SUBJECT: Integrity of the AMANDA Database System (PED09067) (City Wide) - Referred from City Council November 12, 2008 (from Licensing Tribunal Report 08-006)

RECOMMENDATION:

(a) That Report PED09067 respecting Integrity of the AMANDA Database System be received for information.

(b) That the outstanding business item relating to Integrity of the AMANDA Database System be identified as complete and removed from the Economic Development and Planning Committee’s Outstanding Business List.

EXECUTIVE SUMMARY:

City Council, on November 12, 2008, in approving the Licensing Tribunal Report 08-006, directed staff to review the matter of information contained in the AMANDA System being overridden with incorrect data and to report back to the Economic Development and Planning Committee.

This report fulfills that directive and outlines how the system deficiency was corrected.
BACKGROUND:

City Council, on November 12, 2008, in approving the Licensing Tribunal Report 08-006, directed staff to review the matter of information contained in the AMANDA System being overridden with incorrect data and to report back to the Economic Development and Planning Committee.

The concern about the integrity of the AMANDA Database System arose because of a situation where a Building Inspector, while investigating a complaint about Building Code violations at a job site, generated an order through AMANDA. The information provided to the Inspector regarding the contractor and master licence was different than what appeared in the AMANDA file, so the Inspector entered the new information and overwrote the Licensing records. As a result, the licence renewal was sent to another party in error.

When the applicant did apply to renew his Master and Contractor Licence, a Licensing Tribunal Hearing into his business practices was required and the above error, while having no effect on the renewal, created some concern about the integrity of the AMANDA System.

Staff is not aware of this situation having ever occurred before and immediately corrected the system deficiency by removing the rights for Building Inspectors to update professional files, although viewing rights were maintained. This action was taken prior to the Licensing Tribunal Hearing.

ANALYSIS/RATIONALE:

A deficiency in the AMANDA Database System was detected and corrected as outlined in this report prior to the Licensing Tribunal Hearing.

ALTERNATIVES FOR CONSIDERATION:

n/a

FINANCIAL/STAFFING/LEGAL IMPLICATIONS:

Financial Implications

n/a

Staffing Implications

n/a
Legal Implications

n/a

POLICIES AFFECTING PROPOSAL:

n/a

RELEVANT CONSULTATION:

n/a

CITY STRATEGIC COMMITMENT:

By evaluating the “Triple Bottom Line”, (community, environment, and economic implications) we can make choices that create value across all three bottom lines, moving us closer to our vision for a sustainable community, and Provincial interests.

Community Well-Being is enhanced. ✓ Yes ☐ No

The integrity of the Municipal Licensing Program is protected.

Environmental Well-Being is enhanced. ☐ Yes ✓ No

Economic Well-Being is enhanced. ✓ Yes ☐ No

The integrity of the Municipal Licensing Program is protected.

Does the option you are recommending create value across all three bottom lines?

☐ Yes ✓ No

Do the options you are recommending make Hamilton a City of choice for high performance public servants?

✓ Yes ☐ No

An accurate licensing database contributes to an efficient and effective workforce.

MBH:dt