

**Quarterly Status Reports**  
**OMF Cross-Functional Teams**  
**June 2012**

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# Banking Efficiencies

## OMF Cross-Functional Team

### Quarterly Status Report June 2012

<b>Team Sponsor(s)</b>	<b>Team Lead</b>	<b>Date of Last Report</b>	<b>Date of this Report</b>
Thomas Lannom, Rich Goward	Michael Montgomery, Robert Kinningham, Janice Hammond Getten	None	June 2012
<b>Project Purpose</b>	The banking industry has been evolving with new online processes becoming available. Could any of those be implemented by the Revenue Bureau? Identify efficiencies and recommend how those can be implemented.		
<b>Goals and Deliverables</b>	Streamline Revenue Bureau banking transactions such as check handling, deposits and the SAP document entry		
<b>Project timeline</b>	Chris Petersen of Burroughs Corporation has provided assurances that they are actively working on releasing a Windows 7 upgrade for Water's remittance processing system. The new software should be released around October 2012.		
<b>Team members</b>	Michael Montgomery, Robert Kinningham, Janice Hammond Getten, Robyn Deeb		
<b>Other changes</b>	A representative from BTS has been added to the team. A severe issue was brought to our attention by BTS representative Robert Kinningham that will require this team to wait for a decision to be reached by the Water Bureau. Water's remittance processing system will become Windows 7 compliant based on the most recent information from Burroughs.		
<b>Current Status</b>	One of the previous issues has been dealt with. A separate account for Leaf Fee payments via online access has been set-up so those payments will show on a payors statement as a Leaf Fee payment. The other issues of correcting how Leaf Fee payments are endorsed and the creation of Business Tax electronic deposit files by the Water Bureau's payment processing system are currently on hold pending a decision by Water as explained above.		
<b>Next Step</b>	Water will initiate an upgrade project with Burroughs when the Windows 7 compliant software is released. Tentative release set for October 2012. Upgrade will take approximately 60 days.		

# Benefits SAP Solution

## OMF Cross-Functional Team

### Quarterly Status Report June 2012

Team Sponsor(s)	Team Lead	Date of Last Report	Date of this Report
Anna Kanwit, Richard Goward, Satish Nath	Cathy Bless	Standing	June 30, 2012
<b>Project Purpose</b>	Develop the scope, timeline and cost to implement and maintain the SAP benefits module for active. Retiree, COBRA and other continuation participants benefit administration		
<b>Goals and Deliverables</b>	The Goal of this project and cross functional team is to facilitate the implementation of active, and continuation participant (e.g. retiree, COBRA, other continuation participants) benefit administrative services within the appropriate SAP modules.		
<b>Project timeline</b>	<p>Project Timeline:</p> <ul style="list-style-type: none"> <li>• September 2011: Project Plan Development <ul style="list-style-type: none"> <li>○ Key Deliverable: Provide plan sponsors with project plan September 30, 2011</li> </ul> </li> <li>• Interim Integrated Benefits Solution RFP, contract, implementation and Go-Live <ul style="list-style-type: none"> <li>○ Key Deliverable: Develop scope of service and contract by July 1, 2012</li> <li>○ Key Deliverable: Configuration, interface development and Testing by September 30, 2012</li> <li>○ Key Deliverable: Go-Live October 1, 2012</li> </ul> </li> <li>• Develop understanding of SAP benefits module capabilities and scope of service <ul style="list-style-type: none"> <li>○ Project timeline is tied to re-configuration of time and payroll modules to be completed by January 2013</li> <li>○ Key Deliverable: Report to plan sponsors a full understanding of interdependencies, scope and functionality confirming readiness for blue printing and object specification. March 2013</li> </ul> </li> <li>• Blue Printing and Object Specification <ul style="list-style-type: none"> <li>○ Review established requirements and finalize project scope</li> <li>○ Identify standard/customization functionality</li> <li>○ Identify requirements not configurable and manual processes</li> <li>○ Identify implementation timeline and relevant milestones</li> <li>○ Anticipate and determine stabilization requirements after go-live</li> <li>○ Determine on-going support needs</li> <li>○ Determine interface needs and requirements</li> <li>○ Key Deliverable: Blue Printing and Object Specification report to plan sponsors October 1, 2013</li> </ul> </li> <li>• Finalize scope, cost, ROI <ul style="list-style-type: none"> <li>○ Key Deliverable: Develop final reporting with recommendations/vetting for plan sponsors and CAO, January 30, 2014.</li> </ul> </li> <li>• Secure Appropriate Staff/Initiate requirements for consulting services – March 1, 2014 – July 1, 2014</li> <li>• Configuration and Unit Testing - August 1, 2014 – November 30, 2014</li> <li>• Realization and Integration – December 1, 2014 – February 28, 2015</li> <li>• Parallel Testing – March 1, 2015 – June 30, 2015</li> </ul> <p>Transition from Live System to SAP July 1, 2015 – August 31, 2015</p>		
<b>Team members</b>	Cathy Bless, Tom Schneider, Mark Schackart, Jane Kingston, Pat Green		

<b>Other changes</b>	There are no changes since the development of the project charter
<b>Current Status</b>	<p>The Benefits Office, BTS and Procurement have successfully completed the contracting phase of this project with the interim integrated benefits solution vendor. The vendor selected is Benefitfocus. This phase of the project was completed timely and resulted in a successful scope of work and contract document approved by all appropriate parties.</p> <p>The only material barrier identified within the contracting phase of this project was regarding payment processing for continuation participants. The vendor could not meet the State and/or internal City requirements to hold and collateralize City funds in a State of Oregon registered depository. The solution identified was to keep the payment transactions in-house and post payments within the system. All other administrative enhanced capabilities remain for continuation participants. Should a workable solution be developed and agreed, this could be managed through a contract amendment.</p> <p>Parallel to the RFP, the Benefits Office was able to schedule sessions with the Los Angeles Unified School District, the City of San Diego and the Commonwealth of Pennsylvania to gather information and lessons learned on their SAP Benefits implementation projects. Each had different approaches to administration of benefits and how the Benefits module was configured. Each had a different level of customization and/or manual processes in.</p>
<b>Next Step</b>	<p>The next phase of this project will be to implement the administrative services within the interim benefits contract. There is a very tight timeline for implementation. The Benefits office and BTS have provided the vendor with requirements for interfaces, single sign-on, business rules related to benefits, eligibility, elections and vendor contacts.</p> <p>Key Deliverable: Configuration, interface development and Testing by September 30, 2012</p>

## CityFleet Taxicab and LPT Vehicle Inspections OMF Cross-Functional Team

### Quarterly Status Report June 2012

Team Sponsor(s)	Team Lead	Date of Last Report	Date of this Report
Thomas Lannom, Bryant Enge	Kathleen Butler, John Hunt	None	June 2012
<b>Project Purpose</b>	Improve the private for-hire permitting program vehicle inspection process to provide: <ul style="list-style-type: none"> <li>– Better protection of public safety through direct inspections;</li> <li>– Improved convenience to company owners by decreasing the number of inspecting agencies;</li> <li>– Inspections that meet recognized best practices in the industry.</li> </ul>		
<b>Goals and Deliverables</b>	<ol style="list-style-type: none"> <li>1. Team leads have begun review of the current process, and have begun to outline a process for Fleet inspections to meet City Code and permit renewal cycles.</li> <li>2. City Attorney’s office will provide advice on any liability issues.</li> <li>3. Detailed inspection protocols will be reviewed by stakeholders.</li> <li>4. The program will be designed to provide full program cost recovery for Fleet and Regulatory.</li> <li>5. Team leads will prepare draft outline of the proposed inspection process for approval by Bureau Directors.</li> <li>6. Any necessary Code or Administrative Rule language changes will be drafted by Kathleen Butler, and reviewed by John Hunt, and submitted for approval to Bureau Directors.</li> <li>7. Additions to the program, such as joint Regulatory/Fleet ad-hoc inspections in the field, are planned for the future.</li> </ol>		
<b>Project timeline</b>	May 15, 2012: Initial Draft of Proposal June 15, 2012: Complete Stakeholder Review of Proposal July 15, 2012: Final Proposal and Process Documents July 31, 2012: Approval by Bureau Directors August 31, 2012: Necessary Code Changes and/or Administrative Rule Changes to Council October 1, 2012 Begin Fleet Inspection of Private For-Hire Transportation Vehicles		
<b>Team members</b>	Kathleen Butler, Revenue Frank Dufay, Revenue Patrick Kramer, Revenue Lauren Wolfe, Revenue John Hunt, Fleet		
<b>Other changes</b>	Several issues requiring additional research were identified at our group meeting on May 14. No changes at this time, but we are in a research phase that may result in some adjustments to the scope of work.		
<b>Current Status</b>	Regulatory Division staff is seeking additional detail regarding best practices and scope of work for similar programs in other jurisdictions.		
<b>Next Step</b>	When additional research has been compiled, working group will reconvene for another discussion of scope of work. Once scope of work is agreed, work will begin on implementation plans, forms, data sharing and billing methods.		

## Contract Vendor Compliance OMF Cross-Functional Team

### Quarterly Status Report June 2012

Team Sponsor(s)	Team Lead	Date of Last Report	Date of this Report
Thomas Lannom, Bryant Enge	Allen Buller	None	June 2012
<b>Project Purpose</b>	To improve the City's efficiency, accuracy, ease of use and timeliness in completing vendor's business license tax and EEOC requirements. (City Ordinance #178906 requires that City vendors comply with local business income tax laws; ordinance #165383 requires compliance with Equal Employment Opportunity requirements as a condition for conducting business with the City of Portland)		
<b>Goals and Deliverables</b>	<ol style="list-style-type: none"> <li>1. Review the process of identifying business tax compliance with City of Portland vendors.</li> <li>2. Identify opportunities to improve accuracy, efficiency, and ease of use of verification systems by both the vendors and City staff.</li> <li>3. Review ongoing audit recommendations as they become available.</li> <li>4. Begin a weekly communication between the Revenue Bureau and</li> <li>5. Accounting to provide new vendors who have registered with the Revenue Bureau. Ideally, the same process would happen with respect to the EEOC process.</li> <li>6. Complete the work order that would allow more automation between BLIS and SAP.</li> </ol>		
<b>Project timeline</b>	The individual assigned to SAP-EBID & SAP-BLIS interface work has been re-assigned and I am waiting for an update.		
<b>Team members</b>	Allen Buller, Revenue Barb Gibson, Procurement Anne Hawley, EBS John Maloney, Accounting		
<b>Other changes</b>	A Vendor Registration Form has been completed. The need for a Vendor Portal has been identified. Developing EFT is a function currently being performed by Central Accounting and in some other bureaus on a local level. There is no need to duplicate these efforts.		
<b>Current Status</b>	Two events resulted in a slowdown with this CFT: Tax season with the Revenue Bureau & reassignment of priority for EBS/BLIS interface due to work deemed a higher priority in EBS. It should also be noted that Procurement Services is in their "stretch run" for FY 11-12.		
<b>Next Step</b>	Reconvene to refocus CFT priorities. Finish interface with SAP-BLIS. EFT Payments. Because Procurement currently administers virtually all functions of the vendor process, they will be the "project owner" for location of the centralized location of the "one-stop shopping" approach for City Vendors.		

# Diversity Development

## OMF Cross-Functional Team

### Quarterly Status Report June 2012

Team Sponsor(s)	Team Lead	Date of Last Report	Date of this Report
Thomas Lannom Jane Braaten	Abby Coppock	N/A	July 2012
<b>Project Purpose</b>	The OMF Diversity Development Committee helps ensure that the culture and workplaces of OMF embrace diversity and OMF employees have the tools available to practice inclusivity.		
<b>Goals and Deliverables</b>	<p>The OMF Diversity Committee's action items for 2012 include:</p> <ul style="list-style-type: none"> <li>▪ Monitoring the percentage of OMF employees who have signed workplace expectations on harassment and discrimination, completed 2.2 training, and attended City-sponsored diversity training (On-going).</li> <li>▪ Monitoring the percentage of OMF managers who have attended City-sponsored diversity training and Rule 2.2 training (On-going).</li> <li>▪ Pilot social and cultural opportunities for OMF employees to build cross-bureau relationships, increase team work, and celebrate cultural diversity (On-going).</li> <li>▪ Coordinate with the new Office of Equity and Human Rights (On-going).</li> <li>▪ Coordinate two OMF-wide employee training events in 2012 and begin planning for training in 2013 (Spring 2012).</li> <li>▪ Review and update content for the OMF Diversity web page (Summer 2012).</li> <li>▪ Pilot a coffee hour for new OMF employees (Fall 2012).</li> </ul> <p>Recommend to the OMF Leadership Team that an OMF employee survey be conducted in preparation for the next OMF Diversity Plan to identify organizational strengths, opportunities for growth, potential training topics, etc (Fall/Winter 2012).</p>		
<b>Project timeline</b>	Ongoing.		
<b>Team members</b>	Financial Services - Peter Scherer Human Resources - Christopher Parra BIBS CityFleet – Dan Smith BIBS Facilities - Danielle Brooks BIBS P&D - Matthew Spitulski BIBS Procurement - Theresa Green BIBS Risk - Becky Chiao Revenue Bureau - Kita Xayachack Technology Services - Penelope Luedtke Business Operations - Abby Coppock (Chair) Enterprise Business Solution - Jen Clodius		
<b>Other changes</b>	None		
<b>Current Status</b>	<p>The committee coordinated two successful trainings for OMF employees in spring 2012. One training was on Unconscious Bias in the Workplace and the other was on Emotional Intelligence. Both events were well attended and well received. See attached for evaluation results.</p> <p>The committee is currently organizing weekly Wednesday walks the month of July to promote team building and cross-bureau relationships among OMF employees.</p>		
<b>Next Step</b>	Committee Sponsor will be sending memo to members' supervisors this next week as a reminder of member responsibilities and action items for 2012. Preparations will begin for a pilot coffee hour for new OMF employees to be held in September.		

**ESS/MSS**  
OMF Cross-Functional Team

Quarterly Status Report  
June 2012

<b>Team Sponsor(s)</b>	<b>Team Lead</b>	<b>Date of Last Report</b>	<b>Date of this Report</b>
Satish Nath, Jane Braaten, Anna Kanwit	Sue Campbell	NA	7/17/2012
<b>Project Purpose</b>			
Improve user experience for time entry and provide an electronic solution for managers to review and approve time			
<b>Goals and Deliverables</b>			
Improve and automate time capture and the approval process by delivering: <ul style="list-style-type: none"> <li>• Time capture, time approval and leave request approval business process flow charts and solution process design documents</li> <li>• List of employees for roll-out</li> <li>• New timesheet application</li> <li>• New time approval application</li> <li>• New leave request solution</li> <li>• Security role updates as necessary</li> <li>• External audit report and approval tracking report</li> <li>• Training plan and deployment</li> </ul>			
<b>Project timeline</b>			
		<b>Project Milestone</b>	<b>Project Delivery Date</b>
		Preparation	4/30/2012
		Business Blueprint	6/30/2012
		Development and Testing (Realization)	09/30/2012
		Go Live	10/15/2012
		Full OMF Rollout	12/31/2012
<b>Team members</b>			
Jane Braaten Jane Kingston Elyse Rosenberg Terri Williams Satish Nath Rick Schulte Trikanth Basetty Sue Campbell			
<b>Other changes</b>			
n/a			
<b>Current Status</b>			
The effort to bring a new time entry user interface and electronic time and leave approval to OMF is in the realization phase. The applications are being designed, built and tested. Pilot activities will begin in August and proceed through the fall – Project progress will be interrupted for system patch activities in the October/November timeframe. EBS staff is coordinating to determine the impact of the Time and Payroll rewrite project on this effort. We are also in the process of adding a second development resource to speed our efforts.			
<b>Next Step</b>			
A pilot of the new timesheet interface is scheduled to begin in mid-to-late August.			



**FMLA Workbench**  
OMF Cross-Functional Team

Quarterly Status Report  
June 2012

Team Sponsor(s)	Team Lead	Date of Last Report	Date of this Report
Anna Kanwit, Satish Nath	Judy Bishop	none	7/18/12
<b>Project Purpose</b>	<p>FMLA Coordinators in each bureau maintain individual spreadsheets to document family medical leave administration and manually compile information from the HCM and Time Management systems to process leave requests and track leave usage.</p> <p>The purpose of implementing the SAP FMLA Workbench is to use a central system that interfaces directly with the HCM and Time Management systems to evaluate eligibility, track leave usage, and document/monitor the administrative process. The end result is to ensure consistent policy application, and leverage the investment in the City's enterprise system.</p>		
<b>Goals and Deliverables</b>	<ul style="list-style-type: none"> <li>• Redesign business processes to achieve maximum benefits in service, compliance and productivity</li> <li>• Replace outdated and costly "shadow" information systems and reduce "islands" of information</li> <li>• Make access to information easy and provide real-time data for improved decision making</li> <li>• Family medical leave business process flow charts</li> <li>• Streamlined attendance/absence codes linked to Time Management quotas</li> <li>• Conversion of existing family medical leave requests and related absence to FMLA Workbench (Note: Not necessary if implementation occurs on 01/01/2013)</li> <li>• Fully implement SAP FMLA Workbench functionality for employees</li> <li>• BHR Benefits reports for employee health and welfare eligibility tracking</li> <li>• Bureau and central program coordinator audit reports</li> </ul>		
<b>Project timeline</b>	<p>Blueprinting – Completed Sept. 2011            Gap Analysis – Completed Oct. 2011            Business Scenario Development – Nov. 2011-May 2012 (Postponed to complete during design)            Business Rule Update – Completed Jun. 2012            Survey of organizations using FMLA Workbench – To be completed 8/10/12            Design/Configuration – In-progress; est. completion mid-Oct. 2012            Prototype demonstration with SMEs            Testing – Est. completion mid-Nov. 2012            Implementation – Est. completion December 2012</p>		
<b>Team members</b>	Mark Schackart, Cindy Delozier, Tom Schneider, Judy Bishop		
<b>Other changes</b>			
<b>Current Status</b>	Design and development will commence based upon the recent availability of the updated business rules.		
<b>Next Step</b>	Surveying other organizations using the FMLA Workbench. This will inform configuration, specifically regarding OFLA state law, and potential modification of business processes and/or leave administration outside the workbench due to system limitations.		

**Office Move, Tenant Improvement and New Construction**  
OMF Cross-Functional Team

Quarterly Status Report  
June 2012

Team Sponsor(s)	Team Lead	Date of Last Report	Date of this Report
Mark Greinke, Bryant Enge	Myndi Fertal	None	June 2012
<b>Project Purpose</b>	To create a collaborative, standardized, single process which addresses project estimating, planning and project implementation with regards to all office moves, tenant improvements or new construction which requires technology upgrades and/or personnel moves. This work effort is expected to result in a high value customer experience.		
<b>Goals and Deliverables</b>	<p>Process is to be:</p> <ul style="list-style-type: none"> <li>• A single intake point in OMF for office moves, tenant improvements and new building construction requests;</li> <li>• A standardized single process for all user Bureaus;</li> <li>• Flexible and responsive to project needs and constraints;</li> <li>• Developed with a customer-centric focus;</li> <li>• Fully optimized and fully documented.</li> </ul> <p>Documentation is to be:</p> <ul style="list-style-type: none"> <li>• Developed for shared use by all internal business partners and customers. <ul style="list-style-type: none"> <li>○ Documentation includes; Project Charters, Scope Statements, Cost Estimates and Project Schedules and customer approvals.</li> <li>○ Scalable based on project status. <ul style="list-style-type: none"> <li>▪ Low Confidence (conceptual) estimate turnaround is quick; --% design completion.</li> <li>▪ Medium Confidence estimate turnaround within –days. Project bid date.</li> <li>▪ High Confidence number that bid award decision can now be based on.</li> </ul> </li> </ul> </li> </ul> <p>Organizational Collaboration is to be:</p> <ul style="list-style-type: none"> <li>• A shared customer-centric focus between the BTS, Facilities, Procurement Services;</li> <li>• A partnership between BTS, Facilities, Procurement Services which ensures goal alignment and a value-based collaboration for the mutual benefit of a positive customer experience for those who request OTC services from OMF. <ul style="list-style-type: none"> <li>– A single standardized process that is efficient, cost effective, duplicable and equally available to all user Bureau</li> </ul> </li> </ul>		
<b>Project timeline</b>	Kick-off: July 03, 2012 Estimated Target End Date: June 2013		
<b>Team members</b>	<p><b>Core Team:</b>  Myndi Fertal (BTS lead)  Jim Coker (Facilities)  Emily Rice (BTS PMO)  Cloy Swartzendruber (BTS Support Center)  Vinnie Puglia (BTS Communications)  Barb Gibson (Procurement)  Janene Edgerton (Facilities)</p>		

	<p><b>SME:</b>  Dan Bauer (BTS PMO)  Bob Ochs (BTS PMO)  Bob Kieta (Facilities)  Alida Thatcher (BTS Support Center)  Margie Polmateer (BTS Support Center)  Karen Bourbonnais (BTS Communications)  Jackie Jackson Freeman (BTS Communications)  TBD - BTS Communications inner/outer cable plant  Mike Croxton (BTS Communications)  Wendy Gibson (Facilites)</p> <p><b>TBD:</b>  Ralph Smith (BTS Financial Services)  Brad Stevens (Facilities Financial Services)</p>
<b>Other changes</b>	<p><b>Charter:</b> Various iterations of the Project Charter have been made by the Team Sponsors, Team Lead and a primary SME member. The Project Charter was ratified June 26, 2012.</p> <p><b>Team Members:</b> Team members with the appropriate knowledge, skills and abilities to assist with the success of the OCT project have been identified. A replacement member was also identified due to a key member's departure from the City.</p>
<b>Current Status</b>	<p>The OCT project has had occasion to start and stop multiple times. The initial draft of the Project Charter was created in December 2011. The Project Lead was assigned to a competing enterprise project effort. Because the Project Lead's time was diverted from the OCT project, the Charter was not ratified. By the time the enterprise project effort was completed near mid-March 2012, one of the Project Sponsors had departed the City of Portland and was replaced with another. This required a reintroduction of the OCT project to the new Project Sponsor.</p> <p>Following the reintroduction, the Charter from December 2011 was resurrected and redrafted. A meeting of the Project Sponsors, Project lead and primary SME member was held to discuss and agree to project goals, along with determining next steps towards finalizing the Charter and setting the kick off meet.</p>
<b>Next Step</b>	<p>A kick off meeting with all project team members is scheduled for July 03, 2013. Following the kick off, Core team members will meet to discuss team structure, milestones and timelines. Additionally, Core team members will also validate that the identification of all stakeholders has been completed.</p>

# OMF Continuity of Operations Plan (COOP)

## OMF Cross-Functional Team

### Quarterly Status Report June 2012

Team Sponsor(s)	Team Lead	Date of Last Report	Date of this Report
Bryant Enge; Betsy Ames; Mark Greinke	Celia Heron	None	June 2012
<b>Project Purpose</b>	Ensure OMF's Continuity of Operations Plan (COOP) has been evaluated and works in conjunction with other City bureaus' COOPs and their requirements for OMF services. Develop an ongoing mechanism for implementation (training, coordination) and periodic review/update of the COOP.		
<b>Goals and Deliverables</b>	<ul style="list-style-type: none"> <li>▪ An OMF COOP that represents a comprehensive, well-understood approach to preparation for, problem-solving and prioritization of providing and restoring essential services to City bureaus.</li> <li>▪ Implementation plan including training schedule for identified OMF staff</li> </ul>		
<b>Project timeline (Revised)</b>	<p><b>April – May:</b> Review and discuss components of OMF COOP and develop approach to the project.</p> <p><b>June:</b> Coordinate with PBEM and Disaster Policy Council efforts; further refinement of project approach, initial discussions of essential services and the limitations/risks to OMF's capacity to deliver them.</p> <p><b>June – September:</b> Work through three disaster scenarios to identify OMF essential functions and the capacity to deliver those to bureaus under given conditions.</p> <p>Provide and discuss this information to PBEM and through PBEM, to bureaus to inform the development of their respective COOPS</p> <p><b>October – November:</b> Review other bureaus' COOPs, with particular attention to OMF dependencies</p> <p>Refine/update OMF COOP; Develop ongoing steps to ensure adequate training, communication and coordination of OMF staff vis-à-vis COOP.</p>		
<b>Team members</b>	BHR – David Rhys BTS – Logan Kleier CAO's Office – Celia Heron CityFleet – John Hunt EBS – Kevin Campbell Facilities – Bob Kieta Financial Services – Jane Kingston and Jennifer Cooperman Procurement – Christine Moody Risk – Kate Wood		
<b>Other changes</b>	None.		
<b>Current Status</b>	The team has familiarized itself with the components of a COOP and reviewed relevant PBEM		

	<p>materials (such as the Basic Emergency Operations Plan) to confirm City expectations of OMF's roles and responsibilities in the event of disruption/disaster. We provided input to the Disaster Policy Council in June and have now begun the process of developing scenarios for three levels of disaster/disruption, so as to flesh out the essential OMF services that would be needed and the organization's capacity to deliver those services under the circumstances.</p>
<p><b>Next Step</b></p>	<p>Continue with scenario building, refinement of essential functions and the level of those services the City can expect, given the specifics of the disruption.  Communicate with PBEM our approach and coordinate with them so that PBEM facilitates a discussion with bureaus and OMF about COOPs and the OMF dependencies inherent in them.</p>

**Procure to Pay**  
OMF Cross-Functional Team

Quarterly Status Report  
June 2012

<b>Team Sponsor(s)</b>	<b>Team Lead</b>	<b>Date of Last Report</b>	<b>Date of this Report</b>
Rich Goward, Bryant Enge, Satish Nath, Jane Braaten	Christine Moody	Standing	July 9, 2012
<b>Project Purpose</b>	Improve citywide procure to pay system, business processes and identify efficiencies where possible		
<b>Goals and Deliverables</b>	<p>The goal is to map the procure-to-pay business process; identify industry trends that can be implemented in our environment, reduce work-a rounds and poor business practices, and optimize the use of SAP.</p> <p>The project team will also be responsible for appropriately and timely communicating business processes or functionality changes resulting from this team's efforts to end-users.</p>		
<b>Project timeline</b>	This will be an ongoing project addressing procure-to-pay issues as they may require continued improvement.		
<b>Team members</b>	Christine Moody, Barbara Gibson Jane Kingston, John Maloney Phillip Marchbanks, Anne Hawley Jane Braaten, Aaron Beck, Sharon Wolf.		
<b>Other changes</b>	No.		
<b>Current Status</b>	Business Operations team has mapped internal Fleet process for procurements under \$5,000 with no contract, vehicle purchases under \$50,000, and purchases over \$5,000 with a contract, PO Invoice process and non PO Invoice Process. The team is currently reviewing the flow charts and pain points for area's that need additional exploration, have unnecessary duplication and possibilities for streamlining.		
<b>Next Step</b>	After deciding what changes may need to be made, discussing these changes with Fleet, Procurement and Business Operations staff.		

## SAP Functionality Testing OMF Cross-Functional Team

### Quarterly Status Report June 2012

<b>Team Sponsor(s)</b>	<b>Team Lead</b>	<b>Date of Last Report</b>	<b>Date of this Report</b>
Rich Goward, Satish Nath	Jane Kingston	None	June 2012
<b>Project Purpose</b>	The purpose of this team is to ensure the successful end-to-end testing of SAP functionality prior to implementation in the SAP production environment.		
<b>Goals and Deliverables</b>	A major goal is to successfully plan, test, and then place into the SAP production environment functionality that will enhance the usability of the SAP system. The testing team will document the testing process for audit purposes and retain appropriate supporting documentation, including test scripts, as well as a fully signed transport that certifies that all testing was successfully completed. The Team will also be responsible for timely communicating functionality changes to appropriate end-users.		
<b>Project timeline</b>	This will be an ongoing project since changes to SAP functionality and maintenance will be required into the future.		
<b>Team members</b>	Accounting: Sami Gillum, Darrell Gossett, John Maloney, Rod Morales, Rodney O'Dell, Lupe Pena, Sharon Plummer, Peter Scherer, Bill Wagner BHR: Tom Schneider, BHR Operations; Cathy Bless, BHR Benefits EBS: Cindy DeLozier, and all analysts Financial Planning: Jeramy Patton, Sheila Black-Craig Procurement: Barb Gibson, Celeste King Public: Jennifer Cooperman, Alan Erland		
<b>Other changes</b>			
<b>Current Status</b>	The SAP Functionality Testing CFT met twice in the months of May and June to finalize the Team charter. Additionally, we have had one meeting to begin discussing outstanding testing, and agreed that we would like to review the current EBS work plan for outstanding tickets.		
<b>Next Step</b>	The next meeting will occur on Friday this week, and we will also discuss how and what we would like to report out to the C&ELT.		

# Streamlined Technology Project Intake and Contract Delivery

## OMF Cross-Functional Team

### Quarterly Status Report June 2012

Team Sponsor(s)	Team Lead	Date of Last Report	Date of this Report
Bryant Enge Mark Greinke	Barb Gibson (Co-Lead) Liz Mitchell (Co-Lead)	N/A	7/10/12
<b>Project Purpose</b>	<p>Provide customers a seamless process experience from the time the technology business need is known, the need for procurement is identified, a solution is selected and the contract delivered.</p> <p>Changes:</p> <ul style="list-style-type: none"> <li>• The team title has changed from “Streamlined Technology Solicitations – OMF Cross Functional Team” to “Streamlined Technology Project Intake and Contract Delivery OMF Cross-Functional Team”. The title was changed to more clearly define the breadth of the team’s purview: “Solicitations” was determined to be too restrictive, as there are additional avenues to a contract besides solicitations; and the scope will include both improving business needs requirement gathering and the scope of the former “Citywide Technology Project Intake and Prioritization” Cross Functional Team.</li> <li>• Mission statement was refined.</li> <li>• Problem statement was updated to include EBS.</li> <li>• The scope has been expanded to include aligning the technology project intake processes of EBS and BTS and improving requirement gathering methods.</li> </ul>		
<b>Goals and Deliverables</b>	<p>Improve and streamline technology project intake to contracting processes to increase customer satisfaction.</p> <ul style="list-style-type: none"> <li>• Provide City customers with an OMF single point of entry for technology project intake;</li> <li>• Improve understanding and use of technology business requirement gathering methods;</li> <li>• Identify all review/input points throughout process;</li> <li>• Establish seamless transition of work between BTS, EBS and Procurement Services;</li> <li>• Communicate and deliver service to customers in a coordinated and simplified manner.</li> </ul> <p>Changes: Goal was refined to more fully capture desired end result. Deliverables expanded.</p>		
<b>Project timeline</b>	<ul style="list-style-type: none"> <li>• Reengineered processes in use citywide by March 31, 2013.</li> <li>• More than 75% of polled respondents agree that processes related to technology intake and contract delivery have substantially improved by December 31, 2013.</li> </ul> <p>Changes: Date for reengineered processes to be in use citywide was extended to March 31, 2013 from December 31, 2012 due to the expanded scope of aligning EBS and BTS project intake processes and competing resource priorities for both EBS and BTS.</p>		
<b>Team members</b>	<p>Core Team (and role): Liz Mitchell (Co-Lead, Technology Business Consultant), Barb Gibson (Co-Lead, Procurement Manager), Scott Schneider (Technology Procurement Supervisor).</p> <p>Extended Team (and role): Kevin Campbell (EBS Business Operations Supervisor), Christine Moody (Chief Procurement Officer), Carol Brune (Deputy Chief Technology Officer), Myndi Fertal (BTS Customer Relations Manager - manages BTS project intake process), Gay Lynn Calonge (BTS Project</p>		



	<p>Management Office (PMO), Dan Bauer (BTS PMO Manager); BTS Technology Business Consultants.</p> <p>Note: Other resources will be added as needed (Other Procurement Services, BTS staff, EBS Staff, City Treasurer, select customer stakeholders, etc).</p> <p>Changes: Bryant Enge added as Sponsor; Barb Gibson added as Co-Lead. Core Team identified as co-leads and Scott Schneider. Some original Core Team members moved to Extended Team, as their participation will be at select points in process. Additions made to Extended Team: Kevin Campbell for EBS, Dan Bauer for BTS PMO and expertise with BTS project portfolio management software. Ad hoc members expanded to include customer stakeholders for customer input, and the City Treasurer for process around projects that will have online or other payments.</p>
<b>Other changes</b>	The significant changes to the project have been captured in other portions of this report.
<b>Current Status</b>	The Co-Leads and the Core Team have met several times, discussed approach options, updated the charter, and weighed the benefit of rolling the scope of the Citywide Technology Project Intake and Prioritization CFT into this project. Core Team took recommendations to Sponsors regarding charter changes, including scope change. The Sponsors have met with the Core Team three times to provide input and approvals on recommendations. The most significant barrier has been allocating time for the Core Team to the CFT while balancing regular, heavy workloads. This will continue to be an issue to work through, particularly as Extended Team members' involvement increases. However, the team is dedicated to the goal of the project and the Sponsors have been highly supportive of this effort. Two key decisions made have been the finalization of the charter and the inclusion of alignment of BTS and EBS technology intake processes into the project scope.
<b>Next Step</b>	<p>The next significant milestones will be:</p> <ul style="list-style-type: none"> <li>• Kickoff meeting of full team (sponsors, core team and ad hoc members) – August 2012;</li> <li>• Complete process mapping of current processes – September 2012;</li> <li>• Identify key customer stakeholders to provide input on current pain points and recommended changes – August 2012;</li> <li>• Develop and release a customer survey to obtain baseline satisfaction level with current processes – October 2012;</li> <li>• Draft process mapping of future process – November 2012.</li> </ul>

# Tax Revenue Forecasting

## OMF Cross-Functional Team

### Quarterly Status Report June 2012

<b>Team Sponsor(s)</b>	<b>Team Lead</b>	<b>Date of Last Report</b>	<b>Date of this Report</b>
Rich Goward, Thomas Lannom	Josh Harwood, Terri Williams	None	June 2012
<b>Project Purpose</b>	Accurate tax revenue forecasts using relevant data and modeling tools. Business License Tax (BLT) Revenues and Transient Lodging Tax Revenues fluctuate significantly year to year, which can result in significant changes to budgeted revenues. Accurately forecasting these revenues is critical to ensure adequate funding for general fund bureau budgets.		
<b>Goals and Deliverables</b>	Accurate financial forecasts for these two revenue sources.		
<b>Project timeline</b>	Ongoing		
<b>Team members</b>	Josh Harwood, Terri Williams		
<b>Other changes</b>			
<b>Current Status</b>	Revenue Bureau has provided additional data to City Economist regarding the relationship between estimated quarterly payments paid by taxpayers compared to their ending tax liability to allow forecasting models for BLT to be developed based on quarterly revenue receipts.		
<b>Next Step</b>	Continuing development and/or refinement of forecasting data and models.		

## Time Approval Process Improvement OMF Cross-Functional Team

### Quarterly Status Report June 2012

Team Sponsor(s)	Team Lead	Date of Last Report	Date of this Report
Time Approval Process Improvement	Elyse Rosenberg	N/A	July 2012
<b>Project Purpose</b>	The time approval cross functional team would be ad hoc but would be expected to reconvene and revise procedures if there are unanticipated changes due to the implementation of time approval in SAP through Manager Self Service (MSS).		
<b>Goals and Deliverables</b>	<p>The cross-functional team OMF would complete the following scope of work:</p> <ul style="list-style-type: none"> <li>• Demonstrate the current functionality of MSS and share information about the anticipated functionality of MSS for time leave requests and time approval. This information will be used by bureaus as needed for business process changes to make most effective use of MSS. Level 5 decision.</li> <li>• Compile the documentation of the time review and approval procedure from each bureau/division. Level 5 decision.</li> <li>• Facilitate a review from BHR of the compliance of the OMF procedures with overall City policy. Level 4 decision.</li> <li>• Identify any gaps between the procedures and the City policy; make appropriate recommendations to managers. Level 3 decision.</li> </ul>		
<b>Project timeline</b>	<ul style="list-style-type: none"> <li>• Compile the documentation of the time review and approval procedure from each bureau/division – completed in February, 2012</li> <li>• Facilitate a review from BHR of the compliance of the OMF procedures with overall City policy – in progress</li> <li>• Demonstrate the current functionality of MSS and share information about the anticipated functionality of MSS for time leave requests and time approval. This information will be used by bureaus as needed for business process changes to make most effective use of MSS. – in progress through the ESS/MSS Cross-Functional Team and demonstrations/testing with timekeepers</li> <li>• Identify any gaps between the procedures and the City policy; make appropriate recommendations to managers – estimated completion by July 20, 2012</li> </ul>		
<b>Team members</b>	Business Operations – Elyse Rosenberg (Lead), Sharon Wolf, Linda Rains, Imani Rose, Don Tuquero Revenue Bureau – Terri Williams Human Resources – Tom Schneider Bureau of Financial Services Accounting Division – Jane Kingston Enterprise Business Solution – Anna Cowen Bureau of Technology Services – Amy Tuttle		
<b>Other changes</b>	N/A		
<b>Current Status</b>	Each of the Goals and Deliverables of this CFT are in progress or completed. Documentation of OMF time review and approval processes was gathered and initially submitted to BHR for review in February of 2012. BHR reviewed and responded that three groups – EBS, Facilities,		

	<p>and P&amp;D required process changes to comply with HRAR 1.07. These processes have been changed and documentation has been changed to reflect the revised processes and resubmitted to BHR.</p> <p>Through the CFT regarding ESS/MSS functionality and work to pilot this functionality in OMF, each team member has been exposed to functionality of MSS, both in its current state and with contemplated improvements.</p>
<b>Next Step</b>	<p>Time review and approval documentation for each OMF Bureau/Division has been sent to all CFT members with feedback due by July 16, 2012. A meeting is scheduled for July 17, 2012 to formulate any necessary recommendations regarding compliance and complete the team's work.</p>