



**CITY COUNCIL MEETING
STAFF REPORT**

Meeting Date: October 7, 2024		Subject: Resolution No. 3170 Tyler Cloud Conversion	
		Staff Member: Andy Stone, IT Director	
		Department: Information Technology	
Action Required		Advisory Board/Commission Recommendation	
<input checked="" type="checkbox"/> Motion <input type="checkbox"/> Public Hearing Date: <input type="checkbox"/> Ordinance 1 st Reading Date: <input type="checkbox"/> Ordinance 2 nd Reading Date: <input checked="" type="checkbox"/> Resolution <input type="checkbox"/> Information or Direction <input type="checkbox"/> Information Only <input type="checkbox"/> Council Direction <input checked="" type="checkbox"/> Consent Agenda		<input type="checkbox"/> Approval <input type="checkbox"/> Denial <input type="checkbox"/> None Forwarded <input checked="" type="checkbox"/> Not Applicable Comments: N/A	
Staff Recommendation: Staff recommends Council adopt the Consent Agenda.			
Recommended Language for Motion: I move to adopt the Consent Agenda.			
Project / Issue Relates To:			
<input type="checkbox"/> Council Goals/Priorities:	<input type="checkbox"/> Adopted Master Plan(s):	<input checked="" type="checkbox"/> Not Applicable	

ISSUE BEFORE COUNCIL:

Approval of a contract between the City of Wilsonville and Tyler Technologies for the conversion to a software as a service (SaaS) model for the City’s Enterprise Resource Planning (ERP) software.

EXECUTIVE SUMMARY:

The City's ERP software is currently hosted on-premise which means the software utilizes the City's server environment. Tyler Technologies has announced they will begin to phase out support for on-premise hosted software over the next several years. As a result, the City is planning to convert from an on-premise model to a software as a service (SaaS) model which is a cloud-based system.

The conversion will migrate seven core systems off the City server and into the Tyler Technologies cloud environment. This will reduce the number of systems and amount of storage space on the existing City server environment. The cloud-based model will also be beneficial for disaster recovery.

Moving to a SaaS model aligns with the recent update to the IT Strategic Plan. The Plan identifies moving to cloud-based models to leverage the expertise, redundancy, and security of these systems when possible. The City looked at implementing the SaaS model during the original installation of the ERP software in 2020 but at the time Tyler's SaaS model was not as developed as it is now. It was an older model and had other operational limitations. The City feels that the current SaaS offering is a much more mature and stable solution that gives the City all the benefits listed above.

This project is included in the fiscal year 2024-2025 budget and discussed at the budget committee meetings in May. The conversion consists of an implementation cost of approximately \$35,000. The conversion will be split into multiple phases that in their entirety, are expected to take 6-8 months to complete. During migration there will be minimal impact to City staff operations and how the public interacts with provided services. Moving to a SaaS model will increase the City's annual maintenance for the Tyler software by approximately \$156,000. That will bring the total annual maintenance to \$355,000. Both implementation and annual maintenance costs are budgeted for fiscal year (FY) 2024-2025.

EXPECTED RESULTS:

Upon contract approval, the City will work with Tyler's deployment team to migrate to the SaaS environment.

TIMELINE:

The migration is planned for the first quarter of 2025.

CURRENT YEAR BUDGET IMPACTS:

The increases are included in the FY 24-25 budget.

COMMUNITY INVOLVEMENT PROCESS:

N/A

POTENTIAL IMPACTS OR BENEFIT TO THE COMMUNITY:

Customers that utilize models within the ERP system such as utility billing, permitting and accounts payable will not be impacted by moving to a cloud-based hosting mechanism. Additionally, hosting the City's critical software systems will enhance the City's ability to respond in an emergency with minimal disruption to online services.

ALTERNATIVES:

The Council could continue to use an on premise based system, however, Tyler will no longer support this model in a few years.

CITY MANAGER COMMENT:

N/A

ATTACHMENTS:

1. Resolution No. 3170
 - A. Contract