

Streamlined Technology Project Intake and Contract Delivery

OMF Cross-Functional Team

Quarterly Status Report March 2013

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)	December 2012	March 2013
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 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	<ul style="list-style-type: none"> • Core team meetings have resumed.
Next Step	<ul style="list-style-type: none"> • Determine items for completion for next Sponsor meeting. (Completed – Core meeting on 4/1/13). • Complete items for review at next Sponsor meeting. • Draft changes to BTS project intake document are being reviewed by core team (in progress). • Dates will need to be reset. Discussion with team to define deliverables. Deliverables will define dates for reset. • Schedule Sponsor meeting. • Share proposed changes to intake document and other items with Sponsors. • Charter changes will be needed to reflect Sponsor change, change to EBS representative and date resets.