

# 2016CTAC

## CSDC CUSTOMER INNOVATION AWARD

### **INTRODUCTION**

We are seeking teams and individuals responsible for the best AMANDA (or AMANDA related) projects. If your organization has used AMANDA in a unique and innovative way that has proven effective and transferable to other organizations, then you are the ideal winner.

There are no restrictions to the number of entries, size of your organization, and the type of AMANDA (or AMANDA related) project providing your entries meet the criteria as described in the following pages.

Enter by simply describing your project and ensuring that all the information required by the entry form is included. Attach any relevant supporting documentation, references that helps explain your entry.

The finalists and the winners will be announced and awarded at CTAC 2016 in Niagara Falls, Ontario.

The CSDC Customer Innovation Award is presented in the form of a trophy and public recognition.

### **OBJECTIVE**

The CSDC Customer Innovation Award aims to recognize and celebrate the innovative and unique use of AMANDA by our public sector client organizations. Our objective is to encourage and help grow recognition and communication between public organizations who are implementing new and successful technology solutions.

### **WHO CAN ENTER?**

All public organizations that are using AMANDA (or other CSDC products) can enter.

Business users/sponsors or IT personnel involved in the solution approval, design or implementation.

## CONFIDENTIALITY

All entries become the property of CSDC Systems Inc. and cannot be used for purpose other than stated in the Contest Rules & Regulations.

## CLOSING DATE FOR ENTRIES

Entries must be submitted on-line at the CSDC Systems Inc. website ([www.csdcsystems.com](http://www.csdcsystems.com)) by August 26<sup>th</sup>, 2016

## Submission

Completed nomination forms can be emailed to [ctac@csdcsystems.com](mailto:ctac@csdcsystems.com)

## PRIZES

The winner of the CSDC Customer Innovation Award will receive:

- Innovation Award Trophy
- Public recognition of their project and achievements
- CSDC Customer Innovation Award Winner logo for your advertising and website
- Photo of the award acceptance ceremony

The finalists of the CSDC Customer Innovation Award will receive:

- Public recognition of their project and achievements
- CSDC Customer Innovation Award Finalist logo for your advertising and website

## CRITERIA

This award aims to recognize the individuals or departments involved in the design and/or implementation of innovative solutions using AMANDA. These solutions must be proven to be effective within their organization, and ideally, transferable to other public organizations.

Innovative solutions can belong to several categories, including but not limited to:

- **Business Rule Development**
  - How have your business rules lead to the automation of data entry, decision making, notifications, inspection scheduling etc? Did your unique stored procedures help you eliminate time consuming and complex tasks?
- **Innovative use of AMANDA Folders**
  - Are you using AMANDA folders for more than just permitting, licensing, planning and enforcement? What unique solutions were you able to solve by using the AMANDA folders?

- **Innovative use of AMANDA Architecture**
  - Were you able to solve unique problems using AMANDA's Folder-Property-People architecture? Did you use another component of the architecture to solve permitting, planning, financial or other problems?
- **New or Existing AMANDA Development**
  - Have you been involved in proposing and designing new modules for AMANDA? Were you responsible for further developing existing components/modules of AMANDA? How have these components/modules solved your functional problems?
- **Third Party Integration**
  - Is AMANDA a standalone system in your organization or is it integrated with your financial, document management, ERP, GIS or other packages? What were the benefits of integrating AMANDA with other systems in your organization? What increased functionality were you able to gain due to this integration? How are these systems integrated with AMANDA?
- **Information Sharing with AMANDA**
  - Is AMANDA data being shared between different departments in your organization? Are permitting, licensing, planning and health sharing and communicating using AMANDA's workflow or electronic notifications? Are these departments integrated into each other's workflow, where an action in one department triggers a workflow in another?
  - Is AMANDA data accessible to other departments outside your organization? Is Property, People, Folder etc information shared with external agencies such as Police, Fire, or other referral agencies.
- **Improved Customer Service**
  - How has AMANDA helped you increase your service to your citizens? Has AMANDA helped eliminate long waiting times, long lines and visits to the government office? Can your customers/citizens apply, check status, make payments, request information online, via email or other electronic forms? Have you provided other unique information to your citizens with the help of AMANDA, such as, location of all libraries and swimming pools, list of existing building permits on their street, list of licensed electrical contractors, list of food establishments with inspection ratings and so on? In general, how has AMANDA helped you increase the customer service provided by your organization?

The entries submitted may be in any structure, but they must provide the following details:

- **Overview.** Outline of the benefit of the solution in relation to your organizations vision and strategic direction
- **Innovativeness, uniqueness and originality** in terms of categories discussed above or other categories.

- Project Management. Outline how the project was run and techniques used to achieve the outcomes. Communication and key buy-in of key stakeholders.
- Success and Effectiveness. Outline the successes and how the project was effective in solving critical business problems.
- Transferability. Outline how you feel the innovative solution can be of benefit to other public organizations facing the same issues.

Please also include a brief biographical sketch of individuals and/or team members involved with the project.

The decision of the judging panel is final and if in the opinion of the panel there are not sufficient nominees, no award will be given.



## CSDC Innovation Awards Application Form

**Please ensure that you have read and follow the guidelines in the rules and regulations section before submitting your application.**

1. Please provide the following contact information

Name	
Title	
Organization	
Address 1	
Address 2	
City/Town/Area	
Postal Code / Zip	
Work Phone	
Email	

2. Please provide an alternate contact in your organization:

Name	
Title	
Work Phone	
Email	

3. Describe how your organization has used our systems in an innovative way, the effectiveness, and the benefits that resulted (2-3 pages maximum)

**Once you have completed your application, please send your information to [CTAC@csdcsystems.com](mailto:CTAC@csdcsystems.com) Questions? 18886611933x204**