

**STRATEGIC INITIATIVE AND UPDATE****Class Application Replacement Strategy (CARS) Update****Report Purpose**

To provide an update to the Priorities Committee on the status of the Class Application Replacement Strategy (CARS) Project.

**Our Prioritized Strategic Goals**

Goal 6 - Provide facilities and services that are available and accessible to residents  
Continuously improving the way we work, as one organization, in an agile and sustainable manner

**Report**

Recreation, Parks and Culture and Transit provide services that include the core functions of ticket and pass sales, admissions, facility bookings and program registrations (in-person and online). These transactions are processed using the Class software system and total over \$20,000,000 annually. Due to software support no longer available at the end of 2020, implementation of a new system is essential to continue service delivery to residents.

As recommended to Council at the October 16, 2018 Council CARS Project Update, the CARS project has secured a vendor to provide the desired outcomes of the project. A contract was signed with Intelligenz in April 2019.

The Intelligenz product, also used by several surrounding regional municipalities, offers advancement in online experiences and improved customer service. The system also supports additional development opportunities for future self-serve functionality compared to the current software that is no longer in development.

On May 22, 2019 the Intelligenz implementation kicked off and the project has sustained a green status in terms of project cost, risk, issues and schedule. The project is on time, in scope and on budget. Of consideration for this project is the short implementation timeline for both Strathcona County and the vendor. Significant project management and effort are required by both parties to deliver this product. This project launch supports the timelines of future County projects.

While the procurement of Intelligenz was underway, new golf software was successfully launched (April 2019). Golfers have noted great satisfaction with the new Chronogolf software and ease of booking on their mobile devices. The project team then completed data gathering and configuration activities with Intelligenz. Current focus for the project is system testing to support the next phases of internal staff training. Change management, go-live planning and internal communications are ongoing with the external communication plan in development.

Discussions with the vendor for go-live have resulted in a recommendation to change systems at the beginning of a fiscal year, therefore a January launch is targeted. Prior to launching the new system customers will be encouraged to validate Class information, purchase items in advance of the system changing and set up an account in the new system.

**Priorities Committee Meeting\_Oct22\_2019**

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Active customers will log into their account and see their customer information, active memberships, current upcoming registrations, existing future dated facility bookings and any balances owing. Previous completed registration and past transaction history will not be transitioned to the new software however an internal system will be developed to assist customers with historical information.

Access to the Class software (including Click-It) will be turned off on December 31, 2019 followed by a period where a manual process will be required as the migration of data is completed. The system will then be launched for staff to serve customers and a few weeks later be available online to residents.

The goal of this transition is to ensure staff are well trained, the project has minimal impacts to customers for go-live and the best possible service to customers is provided.

**Council and Committee History**

December 9, 2014 Council approved 2015 budget  
December 8, 2015 Council approved 2016 budget  
October 16, 2018 Council approved 2019 budget

**Other Impacts**

**Policy:** n/a

**Legislative/Legal:** n/a

**Interdepartmental:** Information and Technology Services, Transit, Financial Services, Legislative and Legal Services, Procurement Services and Corporate Planning.

**Master Plan/Framework:** n/a

**Communication Plan**

Media releases to follow subsequent to the October 31, 2019 release of the recreation guide announcement of the new software.

**Enclosure**

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| 1 | Class Application Replacement Strategy (CARS) Project Update Presentation |
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