The City of Lincoln's Journey to Digital Transformation

CITY OF
LINCOLN
NEBRASKA

Overview

The City of Lincoln represents over 280,000 constituents in Nebraska with over 3,000 city and county employees.

Find out how a workflow for one division expanded into a citywide executive order solution that every department can utilize.

Problem

The City of Lincoln came to DataBank with a series of problems it wanted to address for their generic E.O./D.O. processes. This included slow turnaround times for routing a request form, drafting E.O./D.O., and acquiring the supporting documentation for review and approval. Lincoln also needed to reduce processing errors and improve uniformity with their documents and classification. Finally, the City of Lincoln wanted to improve internal transparency into its workflow processes and overall improve reporting to identify bottlenecks in performance.

Solution

This solution provides flexibility to processes, with variables such as approval routing and supporting documents, while utilizing central workflow. Developers utilize an online application form to initiate an Executive Order and start the internal City process to approve the installation of public utilities. City staff utilize a summary form within the software to initiate an E.O. or D.O., create the contract document, attach supporting documents, and route it through the workflow for approval. The contract management solution uses tools to integrate with Accela, the City's permitting system, to minimize data entry requirements and improve standardization. As a workflow approver, the solution includes notifications of new requests, capability to comment on the agreement, capability to approve or return the agreement, and visibility into status.

Results

The Transportation and Utilities solutions has saved the City roughly $195,000 per year with a total savings of over $975,000 since the solution has been implanted. OnBase has continued to expand into many departments including, the Mayor's Office, Planning, Purchasing, City Attorney, City Clerk, Finance Administration, and many more.

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