

Progress Report Business Process Digitization

TIC Commission



CUPERTINO



Agenda

*Quarterly Digital
Transformation Update*

Q&A

Online Services: Recent Activity

- Residence – Business Owners
 - Business License move to Accela
 - New Business License application
 - Renewal of existing Business License
 - New Permit: Sidewalk Permit
 - Residents digitally sign the permits
 - Plan Check portal and Accela portal consolidation



Online Services: Recent Activity

- Zendesk for CDD staff to manage customer communications
- Logikull PRA Management
 - automate PRA records processing
- Teen Commission Application
- Community Grant App for Recreation
- Bike Events Management for PW

Online Services: Recent Activity

- Gridics Platform
CodeHUB/MuniMap/ZoneCheck–
Comprehensive Zoning Code Platform
- Agency Counter – Public app that
gives access to City Permits back to
2005.

Online Services: Recent Activity

- Employees
 - COVID
 - The HUB, Intranet
 - Thirty+ Forms (Example)

New Vendor Request	Leave Conversion	Merit Increase
New Hire	Benefit Deduction	Wellness
Key Card	Petty Cash	Telecommute

Q&A

