

OMF Cross-Functional Teams

Quarterly Status Reports

September 2012

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Banking Efficiencies
OMF Cross-Functional Team

Quarterly Status Report
September 2012

Team Sponsor(s)	Team Lead	Date of Last Report	Date of this Report
Thomas Lannom, Rich Goward	Michael Montgomery, Robert Kinningham, Janice Hammond Getten	None	September 2012
Project Purpose	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.		
Goals and Deliverables	Streamline Revenue Bureau banking transactions such as check handling, deposits and the SAP document entry		
Project timeline	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.		
Team members	Michael Montgomery, Robert Kinningham, Janice Hammond Getten, Robyn Deeb		
Other changes			
Current Status	The issue of correcting the endorsement of checks for Leaf Fee payments, and creating electronic deposit files for Business Tax check payments through the Water Bureau's payment processing system are currently on hold pending a decision by Water as explained above.		
Next Steps	<p>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.</p> <p>Jack Graham will be in attendance for the next team meeting on Oct. 15 at 10:00 am in the Revenue Bureau. Kathy Koch of Water Bureau will also attend to discuss Water's options and plans moving forward with their remittance processing system upgrade.</p>		

Benefits SAP Solution OMF Cross-Functional Team

Quarterly Status Report September 30, 2012

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

	Transition from Live System to SAP July 1, 2015 – August 31, 2015
Team members	Cathy Bless, Tom Schneider, Mark Schackart, Jane Kingston, Pat Green
Other changes	Saby Waraich will be transitioning off as project manager on the IT side of the interim solution project (internal promotion) and will be replaced by Emily Rice.
Current Status	<p>The Benefits Office, BTS, SAP and HCM staff are working to complete the implementation phase of the Benefitfocus solution. We are behind schedule and will not meet an October 1, 2012 go-live. As was understood from the project start date, SAP/BTS staff would not be able to work on this project during the SAP patch process. Benefitfocus was delayed in providing test files to the City and this has delayed and complicated the timeline as it relates to interface development. The testing environment within SAP will no longer be available as of October 2nd. The work required to complete the interfaces will not be completed before the October 2nd date. The first available timeframe to finalize the interface component of this project will be after November 17th. This will move go-live into December, providing there are no additional delays within the SAP patch project or from Benefitfocus.</p> <p>Configuration of active employee benefit rules is nearly complete. Benefit Staff have test scenarios and work closely with Benefitfocus to resolve open issues. This work can be on-going and will progress even if the interface files are not complete. The configuration for Retiree, COBRA and other self-pay participants is dependent upon completion of the active rules and is also on-going.</p> <p>Configuration of the eligibility files from Benefitfocus to the City's contracted health care vendors has moved into testing. This task is managed by Benefitfocus.</p> <p>Single-sign on work has not been started between Benefitfocus and the City. The City had to contract outside for these services and the contract was just signed. Work is expected to begin the week of September 24. This delay does not impact the overall project and it is expected to be complete before completion of the interface files.</p> <p>There is no other progression on the overall project as the implementation of the interim solution will be the focus until complete.</p>
Next Step	<p>The priority of this project will be to complete outstanding tasks on the project plan to go live in December. It will be important to wait until after October 2nd, before a new go-live date is set, to better understand the remaining work necessary to complete the interfaces.</p> <p>Key Deliverable: Final project sign-off for active administration by December 5, 2012</p>

CityFleet Taxicab and LPT Vehicle Inspections
OMF Cross-Functional Team

Quarterly Status Report
September 2012

Team Sponsor(s)	Team Lead	Date of Last Report	Date of this Report
Thomas Lannom, Bryant Enge	Kathleen Butler, John Hunt	None	September 2012
Project Purpose	Improve the private for-hire permitting program vehicle inspection process to provide: <ul style="list-style-type: none"> – Better protection of public safety through direct inspections; – Improved convenience to company owners by decreasing the number of inspecting agencies; – Inspections that meet recognized best practices in the industry. 		
Goals and Deliverables	<ol style="list-style-type: none"> 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. 2. City Attorney’s office will provide advice on any liability issues. 3. Detailed inspection protocols will be reviewed by stakeholders. 4. The program will be designed to provide full program cost recovery for Fleet and Regulatory. 5. Team leads will prepare draft outline of the proposed inspection process for approval by Bureau Directors. 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. 7. Additions to the program, such as joint Regulatory/Fleet ad-hoc inspections in the field, are planned for the future. 		
Project timeline	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		
Team members	Kathleen Butler, Revenue Frank Dufay, Revenue Patrick Kramer, Revenue Lauren Wolfe, Revenue John Hunt, Fleet		
Other changes	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.		
Current Status	We have confirmed with John Hunt and Bryant Enge from Fleet that the questions previously raised are resolved, and this project is OK to move forward. .		
Next Step	We have a meeting scheduled with them for October 17, and will spell out next steps at that time.		

Contract Vendor Compliance OMF Cross-Functional Team

Quarterly Status Report September 2012

Team Sponsor(s)	Team Lead	Date of Last Report	Date of this Report
Thomas Lannom, Bryant Enge	Allen Buller	None	September 2012
Project Purpose	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)		
Goals and Deliverables	<ol style="list-style-type: none"> 1. Review the process of identifying business tax compliance with City of Portland vendors. 2. Identify opportunities to improve accuracy, efficiency, and ease of use of verification systems by both the vendors and City staff. 3. Review ongoing audit recommendations as they become available. 4. Begin a weekly communication between the Revenue Bureau and 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. 6. Complete the work order that would allow more automation between BLIS and SAP. 		
Project timeline	The individual assigned to SAP-EBID & SAP-BLIS interface work has been re-assigned and I am waiting for an update.		
Team members	Allen Buller, Revenue Barb Gibson, Procurement Anne Hawley, EBS John Maloney, Accounting		
Other changes	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.		
Current Status	The Vendor CFT met on September 12, 2012 to identify the key issues and propose a new solution. The CFT was expanded for this meeting to include: Satish Nath, Cindy DeLozier, Wesly Smith & Joe Williams for the critical technical discussion regarding the SAP-BLIS interface.		
Next Step	Action Items: <ol style="list-style-type: none"> 1) Joe Williams will create the new field/table in BLIS that will hold the data from SAP 2) Joe Williams will communicate with John Maloney what fields are needed from SAP in order to populate the new BLIS field/table 3) John Maloney will send Joe a vendor report from ZVLIST containing the data he needs 4) Anne Hawley/Wes Smith will modify the specs for the existing interface 5) Anne/Wes will develop a spec for the new interface 		

City Council Office Transition OMF Cross-Functional Team

Quarterly Status Report September 2012

Team Sponsor(s)	Team Lead	Date of Last Report	Date of this Report														
Jane Braaten, Mark Greinke, Anna Kanwit, Betsy Ames	Elyse Rosenberg	n/a	September 2012														
Project Purpose	Fiscal Year (FY) 2012-13 is an election year, during which three City Council positions (Mayor and Commissioners #1 and #4) are up for election. With two incumbents leaving office, at least two of the Council Offices will undergo a transition. The Council Office Transition team will prepare, plan, and execute a smooth start for the new administration's logistics.																
Goals and Deliverables	<ul style="list-style-type: none"> • Prepare and execute transition task list • Develop communications protocols for lead OMF staff • Prepare and deliver on-boarding materials and training • Have the office spaces and equipment move in ready for start of business on January 2nd • Have the websites for the new elected officials online and in production on January 1st. • Coordinate OMF tasks as appropriate with outgoing office-holders • Develop a security plan for new office-holders. • Document the process for future transitions 																
Project timeline	Kickoff by 8/1/2012 August-September – prepare task lists, materials, training; assess space and technology replacement needs; initiate purchases; communicate as appropriate to coordinate with outgoing elected officials and newly elected officials October-December – execute transition plans January-June – execute ongoing training activities																
Team members	<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 50%;">Facilities</td> <td>Bob Kieta</td> </tr> <tr> <td>BTS</td> <td>Myndi Fertal</td> </tr> <tr> <td>Procurement</td> <td>Barb Gibson</td> </tr> <tr> <td>HR</td> <td>David Rhys</td> </tr> <tr> <td></td> <td>Crystal Castruita</td> </tr> <tr> <td>Business Ops</td> <td>Elyse Rosenberg (Team Lead)</td> </tr> <tr> <td>CAO Policy Team</td> <td>Celia Heron</td> </tr> </table> <p>Outside resources include:</p> <ul style="list-style-type: none"> • City Attorney • City Auditor • RACC 			Facilities	Bob Kieta	BTS	Myndi Fertal	Procurement	Barb Gibson	HR	David Rhys		Crystal Castruita	Business Ops	Elyse Rosenberg (Team Lead)	CAO Policy Team	Celia Heron
Facilities	Bob Kieta																
BTS	Myndi Fertal																
Procurement	Barb Gibson																
HR	David Rhys																
	Crystal Castruita																
Business Ops	Elyse Rosenberg (Team Lead)																
CAO Policy Team	Celia Heron																
Other changes	N/A																
Current Status	Team has been meeting since August, 2012. Draft task list, which includes items covering the following deliverables, has been developed and presented to the sponsors for review. <ul style="list-style-type: none"> • Prepare and execute transition task list • Prepare and deliver on-boarding materials and training • Have the office spaces and equipment move in ready for start of business on January 2nd 																

	<ul style="list-style-type: none"> • Have the websites for the new elected officials online and in production on January 1st. • Coordinate OMF tasks as appropriate with outgoing office-holders • Develop a security plan for new office-holders. <p>Team has also discussed and is working through issues of supervision for employees of newly elected officials before the newly elected official is sworn in and developing an agreement around when an election is certified.</p>
Next Step	<ul style="list-style-type: none"> • Secure sponsor approval for the task list • Begin taking actions specified in the task list • Review draft communication protocol

Diversity Development OMF Cross-Functional Team

Quarterly Status Report September 2012

Team Sponsor(s)	Team Lead	Date of Last Report	Date of this Report
Thomas Lannom Jane Braaten	Abby Coppock	N/A	September 2012
Project Purpose	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.		
Goals and Deliverables	<p>The OMF Diversity Committee's action items for 2012 include:</p> <ul style="list-style-type: none"> ▪ 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). ▪ Monitoring the percentage of OMF managers who have attended City-sponsored diversity training and Rule 2.2 training (On-going). ▪ Pilot social and cultural opportunities for OMF employees to build cross-bureau relationships, increase team work, and celebrate cultural diversity (On-going). ▪ Coordinate with the new Office of Equity and Human Rights (On-going). ▪ Coordinate two OMF-wide employee training events in 2012 and begin planning for training in 2013 (Spring 2012). ▪ Review and update content for the OMF Diversity web page (Summer 2012). ▪ Pilot a coffee hour for new OMF employees (Fall 2012). <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>		
Project timeline	Ongoing.		
Team members	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 – Viki Bisby Revenue Bureau - Kita Xayachack Technology Services - Penelope Luedtke Business Operations - Abby Coppock (Chair) Enterprise Business Solution - Jen Clodius		
Other changes	Viki Bisby replaced Becky Chiao in August as the representative from Risk Management.		
Current Status	The committee is organizing a pilot coffee hour for new OMF employees hired July-Sept 2012. These will hopefully become quarterly opportunities to welcome new employees to our organization. Coordination with the meet and greet sessions with the Core Leadership Team is currently underway.		
Next Step	The committee is preparing to transition from a diversity committee to an equity committee, in coordination with the Citywide Equity Committee and efforts from the Office of Equity and Human Rights. The committee is considering showing <i>Race, the Power of Illusion</i> documentary with facilitated discussion as an opportunity for OMF employees to begin exploring this topic.		

ESS/MSS
OMF Cross-Functional Team

Quarterly Status Report
September 2012

Team Sponsor(s)	Team Lead	Date of Last Report	Date of this Report
Satish Nath, Rich Goward, Jane Braaten, Anna Kanwit	Sue Campbell	NA	September 2012
Project Purpose			
Improve user experience for time entry and provide an electronic solution for managers to review and approve time			
Goals and Deliverables			
Improve and automate time capture and the approval process by delivering: <ul style="list-style-type: none"> • Time capture, time approval and leave request approval business process flow charts and solution process design documents • List of employees for roll-out • New timesheet application • New time approval application • New leave request solution • Security role updates as necessary • External audit report and approval tracking report • Training plan and deployment 			
Project timeline			
		Project Milestone	Project Delivery Date
		Preparation	4/30/2012
		Business Blueprint	6/30/2012
		Development and Testing (Realization)	09/30/2012
		Go Live	12/2012
		Full OMF Rollout	01/17/2013 – 2/15/2013
Team members			
Jane Braaten Jane Kingston Elyse Rosenberg Terri Williams Satish Nath Rick Schulte Trikanth Basetty Sue Campbell			
Other changes			
n/a			
Current Status			
<ul style="list-style-type: none"> • Timesheet pilot is underway. Feedback is being gathered and analyzed. • Leave Application pilot is scheduled for late October. • Time Approval pilot is scheduled for December. <p>Development and testing are underway for the time and leave approval components of the project, with pilots planned for later this fall.</p>			
Next Step			
A pilot of the Leave Application will begin in late October.			

FMLA Workbench
OMF Cross-Functional Team

Quarterly Status Report
September 2012

Team Sponsor(s)	Team Lead	Date of Last Report	Date of this Report
Anna Kanwit, Satish Nath	Judy Bishop	none	September 2012
Project Purpose	<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>		
Goals and Deliverables	<ul style="list-style-type: none"> • Redesign business processes to achieve maximum benefits in service, compliance and productivity • Replace outdated and costly "shadow" information systems and reduce "islands" of information • Make access to information easy and provide real-time data for improved decision making • Family medical leave business process flow charts • Streamlined attendance/absence codes linked to Time Management quotas • Conversion of existing family medical leave requests and related absence to FMLA Workbench (Note: Not necessary if implementation occurs on 01/01/2013) • Fully implement SAP FMLA Workbench functionality for employees • BHR Benefits reports for employee health and welfare eligibility tracking • Bureau and central program coordinator audit reports 		
Project timeline	<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 Jan/Feb 2013</p>		
Team members	Mark Schackart, Cindy Delozier, Tom Schneider, Judy Bishop		
Other changes			
Current Status	Outstanding business requirement information and decisions re proposed solutions due from BHR to EBS 10/5/2012. Est. of completion moved forward to Jan/Feb 2013.		
Next Step	Configuration expected to begin 10/22/2012.		

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

Quarterly Status Report September 2012

Team Sponsor(s)	Team Lead	Date of Last Report	Date of this Report
Mark Greinke, Bryant Enge	Myndi Fertal	None	September 2012
Project Purpose	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.		
Goals and Deliverables	<p>Process is to be:</p> <ul style="list-style-type: none"> • A single intake point in OMF for office moves, tenant improvements and new building construction requests; • A standardized single process for all user Bureaus; • Flexible and responsive to project needs and constraints; • Developed with a customer-centric focus; • Fully optimized and fully documented. <p>Documentation is to be:</p> <ul style="list-style-type: none"> • Developed for shared use by all internal business partners and customers. <ul style="list-style-type: none"> ○ Documentation includes; Project Charters, Scope Statements, Cost Estimates and Project Schedules and customer approvals. ○ Scalable based on project status. <ul style="list-style-type: none"> ▪ Low Confidence (conceptual) estimate turnaround is quick; --% design completion. ▪ Medium Confidence estimate turnaround within –days. Project bid date. ▪ High Confidence number that bid award decision can now be based on. <p>Organizational Collaboration is to be:</p> <ul style="list-style-type: none"> • A shared customer-centric focus between the BTS, Facilities, Procurement Services; • 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"> – A single standardized process that is efficient, cost effective, duplicable and equally available to all user Bureau 		
Project timeline	Kick-off: July 03, 2012 Estimated Target End Date: June 2013		
Team members	<p>Core Team: 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>SME: 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 (Facilities)</p> <p>TBD: Ralph Smith (BTS Financial Services) Brad Stevens (Facilities Financial Services)</p>
Other changes	BTS has identified another SME participant. OMF-Printing and Distribution will need to be an SME member of this team to ensure collaboration on moving large multi-use printers.
Current Status	<p>The OCT Core team is meeting every two weeks. Documents created as input to the process improvement for this effort:</p> <ul style="list-style-type: none"> • CORE – Channels for receiving Move Requests • OMF-BIBS-Facilities: Facilities Services Project Intake and PM Processes as of 08/12 • OMF-BIBS-Facilities: Facilities Project Management and Other City Agencies • OMF-BIBS-Facilities: Project Management Project Process • OMF-BIBS-Facilities: Coordination of Telecommunications Services • OMF-BIBS-Facilities: Sample Scope for Interior Tenant Improvements • OMF-BIBS-Facilities: Space Planning Initial Client Contract - Master • OMF-BIBS-Facilities: Complete of Out leases as of 07/12 • OMF-Technology Services: Standard Move Process – 5 or less workstations & telephones • OMF-Technology Services: Standard Move Process – 6 to 24 workstations & telephones • OMF-Technology Services: Standard Move Process – telephones only • OMF-Technology Services: Standard Move Process – Network/Internal Cabling
Next Step	<p>Documents to be developed:</p> <ul style="list-style-type: none"> • OMF-BIBS-Facilities: List of all City Buildings with associated Facilities • OMF-Technology Services: BTS PMO managed moves – 25 moves workstations & telephones • OMF-Technology Services: new construction builds <p>Identified areas for inclusion in Scope</p> <ul style="list-style-type: none"> • Survey of existing customers to define a baseline of Customer Satisfaction regarding current overall services. • New process education inclusive of Office Personnel/Telephone Coordinators/Bureau Directors/Council Offices • New Construction will facilitate a move, which is typically followed by cascading moves. Consider and resolve how to handle this. • Define a shared cost estimates document and process for customer delivery.

OMF Continuity of Operations Plan (COOP)

OMF Cross-Functional Team

Quarterly Status Report September 2012

Team Sponsor(s)	Team Lead	Date of Last Report	Date of this Report
Bryant Enge; Betsy Ames; Mark Greinke	Celia Heron	None	September 2012
Project Purpose	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.		
Goals and Deliverables	<ul style="list-style-type: none"> ▪ 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. ▪ Implementation plan including training schedule for identified OMF staff 		
Project timeline (Revised)	<p>April – May: Review and discuss components of OMF COOP and develop approach to the project.</p> <p>June: 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>June – September: Work through three disaster scenarios to identify OMF essential functions and the capacity to deliver those to bureaus under given conditions.</p> <p>October – November: Review other bureaus' COOPs, with particular attention to OMF dependencies</p> <p>REVISED timeline</p> <p>September – November: Work through small to medium disruption scenarios to identify OMF essential functions, response plans, and the capacity to deliver those to bureaus under given conditions.</p> <p>December – February:</p> <ul style="list-style-type: none"> – Provide this information to PBEM and -- through PBEM -- to bureaus so to inform the development of their respective COOPS – Refine/update basic information in OMF COOP (delegation of authority; contact information; vital systems; vital records; etc.) – Develop ongoing steps to ensure adequate training, communication and coordination of OMF staff vis-à-vis COOP. 		
Team members	BHR – David Rhys BTS – Logan Kleier		

	<p>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</p>
Other changes	<p>Additional CFT members added:</p> <p>Kelly Ball, Business Operations Division Kezia Wanner, Financial Planning Division</p>
Current Status	<p>In the last quarter we started working on scenario building with a “minor” disaster to identify the impact on OMF essential services and what OMF services would be needed to support City bureaus. We realized the “minor” disaster was actually quite complex, which made it a difficult scenario to start our scenario building with. So we decided to develop a new minor disaster and try that instead.</p> <p>Also, based on team input, Celia and Kevin met with Carmen Merlo to see if there was anyone on staff at PBEM or in the City that could provide guidance or mentoring to the OMF COOP team in ways to be effective at scenario building and COOP development.</p> <p>Kezia Wanner joined the OMF COOP Team, and provided background on her role as the chair of the Finance Committee for the Emergency Coordination Center.</p> <p>Kelly Ball also joined the OMF COOP Team and provided background on her current and previous roles regarding communications/PIO during disasters.</p> <p>Completed first scenario building exercise – September 26, 2012</p>
Next Steps	<ul style="list-style-type: none"> – Produce OMF Call Chart to ensure key staff have the necessary contact information. – Develop an SAP account structure for City bureaus to use to track costs during disruptions or emergencies. – Continue to work on small and medium scenarios to improve the tools the OMF COOP team will use in developing bureau-specific response plans and to identify the OMF dependencies and OMF ability to deliver essential functions and the level of those services the City can expect, given the specifics of the disruption.

OMF Website Refresh

OMF Cross-Functional Team

Quarterly Status Report September 2012

Team Sponsor(s)	Team Lead	Date of Last Report	Date of this Report
Jane Braaten Mark Greinke	Kelly Ball Dan Bauer	No previous report	September 2012
Project Purpose	Support migration of OMF websites to portlandoregon.gov. Provide guidance and make recommendations to the Core Leadership Team regarding the look and content of all OMF main pages; develop timeline and scope for migration of all OMF bureaus and divisions; support content managers in implementing strategies and meeting deadlines.		
Goals and Deliverables	<ul style="list-style-type: none"> • Identify team members. • Determine migration approach. • Work with BTS Refresh project manager and team to identify and complete steps to migrate all OMF bureaus and divisions to portlandoregon.gov. • Recommend overall look for all OMF pages. • OMF main pages: <ul style="list-style-type: none"> ○ Determine top level tabs. ○ Identify existing content managers and steps for migration of OMF main tab content. ○ Identify needed content and determine content managers. ○ Set timeline for migration. ○ Ensure deadlines are met. • OMF bureaus and division: <ul style="list-style-type: none"> ○ Bureau representative – ensures content updates and required records retention is met. ○ Determine resources and develop timeline in collaboration with bureaus and divisions. ○ Problem-solve needed resources with leadership. ○ Monitor and report on progress. • Work with BTS to determine appropriate testing of sites. Determine readiness for final cut over.		
Project timeline	Jan. 2013		
Team members	Kelly Ball (Co-lead) Dan Bauer (Co-lead) BTS - Myndi Fertal BHR – Gale Baird BIBS –Tawnya Harris, Stacey Foreman Revenue – Jennifer McFarland BFS – David Nutting, Jeramy Patton PSSRP – Dylan Long Bus Ops – Abby Coppock, Frank Silva EBS – Kevin Campbell, Jen Clodius Resource Contact: BTS – Rick Nixon, Project Manager for Citywide Refresh Effort		
Other changes	No significant changes to the charter.		

Current Status	<p>Team began meeting in August with a discussion about scope and expected timeline to accomplish this project. Decisions made include each bureau having their own website, determine their top level tabs, and determine their “I want to…” links list. OMF branding on each site will include an “Office of Management and Finance” line above the formal bureau name. OMF will be included in each bureau’s site navigation breadcrumb trail. Bureaus have begun initial decisions about their sites.</p> <p>The biggest challenge groups are facing in meeting this deadline is staff resources to set up and migrate the sites. In order to meet the migration deadline, bureaus will need to focus on the main page and the most important content to have available. Some reorganization and general maintenance clean up of the sites is expected after the migration takes place.</p>
Next Step	<p>Bureau will continue to migrate their sites. Training and Q&A sessions for OMF content managers will be scheduled. Cross Functional team will propose branding and a mock up of OMF’s homepage to CAO and Core Leadership Team.</p>

Procure to Pay
OMF Cross-Functional Team

Quarterly Status Report
September 2012

Team Sponsor(s)	Team Lead	Date of Last Report	Date of this Report
Rich Goward, Bryant Enge, Satish Nath, Jane Braaten	Christine Moody	Standing	September 2012
Project Purpose	Improve citywide procure to pay system, business processes and identify efficiencies where possible		
Goals and Deliverables	<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>		
Project timeline	This will be an ongoing project addressing procure-to-pay issues as they may require continued improvement.		
Team members	Christine Moody, Barbara Gibson Jane Kingston, John Maloney Phillip Marchbanks, Anne Hawley Jane Braaten, Aaron Beck, Sharon Wolf.		
Other changes	No.		
Current Status	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.		
Next Step	Currently exploring creating efficiencies with 1)weekly invoice payments, 2) automation options within SAP .		

SAP Functionality Testing

OMF Cross-Functional Team

Quarterly Status Report September 30, 2012

Team Sponsor(s)	Team Lead	Date of Last Report	Date of this Report
Rich Goward, Satish Nath	Jane Kingston	June 2012	September 30, 2012
Project Purpose	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.		
Goals and Deliverables	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.		
Project timeline	This will be an ongoing project since changes to SAP functionality and maintenance will be required into the future.		
Team members	Accounting: Sami Gillum, Dick Holihan, 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; Kevin Campbell, ad hoc Financial Planning: Jeramy Patton, Sheila Black-Craig Procurement: Barb Gibson, Celeste King Public Finance and Treasury: Jennifer Cooperman, Alan Erland		
Other changes	None		
Current Status	<p>The SAP Functionality Testing CFT met monthly from July through September. Over the last three months, the team has focused on SAP functionality test process, timing, and resources. A high-level summary of topics addressed includes:</p> <ul style="list-style-type: none"> • Review of EBS work plan for SAP projects and assessment of timelines • Identification of project testing timeframe and staffing availability • Identification of SAP modules affected by projects that will require testing • Identification of EBS project leads to facilitate communication • New EPI-Use tool and its potential role in testing scenarios • Archiving of testing materials for completeness, auditability, accessibility, and avoidance of duplication across segments <p>All participants agreed that our meeting discussions to date have been helpful in expanding our general knowledge-base about testing requirements and constraints, and will make us more adaptable to schedule changes should they occur in the future. We agreed to continue to meet on a monthly basis. Many of the topics above will require further discussion and action in our future meetings (See "Next Step", page 2).</p>		
Next Step	<p>The next meeting will occur on October 26, 2012.</p> <p>Future discussion topics will include:</p>		

	<ul style="list-style-type: none">• Regular review of the work plan for planning purposes• Identification of routine maintenance system changes that are currently tested, but do not really warrant testing, and then document any recommended changes to the testing protocols as necessary• Identify other areas of possible over-testing and document recommended testing protocol changes• Review of support documentation protocols for adequacy, consistency, and completeness• Creating efficiencies in the current and ongoing testing protocols• Enhancing quality assurance in SAP functionality testing• Review of transport forms test descriptions for understandability and protocol for number of signatures required• Communication of testing results to participating bureaus to facilitate a shared understanding of any new functionality and related expectations
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Streamlined Technology Project Intake and Contract Delivery

OMF Cross-Functional Team

Quarterly Status Report September 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)	July 2012	September 2012
Project Purpose	<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"> • 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. • Mission statement was refined. • Problem statement was updated to include EBS. • The scope has been expanded to include aligning the technology project intake processes of EBS and BTS and improving requirement gathering methods. 		
Goals and Deliverables	<p>Improve and streamline technology project intake to contracting processes to increase customer satisfaction.</p> <ul style="list-style-type: none"> • Provide City customers with an OMF single point of entry for technology project intake; • Improve understanding and use of technology business requirement gathering methods; • Identify all review/input points throughout process; • Establish seamless transition of work between BTS, EBS and Procurement Services; • Communicate and deliver service to customers in a coordinated and simplified manner. <p>Changes: Goal was refined to more fully capture desired end result. Deliverables expanded.</p>		
Project timeline	<ul style="list-style-type: none"> • Reengineered processes in use citywide by March 31, 2013. • More than 75% of polled respondents agree that processes related to technology intake and contract delivery have substantially improved by December 31, 2013. <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>		
Team members	<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</p>		

	<p>Relations Manager - manages BTS project intake process), Gay Lynn Calonge (BTS Project 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>
Other changes	
Current Status	<p>Since the last update to the Extended Leadership Team in July, no major milestones have been reached due to competing priorities for the time of the core team members.</p>
Next Step	<p>The next significant milestones will be:</p> <ul style="list-style-type: none"> • Present CFT Purpose, Goals and Next Steps to the BTS Customer Stakeholder Group (CSG) and ask for volunteers to provide input on current pain points and recommended changes; (Presentation scheduled for October 8, 2012); • Revise Charter to reflect scheduled Sponsor changes; • Reestablish Co-Lead and Core Team regular meetings; • Kickoff meeting of full team (sponsors, core team and ad hoc members); • Invite CAO to a team meeting (full team meeting if schedules allow); • Complete process mapping of current processes; • Identify key customer stakeholders to provide input on current pain points and recommended changes; • Develop and release a customer survey to obtain baseline satisfaction level with current processes; • Draft process mapping of future process.

Tax Revenue Forecasting OMF Cross-Functional Team

Quarterly Status Report September 2012

Team Sponsor(s)	Team Lead	Date of Last Report	Date of this Report
Rich Goward, Thomas Lannom	Josh Harwood, Terri Williams	None	September 2012
Project Purpose	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.		
Goals and Deliverables	Accurate financial forecasts for these two revenue sources.		
Project timeline	Ongoing		
Team members	Josh Harwood, Terri Williams		
Other changes			
Current Status	Revenue Bureau has provided additional data to City Economist regarding net operating loss usage, expirations and carryforward amounts for the last three tax years.		
Next Step	Continuing development and/or refinement of forecasting data and models.		

Time Approval Process Improvement OMF Cross-Functional Team

Final Report

Team Sponsor(s)	Team Lead	Date of Last Report	Date of this Report
Time Approval Process Improvement	Elyse Rosenberg	July 2012	October 2012
Project Purpose	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).		
Goals and Deliverables	<p>The cross-functional team OMF would complete the following scope of work:</p> <ul style="list-style-type: none"> • 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. • Compile the documentation of the time review and approval procedure from each bureau/division. Level 5 decision. • Facilitate a review from BHR of the compliance of the OMF procedures with overall City policy. Level 4 decision. • Identify any gaps between the procedures and the City policy; make appropriate recommendations to managers. Level 3 decision. 		
Project timeline	<ul style="list-style-type: none"> • Compile the documentation of the time review and approval procedure from each bureau/division – completed in February, 2012 • Facilitate a review from BHR of the compliance of the OMF procedures with overall City policy – in progress • 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 • Identify any gaps between the procedures and the City policy; make appropriate recommendations to managers – estimated completion by July 20, 2012 		
Team members	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		
Other changes	N/A		
Current Status	Each of the Goals and Deliverables of this CFT 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, and P&D required process changes to comply with HRAR 1.07. These processes have been changed and		

	<p>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> <p>Time review and approval documentation for each OMF Bureau/Division reviewed and approved by all CFT members July 16, 2012.</p>
Next Step	None