



City of West Allis
Department of Information Technology

DATE: February 27, 2014

TO: Gene Baietto, Purchasing Manager

FROM: Jim Jandovitz, Manager of Information Technology

SUBJECT: Request to Process and Implement BP Logix Business Process Management System within the City of West Allis.

Information Technology is requesting to purchase BP Logix Business Process Management System (BPMS) for the City of West Allis for the sum not to exceed \$100,000. This system will allow us to move all of our licenses, permits, applications and service requests online. It will also allow our inspectors to make notes, take pictures and update status of inspections in the field by the use of the City iPads. It will identify and document all steps and processes behind every applications, license, permit, and service we provide.

BP Logix was selected by review a committee with representatives from the Planning and Development, Building Inspections, Clerks Office and Information Technology. Of the four submitting RFP bidders, two were basic online form generators with some basic work flow capabilities that did not meet all of our RFP requirements, and the third was more expensive and determined to be too technical for our city. BP Logix was selected based on:

1. Meeting the specified RFP criteria
2. Ease of use for the non-technical users
3. Ease of integration to our existing databases
4. Purchasing Model – the software is loaded internally and is not a hosted solution
5. Price

Over the next few years it is the goal of Information Technology is to replace all of its paper forms with intelligent online BPMS forms that our citizens can access from our web site. These intelligent forms will guide the users through the forms asking only the appropriate questions needed to complete the task. This BPMS will allow us to identify all the process and steps requires to complete each application, license, permit and service we provide. Over time the BPMS system will learn how long it takes to complete each step in a task of each process and can then predict potential bottleneck. This will provide benchmarks for everything we do, both by task and employee. We will be able to analyze each process to see where improvements can be made to increase our efficiencies. This methodology is used throughout businesses but haven't heard of any cities using this as of yet. This software has the capabilities to dramatically change the way the city operates if used to its potential. I have included some information from the web describing what a Business Management System on the next page.

This is not a system where we install it and everything is done. Every Department will have to identify and document the process of every application and service they perform. We have been going through this process with Building Inspection, Planning and Development for the past few months. The Clerk's Office and Human Resources will be starting this process soon. This is an ongoing process that should never be completely done as we should also be changing our processes to be more efficient over time.



City of West Allis
Department of Information Technology

I will be happy to explain in detail more of the capacity of this system and how it can affect the City and answer any questions you may have.

Sincerely,

Jim Jandovitz
Manager of Information Technology
City of West Allis

From Wikipedia

Business process management (BPM) has been referred to as a "holistic management" approach[1] to aligning an organization's business processes with the wants and needs of clients. BPM uses a systematic approach in an attempt to continuously improve business effectiveness and efficiency while striving for innovation, flexibility, and integration with technology. It can therefore be described as a "process optimization process." It is argued that BPM enables organizations to be more efficient, more effective and more capable of change than a functionally focused, traditional hierarchical management approach. [2] These processes can impact the cost and revenue generation of an organization. As a managerial approach, BPM sees processes as strategic assets of an organization that must be understood, managed, and improved to deliver value-added products and services to clients. This foundation closely resembles other Total Quality Management or Continuous Improvement Process methodologies or approaches. BPM goes a step further by stating that this approach can be supported, or enabled, through technology to ensure the viability of the managerial approach in times of stress and change. In fact, BPM offers an approach to integrate an organizational "change capability" that is both human and technological. As such, many BPM articles and pundits often discuss BPM from one of two viewpoints: people and/or technology

Association of Business Process Management Professionals definition of Business Process Management is: "Business Process Management (BPM) is a disciplined approach to identify, design, execute, document, monitor, control, and measure both automated and non-automated business processes to achieve consistent, targeted results consistent with an organization's strategic goals. BPM involves the deliberate, collaborative and increasingly technology-aided definition, improvement, innovation, and management of end-to-end business processes that drive business results, create value, and enable an organization to meet its business objectives with more agility."