MIST5670 IS Leadership

Consulting Project Report

Demolition Tracking System
Brunswick, Georgia

Christian Hyatt
Ed Jensen
Joette Jones
Devin Jones
Theresa Jones
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INTRODUCTION

As part of the Information Systems Leadership course’s requirements of conducting a team consulting project, Team 3 undertook the Demolition Tracking System for Brunswick, Georgia. The project lasted approximately four months and included among other things: weekly group meetings, weekly and monthly reports of the project’s progression, as well as multiple trips to the city of Brunswick to meet with the project sponsors and stakeholders. Included as part of this introduction are the Project Scope and Focus, a description of the client organization, a depiction and discussion of the project’s key deliverables, as well as an analysis of the project’s overall benefits and benefits from the client’s standpoint. The “as-is” process was using two spreadsheets, searching for information was time consuming, there was no way of automated data retrieval, and things got overlooked.

“Time is what we want most, but... what we use worst.” ~William Penn

PROJECT SCOPE

<table>
<thead>
<tr>
<th>Project Title: Brunswick Tracking System</th>
<th>Project Contact Person: Christian Hyatt</th>
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<tr>
<td>Archway Partnership Professional: Joy Burch</td>
<td>Project Start Date: January 2010</td>
</tr>
<tr>
<td>Sponsor: City of Brunswick, Georgia</td>
<td>Date Prepared: 22 February 2010</td>
</tr>
<tr>
<td>Project Risk Level: Low</td>
<td>Completion Date: 26 April 2010</td>
</tr>
</tbody>
</table>

Stakeholders:

Team Members:

- Christian Hyatt  Phone: (404) 333-1669  E-mail: uga189@uga.edu
- Edward Jensen  Phone: (678) 662 - 4838  E-mail: edjensen@uga.edu
- Devin Jones  Phone: (678) 362 - 3736  E-mail: djones46@uga.edu
- Joette Jones  Phone: (706) 421 - 5906  E-mail: joette20@uga.edu
- Theresa Jones  Phone: (678) 863 - 5570  E-mail: lioness@uga.edu

City of Brunswick’s Office of Community Development: Demolition Assistance Program

- Assistant City Manager: William (Bill) Weeks
- Demolition Coordinator: ShaRonda (Shay) McDuffie
- Archway Professional: Joy Burch

Purpose of Project:

The project objectives were to produce a database system plus interface that was fully integrated and easily useable for the client’s Demolition Department; to successfully implement a tracking system for the Demolition Department within the City of Brunswick Office of Community Development; to include a flagging capability for alerting users of each property’s demolition status; and to allow the department to make decisions involving property management in a more efficient and effective manner.

Background:
The client is the Office of Community Development, based in Brunswick, Georgia. One of the areas they are working to improve is the Demolition Assistance Program, where over the past several years affordable housing has been the city’s focus. Given the location of the city, and its limitations for expansion, redevelopment of troubled areas is extremely important. Over the last two years, over one hundred houses have been demolished and/or removed. The pace has slowed considerably due to various reasons, and the City has requested a tracking and alert program to be developed for its demolition and rehabilitation activities.

The Demolition Assistance Program monitors properties that need to be demolished or have been demolished, and the process is started when the City must notify owners of properties that do not comply with code. An important note with regard to this program is that there are established processes to aid property owners financially, assisting them in bringing their property up to code, promoting voluntary participation. Conversely, some circumstances may require legal action, necessitating a lien on the property and then its subsequent demolition.

There were 145 properties in the “as-is” system in varying stages of the aforementioned process. There are specific processes to go through with each property that include identifying and inspecting the property, notifying the property owners, taking legal action if necessary, and providing financial funding as applicable. There are many key requirements each property needs to meet in order to continue smoothly through the current process. The office has had a checklist that was placed within each property’s file (being stored in paper form), which can take up a sizeable amount of space. The “as-is” system was very manual and archaic, resulting in the client’s desire of a more comprehensive and easily managed base of information, greatly improving upon the current processes. The base requirement for such a project would be to import the current data set into a database, which would allow for fast access to any necessary information using automated searching rather than manual effort. Being able to output these reports and compare data would make the entire process easier, quicker, more cost-efficient, and possibly more accurate. Also, there would be a greater ease of data entry and data as well as an easier form of querying that would produce easy to read forms/reports. This ease would allow for less money to be spent on the time it takes to enter and retrieve the necessary information on a daily basis.

**COST BENEFIT ANALYSIS**

**Benefits:**

1) The Demolition Department will be able to shave at least one hour per week in data organization and decision making. Assuming that employees make $40,000 on average, this saves approximately $20 a week at 52 weeks in one week. This increased organization results in savings of $1040 annually.

2) The Demolition Department will also save an additional two hours per week in process time. This refers to data input and output. The savings are the result of a centralized depository versus spreadsheets in several places. Two hours at $20 an hour for 52 weeks results in savings of $2080 annually.
3) The implementation of an alerting function within the system will allow for more efficient and effective processes within the department. No more guessing and remembering. This will cut out a lot of missed due dates and confusion. We estimate that such confusions set back demolition/rejuvenation processes by quite some time (10 hours monthly). Eight hours monthly at 52 months equates to a present value of all benefits (over 5 years) = $24,856.18.

Intangible Benefits:

1) This service provides improved office organization in data storage / access.
2) Provides for more effective decision making based on current property status.
3) This service allows the client to receive real time notifications on property.

Costs:

1) We estimate $2500 for development labor costs to develop the client’s customized database and tracking system functionalities.
2) The client is responsible for the one-time initial consulting fee of $1000.
3) Initial data input will require 16 hours of employee labor at $20 an hour.
4) The purchase of the database will cost the Demolition Department $229.00.
5) Operational Costs include the labor for yearly software maintenance which costs $200 annually and software service packages which are $60 annually. Present value of all costs (over 5 years) = $(5079.25).

The cumulative net present value comes to be approximately $53,185.97. The return on investment then becomes an astounding 1047%. Finally, the break-even point states that the system implementation ends up proving to be a positive net present value project from year one. Note that a tablature view of the Cost-Benefit Analysis has been included in the Appendix.

RESOURCE REQUIREMENTS

System, Operations, and Support:

The System:

- Will be fully developed and implemented in Microsoft Access 2003 compatible.
- Database will be compiled (specific data entered by client) and formatted with the appropriate column/category names and example data (for demo).
- Enabled read only access to all users but the Demolition Coordinator.
- Screens will include:
  - Edit Screen: With options such as to Add Data, Update/Change Data, Delete Data that leads to the appropriate form screen to fill out.
  - Search Screen: Includes options such as to query the database for a specific property, specific status, etc.
    - Example #1: the user will be able to punch in an address or property owner and click search.
Example #2: search for all properties that have been torn down or demolished in the past 3 years.
- Reports Screen: To view the search results in a summary page.
  - Example #1 continued: the user will be presented with a report summarizing all data pertaining to the searched for address or property owner.
  - Example #2 continued: Lists all properties that have been demolished in last 3 years.
- Verification/Error Screen: Will tell user data was edited or reported successfully. Or, will tell user there was an error processing their information.

Those persons responsible for production ownership and maintenance, product support, training, etc. are as follows: until May 2010, this will be the responsibility of this project’s team; initially, upon implementation, the client sponsors will be trained in the overall use of this projected system (support will be provided for a few weeks after the implementation is complete); and maintenance and other support will be shown to the person responsible for the system on the client’s side and henceforth will remain their responsibility (after most of the team has graduated in May 2010, the above responsibilities will be given to someone at either the discretion of the client or by the internal IT team within the City of Brunswick).

SAFETY, SECURITY, RISKS AND ASSUMPTIONS

Possible Future System Enhancements:
- Login Information to provide access to only select employees.
- Possible change of interface to web/portal/intranet.
- Future enables results to include/attach pictures of the property or other significant images.
- The ability to include .pdf files in searches/results.
- Incorporate with GIS Mapping.

Personal Safety and Data Security:
- Data is to be secured and downloaded to a server frequently to avoid loss of data or corruption.
- Due to no mandated login feature, data will be accessible by whoever has this function downloaded onto their local computer.

Project Risks/Issues:
- Due to no login information or login screens, the data will be vulnerable if someone is able to access any approved employees computer login information. It is advisable to make employees aware of this possibility and address ways to prevent this from happening at any point in time.
The software is to be updated at some point and may result in a need to change data or the interface to maintain an easy to use system and consistently accurate data, queries, and reports.

Timeline may incur changes due to conflicting schedules or change in requirements. Reduce changes to only what is necessary in order to minimize this risk.

### DELIVERABLES

**Major Output:**

The major output for this project is that of a fully integrated database with interface, appropriate queries/forms/reports and flagging capabilities. It is needed to be developed and implemented in Microsoft Access 2003 with the cooperation of all team members.

**Key Deliverables:**

1. Project scope and deliverables document defines basic requirements, background information of the overall project, the scope, and the key deliverables as well as what should be submitted on what date. Should be one to two pages and be submitted to Dr. Chatterjee and the client by February 7th.

2. Plan and analysis involves a list of the client’s requirements for the projected system and outline tasks for the overall project work to be completed. The analysis of system requirements, functions, processes, etc resulting in the Project Proposal and Approval Form.

3. Initial project report to be submitted to Dr. Chatterjee by February 28th, which is professionally assembled and clearly details the progress made towards the key deliverables.

4. Design incorporating the final ideas into a functioning system and build the prototype by March 28th.

5. A draft of the project report that includes the latest progress with the project that is to be submitted to Dr. Chatterjee for feedback and comments by March 28th.

6. Implementation that involves the installation of a prototype of the system for the client and the training of the manager on how to use it by April 28th.

7. The final version of the project report submitted to Dr. Chatterjee by April 30th.

**Timeline:**

Project Started at the end of January 2010 and Finished on April 30th 2010. Major milestones include:

- 28 February: Project Proposal, Requirements, and Approval (Plan and Analysis Phase)
- 28 March: Project Design Phase and Prototype in Development
- 26 April: Project Implementation (Plans for implementation into city system made)
- 30 April: Final Report Submission
Implementation Schedule:

Plan for the end of April 2010 to demonstrate and implement the new system with the client. During this presentation, the team will demonstrate the product to the client, train the main users of its functions and operations, and turn over the product to the client.

Team Boundaries/Limitations:

Some problems may arise due to the varying class and work schedules of all team members. The team made plans for one more site visit (if possible with team member’s schedules) at the completion of the system. Scheduling may be difficult around the time of implementation due to the university’s final exam schedules. Please be aware of this possibility. Due to team members graduating within the next semester or so, they will not be available to maintain or provide support after such time. It is advisable to have in place some sort of member or team within the City’s Demolition Department or IT Department to handle this in the future. The team will be able to train and/or demonstrate system upon implementation.

PROJECT RESULTS

The results were very beneficial success for all the project’s stakeholders. The team was able to thoroughly explore the “as-is” system, create a proposal for the “to-be” system, analyze the costs and benefits, as well as provide a demonstration of the system once it was approved and built. The demonstration allowed for several things to happen. First, the client was able to witness an overview of their previous system, the team’s process of determining what would better suit them, demonstrate the new system, and provide for a question and answer session to clear up any problems or concerns that may have come up.

One of many of the projected savings in the new system was made very clear just by the demonstration itself in that time will be spent in a more efficient and effective manner. Other goals we were able to succeed in addressing were making the system easy to use; allow for timely decision making; include the desired features such as one centralized database that is based in Access 2003, as well as flagging and alert capabilities; and have a successful implementation within the Office of Community Development in Brunswick, Georgia.

Other benefits that have been realized (as stated in the presentation to our stakeholders) are an efficient form of data entry and retrieval, one centralized database, the ability to easily access liens past due with one click, a user-friendly interface, the ability to manipulate data, and the option to generate professional reports that are both easy to read and have consistent formatting. All of these little benefits help to contribute to another larger goal of making life easier for Shay, who is the key person that is responsible for all of the above on a daily basis.

The project helped to pave a road towards an even more efficient way of handling and processing the information for this department. With the help of future class projects such as this and the cooperation of Archway Partnership, this “stepping stone” project can allow for others to modify Team 3’s work, the system to be used by other Georgia counties, and possibly of even selling the system. Some future capabilities of the system may provide for the inclusion of GIS Mapping,
PDF files, along with web based interface/portal/intranet, and pictures and videos of the property such as a 360° view of that property. These are all possibilities on the road we have begun with this project.

Some feedback that was received by Team 3’s Archway Partnership Professional, Joy Burch was the following:

Thanks for all of the hard work on the demo database for the City of Brunswick! You guys did a great job! It was especially noteworthy of the way the group listened to the client’s needs, encouraged the client to not limit themselves or the group and then delivered both a product that met the needs of the client and surpassed expectations. I wish each and every one of you the best of luck and encourage to you call on me if I can ever be of assistance to you in the future.

A good ear, great communication, critical thinking, hard work, and motivation sealed a successfully implemented project for our friends in Brunswick, Georgia.

**KEY TAKEAWAYS AND LESSONS LEARNED**

What did Team 3 learn? What did we take away from this project? We have learned many things. As previously stated and again in the conclusion, we were able to discover what works to create a successful and synergetic group dynamic. Key takeaways include, among other things: having a strong communicator as the lead because communication is absolutely key to a smooth flow of events in relation to group meetings, client interactions, transportation, presentations, demonstrations, etc.; building on skills is helpful in creating a new system and thinking outside the box is always the best way to go when the client wants to revamp what they already have; being a good listener and intently listening to the client and asking many questions to clarify anything that is even slightly unclear; and creating a professional relationship with both the client and among group members. All leads to an easy, relatively no-fuss process that is enjoyable to all parties involved. As long as each team member communicated in a timely manner, things were able to get done quickly, in an efficient and effective manner that contributes to the overall value added to the project.

**CONCLUSION**

Down the road, Team 3 developed a professional, synergetic group dynamic with bonding through several weekly meetings and trips to Brunswick. Real world business experience was to be had that provided for an opportunity to grow professionally. The entire process was made successful through the great client interaction and communication as well as the unforgettable time had by all involved. All those that were a part of Team 3 enjoyed the overall experience and have been able to take away some beneficial lessons learned. On behalf of Team 3, we appreciate the real-world experience and opportunities given to make this a success.

“I like dreams of the future better than the history of the past.” ~Thomas Jefferson
### Cost-Benefit Analysis:

**APPENDIX**

This service allows the district to receive real-time notifications on property status. Provides for more effective decision making based on current property status. This service provides improved office organization in data storage and access.

#### 10-Year Payback Analysis

**Tangible Benefits:**

**Return on Investment:**

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**Yearly Payback:**

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**Total Project Benefits - Costs:**

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**Py of All Benefits**

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**Net Payback:**

1.1689 x 4,886.18 = 5,956.35

**Payback Period:**

5,956.35 / 1,1689 = 5.07 years

**Total:**

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Presentation:

THE ARCHWAY PARTNERSHIP
Demolition Tracking System
Brunswick, Georgia

Christian Holt
Ed Jeter
Jaselle Jones
Devin Jones
Theresa Jones

THE CURRENT ‘AS IS’ PROCESS

• 2 Spreadsheets
• Searching information is time consuming!
• No way of automated data retrieval
• Things get overlooked

“Time is what we want most, but... what we use worst.” ~William Penn

AGENDA
• Current “As is” System
• Proposal of the “To Be” System
• Benefits
• Demonstration
• What We Learned from the Experience
• Wrap up with Q & A Session

OUR DEMOLITION TRACKING PROJECT

Goals:
• Ease of Use
• Allow Timely Decision Making
• Successful Implementation within Office of Community Development in Brunswick, GA

Features:
• One Centralized Database
• Based in Access 2003
• Flagging and Alert Capabilities

OUR PROCESS DATA MODEL

Benefits of Our System
• Efficient Data Entry/Data Retrieval
• One Centralized Database
• Ability to Easily Access Liens Past Due with One Click
• User Friendly Interface
• Ability to Manipulate Data
• Generate Professional Reports
  • Easy to read
  • Consistent formatting
  • Makes life easier for Shay!
DEMONSTRATION

- We go into a full fledged knock out mode and blow their minds with our world class product while dazzling them with our stunning good looks (inevitably causing them to drop to their knees and throw money and women with no morals in our direction).

- YEAAAA!!...O leee do it...watch me dooo it.

OUR EXPERIENCE

- Our group dynamic
- Bonding through weekly meetings and multiple trips to Brunswick
- Real world business experience
- Great client interaction and communication
- Opportunity to grow professionally
- An Unforgettable time.

THE FUTURE

- GIS Mapping
- PDF Files
- Web based Interface/portal/intranet
- Pictures/Videos
  - 360° view of property
- ‘Stepping stone’ project
  - Archway can use other classes to modify our work
  - Our System may be used by other County’s in GA
  - Possibility of even selling the System

*“I like dreams of the future better than the history of the past.” ~ Thomas Jefferson*

THANK YOU!

- Assistant City Manager:
  - William (Bill) Weeks

- Archway Professional:
  - Joy Burch

- Demolition Coordinator:
  - ShaRonda (Shay) McDuffie

QUESTIONS?
Product Details:

The next few paragraphs are lists that include the majority of what each component consisted of. The components that make up the backbone of this product are its tables, queries, forms, and reports.

The project’s final tables included the following: AsbestosInspection, Complaint, Contractors, Demolition, Inspection, Inspector, Legal, NoticeofViolation, Ownership, ProgramPayments, Property, and Property Owner.

The queries that were used were to find out the following, among other things: how much does an owner owe, all asbestos inspection information by address and area code, everything about a single property, legal information (by lien type or by address), who are the non-responsive property owners, violations by owner name, who all inspected a property, all complaint information by ownerID, find all complaints (all or just by address), all contractors (all, by property, by company name, or by specialty), all information from Program Payments (all, by address, or by area code), all inspector information, all legal information (all, by address, or by area code), all ownership information (all, by address, or by ownerID), all property information (all, address, area code, or owner type), all property owners, all violations, demolition information (all or by property), how long have properties been on the demolition list, inspection notes about a property, which properties are burnouts, which properties have unclear titles, who is responsible for dilapidated structures, what is the status of files sent to legal (when were sent and what by address), where are the unresponsive violations occurring, and a list of completed demolitions.

The forms included, among other things: Add New Complaint, Add New Legal Data, Add New Notice of Violation, Add New Owner, Add New Program Payments, Add New Property Owner, Insert Contractor Information, Insert Inspection Information, Insert Property Information, Inspector Information, New Asbestos Inspection, and New Demolition.

The list of reports is lengthy as well, but each corresponds with the above forms and queries. Following are a few screenshots of the product. In good health.
Product Screenshots:

User Interface:

[Main Page]

[Alerts Page]
Select Forms:

[Add New Complaint]

New Complaint

Name of Party:
Party Phone Number:
Party Email:
Party Address:
Date of Complaint:
Property Address:
Property Area Code:
Notes:

[Add New Lien]

New Lien

Property Address:
Property Area Code:
Type of Lien:
File Date:
Review Date:
Copy to Owner Date:
Statement of Satisfaction Date:
Receipts Disposal Date:
File:

[Add Inspector Information]

Inspector Info

First Name:
Last Name:
Phone Number:
Email Address:

Add New Inspector
[Add New Demolition Record]

New Demolition

Property Address: 125 Broad Street
Property Area Code: 30009
Contractor ID: 2
Bid Solicitation Date: 4/15/2010
Bid Due Date: 4/17/2010
Notice to Proceed Date: 4/17/2010
Demolition Completion Date:
Notice to Utility Provider Date:
Contractor Notice Date: 4/17/2010
Contractor Payment Date:

Add Demolition

[Add New Property]

Add New Property

Address:
City:
Zip Code
Zone
Sub-Division:
Parcel ID
Tax ID:
Burnout?

Add new Property  Close
Select Reports:

### Responsible Party by Address

<table>
<thead>
<tr>
<th>Property Address</th>
<th>Property City</th>
<th>Area Code</th>
<th>Owner Name</th>
<th>Property Owner Address</th>
<th>Phone Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>124 Broad Street</td>
<td>Athens</td>
<td>30609</td>
<td>Theresa Jones</td>
<td>123 Broad Street</td>
<td>(789) 867-8687</td>
</tr>
<tr>
<td>124 Broad Street</td>
<td>Athens</td>
<td>30609</td>
<td>Devin Jones</td>
<td>124 Broad Street</td>
<td>(453) 453-4534</td>
</tr>
</tbody>
</table>

### Non-Sovereign Properties

<table>
<thead>
<tr>
<th>Property Address</th>
<th>City</th>
<th>Area Code</th>
<th>Tax ID</th>
<th>Zone</th>
<th>Parcel ID</th>
<th>Neighborhood</th>
</tr>
</thead>
<tbody>
<tr>
<td>123 Broad Street</td>
<td>Athens</td>
<td>30609</td>
<td>1</td>
<td>1</td>
<td>1</td>
<td>Downtown</td>
</tr>
<tr>
<td>125 Broad Street</td>
<td>Athens</td>
<td>30609</td>
<td>1</td>
<td>3</td>
<td>3</td>
<td>Campus</td>
</tr>
</tbody>
</table>

### Burnout Properties

<table>
<thead>
<tr>
<th>Property Address</th>
<th>Property City</th>
<th>Property Area Code</th>
</tr>
</thead>
<tbody>
<tr>
<td>124 Broad Street</td>
<td>Athens</td>
<td>30609</td>
</tr>
<tr>
<td>125 Broad Street</td>
<td>Athens</td>
<td>30609</td>
</tr>
</tbody>
</table>

### All Legal Info

<table>
<thead>
<tr>
<th>Lien ID</th>
<th>Property Address</th>
<th>Area Code</th>
<th>Lien Type</th>
<th>File Date</th>
<th>Review Date</th>
<th>Copy to Owner</th>
<th>Satisfaction Stmt Date</th>
<th>Disposal Receipts</th>
</tr>
</thead>
</table>

### All Property Owners

<table>
<thead>
<tr>
<th>Owner ID</th>
<th>FirstName</th>
<th>LastName</th>
<th>Address</th>
<th>Phone</th>
<th>Email</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Unknown</td>
<td>Owner</td>
<td>None</td>
<td></td>
<td></td>
</tr>
<tr>
<td>2</td>
<td>Theresa</td>
<td>Jones</td>
<td>123 Broad Street</td>
<td>(789) 867-8687</td>
<td><a href="mailto:tjones@email.com">tjones@email.com</a></td>
</tr>
<tr>
<td>3</td>
<td>Devin</td>
<td>Jones</td>
<td>124 Broad Street</td>
<td>(453) 453-4534</td>
<td><a href="mailto:djones@email.com">djones@email.com</a></td>
</tr>
<tr>
<td>4</td>
<td>Joette</td>
<td>Jones</td>
<td>125 Sunset Drive</td>
<td>(343) 242-3424</td>
<td><a href="mailto:jjones@email.com">jjones@email.com</a></td>
</tr>
<tr>
<td>5</td>
<td>Ed</td>
<td>Jensen</td>
<td>234 Sunset Drive</td>
<td>(345) 453-4544</td>
<td><a href="mailto:ejensen@email.com">ejensen@email.com</a></td>
</tr>
</tbody>
</table>
## Burnouts

<table>
<thead>
<tr>
<th>Property Address</th>
<th>Property City</th>
<th>Property Zip Code</th>
</tr>
</thead>
<tbody>
<tr>
<td>124 Broad Street</td>
<td>Athens</td>
<td>30609</td>
</tr>
<tr>
<td>125 Broad Street</td>
<td>Athens</td>
<td>30609</td>
</tr>
<tr>
<td>123 Fake Street</td>
<td>Atlanta</td>
<td>30135</td>
</tr>
</tbody>
</table>

## Demolition List

<table>
<thead>
<tr>
<th>Property Address</th>
<th>Area Code</th>
<th>Bid Solicitation Date</th>
<th>Bid Due Date</th>
<th>Notice Proceed Date</th>
<th>Notice Contract Date</th>
</tr>
</thead>
</table>