

The background of the slide is a photograph of a city skyline at sunset. The sun is low on the horizon, creating a bright starburst effect and casting a warm orange glow over the scene. Several tall skyscrapers are visible, some with construction cranes. In the foreground, a paved promenade runs along a body of water, with a few people walking and talking. A green lawn is in the immediate foreground, and a black lamppost stands on the promenade. The overall atmosphere is peaceful and urban.

infor

INFOR PUBLIC SECTOR SUITE

# Community Development and Regulation

Unlock workforce potential with strategic training and development

# Introduction

The Infor® Public Sector (IPS) Community Development and Regulation (CDR) suite is a set of modules on our cloud-based SaaS platform. The solution provides a highly configurable and powerful application suite containing a set of tools to manage the everyday needs of an agency's economic development and regulatory requirements. From land use planning to permitting and licensing to code enforcement, Infor Public Sector has you covered.

The CDR suite will allow agencies to quickly modernize their operations by adding advanced technology coupled with sleek design and low code/no code extensibility in the Amazon Web Services® (AWS®) cloud. The IPS CDR solution will maximize your investment and will streamline your regulatory management across your enterprise.

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# The opportunity and challenge

## An enterprise solution for all regulatory needs

Provide online, contactless planning, permitting, and licensing management to all your citizens and business customers. With Infor Public Sector, agencies can provide a single platform to automate your regulatory needs. IPS provides a single integrated cloud-based application with a full back-office application, a public portal with customer self-service features, a mobile inspections module and more.



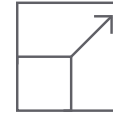
### Manage all agency planning, permit, and regulatory functions in a single system

- Track applications for planning, permits, licenses, inspections, and code enforcement
- Integrated workflow engine for complex business rules
- Provide a self-service application and account management portal



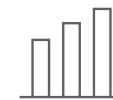
### Automate fee invoicing and increase revenue

- Automatic invoicing for renewals and late fees keeps contacts informed and engaged with an agency
- Provide industry standard delinquency and collections capabilities for revenue tracking
- Provide customers a self-service payment portal
- Manage all financial history of a license record



### Perform inspections and enforcement actions in the field

- Investigate complaints from the field
- Inspector routing provides an optimal route for daily inspections
- Integrated map provides locations of other nearby permits or licenses
- Search live records in the field



### Built with an enterprise cloud operating service as its foundation

- Single integrated platform
- Role-based analytics at the core
- Manage API Gateway for integrations
- Document Management System
- Low code/no code extensibility
- Enterprise workflow alert and task management

# Planning and permitting

Municipalities use the IPS Planning module to track their long-term development planning for their communities.

Land-use planning seeks to manage and regulate land use in an efficient and ethical way, thus preventing land-use conflicts.

- Complete enterprise suite for planning and permitting
- Automated revenue management
- Maintain unlimited number of record types and workflows
- Integrated customer portal for application submission

IPS ensures governments have robust land-use planning tools to manage the development of land within their jurisdictions. In doing so, the governmental agency can plan for the needs of the community while safeguarding natural resources. A land-use plan provides a vision for the future possibilities of development in neighborhoods, districts, cities, counties, or any defined planning area.

The Infor Public Sector Suite Planning module is specifically designed to address the complex and multi-layered approvals required in these land use transactions:

- Track land use applications
- Manage “Conditions of Approval”
- Track bonds and escrow accounts
- Perform site inspections
- Assign, schedule, and manage reviews and approvals
- Manage hearings and meetings
- Assess and collect fees
- Fully integrated with GIS

The IPS Planning module manages all the land use applications for an agency. Large projects such as sub-divisions, new commercial construction or large mixed used projects are easily managed. IPS Planning will provide a complete solution to manage applications from submission to approval. As with other IPS modules, application workflows can make use of reviews and approvals, fees, conditions of approval, inspections, and hearings. Once a project has been approved, inheritance rules can pass restrictions and conditions to resulting building permit applications for a project.

IPS Planning conditions can be used to manage all the approvals or large-scale planning projects, such as subdivisions, shopping centers, or other land use processes. These planning conditions are then passed down from a planning application to its child building applications to enforce the guidelines set out by the approved map. Planning conditions of approval are either requirements imposed on applications based on current zoning/use regulations, or other unique circumstances determined by staff.

## **Automate permit issuance activities and provide citizens and businesses with a world-class customer experience**

With Infor Public Sector's Community Development Suite, municipalities all over the country grapple with the complex and unique rules and regulations that each community must adhere to when issuing plan approvals and permits. As the economy grows so does the need to expand and provide for population and business expansion. Businesses and communities are constantly expanding and the need for technology in permitting is more evident than ever.

More and more municipalities are moving to a more public and government collaboration model to effectively drive customers to compliance. This new model is in direct contrast with the past practice of starting a project conversation with "NO."

With IPS, municipalities can quickly adopt current technology while not having to give up control of process or workflow. IPS works as you do, not the other way around.

## **Increase productivity**

### **Eliminate data and workflow silos**

IPS workflow allows for easy cross module integration allowing you to include multiple departments in the approval process. IPS workflow will allow you to define deadlines and automatically create cascading tasks like reviews or inspections, ensuring that all activities related to a permit application are accounted for.

### **Maintain a complete project history**

Track all related activities on a permit from application intake to issuance and ongoing inspections. Automate the creation of additional permits based on project rules. Create invoices on any outstanding or recurring fees.

### **Streamline public interactions**

Provide an easy-to-use public portal available on any device. Applying, paying, and researching permit information can now be at the fingertips of your customers, all with a guided wizard if desired. Applicants will not need to know the complex government structure in order to manage their permit process.

Automate permit issuance activities with Infor Public Sector's Community Development Suite. Provide citizens and businesses with a world-class customer experience.

# Business and trade licensing

Infor Public Sector's licensure, enforcement, and regulation capabilities help city, county, and state organizations manage the mandated processes of unique ordinances and regulations by streamlining the entire process and elevating service and communication to its citizens

IPS is not just another private-sector, customer service solution relabeled for the public sector. This solution was designed based on years of partnership with many leading government organizations, which has formed a unique understanding of the requirements for citizen.

## Enhance the licensing process

Infor Public Sector helps agencies manage and regulate all phases of the occupations, professions, and businesses under their jurisdiction, by:

- Promoting industry best practice processes
- Streamline the licensing and enforcement process
- "Touchless" work capability
- Increasing productivity and efficiency
- Reducing paperwork with online processes
- Expediting responses to citizen requests
- Maximizing revenue collections
- Embedded analytics
- Multiple deployment options, including the cloud, on-premises, and a hybrid deployment
- Low code/no code configurations to your specific processes



Streamline licensing compliance with Infor Public Sector's Community Development Suite. Provide businesses and professionals with a user friendly, online licensing platform.



### Enterprise Regulatory Solution

Fully integrated planning, permitting, license and case platform, including parcel, property, and address management.



### Inspections

Are easily mobilized for each module. Inspections can be performed in the field using IPS Mobile Field Inspector App.



### Workflow Manager

Apply business rules with the low code IPS Workflow Manager. Enjoy direct access to all objects via the integrated formula editor. Create short formulas for many commonly used functions that can be reused.



### Infor OS

Serves as the foundation for your entire enterprise ecosystem, providing seamless integration between systems, a unified user experience across all applications, and organization-wide visibility into the real-time information you need to drive your business.



### Billing and Invoicing

Create invoices, renewal notices, and letters of violation in bulk. Manage delinquency, collections and liens stemming from any land management fee. Create payment arrangements for past due debt.



### Analytics and Collaboration

Platform for social collaboration, business process improvement, and contextual analytics. Giving you the most innovative social media concepts translated into a business environment, the solution marries communications with business processes.



### Customer Portal

Provide branded experiences while accommodating the demands of modern customers. Provide all the self-help-tools a citizen or contractor needs to conduct business on a 24hr basis. Apply, pay fees, check the status of applications, request inspections, submit complaints and more.



### Portal Discovery Wizard

Provide customers with an interactive wizard designed to answer all the common questions often posed to a permitting office. Additionally, the wizard can assist the customer in applying for the proper permits and licenses required for their project. Reduce the number of calls and increase your staff's productivity.



### GIS

The fully integrated capabilities of GIS are much more than just mapping. Provide insight on projects prior to construction. Manage routes for inspectors, perform actions related to spatial data directly from the map.



### Online Payment Cart

Provide citizens with the option to pay with credit card or ACH. Allow for multiple fees across all modules to be paid with one transaction.



### Enforcement Management

Manage non-criminal offenses and infractions from original complaint to resolution. Conducting hearings, perform inspections, and assess fees and fines.



### ePlan Review

Simplify the plan review process. Remove the need for fragile complex integrations. All workflow maintained in IPS.

# Revenue management and billing

A full-featured cashiering and revenue management system. From fee to invoice, including delinquency, collections, and lien capability. The IPS CDR solution will cover all your needs.

A distinct advantage of the IPS system is the integrated billing and invoicing capabilities. IPS provides a single solution to charge, invoice and collect on fees that are due from license or permit renewals.

Features include:

- Automated billing engine for all license fees, renewals, and fines
- Delinquency management
- Collections management
- Lien management
- Automated notices
- Online payment portal
- Payment arrangements

IPS billing recognizes all charges that are created within the licensing and permitting system. Once a fee has been identified as unbilled, the IPS system will add it to the next invoice that is generated for the account. Agencies can choose to create accounts for every license that is generated or can aggregate accounts by creating a single account for an individual contact.



## IPS Invoicing

An added convenience with the IPS solution is the automatic invoicing capabilities that are embedded into the system. All fees can be transferred to an aging invoice for tracking of payment; making invoicing for all fees very easy.

Incorporate pixel-perfect reporting provided by the Infor Birst reporting tool to create stunning reports with personalized logos and existing look and feel.

## Payment processing

If you reduce the time required to process each transaction, payment lines will begin to move much faster. IPS speeds up the cashiering process by improving the efficiency of common transactions. Enjoy a full service pre-integrated cashier management system:

- Contractor account, permit, or license fee lookup
- Count in/count out drawer reconciliation
- Payment batch processing and posting
- Credit card approval and check approval
- Process external charges

## IPS Cashiering module

Infor Public Sector Cashiering provides the tools that your agency requires to accept customer payments, manage the transactions performed by your cashiers, monitor drawer balances, and provide a transaction journal to the financial system of record.

IPS Cashiering requires the agency to issue a cash register drawer every day that transactions are to be performed to a cashier. The process of issuing a drawer within the IPS system also establishes a payment batch for each cashier to track all the payments and financial transactions they perform. After cashiers are assigned to active cash drawers, they can begin accepting payments.

IPS Cashiering makes it easy for users to find charges and accept payments for license and permit transactions, in bulk or on an individual basis. IPS Cashiering will issue a receipt for each transaction performed.

All transactions will be batched and tracked by cashier. Supervisors can monitor transactions and drawer statuses remotely via the included manager console.



# Citizen and customer self-service portal

Infor Rhythm® for Civics is a public-facing web portal for Infor Public Sector's licensing, permitting and customer service modules. It exposes a limited set of functionalities through an agency's website, allowing users to complete tasks such as submitting service requests, applying for permits, and paying application fees online.

Rhythm for Civics allows for common tasks the citizens and contractors alike want:

- Apply for and maintain licenses
- View the status of a license or permit
- Pay fees and fines
- Upload documentation and photos
- Initiate service requests
- Schedule inspections
- Queries



Rhythm for Civics allows you to define and craft the entire UX/UI environment: creating widgets, portals, and integrations within the core IPS product and crafting beautiful front-end engagements driven by consumer grade responsive experiences.

With this powerful customer portal, agencies can provide a single platform for all licensing and permitting functions from application intake to ongoing renewals.

Rhythm for Civics is designed to serve city, state, and federal government agencies (and the departments that they contain). The primary end users are citizens and contractor, but also may include non-agency inspectors and service providers (or third-party inspectors or agencies).

The UX-first design helps citizens simplify their government interactions in several areas:

- Limited drag-and-drop editing within the interface, allowing website building and maintenance directly from the browser.
- Uses a responsive grid architecture enabling all pages, forms, and flows consistently deliver consumer-grade web experiences across all devices.
- Structured widget framework powered by Liferay Web Portal & Content Management system and hosted on the Amazon Web Services cloud to help ensure reliability and security.
- Easy-to-use project dashboards, provide citizens with a complete view of relevant and related application information regardless of the handling department.
- Interactive map-based data visualizations, so residents and businesses can access personal and public records in-context to spatial data and layers.

**“ We have entered the 21<sup>st</sup> century in Calvert County with this CARES Act grant funding program. We wouldn't have been successful without technology and the great support from the Infor Services team. They were our rock in this emergency.”**

**DANITA BOONCHAISRI**

Deputy Director of Economic Development at Calvert County



# Mobile field inspector

The Infor Field Inspector allows inspectors and technicians to access their assigned work information and assignments from the field. License inspection results and status are updated immediately or synchronized later if network connectivity is unavailable. Content can be modified through configuration. Designed to work with the Infor Public Sector suite, field staff can quickly and efficiently perform their jobs.

Infor Field Inspector for Business License and Permit Inspections is highly configurable and is designed to address the needs of many different users and organizations.

Infor Mobile Inspector is supported on all three major mobile platforms. Each application can be downloaded from the respective app store for each platform. The mobile inspector is only available in tablet format.

The application relies on user profiles to match the content that is displayed to the specific user's job functions. For example, Infor Field Inspector CDR provides different information for a business license supervisor versus a code enforcement inspector. Organizations are also able to customize the out-of-the-box functionality and page layouts to accommodate individual needs.

Infor Field Inspector CDR is enabled with both Geographic Information Systems (GIS) and Global Positioning System (GPS), allowing users to look up information on a map and to search for records within a certain distance of the mobile device's location.

Once deployed to the field, inspectors can complete and result assigned inspections or service requests. The ability to log violations and issues during an inspection is made easy using the app. The mobile field inspector can take pictures with the integrated camera and seed the picture into the inspection as an attachment. Additionally, if an inspector encounters an issue in the field, they can create a new service request or case record to mitigate the issue.

Major features include:

- Store and forward capability for disconnected use
- Take and attach photos
- GIS integration with back-office maps
- Logical routing to assist crews with optimizing large routes
- All major platforms supported (Windows, Android, iOS)

17 of the largest 20 cities in North America are powered by Infor

## **Analytics and Reporting**

- Common analytics platform and data lake for Infor and third-party applications with automated data refinement and common semantics
- Self-service analytics for end users with consumer grade visualization, data blending, and data discovery tools
- Pre-packaged industry and role-based content, data surfaced automatically to users in context

# Infor OS platform technology

## The platform for your future-proof, digitally driven organization

Infor Operating Services (OS) serves as the unifying foundation for the entire CloudSuite™ ecosystem, providing a platform for your own digital transformation, in whatever form it may take. Its focus is on delivering technology that goes beyond enabling business—to driving it, putting the user at the center of every experience. The result is a connected, intelligent network that automates, anticipates, predicts, and informs your stakeholders in everything they do. Infor OS is your cloud operating platform for the future. The platform delivers a single technology platform that goes beyond enabling business—it drives it. Easily integrate both Infor and third-party software applications as well as manage security and enterprise workflow with Infor OS's purpose-built middleware solution.

### UX

- **Infor Soho** is the name of the UX design by Infor. Infor Soho utilizes a modern approach to software development and user experience. Clean lines, minimal controls, and a consistent look and feel across all Infor products is evident.

### Collaboration

- **Infor Ming.le®** is a collaboration portal with contextual analytics, all on one platform. Build a centralized space for team collaboration, business process improvement, and contextual analytics. Fully embedded within the licensing system, this platform also enables single sign on for all Infor CloudSuite solutions. With Ming.le, users can create personalized homepages that are tailored to their jobs.

### Infor Document Management

- **Infor Document Management** is a central repository to store and archive all your documents. Increase productivity by integrating all your business documents with your core business processes inside your license management system. Infor Document Management uses soft links, based on document metadata, to provide you with tight integration between your documents and your Infor system.

### API/Process integration

- **Infor ION® (Intelligent Open Network)** platform allows you to build a highly reliable, scalable, and secure application integration network. Infor ION allows you to build hybrid integrations and drive business processes across various applications no matter whether they are deployed in the cloud or on-premises. Intelligent Open Network (ION) is a powerful middleware to simplify software integration, easily integrate Infor and third-party enterprise systems, and create workflows and alerts to dramatically improve exception management.

# Exceeding citizen and business expectations

## Making government work for the people

- Enhance citizen and business experience through portals, mobility, and web access
- Move to “online” not “in-line” while increasing economic development and improving levels of service
- Offer broad services including licensing, permitting, community development, code enforcement, and utility billing
- 45% applications online
- Reduced wait times from 30 to 10 minutes
- Reduced licensing processing times by 18 days
- Improved customer service

## Unlock opportunities for today's enterprise

To ensure continuity of services to constituents for all types, citizens and businesses, the powerful Infor Public Sector solution assists your community development and regulation staff in adopting best practices for planning, large project development, building and use permits, licenses, trade licenses, code enforcement, and case management.



# How to get started

Learn how **Infor Public Sector solutions** provide state, city, or county citizens with high-quality services they can engage with anywhere, from any device. The suite of applications greatly increases government transparency and accountability to the public while maximizing productivity and efficiencies with more online self-services and targeted, relevant content.

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**About Infor**

Infor is a global leader in business cloud software specialized by industry. Over 65,000 organizations in more than 175 countries rely on Infor's 17,000 employees to help achieve their business goals. Visit [www.infor.com](https://www.infor.com).

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