

## Technology Oversight Committee Quarterly Report (October – December 2016)

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### **PART I – Technology Project Oversight in the City of Portland**

October – December 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 Director of Engineering, Phase 2
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**

- Data Center Move project
- SAP Enterprise Asset Management

### **Projects reviewed**

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

## **PART II – Summary of Technology Projects under TOC Oversight**

October – December 2016

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**Project name:** Information Technology Advancement Project (ITAP)  
**Bureau:** Bureau of Development Services (BDS)  
Bureau of Technology Services (BTS)

### **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. NOTE: This project description may be updated after the Discovery Project evaluation.

**Status:** All prior activity has stopped to prevent adding further complexity without a stated direction or plan. Project has entered a six-month Discovery Project to re-think the process.

### **Major accomplishments this quarter:**

- A new project manager has been named.
- Project will be jointly sponsored by BDS and BTS

### **Upcoming milestones next quarter:**

- Create Discovery Project Team and activate.
- Establish Steering Committee, including owners/sponsors and key permitting bureaus.

### **Risks, concerns, comments from TOC:**

- TOC is pleased to see the project pause and reconsider business requirements and project scope.
- TOC is pleased to see a plan for the six-month discovery phase.
- TOC is pleased to see clear project objectives, recognition of project constraints, and high priority recommendations.

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

	<b>Initial Estimate at TOC Intake</b> date: 3/7/2012 This was a speculative amount only.	<b>Planned at Baseline*</b> date: 7/1/2013	<b>Current Revision</b> <i>(Based on Phase One Planning and Analysis as of date: 8/1/14)</i>	<b>QA Assessment</b>			<b>TOC Assessment</b>		
<b>Expected Completion</b>	May 29, 2015	<b>December 2015</b> Project schedule will be finalized during Project Phase 1 – Formal Project Plan	Winter 2015-16	Oct	Nov	Dec	Oct	Nov	Dec
Confidence Level	<b>Low</b>	<b>Medium</b>	<b>Medium</b>	n/a	n/a	n/a	n/a	n/a	n/a
<b>Budget</b>	<b>Approx. \$8.2 mil</b> \$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)	<b>Approx. \$11.8 mil</b> \$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)	<b>Approx. \$11.8 mil</b> Change in schedule may cause increase in City capital costs. (Budget changes not yet known.)	n/a	n/a	n/a	n/a	n/a	n/a
Confidence Level	<b>Low</b>	<b>High</b>	<b>Medium</b>						
<b>Scope Stability</b> Confidence Level	<b>High</b>	<b>High</b>	<b>High</b>	n/a	n/a	n/a	n/a	n/a	n/a

\*NOTE: Scope and budget baselined on 7/1/2013 at \$11.

**Project name:** Data Center Move Project  
**Bureau:** Bureau of Technology Services (BTS)

**Project Description:**

This project will move the City's primary data center from the Portland Building to a competitively selected colocation facility. This project will also obtain a secondary, out of region colocation data center to facilitate later disaster recovery capabilities. BTS requires facilities that offer acceptable levels of physical security, power and cooling redundancy, monitoring, and compliance.

**Status:** The TOC has agreed to oversee this project.

**Major accomplishments this quarter:**

- Vendor has been selected.

**Upcoming milestones next quarter:**

- Project expects to have QA contract in place by January 2017.

**Risks, concerns, comments from TOC:**

- Dashboard will be created once QA is on board.

**Project name:** Enterprise Asset Management  
**Bureau:** Enterprise Business Solution (EBS)

**Project Description:**

This project will implement a solution to manage property and facilities by constructing a central repository of all City-owned land and will build a facilities asset management system. It is an integrated and scalable solution that will improve tracking, cost management, and planning for preventative maintenance.

**Status:** The TOC has agreed to oversee this project.

**Major accomplishments this quarter:**

- Contract has been awarded.

**Upcoming milestones next quarter:**

- Project expects to have QA contract in place soon.

**Risks, concerns, comments from TOC:**

- TOC is concerned about project schedule, especially coordination with the Data Center Move project and the Portland Building Reconstruction project occurring concurrently.
- Dashboard will be created once QA is on board.