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Update on Laserfiche Enterprise Content Management Project

Issue/Request:

The City Council approved the replacement of the existing document management system (SIRE) with the Enterprise Content Management System (ECMS) Laserfiche. Our existing system had been deprecated and needed to be upgraded and replaced. It was our goal to implement a system that not only was efficient in the storage and retrieval of documents, but one that was capable of improving the movement of documents throughout the organization, and minimization of the movement of paper through the city.

The initial approval of the agreement was in November of 2019. There was an expansion of the contract amount in October of 2020 to accommodate the acquisition of additional licensing funded primarily by the CARES Act.

The project began in early 2020, and is approaching completion. The implementation portion of the project is the beginning of a transformation that will continue into the future. To guide that transformation, an ongoing success committee has been formed with representation from departments and divisions across the City. These staff will meet on a regular basis to develop the list of desired improvements, additional forms and workflows, as well as the backlog of paper documents that need to be digitized. They will also work on a process for prioritizing the work.

This presentation will provide updates on work completed, and the next steps in the effort to modernize certain city business processes.

Steve Marsh, Chief Technology Officer