

September 1, 2017

████████████████████
Dear ██████████

**Re: Request for Access to Information Under Part II
of the Access to Information and Protection Privacy Act**

On August 10, 2017, the City of St. John's received your request for access to the following information:

*"Did the city have a computer program called "Super Velocity"?
If not what was the name(s) of the city's computer program(s)?
What was the budget and were there cost overruns?"*

Enclosed is the information you requested. As the provision of the information constitutes full disclosure, we now consider this matter completed and will be closing the file.

If you have any further questions, please feel free to contact the undersigned by telephone at 576-8619 or by e-mail: kchafe@stjohns.ca

Yours truly,

Karen Chafe

Karen Chafe
ATIPP Coordinator

ST. JOHN'S

“Did the city have a computer program called “Super Velocity”?”

The City had a project called “Velocity” whose purpose was to implement an Integrated Municipal Management/Enterprise Resource Planning (ERP) system. The solution would consolidate all departments and functions into an integrated computer system which would enable the City to easily share data. Prior to project Velocity much of the City’s core business software had been internally developed/supported or acquired from vendors and integrated with legacy systems. These business applications were built in the 1980’s and had reached “end-of-life” and needed to be replaced.

Driving the need for the upgrade were four factors;

- Outdated Technology
- Corporate Governance
- Customer Self-Service
- Improved User Interface

If not what was the name(s) of the city's computer program(s)?

The solution is comprised of five integrated modules and provides business process management in the following core business areas;

- Financial Management (Microsoft Dynamics GP)
- Asset Management (Wennsoft)
- Human Resource Management (StarGarden)
- Land Management (MS Govern)
- Citizen Relationship Management (Active Citizen Request)

“What was the budget and were there cost overruns?”

The project was initially approved by Council in 2006 with a preliminary estimate of \$7.5M. Funding was allocated for a number of projects under the Velocity initiative. At the time, funding was budgeted based on best practices, a comprehensive scope analysis and an estimate as to what the actual costs would be. However, as the project progressed, there were changes in scope, additional requirements and a clarification of the actual costs as the individual projects proceeded.

Actual Costs incurred are \$12,866,079.11