

Agenda No. 278

REPORT

Accept the Quarterly Technology Oversight Committee Report from the Chief Administrative Officer (Report)

PART I – Technology Project Oversight in the City of Portland

January — March 2021

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

Introduced by

Mayor Ted Wheeler

Bureau

Management and
Finance
Technology Services

Prepared by

Ethan Cirimo

Date Prepared

April 14, 2021

Requested Council Date

April 28, 2021

Requested Agenda Type

Time Certain 9:45 am
30 minutes requested

Date Filed with Clerk

April 20, 2021

Citizen Oversight

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

Mayor Wheeler - Wilfred Pinfold
Commissioner Mapps - Jimmy Godard
Commissioner Ryan - Leland Knell
Commissioner Rubio - Dyanna Garcia
Commissioner Hardesty - Victoria Trapp

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.

Projects under TOC Oversight

- Integrated Tax System (ITS)

Projects under TOC Review

- No new projects under TOC Review this quarter

PART II – Summary of Technology Projects under TOC Oversight

Project name: Integrated Tax System (ITS)

January — March 2021

Bureau: Office of Management & Finance

Project Description:

The project will implement an integrated tax system solution that provides portal self-service and eFiling for users and stores Federal Taxpayer Information (FTI). Deliverables include a customer-centric interface and a system that integrates data from multiple data sources and satisfies requirements for tax administration of all current and future tax types

Major accomplishments January through March 2021:

Status for the R2 and R3 releases:

- R2 went live on 3/29/2021!
- Testing began first week of January and is complete
- New interfaces testing is complete
- Two ordinances to support the addition of Multnomah County personal income tax have been passed by City Council and the scope folded into the R2 and R3 project timeline
 - The scope of R2 was significantly smaller than R1 or R3, thus the schedule moved more quickly, and the overall risk is moderate
- Metro Business mailer (to ~ 140K businesses) has been completed
- Payroll Company interface progresses well
 - Wave 1 (of two waves) payroll company participants have started testing
- Bank interface also tracking well
 - Test file was received

- Awaiting identification number so payroll companies can submit a test file
- Concern: our QA vendor, MC2, was not engaged for R2
- Payroll Service Providers do not display urgency to test, however, testing window often extends past “Go Live” for these partners
- Business Process Change Analyst is determining R2 documentation needs

Upcoming milestones next quarter:

- Ramp up R3 Definition Meetings
- Continue personnel actions to increase staffing for R3
- Planning for Rollout 3 continues (January 10, 2022 Go-Live):
 - Returns
 - Financial Accounting
 - e-Services
- Planning for Rollout 4 on the horizon (July 11, 2022 Go-Live)
 - Audit
 - Data warehouse
 - Discovery

Risks, concerns, comments from TOC:

No new risks, concerns, or comments from the TOC.

PART III – Summary of Technology Projects under TOC Review

January — March 2021

No new technology projects under TOC review at this time.

Action Taken:

Commissioners voted as follows (Yea or Nay)

Rubio -

Ryan -

Hardesty -

Mapps -

Wheeler -

Technology Oversight Committee Quarterly Report (January — March 2021)

PART I – Technology Project Oversight in the City of Portland

January — March 2021

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>Represented by</u>	<u>Member</u>
Mayor Wheeler	Wilfred Pinfeld, PhD, CEO urban.systems, Inc.
Commissioner Mapps	Jimmy Godard
Commissioner Ryan	Leland Knell
Commissioner Rubio	Dyanna Garcia
Commissioner Hardesty	Victoria Trapp Strategic Business Consultant, ATUM 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.

Exhibit A

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.

Projects under TOC Oversight

- Integrated Tax System (ITS)

Projects under TOC Review

- No new projects under TOC Review this quarter

PART II – Summary of Technology Projects under TOC Oversight

January — March 2021

Project name: **Integrated Tax System (ITS)**
Bureau: Office of Management & Finance

Project Description:

The project will implement an integrated tax system solution that provides portal self-service and eFiling for users and stores Federal Taxpayer Information (FTI). Deliverables include a customer-centric interface and a system that integrates data from multiple data sources and satisfies requirements for tax administration of all current and future tax types

Major accomplishments January through March 2021:

Status for the R2 and R3 releases:

- R2 went live on 3/29/2021!
 - Testing began first week of January and is complete
 - New interfaces testing is complete
 - Two ordinances to support the addition of Multnomah County personal income tax have been passed by City Council and the scope folded into the R2 and R3 project timeline
 - The scope of R2 was significantly smaller than R1 or R3, thus the schedule moved more quickly, and the overall risk is moderate
 - Metro Business mailer (to ~ 140K businesses) has been completed
 - Payroll Company interface progresses well
 - Wave 1 (of two waves) payroll company participants have started testing
 - Bank interface also tracking well
 - Test file was received
 - Awaiting identification number so payroll companies can submit a test file
 - Concern: our QA vendor, MC², was not engaged for R2
 - Payroll Service Providers do not display urgency to test, however, testing window often extends past “Go Live” for these partners
 - Business Process Change Analyst is determining R2 documentation needs
- **Upcoming milestones next quarter:**
- Ramp up R3 Definition Meetings
 - Continue personnel actions to increase staffing for R3
 - Planning for Rollout 3 continues (January 10, 2022 Go-Live):
 - Returns
 - Financial Accounting
 - e-Services

Exhibit A

- Planning for Rollout 4 on the horizon (July 11, 2022 Go-Live):
 - Audit
 - Data Warehouse
 - Discovery

Risks, concerns, comments from TOC:

No new risks, concerns, or comments from the TOC.

PART III – Summary of Technology Projects under TOC Review January — March 2021

No new technology projects under TOC review at this time.

Project Name: Integrated Tax System (ITS) R2 — R4 Rollouts
Bureau: Office of Management & Finance
Reporting Date: 28 April 2021

	Initial Estimate at TOC Intake 10/2020	Planned at Baseline	Current Revision	QA Assessment Red, Yellow, Green			TOC Assessment Red, Yellow, Green		
				January	February	March	January	February	March
Expected Completion	4/2022	4/2022							
Confidence Level	High	High							
Budget	\$27.38m	\$27.38m							
Confidence Level	High	High							
Scope Stability									
Confidence Level									

QA vendor not yet engaged on ITS R2

IMPACT STATEMENT

Legislation title: Accept the Quarterly Technology Oversight Committee Report from the Chief Administrative Officer (Report)

Contact name: Ethan Cirimo

Contact phone: 503-823-3772

Presenter name: Jeff Baer, Bureau of Technology Services Director

Purpose of proposed legislation and background information:

This report covers the activity from October through December 2020. The report summarizes the status of the technology projects under the Technology Oversight Committee's (TOC) purview.

Financial and budgetary impacts:

This action does not have any costs to the City.

This action does not affect current or future staffing levels.

This action does not create or modify any financial obligation.

Community impacts and community involvement:

The report will inform Council on the progress of the TOC. The community will benefit from the increased accountability and transparency of City technology projects.

The committee is made up of five members of the public who were each selected by a City Council member. These community members have been involved in creating the committee operating principles and procedures. They reviewed the draft of this report and provided feedback.

The continued involvement of public members is expected for the duration of this committee. Members of the TOC may testify at Council when the reports are presented.

Budgetary Impact Worksheet

Does this action change appropriations?

YES: Please complete the information below.

NO: Skip this section

Fund	Fund Center	Commitment Item	Functional Area	Funded Program	Grant	Sponsored Program	Amount