

Uniform Ticketing System Upgrade

FY2021 Request: \$1,000,000

Reference No: 62848

AP/AL: Appropriation

Project Type: Information Technology / Systems / Communication

Category: General Government

Location: Statewide

House District: Statewide (HD 1-40)

Impact House District: Statewide (HD 1-40)

Contact: Brad Ewing

Estimated Project Dates: 07/01/2020 - 06/30/2025

Contact Phone: (907)465-5655

Brief Summary and Statement of Need:

Replace current uniform ticketing system to provide more efficient and effective customer service, as well as improved reporting capabilities.

Funding:	<u>FY2021</u>	<u>FY2022</u>	<u>FY2023</u>	<u>FY2024</u>	<u>FY2025</u>	<u>FY2026</u>	<u>Total</u>
1004 Gen Fund	\$1,000,000						\$1,000,000
Total:	\$1,000,000	\$0	\$0	\$0	\$0	\$0	\$1,000,000

<input type="checkbox"/> State Match Required	<input checked="" type="checkbox"/> One-Time Project	<input type="checkbox"/> Phased - new	<input type="checkbox"/> Phased - underway	<input type="checkbox"/> On-Going
0% = Minimum State Match % Required		<input type="checkbox"/> Amendment	<input type="checkbox"/> Mental Health Bill	

Operating & Maintenance Costs:

	<u>Amount</u>	<u>Staff</u>
Project Development:	0	0
Ongoing Operating:	0	0
One-Time Startup:	0	0
Totals:	0	0

Prior Funding History / Additional Information:

Project Description/Justification:

The State's existing uniform ticketing system is limited in capabilities and not able to support the business needs of the State. A new system will lead to improved efficiencies, tracking, and transparency for agencies throughout the State. Enhanced tracking will lead to improved management decisions and outcomes to optimize staff and technologies.