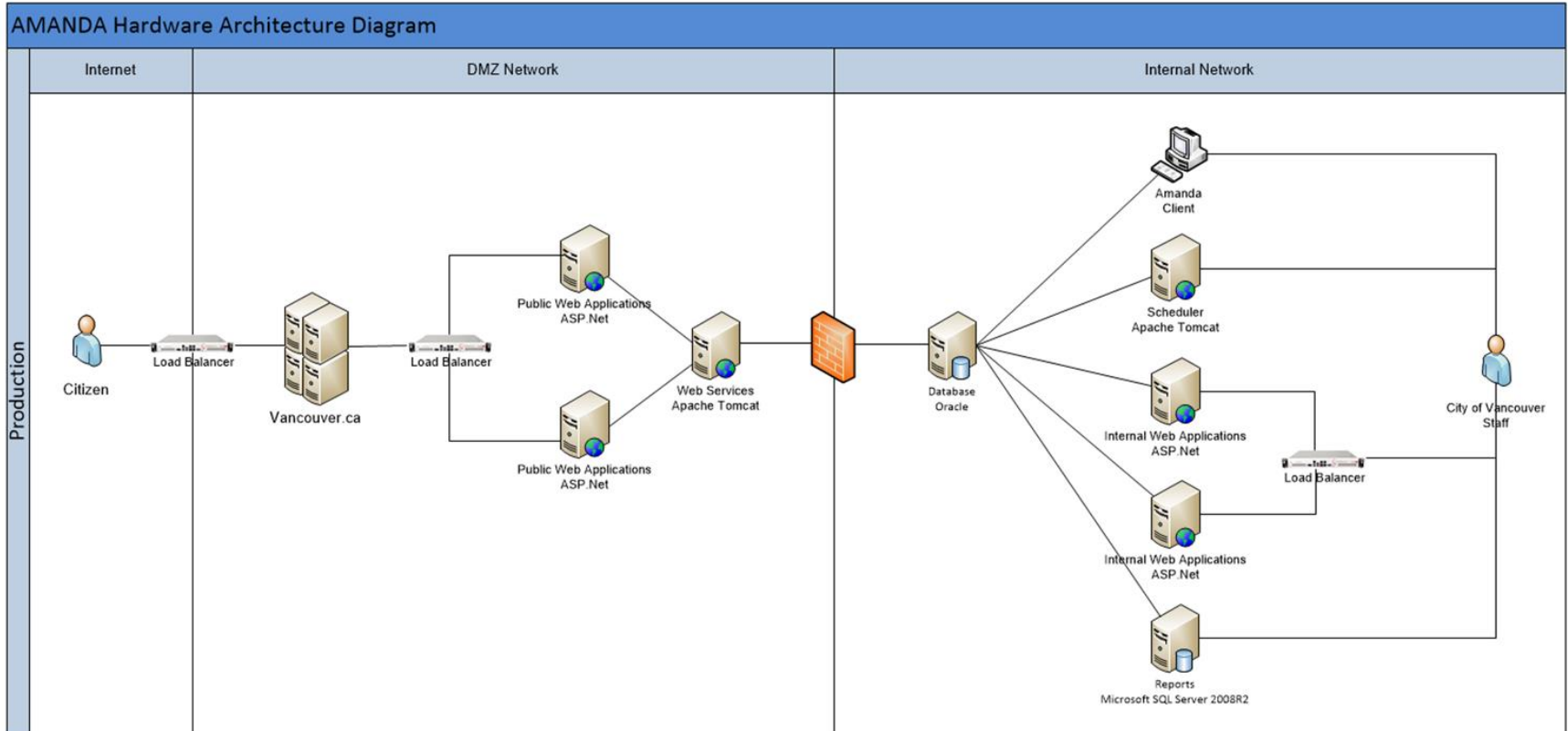
# Business Categories and Functions

Business Category	Business Function supported by Amanda	Primary User Group
<b>Business Licence</b>	Business Licences	DBL - Licence Office/Revenue Services
	Liquor Licences Pre-App	DBL - Licence Office
	Liquor Licences	DBL - Licence Office
	Vehicle for Hire	DBL - Licence Office
	Commercial Decals	DBL - Licence Office/Revenue Services
	Short Term Rentals	DBL - Licence Office
	Miscellaneous Services (Record Payments)	DBL - Licence Office
<b>False Alarm Reduction Program (FARP)</b>	Security Alarm Permit	VPD/Revenue Services
	Pre-Sales Alarm Purchase	VPD/Revenue Services
	Alarm Incidents	VPD
<b>Animal Services</b>	Dog Licences	DBL - Animal Services/Revenue Services
	Animal Adoption	DBL - Animal Services
	Dog Services - Miscellaneous	DBL - Animal Services
	Dog Impounding	DBL - Animal Services
	Dog Complaints	DBL - Animal Services
<b>Residential Parking Permit</b>	Annual Residential Parking Permit	ENG - Parking Management/Revenue Services
	Short Term Parking Permit	ENG - Parking Management/Revenue Services
	Car Share Parking Permit	ENG - Parking Management
	Miscellaneous Annual Permit	ENG - Parking Management
	Exemption Parking Permit	ENG - Parking Management
<b>Backflow Assemblies</b>	Backflow Assemblies	ENG - Water Design
<b>Impounding Chattel</b>	Impounding Chattel	ENG - Streets Admin

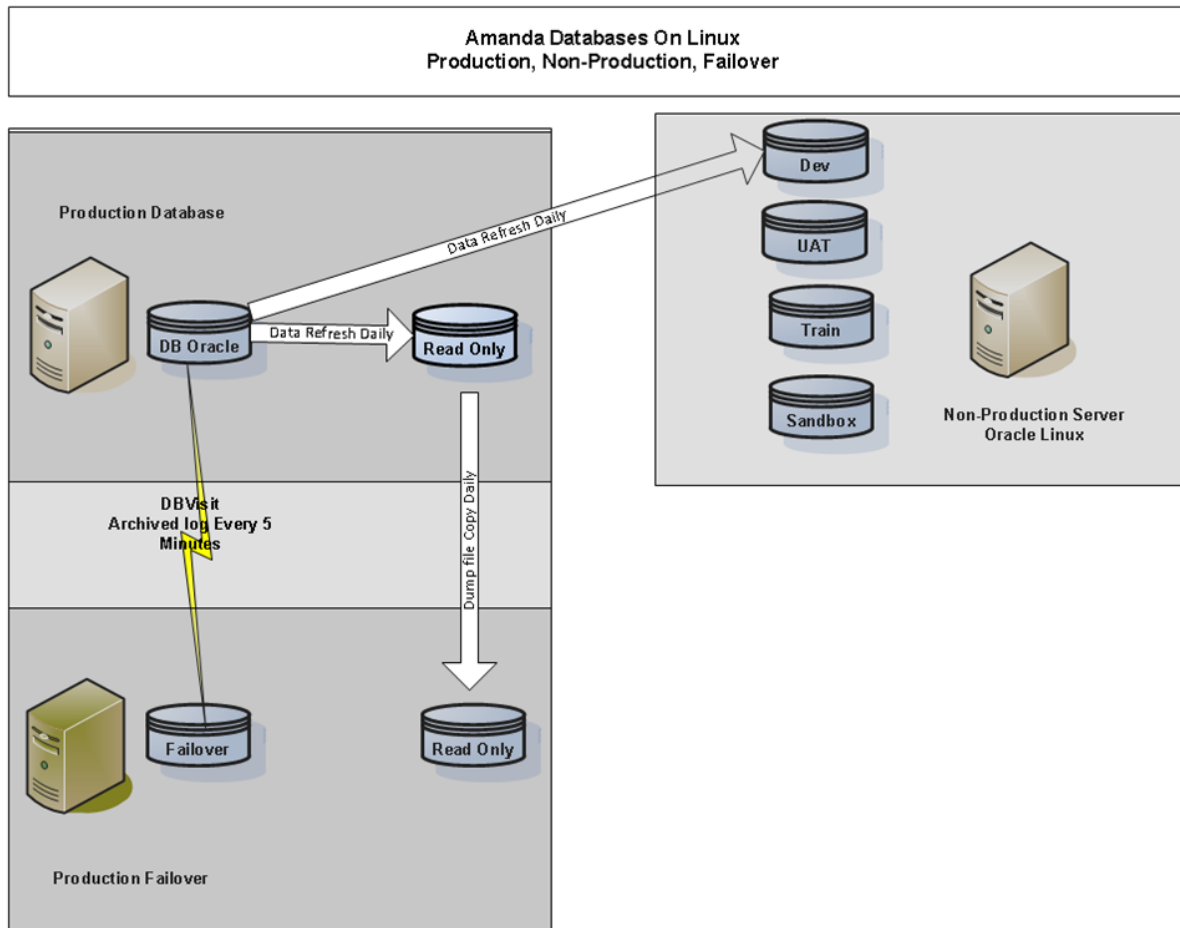
The following lists the current versions of the AMANDA components in City of Vancouver.

- Back Office: [4.4.31](#)
- Batch Scheduler and Web Services: [5.4.4.31](#)
- Database: [Oracle Database 10g Release 10.2.0.4.0 - 64bit Production](#) (same for prod, sandbox and train)
- Word: [Microsoft Office Standard 2010 – Version 14.0.7197.5000](#)
- Batch Scheduler Server: [Tomcat version 6.0.29 on Windows Server 2008 R2 with JVM version 1.6.0\\_33-b03](#)
- Web Services Server: [Tomcat version 7.0.27 on Windows Server 2008 R2 with JMM version 1.6.0\\_33-b03](#)
- Test server for both Amanda Train and Sandbox: [Tomcat version 7.0.27.0 on Windows Server 2008 R2 with JMM version 1.6.0\\_30-b12](#)
- Browser for Administration of Batch Scheduler and Web Services: [Internet Explorer 11](#)

# AMANDA Architecture Diagrams



# AMANDA Architecture Diagrams





# Data Interfaces

Description	IN/OUT	From	To	Format
Amanda 4.5 client application	IN/OUT	Amanda Back-office clients	Amanda Real-time	Database update
New short-term rental business licenses. Custom, in-house developed .Net application. Public access.	IN/OUT	Vancouver.ca/Amanda online services	Amanda Real-time	Amanda web services 5.5
Business licence renewal payments. Custom, in-house developed .Net application. Public access.	IN/OUT	Vancouver.ca/Amanda online services	Amanda Real-time	Amanda web services 5.5
New dog licences. Custom, in-house developed .Net application. Public access.	IN/OUT	Vancouver.ca/Amanda online services	Amanda Real-time	Amanda web services 5.5
Dog licence renewal payments. Custom, in-house developed .Net application. Public access.	IN/OUT	Vancouver.ca/Amanda online services	Amanda Real-time	Amanda web services 5.5
New security alarm permits. Custom, in-house developed .Net application. Public access.	IN/OUT	Vancouver.ca/Amanda online services	Amanda Real-time	Amanda web services 5.5
Security alarm permit renewal payments. Custom, in-house developed .Net application. Public access.	IN/OUT	Vancouver.ca/Amanda online services	Amanda Real-time	Amanda web services 5.5
New residential parking permits. Custom, in-house developed .Net application. Public access.	IN/OUT	Vancouver.ca/Amanda online services	Amanda Real-time	Amanda web services 5.5
New short-term rental business licenses and business licence renewals	IN/OUT	Moneris hosted payment page	Amanda Real-time	via UI link
New dog licences and renewals payments				
New security alarm permits and renewals payments				
Security alarm permit renewals				
New residential parking permits				
Collection of data from multiple enterprise systems such as POSSE, Amanda, GIS, and FDM	IN/OUT	Rental property standards (RPS)	Amanda One-day-old	Database update
Custom, in-house developed .Net application. Public access.	IN	Internal application - RPP Street Admin	Amanda Real-time	Database update
Business licence renewal and notices	IN	Amanda batch scheduler	Amanda Real-time	Amanda 5.5 batch scheduler
Business licence late payment fees	IN	Amanda batch scheduler	Amanda Real-time	Amanda 5.5 batch scheduler
Dog licence renewal and notices	IN	Amanda batch scheduler	Amanda Real-time	Amanda 5.5 batch scheduler
Dog licence overdue notices	IN	Amanda batch scheduler	Amanda Real-time	Amanda 5.5 batch scheduler
Security alarm permits renewal and notices	IN	Amanda batch scheduler	Amanda Real-time	Amanda 5.5 batch scheduler
Various data validation and auditing processes (short-term rentals, residential parking permits etc.)	IN	Amanda batch scheduler	Amanda Real-time	Amanda 5.5 batch scheduler
ICBC data import	IN	ICBC	Amanda Real-time	FTP Flat file and Amanda 5.5 batch scheduler
ECCOMM data import for security alarm permits	IN	ECCOMM	Amanda Real-time	FTP Flat file and database update
New addresses, street names, address hierarchy	IN	POSSE CAS_Like (POSEE_PDD)	Amanda Real-time	FTP Flat file and database update
Update is from another internal database called LTB_DB. Updated info is PID and Lot.	IN	LTO	Amanda Real-time	Database update
Database copy	OUT	Amanda Real-time	Amanda One-day-old	Database copy
Custom, in-house developed .Net application. Internal access only. Open to all City employees.	OUT	Amanda Real-time	Business license lookup	Database read
Custom, in-house developed .Net application. Internal access only for authorized City employees.	OUT	Amanda Real-time	Amanda web viewer	Database read
Custom, in-house developed .Net application. Internal access only for authorized City employees.	OUT	Amanda One-day-old	Amanda web viewer	Database read
POSSE CDC invokes Amanda DB view. Contractor profile and Contractor's Licenses.	OUT	Amanda Real-time	POSSE	Bitstalk
Generated .xls file is saved on network drive. Residential parking permits data.	OUT	Amanda Real-time	Network drive	Amanda 5.5 batch scheduler and XLS file
Generated .xls file is saved on network drive. West End parking OneCard data.	OUT	Amanda Real-time	Network drive	Amanda 5.5 batch scheduler and XLS file
ICBC data export	OUT	Amanda Real-time	ICBC	Amanda 5.5 batch scheduler and FTP Flat file
FME generates the output files and copies over to a network drive.	OUT	Amanda One-day-old	Open Data	FME to network drive
Over 50 different SSRS web reports. Custom built, in-house. Internal access only for authorized City employees.	OUT	Amanda One-day-old	Web reports	SSRS
GIS VanMap. Internal access only. Open to all City employees.	OUT	Amanda One-day-old	GIS VanMap	Database link
Addresses for PIMS, ACCMA, FDM	OUT	Amanda Real-time	PIMS	
Lagan calls Amanda database view	OUT	Amanda Real-time	LAGAN	Database read
Residential parking permits data	OUT	Amanda Real-time	Gtechna	Amanda 5.5 batch scheduler and FTP Flat file
Residential parking permits data	OUT	Amanda Real-time	Parking enforcement	Amanda 5.5 batch scheduler and FTP Flat file



- See Excel sheet

- See Excel sheet