Project Title:	ITAP	Reporting Date: 12/9/2013
Quality Assurance Executive Summary		
Authored by:	*Clifford Smith, PMP* *Case Associates, Inc.*	
Overall Rating	***Green***	
Schedule Rating	***Green***	*Acquisition phase was delayed.* *The Phase 1 (P1) is tight and many plans are to be developed. Some deliverables will probably not go through the review/revise/approve process as scheduled. Currently there is no indication that these delays would delay the start of Phase 2 (P2) or the overall project timeline. The PM is watching this issue very closely.* *Current plans indicate a final deployment in December '15.*
Budget Rating	***Green***	*The vendors are on a fixed-cost plan.* *Partner agencies are responsible for their own costs.* *The new schedule predicts a longer project (deployment in December '15) and higher costs. The above cost increases are included in the Triple Constraint chart.* *The budget includes adequate contingency.*
Scope Stability Rating	***Yellow*** *(from Green)*	*The project is developing the plans. The detailed schedule for the remaining phases is a P1 deliverable.* *The project is considering an additional Billing module. Prospective costs are increasing and this issue should be resolved. The PM is reviewing prices and other details.* *The vendor does not have functionality to deliver on a critical requirement: Non-parcel Permits. The PM is working with Team Sierra (TS) to develop solutions, either enhancements to the Infor software or custom code. This is a critical issue that must be resolved.*
Overall Trend	*Slight Downgrade*	*The project is progressing through the planning phase. Not all deliverables may be final as scheduled.* *The City team and TS are collaboratively developing plans for Phases 2 through 7.* *Prior Report score was 4.2*
Overall Score	*Calculated*	**4.0**
Risk Management	*Carried from worksheet*	4.0
Project Deliverables	*Carried from worksheet*	4.1
Project Management	*Carried from worksheet*	4.1

Product Deliverables	*Carried from worksheet*	3.8
Reporting Summary	*This is the 21st TOC QA report.* *Phase 1 (P1) will last through December '13. The P1 schedule is tight, many planning activities are bunched at the end of the phase. Some deliverables will likely take longer than scheduled to go through the review/revise/approve process. Currently there is no indication that these delays would delay the start of Phase 2 (P2) or the overall project timeline.* *Team Sierra (TS) and the City team are collaboratively developing plans for P2 - P7.* *The Product Deliverables sheet decreased for the 2nd month. The decrease is due to issues with training and the outstanding Billing issue. Other Assessment Areas remained the same or moved slightly.* *TS has not replaced their PM.*	
Changes since last report	*The overall score decreased from 4.2 from 4.0.* *The potential costs for to resolve the Billing issue are increasing. The PM is reviewing costs and benefits.* *The vendor is looking into options to address the "Non-Parcel Permit" issue. It is a functionality that they committed to delivering, but their software does not support.* *Vendor training needs improvement in several areas. So far, training has been for Project team members and the issues are not critical. They must be resolved before the end user community is to be trained.*	
Current Recommendations	*(from Risk Management) Update the Risk Matrix with current plans and status.* *(from Product Deliverables) Discuss with the vendor the need to account for all contractual obligations as they develop deliverables. Ensure they understand that payment for deliverables depends on delivering as described in the SOW and meeting all Acceptance Criteria.*	
Status of Prior Recommendations	*The "Status of Prior Recommendations" are split into four separate rows, one for each Assessment Area.*	
Status of Prior Recommendations from Risk Management Assessment Area (Note: Gaps in the numbers indicate completion as of the prior report.)	*2) Carry "Assumptions" from the charter and PMP forward to the risk list (those that can be expressed as risks).* ***Status:*** *No update.*	
Status of Prior Recommendations from Project Deliverables Assessment Area (Note: Gaps in the numbers indicate completion as of the prior report.)	*1) Finalize the Project Management Plan, including a description of how the project manages and reports on the sub-projects such as GIS, and Data Clean-up.* ***Status:*** *No update.*	
Status of Prior Recommendations from Project Management Assessment Area	*All Complete.*	

Status of Prior Recommendations from Product Deliverables Assessment Area	*1) Review the process to replace Key Personnel with the vendor. Ensure they understand that they are to seek written approval.* ***Status:*** *Complete.*
Individuals Interviewed/Dates	*Rebecca Sponsel 11/8/13, 12/3/13, 12/6/13* *Ross Caron 11/8/13* *Kim Freeman 11/26/13, 12/6/13* *Paul Scarlett 11/27/13*
Documents Reviewed/Dates	*131112 Exhibit B - Schedule 1 Project Schedule (MS/Project Schedule)* *2013-11-26 ITAP Managers Mtg. Notes* *2013-11-12 ITAP Managers Mtg. Notes* *PCMIS_Issue_Log* *PCMIS_Risk_Log 20131001* *PCMIS WS 20131125 (Vendor Status Report)*
Meetings Attended/Dates	*ITAP Project Managers Meeting 11/12/13, 11/26/13, 12/3/13* *Joint Teams Meeting 11/4/13* *Division Managers Meeting 12/3/13* *TOC 12/16/13*