

Technology Oversight Committee Quarterly Report (April – June 2016)

PART I – Technology Project Oversight in the City of Portland

April – June 2016

Background

On February 2, 2011, City Council approved Resolution #36844 creating an independent five-member citizen committee for City of Portland technology projects. On April 20, 2011, City Council adopted changes to City Code Chapter 3.15.010 and Chapter 3.15.070 to establish the duties and authorities of the Chief Administrative Officer and Chief Technology Officer respectively as they relate to Technology Project Oversight. On June 29, 2011, Council adopted an update to BTS Administrative Rule (A.R.) 4.01 – Technology Project Intake as well as a new rule (BTS A.R. 1.07) on Technology Project Oversight.

As stated in BTS A.R.1.07, technology project oversight for the City of Portland includes the following components:

- Citizen Oversight
- Quality Assurance
- Project Management

Citizen Oversight

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

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

Quality Assurance

Quality assurance (QA) – provided by external contractors – is a required component of the City’s technology project oversight. The role of the QA consultants on a project overseen by the TOC is to provide guidance and oversight to the City staff on the technology project, but ultimately to report the QA’s unbiased findings to the TOC.

Project Management

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

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

New Projects under TOC Oversight

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

Projects reviewed

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

Projects no longer under TOC Oversight

- Versadex Computer Aided Dispatch (VCAD)

PART II – Summary of Technology Projects under TOC Oversight

April – June 2016

Project name: Information Technology Advancement Project (ITAP)

Bureau: Bureau of Development Services (BDS)

Project Description:

This project develops a paperless permit and case management process and allows complete, online access to the permitting and case review services. Project deliverables include digitization and online access of historical permits and property information, implementation of an updated permit and case review information management system, online case and permit application and review services, mobile online access for field staff, and implementation of an automated queuing system.

Status: The TOC continues to have concerns around project duration, budget, scope, and overall performance.

Major Accomplishments this Quarter:

- ProjectDox expected to go live mid-June or early July. User and admin training is underway.

Upcoming Milestones next Quarter:

- Project expects to work with Infor to assess work previously done.
- Project will re-examine scope of work.

Risks, Concerns, Comments from TOC:

- TOC request: Find a way to break the project into modules.
- TOC requests a timeline and milestones for the next three months of work.
- TOC would like to see a functioning customer portal from any municipality.

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

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

*NOTE: Scope and budget baselined on 7/1/2013 at \$11.8 M

Project name: **VCAD Hardware Refresh**
Bureau: BOEC/Bureau of Technology Services

Project Description:

The Versadex Computer Aided Dispatch (VCAD) system, operated by the City of Portland's Bureau of Emergency Communications (BOEC) and used by public safety agencies throughout Multnomah County to connect the community and emergency service responders, is past due for lifecycle replacement of the system's underlying hardware. The VCAD Hardware Refresh project updates the VCAD system's hardware environment in a manner that meets BOEC business requirements, BTS support requirements, and aligns with the vendor's recommended technical specifications.

Status: Project is complete.

Major Accomplishments this Quarter:

- Project went live on 11 May 2016, as scheduled, and \$290,000 under budget.
- All patching and testing complete before cutover.
- Initial user feedback is positive.

Upcoming Milestones next Quarter:

- Decommission legacy environment.
- Present 90-day post-implementation report to TOC in August.

Risks, Concerns, Comments from TOC:

- No concerns; project was well managed and executed.

Project Name: VCAD Hardware Refresh
Bureau: BOEC/Bureau of Technology Services
Reporting Date: 05/09/2016

	Initial Estimate at TOC Intake as of date: 10/19/2015	Planned at Baseline date: 3/23/3015	Current Revision (if applicable) date:	QA Assessment Red, Yellow, Green			TOC Assessment Red, Yellow, Green		
				Apr	May	June	Apr	May	June
Expected Completion *	4/20/16	4/20/2016	5/11/2016						
Confidence Level	High	High	High	Green	Green	n/a	Green	Green	n/a
Budget	\$1.4 million	\$1.4 million	\$1.4 million						
Confidence Level	High	High	High	Green	Green	n/a	Green	Green	n/a
Scope Stability									
Confidence Level	High	High	High	Green	Green	n/a	Green	Green	n/a

* Cutover completion date does not include acceptance testing, technical documentation, and project closure.