

# Enterprise Systems Overview

Prepared for Government Operations Committee  
April 23, 2025

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DEPARTMENT OF  
**INFORMATION  
TECHNOLOGY**

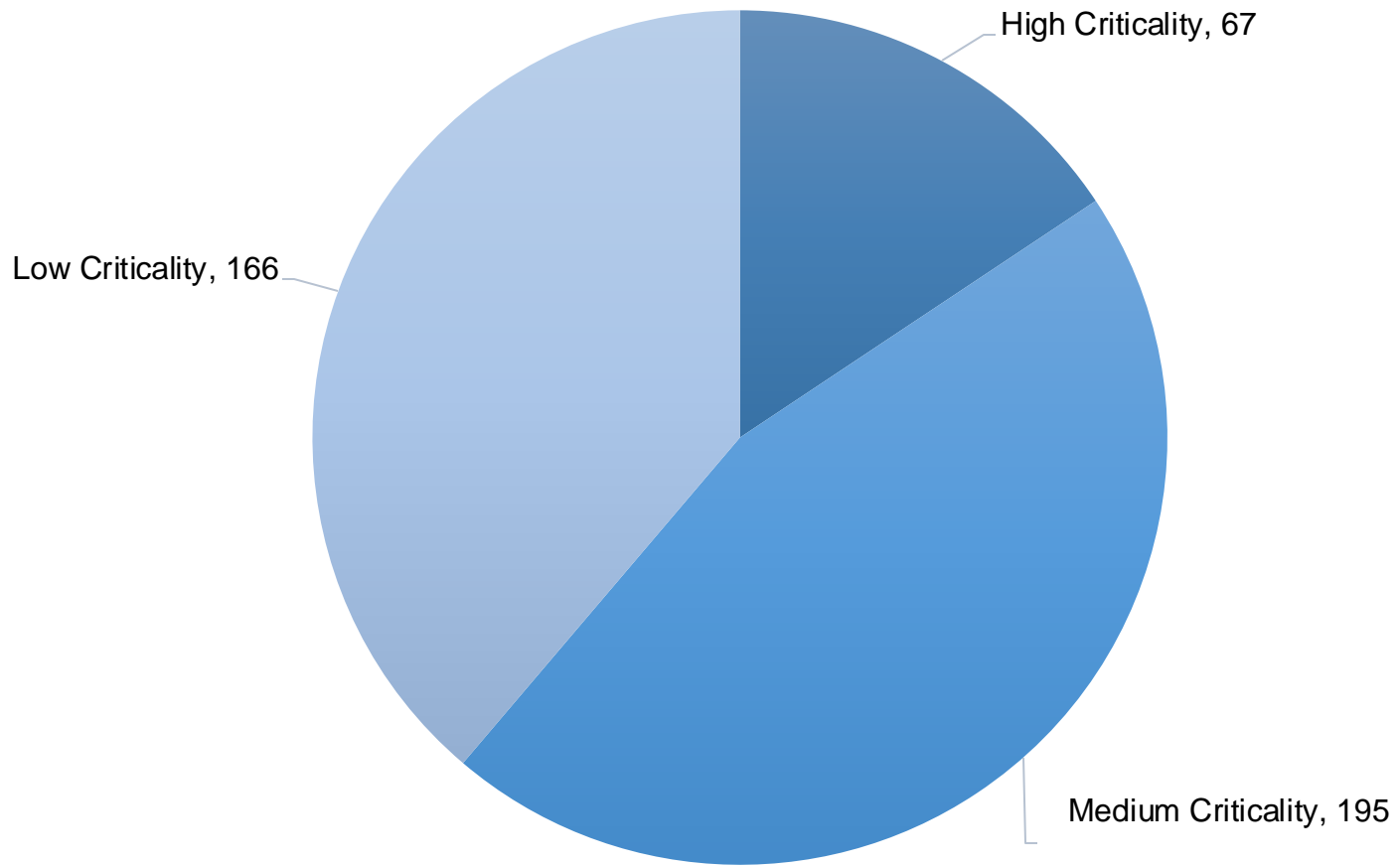
# Request from the Committee

1. Identify the most critical enterprise computer systems across City of Richmond, by agency and function.
2. Identify which of these critical enterprise systems are older, legacy systems that either need significant updates or replacement.
3. DIT review of IT modernization plans including approach for identifying critical ERP's, timeline for repair/replace, and strategy for IT “transformation” overall.
4. There is an increase proposed for DIT in FY26. Request a walkthrough and any increased costs for City ERPs

# Systems Across City of Richmond

1. DIT maintains an application inventory. Current count = 428
2. Key information captured includes
  - A. Criticality
  - B. Lifecycle stage
  - C. Manufacturer, version, support notes
  - D. Owning agency, using agencies, key City contacts
3. Information is updated throughout the year.
4. We review the inventory each fall during IT Budget Process with our customer agencies.

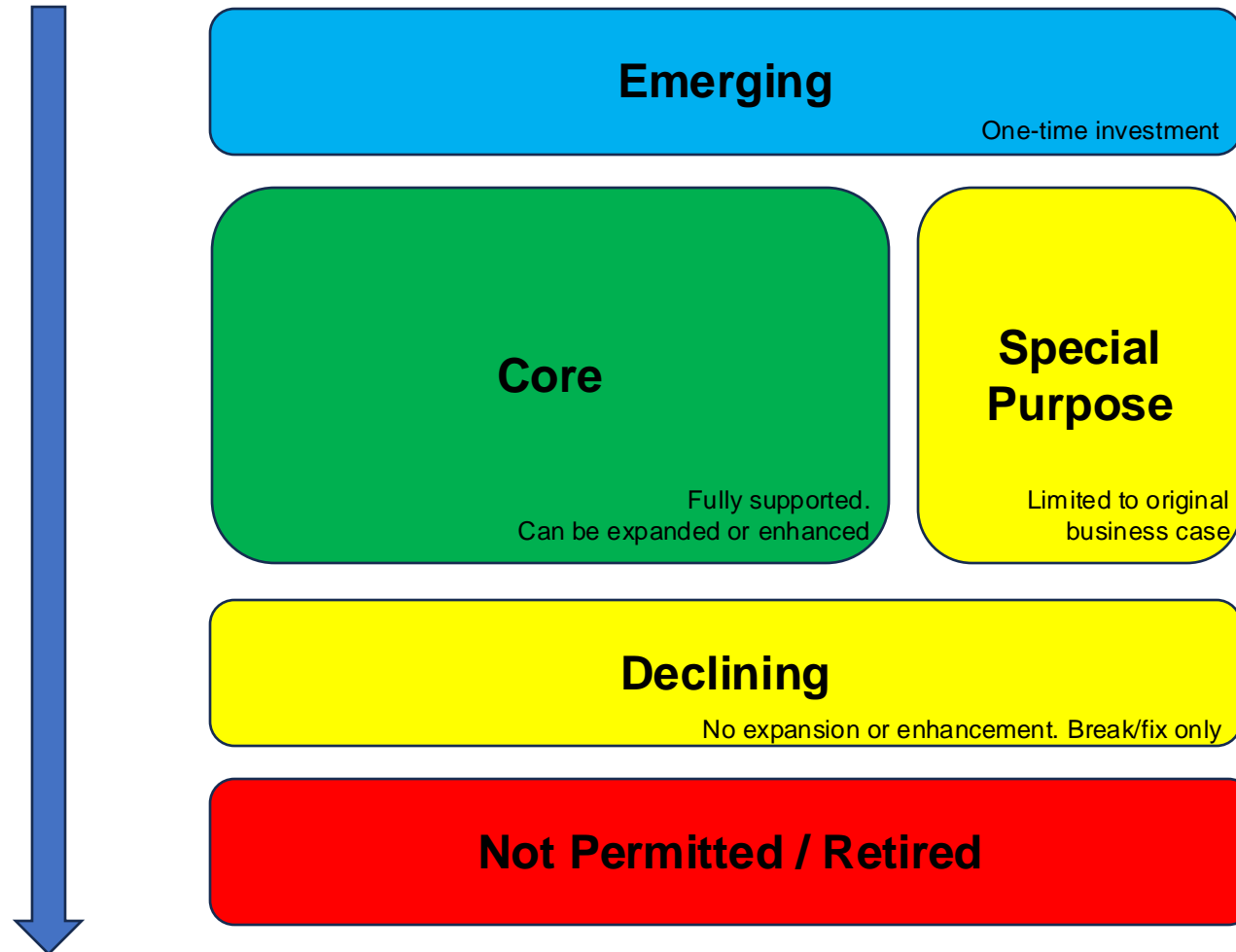
# DIT Application Inventory



## Criticality Considerations

- Operational Dependency
- Availability Requirements
- Impact if failure

# Application Lifecycle



# Examples of Critical Systems

<p>1. Finance &amp; Administration = 14</p> <ul style="list-style-type: none"><li>• Oracle E-business Suite</li><li>• RVAPay</li><li>• MUNIS</li><li>• Budget Software</li></ul> <p>2. DIT = 9</p> <ul style="list-style-type: none"><li>• Email System</li><li>• Backup System</li><li>• Active Directory</li><li>• Office 365</li></ul> <p>3. Public Safety = 16</p> <ul style="list-style-type: none"><li>• CAD System</li><li>• Camera Management Software</li><li>• NetMotion</li><li>• Jail Management System</li><li>• Police Records Management</li></ul>	<p>4. Planning = 11</p> <p><i>EnerGov and related components</i></p> <p>5. Utilities = 8</p> <p><i>Primarily CIS and related components</i></p> <p>6. Public Works = 3</p> <ul style="list-style-type: none"><li>• Traffic Signal System</li><li>• Cityworks</li></ul> <p>7. Assessor = 2</p> <p><i>CAMA system and related interface.</i></p> <p>8. 311 System</p> <p>9. Badging System</p> <p>10. Commonwealth's Attorney Case Management</p> <p>11. Social Services (Harmony)</p>
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*Total 67*

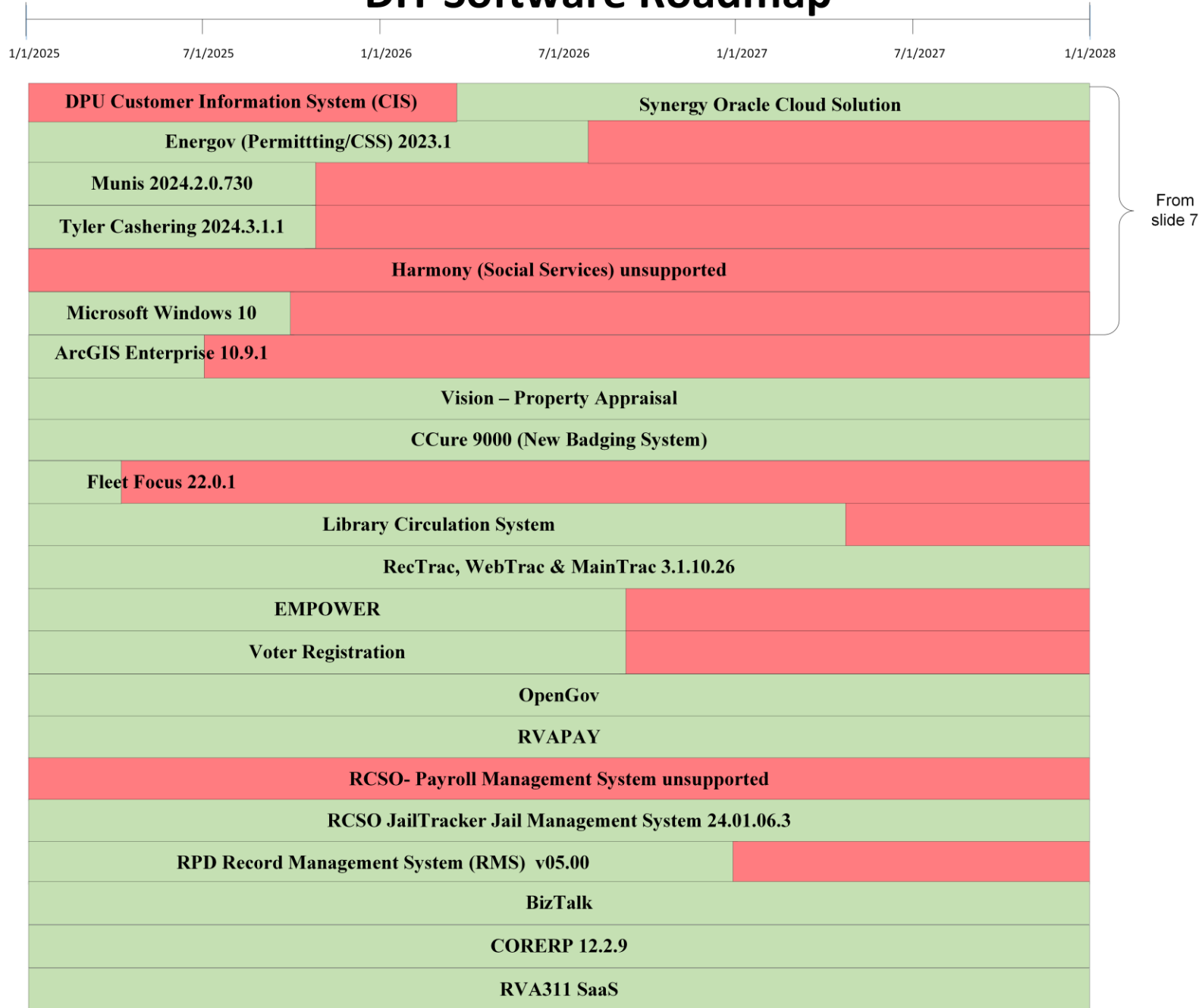
# Significant Updates or Replacements

System	Status
DPU Customer Information System	Project #07849166: execution phase, Target February 2026
EnerGov (Planning, Permitting, Code Enforcement)	Project #07296976: design phase (RFP)
Revenue Administration	Multiple initiatives in design or execution
Harmony (Social Services case management)	Project #09337117: design phase.
Budget Software	Project #12644808: design phase (software purchase).
Windows 10	Goes out of support in November. Extended support available for a fee from Microsoft.

Initiate	Plan		Execute			Close
	Analyze	Design	Build	Test	Implement	
(1) Business Case	(2) Charter (3) Requirements and Project Plan	(4) Technical and Project Design		(5) Production Readiness		(6) Closeout

# DIT Software Roadmap

Selected Systems





# IT Transformation Goals

1. Modernize legacy systems
2. Improve digital service for citizens
3. Cybersecurity resilience – maintain and strengthen
4. Integrated, data-driven culture
5. Promote standardization and interdepartmental collaboration
6. Strengthen IT Governance

## **Key Technologies**

1. Smart City Initiatives
2. Artificial Intelligence

# FY26 Proposed Budget

**Baseline budget increases** to maintain our current IT services, accounting for contractual obligations, license renewals, and anticipated price escalations necessary to sustain existing operations. Our services are:

\$ 2,157,154

- End User Computing
- Communications
- Print Services
- Mail Room
- Hosting Services
- Network Services
- File & Storage

## **DIT and Agency Requests**

\$ 3,258,811

- DIT: Call Center phone system cloud subscription
- DIT: Print Shop equipment replacement
- DIT: Citywide annual PC replacements
- DIT: Servers and data center equipment, end-of-life replacement
- DIT network equipment, end-of-life replacement
- Emergency Communications: CCTV system hardware (servers)
- Finance: MUNIS and Oracle Modules
- Finance: Hyland Onbase expansion
- Procurement: Enhancements to Oracle modules
- RPD: New PC leases for Police vehicles
- Strategic Communications: Telvue software

## **TOTAL**

**\$ 5,415,965**

# Questions

Continue to next slide for open audit recommendations...

# Open Audit Recommendations

From Audit 2022-02 “IT Project Management” (<https://www.rva.gov/media/15316>)

(#4 - medium) *We recommend the Department of Information Technology Director develop and implement IT Project documentation retention procedures to guide staff on management’s expectations.*

From Audit 2023-08 “DIT Chargebacks for Constitutional Officers” (<https://www.rva.gov/media/26476>)

(#1 – Low) *We recommend that the Director of the Department of Information Technology bill Constitutional Officers for information technology services provided that are reimbursable, such as monthly telephone and internet access costs.*

From Audit 2023-13 “DIT Disaster Recovery” (Confidential – FOIA exempt)

Two recommendations