COUNTY OF YORK
MEMORANDUM

DATE: August 7, 2025

TO: York County Board of Supervisors

FROM: Mark L. Bellamy, Jr. County Administrator

SUBJECT: Infor Public Sector Application Roadmap

IT staff has prepared an informational roadmap for the Infor Public Sector (IPS) application. IPS is the primary enterprise software used by both Public Works and Planning & Development Services. The roadmap outlined below highlights the major enhancements planned for the system over the next several years.

Executive Summary

The Infor Public Sector application is supported by the IT Department's division of Development and Utility Systems. This roadmap will focus on Infor Public Sector (IPS) application along with other integrated software solutions that focus on providing a large array of services including asset management, maintenance activities, permitting, plan review, code enforcement, and customer service, as well as utility, site, and building inspections. The Rhythm for Civics cloud portal is integrated with IPS to provide an on-line citizen engagement platform. Elavon's Converge cloud service is used for payment processing, and the Infor Field Inspector and Work Management mobile application is used by field staff. The primary stakeholders include the Departments of Public Works, Planning & Development Services, Information Technology, and others for access, reporting and exports along with the County's contractor community.

1. **On-line Building Permit Application Submittal**
   o Objective: Configure building permit workflows and portal, to allow for customer submittal of permit applications in the portal.
   o Purpose: This project will enable the entire application process to be completed through the portal. It will enhance messaging within the portal and automate email communications to provide a more informed customer experience.
   o Status: **In progress,** as of July 1, 2025, all but one application type is currently active in the portal. We saw encouraging results during the first month, with 16% of all building permit applications being submitted via the portal. The Amusement Operation permit requires more significant modifications due to recently approved fee structure changes and is expected to be **completed in 2025 Q3**.

2. **End User Training**
   o Objective: Provide in-depth IPS group training to Planning and Development Services Staff.
   o Purpose: Improve utilization and accuracy of IPS information by offering in-person training and updated documentation.
   o Status: **Expected 2025 Q3**

3. **SSRS Reporting**
   - o Objective: Replace existing Crystal Reports with SQL Server Reporting Service reports.
   - o Purpose: Modernize and standardize existing reports into SSRS reports mirroring the County standard. This will allow reports to be run automatically, reducing the staff time and eliminating the need for Crystal Report software.
   - o Status: **In Progress** completion expected **2026 Q4**.

4. **Sunsetting of Hansen V7**
   - o Objective: Shut down the legacy Hansen V7 system while retaining historical data.
   - o Purpose: Reduce security vulnerabilities and technical debt created by maintaining a legacy system. A solution needs to be developed to enable access to historical attachments that were stored in V7, to either move them to IPS or store them in a searchable format.
   - o Status: **In Process** completion expected **2026 Q4**.

5. **Planning Applications in the Portal**
   - o Objective: Modify settings, workflow, and display content as necessary to expose Planning and Development Services plan review applications and Public Works site construction applications in the portal along with credit card payments.
   - o Purpose: To enable applicants to pay fees by credit card and see the status of their reviews and inspections for Site Plan, Development Plan, Final Plat, Special Use Permit, Rezoning, Sewer Construction, Stormwater Construction, Land Disturbing Activities, etc.
   - o Status: **Expected 2026 Q1.**

6. **GIS Integration with IPS**
   - o Objective: Complete GIS integration with IPS.
   - o Purpose: This project will enable back-office IPS users and mobile application users to interact with mapping within IPS. Connecting the GIS asset layers with the IPS assets will enable the transfer of attribute information over to the IPS assets.
   - o Status: **Expected 2026 Q3**

7. **Automation of Sewer Asset Condition Rating Updates**
   - o Objective: Automate the update of sanitary sewer condition ratings as repair activities are completed.
   - o Purpose: Expand the ongoing AI coding of sanitary sewer CCTV inspections to migrate the condition ratings of the sewer over into IPS. The repair-adjusted rating would help inform staff of the condition of the sewer during the gap until repeat inspection and AI coding is complete.
   - o Status: **Under Consideration for 2027**

8. **Environmental Applications in IPS**

o Objective: Develop and configure IPS workflows, reports, and the portal for Environmental applications such as Chesapeake Board Application, requests for waivers, BMP Maintenance Agreements, etc.
o Purpose: Transition from the current Public Works Environmental Access database to IPS for environmental plan review and Chesapeake Bay and Wetlands Board applications. Provide an online option for fee payment and provide transparency to both the customer and County staff.
o Status: **Under Consideration for 2027**

9. **Electronic Plan Review (EPR)**
o Objective: Implement an electronic plan review solution to enable mark-up of plans and automate creation of review comment documents beyond commercial building plans.
o Purpose: EPR solutions offer mark-up tools for precise commenting, redlining, and version tracking, along with automated creation of review comment documents to replace the traditional plan review letters that take significant staff time to write. This will eliminate the space requirements associated with storing paper plans.
o Status: **Expected to begin in 2031.** The project's funding is planned to be in FY2031, per the CIP.

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