REPORT TO COUNCIL

Second Quarterly Report (January – March 2012)

Technology Oversight Committee

PART I – Technology Project Oversight in the City of Portland

January – March 2012

Background

On February 2, 2011, City Council approved Resolution #36844 creating an independent five-member citizen committee for City of Portland technology projects. On April 20, 2011, City Council adopted changes to City Code Chapter 3.15.010 and Chapter 3.15.070 to establish the duties and authorities of the Chief Administrative Officer and Chief Technology Officer respectively as they relate to Technology Project Oversight. On June 29, 2011, Council adopted edits to BTS Administrative Rule 4.01 – Technology Project Intake and adopted a new rule (BTS A.R 1.07) on Technology Project Oversight.

As stated in BTS A.R.1.07, technology project oversight for the City of Portland includes the following components:

- Citizen Oversight
- Quality Assurance
- Project Management

Citizen Oversight

The citizen members of the Technology Oversight Committee (TOC) are:

Mayor Adams Wilfred Pinfold, PhD

Director, Extreme Scale Programs at Intel

Commissioner Fish Ken Neubauer

Infrastructure Manager, Standard Insurance

Commissioner Fritz Doretta Schrock

Transportation Security Administration

Commissioner Leonard Dave Lister

Integrated Data Concepts

Commissioner Saltzman Ben Berry, MBA

CEO, AirShip Technologies Group

Quality Assurance

Quality assurance (QA) – provided by external contractors – is a required component of the City's technology project oversight. The role of the QA consultants on a project overseen by the TOC is to provide guidance and oversight to the City staff on the technology project, but ultimately to report the QA's unbiased findings to the TOC.

Major Accomplishment This Quarter

 QA consultant contracts in place and QA work is being done on the Affordable Housing Software and the RFP phase of the ITAP project.

Upcoming Milestone for Next Quarter

• The Storage Area Network and Monthly Billing Statements projects will have QA consultants on contract and active in project oversight.

Project Management

Staff from the Office of Management and Finance and the Bureau of Technology Services provide committee support and technical expertise respectively to the Technology Oversight Committee.

Major Accomplishments This Quarter

- BTS Administrative Rule 1.07 Technology Project Oversight revised to clarify the roles and responsibilities of the TOC.
- Project Management staff provided a comprehensive list of City technology projects to inform TOC as to the breadth and scope of the projects. Most of the projects do not meet the criteria for TOC oversight.
- Four City projects that submitted BTS' project intake documents were determined not to warrant TOC oversight:
 - o Police Property and Evidence Tracking System Replacement
 - o Interim Benefits Administrator
 - o Parking Enforcement Handheld Mobile Device Upgrade
 - o Risk Information Management System
- At TOC's request, Project Management staff developed two additional reporting tools; all projects being overseen by the TOC now use these reports routinely:
 - o Initial project presentation to the TOC
 - o Project updates to the TOC

Upcoming Milestones for Next Quarter

At TOC's request, the Project Management staff will develop a Milestone-Based Budgeting tool. City project managers will use this tool to report to the TOC on the relative proportion of a project's completion vis-à-vis the proportion of its budget expended.

PART II – Summary of Technology Projects Under TOC Oversight January – March 2012

Project name: Information Technology Advancement Project (ITAP)

Bureau: Bureau of Development Services

Project description. Develop paperless permit and case management and allow complete, online access to the permitting and case review services that development bureaus provide. Project deliverables include digitization of historical permit, case and property information; online access to historical permit, case and property information; implementation of an updated permit and case review information management system; online case and permit application and review services; mobile online access for field staff and implementation of an automated queuing system.

Status: The project is currently meeting expectations.

Major Accomplishments This Quarter

- Case Associates selected as QA consultant for Request for Proposal (RFP) development.
- Request for Proposal posted February 2012

<u>Upcoming Milestones for Next Quarter</u>

- End of bidding period for RFP April 4, 2012
- Review and evaluation of proposals in response to RFP May

Risks, concerns, comments from TOC

- Budget: The final budget will be developed after a vendor is selected; the budget will need to be approved by City Council.
- Scope: As stated in the previous report, the project is complex and broad-reaching.
 TOC commented that the option to phase in different components might be advantageous.
- Timeline: Estimated completion of the project is 2014, but the specific timeline will depend on the final scope of the project.

PART II - Summary of Technology Projects Under TOC Oversight

January – March 2012

Project name: Affordable Housing Software
Bureau: Portland Housing Bureau (PHB)

Project description: PHB is contracting with Housing Development Software (HDS), Inc. to implement a solution that will provide a single data repository for the City's affordable housing programs. This effort will replace disparate systems with a modern and effective single core system, allow for data-entry efficiencies, reduce overall costs and also improve access to data and reporting tools.

Status: Project is currently meeting expectations.

Major Accomplishments This Quarter

- Fit Gap and First Look Analysis completed
- HDS project plan developed
- IDIS data successfully migrated into production

<u>Upcoming Milestones for Next Quarter</u>

- Funds management end-user training
- Go-live with Funds Management and Single Family module

Risks, concerns, comments from TOC

- Budget: Project remains within budget
- Scope: There has been no significant change in project scope.
- Timeline: The project is on schedule.

PART II – Summary of Technology Projects Under TOC Oversight

January – March 2012

Project name: Storage Area Network

Bureau: Bureau of Technology Services

Project description: In 2005, a Storage Area Network (SAN) was deployed to solve the City's data storage needs, addressing storage on multiple disk arrays, available space in one area couldn't be used in another, and multiple storage systems were expensive to maintain and grow. Since 2005, data storage needs for bureaus have continued to climb. Creating additional data storage capacity is the primary goal of this SAN project.

Status: Project is currently meeting expectations.

Major Accomplishments This Quarter

- Project plan completed January
- Completion of contract.

Upcoming Milestones for Next Quarter

- QA vendor to be selected.
- Completion of design and Work Breakdown Structure (WBS) for the Portland Building.
- Completion of WBS for BOEC; delivery of BOEC components.

Risks, concerns, comments from TOC

- Budget: The project is currently within budget.
- Scope: There is no significant change in project scope.
- Timeline: The project is on schedule.

PART II – Summary of Technology Projects Under TOC Oversight January – March 2012

Project name: Monthly Billing Statements
Bureau: Water Bureau; Revenue Bureau

Project description: The Portland City Council has directed the Portland Water Bureau to modify its billing system and processes so the majority of its water and waste water customers receive monthly statements. Currently, Water performs quarterly meter reads and bills quarterly. The quarterly bill will be divided into three monthly billing statements under the new program. Meter reads will still be done quarterly. Quarterly payments will no longer be an option.

Status: Project scope and timeline being reset.

Major Accomplishments This Quarter

- Initial presentation of the project to TOC February 2012
- Project timeline re-set March 2012

Upcoming Milestones for Next Quarter

- QA vendor to be selected.
- Implementing upgrade to Cayenta software
- Budget decisions regarding Monthly Billing Statements project

Risks, concerns, comments from TOC

TOC questions whether the project is needed given that Monthly Billing Statements will cost more money and removes the option of customers paying quarterly. TOC recommends that the project obtain stakeholder/customer input to ensure customer satisfaction with the outcomes.