



Memorandum

TO: HONORABLE MAYOR
AND CITY COUNCIL

FROM: Rosalynn Hughey

SUBJECT: LAUNCH OF AMANDA 7
UPGRADE ON NOVEMBER 4, 2019

DATE: October 24, 2019

Approved

Date

10/25/19

INFORMATION

The Development Services Partners are pleased to announce that preparations are underway for the November 4, 2019 launch of the upgraded AMANDA system, the software that facilitates development review and permit issuance by the City. The upgrade is part of the “Building the San Jose of Tomorrow” through transforming private development services, one of the City Manager’s eight enterprise priorities.

There are nearly 800 active users of the AMANDA system across five departments: Planning, Building and Code Enforcement, Public Works, Fire, Transportation, and Environmental Services. Since 2016, staff in specific divisions of these departments have been coordinating on a major, customized upgrade to the AMANDA software. At a cost of roughly \$4.3 million, this project has entailed:

- Taking old, archaic systems and servers offline and moving hundreds of thousands of files to new servers;
- Installing new cloud-based GIS and electronic content management systems;
- Upgrading the AMANDA database from version 6 to version 7;
- Implementing the businesses processes of several divisions into AMANDA 7 digital workflows; and
- Improving the integration with 19 related systems, such as the City’s financial system.

The upgrade is also important for enabling future improvements, including fully integrating electronic plan review and updating the www.sjpermits.org portal.

Calytera (formerly named CSDC Systems, Inc.) is the software provider of AMANDA and secured the contract in 2016 to implement the City’s Integrated Permitted System project. The City’s Development Services Transformation Team has overseen the implementation effort, helping to align interdepartmental coordination with the Information Technology Department

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and the City Manager's Office. Status reports on the project have been provided regularly to the Ad Hoc Committee for Housing Construction and Development Services.

Preparations for the launch have included staff testing from September through mid-October, and training throughout October, November and December. The roughly 800 staff who use AMANDA will be taking time from their regular duties to engage in these efforts. As a result, customers may experience a slight degree of slower service delivery during these months. Managers in the affected divisions are working both to prepare for and minimize any such impacts. Ultimately, customers will benefit from improved efficiency and efficacy in the intake and processing of their permit applications.

To enable the upgrade and the November 4 "go-live" date, staff will close the Permit Center on the afternoon of Friday, November 1 from 12:00 p.m. to 5:00 p.m.; the permit portal at www.sanjoseca.gov/sjpermits will also close then and through the entire weekend. Both will reopen on the morning of Monday, November 4. The closures are being publicized through signage, web messages, email distributions, and social media.

Staff have focused efforts the past several months to bring this project to fruition; we are excited about the November 4 launch. We look forward to a much improved, more reliable system that enables us to handle our City's high volume of permitting work. It reflects our City's commitment to our community to deliver reliable, effective, and efficient services.

/s/

ROSALYNN HUGHEY, Director
Planning, Building and Code Enforcement

For additional information, please contact Chu Chang, Assistant Director/Chief Building Official, at (408) 535-7791; or Alex Powell, Chief of staff, at (408) 535-1258.