

## Technology Oversight Committee Quarterly Report (July – September 2016)

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### **PART I – Technology Project Oversight in the City of Portland**

July – September 2016

#### **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 an update to BTS Administrative Rule (A.R.) 4.01 – Technology Project Intake as well as 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:

| <u>Appointed by</u>   | <u>Member</u>   |
|-----------------------|---|
| Mayor Hales           | Wilfred Pinfeld, PhD  |
| Commissioner Fish     | Ken Neubauer<br>Director Platform Engineering, Standard Insurance |
| Commissioner Fritz    | Dyanna Garcia   |
| Commissioner Novick   | Joshua Mitchell<br>Chief Technology Officer, Drupal Association   |
| Commissioner Saltzman | Michael Lynch   |

### **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.

### **Project Management**

Staff from Office of Management & Finance (OMF) Business Operations and OMF Bureau of Technology Services provide committee support and technical expertise to the TOC.

There were no major developments this quarter. All the templates and tools are working well.

### **New Projects under TOC Oversight**

- none
- anticipated: Data Center Move project, SAP Enterprise Asset Management

### **Projects reviewed**

- Invoice Cloud electronic bill presentation and payment system
- 5E telephone switch migration

## **PART II – Summary of Technology Projects under TOC Oversight**

July – September 2016

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**Project name:** Information Technology Advancement Project (ITAP)  
**Bureau:** Bureau of Development Services (BDS)

### **Project Description:**

This project develops a paperless permit and case management process and allows complete, online access to the permitting and case review services. Project deliverables include digitization and online access of historical permits 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 TOC continues to have concerns around project duration, budget, scope, and overall performance.

### **Major Accomplishments this Quarter:**

- ProjectDox pilot first reviews are complete; a second project is being considered.

### **Upcoming Milestones next Quarter:**

- Project will re-examine scope of work.

### **Risks, Concerns, Comments from TOC:**

- TOC requests clear documentation of the criteria that define “success”
- TOC requests a list of deliverables for what will be accomplished in each work order

**Project Name:** BDS IT Advancement Project (ITAP)  
**Bureau:** Bureau of Development Services  
**Reporting Date:** through May 2016 – contract expired

|  | <b>Initial Estimate at TOC Intake</b><br>date: 3/7/2012<br>This was a speculative amount only.   | <b>Planned at Baseline*</b><br>date: 7/1/2013  | <b>Current Revision</b><br><i>(Based on Phase One Planning and Analysis as of date: 8/1/14)</i>                           | <b>QA Assessment</b> |     |      | <b>TOC Assessment</b> |     |      |
|--|--|--|---|----------------------|-----|------|-----------------------|-----|------|
| <b>Expected Completion</b>                 | May 29, 2015   | <b>December 2015</b><br>Project schedule will be finalized during Project Phase 1 – Formal Project Plan  | Winter 2015-16  | July                 | Aug | Sept | July                  | Aug | Sept |
| Confidence Level                           | <b>Low</b>   | <b>Medium</b>  | <b>Medium</b>   | Red                  | Red | Red  | Red                   | Red | Red  |
| <b>Budget</b>                              | <b>Approx. \$8.2 mil</b><br>\$2.75 mil in vendor services and software license costs <u>plus</u> \$5.5 mil in City capital costs (Ordinance allowing BDS to start RFP process included \$3 mil vendor service and license costs) | <b>Approx. \$11.8 mil</b><br>\$6 mil in vendor services and software license costs <u>plus</u> \$5.8 mil in City capital costs (vendor costs does not include approx. \$1 mil for 5-years of maintenance fees or \$0.8 mil in vendor support post go-live) | <b>Approx. \$11.8 mil</b><br>Change in schedule may cause increase in City capital costs. (Budget changes not yet known.) | Red                  | Red | Red  | Red                   | Red | Red  |
| Confidence Level                           | <b>Low</b>   | <b>High</b>  | <b>Medium</b>   | Red                  | Red | Red  | Red                   | Red | Red  |
| <b>Scope Stability</b><br>Confidence Level | <b>High</b>  | <b>High</b>  | <b>High</b>   | Red                  | Red | Red  | Red                   | Red | Red  |

\*NOTE: Scope and budget baselined on 7/1/2013 at \$11.