City of
Portland, Oregon
Bureau of Development Services
FROM CONCEPT TO CONSTRUCTION

Dan Saltzman, Commissioner
Paul L. Scarlett, Director
Phone: (503) 823-7300
Fax: (503) 823-6983
TTY: (503) 823-6868
www.portlandoregon.gov/bds

Information Technology Advancement Project (ITAP)

Goal

The Information Technology Advancement Project (ITAP) will implement new information technology at BDS that will move the bureaus operations to a paperless permit and case management and allow complete, online access to the permitting and case review services that development bureaus provide.

ITAP Implementation Team

Hank McDonald, ITAP Manager
Richard Appleyard, BDS IT Manager

The primary ITAP Implementation and Digitization Team will consist of approximately 15 employees: 2 managers, 10 employees (from both BDS and BTS) focusing on TRACs migration to a new permitting system and 3 BDS employees assigned to digitization of new and historical records.

ITAP Project Scope and Deliverables

1. **Digitization of historical permit, case and property information**. Scan paper, microfilm and microfiche historical records into the City's eFiles system (TRIM) managed by the Auditor's Office.
2. **Online access to historical permit, case and property information**. Provide access to these records to staff via the ePermit system and customers through PortlandMaps
3. **Implementation of an updated permit and case review information management system**. Migrate the TRACS permit system and electronic data to the State ePermit system
4. **Online case and permit application and review services**. Digitalize submittal, routing, review and approval of land use, permit and enforcement cases
5. **Mobile online access for field staff**. Mobile devices for field staff to access their work assignments, as well as search plan review and inspection records and access office services such as email and messaging.
6. **Implementation of an automated queuing system**. Automate customer routing in DSC.