

## There's a new software in Town!



The Town of Ithaca will launch OpenGov, our new municipal administration software, on Monday, July 18<sup>th</sup>

OpenGov will allow users to initiate and complete multiple types of transactions with the Town through a [Resident Portal](#) and track their progress.

We are excited about this move to a cloud-based system and all the flexibility and portability that comes with it. Staff will be able to enter information and push-out information whether they are in the office or out in the field. Residents and contractors will be able to communicate with us more efficiently through email embedded in the program that will keep those messages attached to the service they belong to. You will be able to fill out applications and upload information on your timetable, which is not always necessarily our office hours.

Once you establish a Viewpoint user account on OpenGov, other benefits of the system will include not having to repeat a lot of the data entry usually associated with on-line permitting and application processes; access to online payment options and the ability to look at the status of many of the permitting we provide.

There is too much to list here, but, after Monday, you will be directed to the OpenGov portal for all application processes, and we will have a public computer at Town Offices for your use.

We look forward to rolling this out and helping you navigate this powerful tool to increase efficiency and transparency for all.

Call with any questions 607-273-1721 option 3