Project Title	Water/Sewer Monthly Billing Project	Reporting Date: September 5, 2013
Quality Assurance Executive Summary		
Authored by:	*Pacific Consulting Group, Inc. (PCG)*	
Overall Rating	***Yellow***	*Water Bureau has successfully completed Acceptance Testing. End user training scheduled to begin week of 9/9/2013. Implementation on schedule for 10/7/2013.*
Schedule Rating	***Yellow***	*Cayenta has met schedule for defect corrections. Implementation on schedule for 10/7/2013.*
Budget Rating	***Yellow***	*Project is on track for revised budget.*
Scope Stability Rating	***Green***	*City scope has not changed from July 2012 business requirements for monthly billing component.*
Overall Trend	*Improving/Deteriorating/Static*	*Improving*
Overall Score	*Calculated*	**3.3**
Risk Management	*Carried from worksheet*	3.3
Project Deliverables	*Carried from worksheet*	3.1
Project Management	*Carried from worksheet*	3.6
Product Deliverables	*Carried from worksheet*	3.1
Reporting Summary	*This is PCG's twelfth assessment report. The Water/Sewer Monthly Billing Project has two major components: 1) upgrade the Cayenta software from version 7.5.2.13 to 7.5.3.18 - implemented 9/17/2012; and 2) implement monthly billing (for quarterly meter reading). The electronic bill distribution component, previously included in the Project has been cancelled by the Water Bureau. The upgrade component was completed and placed in operation on 9/17/2012. Cayenta delivered the major defect corrections for Monthly Billing as required by 5/31/2013. The Project staff has conducted testing of the defects followed in July with full regression testing. In August, the Water Bureau staff completed user acceptance testing. A final round on acceptance testing was completed the week of 9/3/2013. End user training is scheduled to begin the week of 9/9/2013. The new billing cycle is scheduled to be implemented 10/7/2013. As of the date of our report, there were no major defects or obstacles to the scheduled implementation.*	
Changes since Last Report	*None*	
Current Recommendations	*Complete end user training in September. Complete cut-over activities for current budget billing customers.*	
Status of Prior Recommendations	*Prior recommendations: 1) Criteria for acceptance of the stabilization period related to the Cayenta upgrade before beginning the monthly billing implementation activities (July 2012) - Completed and approved by Water and Revenue Bureaus -* ***issue closed*** *; 2) An integrated, resource-loaded project plan should be prepared covering all three project components - Project Sponsor and Project Manager should finalize plan -* ***issue closed*** *; 3) Weekly planning meetings should be instituted between the Project Manager and the Water Bureau (July 2012) - Meetings are being held weekly -* ***issue closed*** *; 4) User training materials for upgrade (August 2012) - Completed -* ***issue closed*** *; 5) Cost analysis for e-bill distribution completed and approved by Bureau Director and Commissioner (August 2012) -* ***issue closed;*** 6) Criteria for QRMS production - ***issue closed*** ; 7) Update Risk Log - ***issue closed;*** *8) Develop acceptance test scenarios for monthly billing -* ***in process*** *; 9) Bureau directors meet with Cayenta management to confirm quality and schedule of software delivery -* meeting held 3/7/2013 **- *issue closed;*** 10) Prepare formal response and appropriate contractual documents for Cayenta before proceeding further with the project (April 2013) - ***task order signed, issue closed*** ; 11) Update project plan and budget (April 2013) - Plan updated 5/31/2013 - **issue closed**.	
Individuals Interviewed/Dates	*Marci Reese, Billing Supervisor (Water Bureau) 9/3/2013; Julie Shervey Technical Project Manager (Revenue Bureau) 8/26/2013; and Kathy Koch, Project Sponsor (Water Bureau) 8/26/2013*	
Documents Reviewed/Dates	*Documents reviewed: project weekly status reports (6/7/2013, 6/24/2013, 7/5/2013, 7/24/2013, 7/30/2013, 8/9/2013, 8/23/2013)*	
Meetings Attended/Dates		