Monthly Water/Sewer Statements
November 13, 2013

Submitted by:

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Agenda

- Current Status
- Next Milestones
- Project Budget Planned vs. Actual
- Project Schedule Planned vs. Actual
- Issues, Dependencies and Impacts
- Questions

TOC: Monthly Water/Sewer Statements Update

Current Status - Monthly Statements

- Cutover was scheduled for October 5, 2013
  - Based on final bill print testing results, and one Cayenta issue, cutover was postponed for one week.

- Monthly Statement functions were rolled out on October 11, 12 and 14
  - Upgrades to the application, customer self service, PortlandOnline, and bill print were made.
  - These tasks were performed by Revenue Business Solutions Team, BTS Web Services, BTS Server Team, and Cayenta
  - The first monthly statements, for accounts converted from Budget Billing, were sent out October15.
  - Business Solutions is monitoring and responding to issues.
    - As of October 16, ten issues had been identified and resolved. One issue was pending with Cayenta, and there were bill print corrections to be made
    - As of November 13, eleven issues have been identified and resolved. Only one bill print update remains to be released in production.

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Next Milestones

	Planned	Actual
• Acceptance Testing	8/19/13	8/19/13
• Final Acceptance	9/06/13	9/09/13
• Training end users	9/9-10/4/13	10/4/13
• Cutover	10/5/13	10/12/13
• Support and Transition	10/14-11/1	10/14-11/1
• Implementation of Online Enrollment	Jan, 2014	

Project Triple Constraint Tracking

	Initial Estimate at TOC Intake as of date: 12/2/2011	**Planned at Baseline** date: 6/29/12	**Current Revision** date: 4/15/2013
Expected Completion	June 1, 2012	January, 2013	October, 2013
Confidence Level	Very Low	Low	Medium
Budget	$100,000	$160,000	$270,000
Confidence Level	Low	Low	High
Scope Stability Confidence Level	Very Low	High	High

Initial Estimate: The estimated schedule (including completion date), project budget and scope as reported at TOC intake

Planned at Baseline: The project baseline is the planned schedule, project budget and scope once the project has been fully defined. The baseline is generally set before project execution begins.

Current Revision: If changes are approved to the project baseline, the updated project schedule and budget must be reported in the Current Revision category above.

Confidence Level:

Very High 85-95% - Extremely low likelihood of missing current schedule, budget and scope targets.
High 70-84% - Low likelihood of missing current schedule, budget and scope targets.
Medium 50-69% - Moderate likelihood of missing current schedule, budget and scope targets.
Low 30-49% - High likelihood of missing current schedule, budget and scope targets.
Very Low 10-29% - Extremely high likelihood of missing current schedule, budget and current scope targets.

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Project Budget

Item	Forecast	Actual	Balance	Notes
Professional Services	$91,350	$91,350	$0	*Cayenta (upgrade & monthly billing)*
Other	$40,000	$35,356	$4,644	*Pacific Consulting amended work order for $20k Dec 2012*
Professional Services	$45,000	$45,000	$0	**Cayenta Work Order (FY 12/13)*
Professional Services	$54,000	$49,386	$4,614	*Cayenta Amended work order Oct 2012*
Professional Services	$39,990	$0	$39,990	*Cayenta Work Order April 2013*
Total	$270,340	$221,092	$49,248	

Budget Variance: Describe budget variance cause and effect.

*Monthly billing voluntary enrollment enhancement (end user and Web). Work order to be paid from FY 12/13 budgeted professional services.

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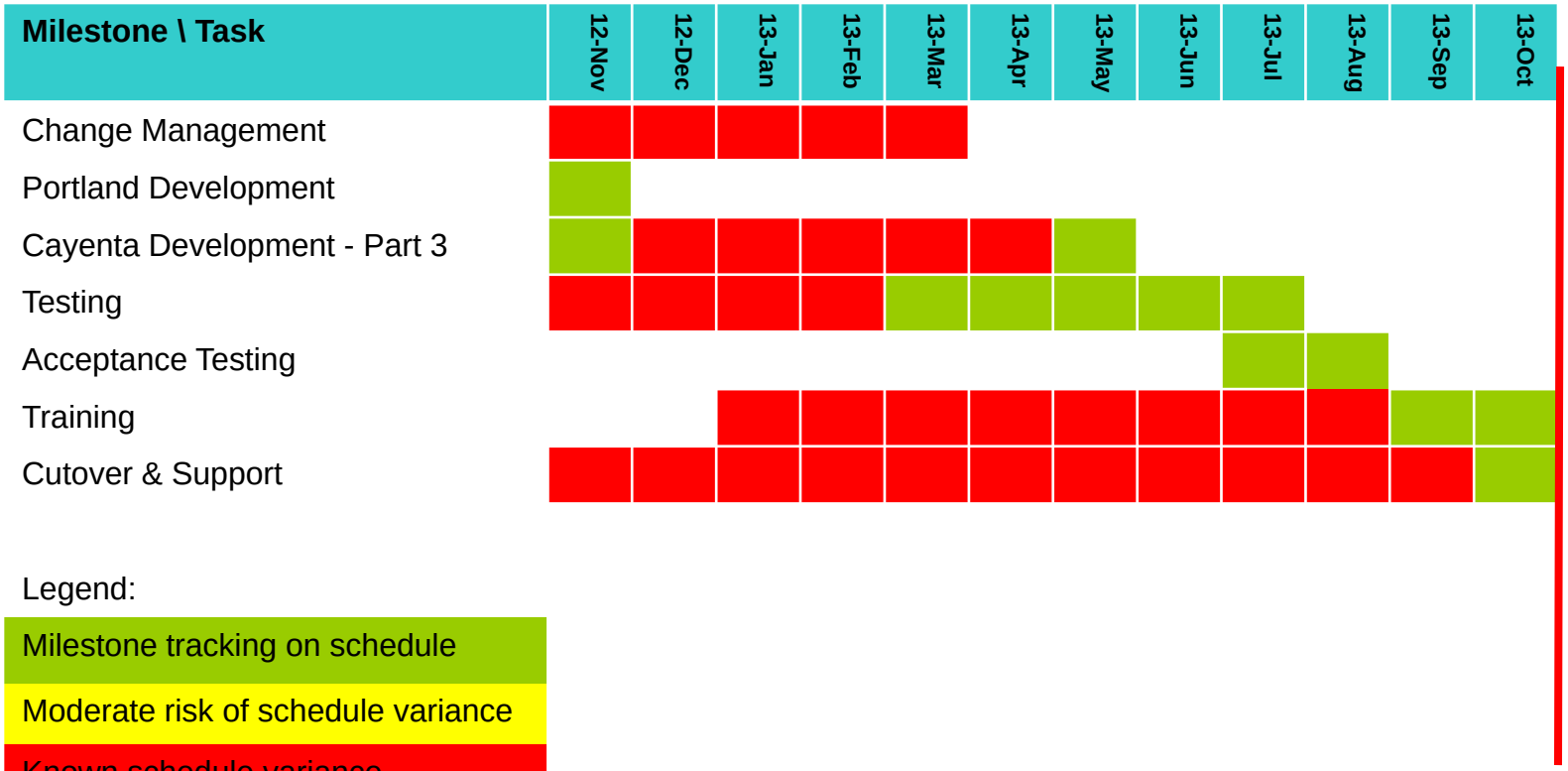
Milestone Based Budget Performance

Project Milestones Project Start 1/09/12 – Finish 10/7/13	Milestone Dates	Budget at Completion BC	Actual Cost as of 6/30/13 AC	Actual – Schedule Comp ASC	BPI = (AC/BC)/ ASC
Milestone 1 - Upgrade to 7.5.3.18 (revised go-live date from 7/14 to 9/15)	1/09/12 – 9/15/12	$35,950	$45,379	100%	1.26
Milestone 2 – Cayenta Dev (Part 1 revised del date from 5/15 to 6/14)	4/02/12 – 6/14/12	$31,500	$32,156	100%	1.02
Milestone 3 – Portland Dev & Testing – Added $16,900 Oct Change Order*	8/06/12 – 2/25/13	$33,800*	$23,392	100%	.69
Milestone 4 – Cayenta Development (Part 2 Registration Process – online)	8/06/12 – 10/1/12	$45,000	$45,000	100%	1.00
Milestone 5 – Cayenta Development & Support (Part 3)Oct Change order*	10/1/12 3/31/13	$44,100*	$39,809	100%	.90
Milestone 6 – 50% of 'not to exceed' work order for $39,990 – After Acceptance Testing	8/23/13	$19,995	$0	100%	0
Monthly Statement Implementation (Cutover & Support)	10/14/13	$19,995	$0	100%	0

Project Schedule



Legend:

Milestone tracking on schedule
Moderate risk of schedule variance
Known schedule variance

Schedule Variance: Project schedule now tracked against baseline adopted April 2013

Issues, Dependencies and Impacts

Bill Print corrections need to be packaged, tested, scheduled and rolled out

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Questions