

## Technology Oversight Committee Quarterly Report (January – March 2017)

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### **PART I – Technology Project Oversight in the City of Portland** January – March 2017

#### **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 Director Software Engineering, Salesforce

### **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

### **Projects reviewed**

- 5E telephone switch migration

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

January – March 2017

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**Project name:** **Portland Online Permitting System (POPS)**  
**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:** Project continues in “discovery” phase

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

- Project is fully staffed.
- Business requirements training is complete.
- Created monthly newsletter to keep staff and public informed of progress.

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

- Vendor technical assessments.
- Complete project documents for structure, timeline, and governance.
- Complete high level POPS implementation project plan.

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

- TOC is pleased to see clear project objectives, recognition of project constraints, and high priority recommendations.

**Project Name:** Portland Online Permitting System (POPS)  
**Bureau:** Bureau of Technology Services, Bureau of Development Services  
**Reporting Date:** 14 March 2017

	<b>Initial Estimate at TOC Intake</b> date: 01/03/2017	<b>Planned at Baseline*</b> date: 02/01/2017	<b>Current Revision</b> 02/14/2017	<b>QA Assessment</b>			<b>TOC Assessment</b>		
<b>Expected Completion</b>	06/21/2017	<b>06/21/2017</b>	06/21/2017	Jan	Feb	Mar	Jan	Feb	Mar
Confidence Level	<b>Medium</b>	<b>Medium</b>	<b>Medium</b>	Green	Yellow	Yellow	Green	Yellow	Green
<b>Budget</b>	<b>\$1.5M</b>	<b>\$1,620,408</b>	<b>\$1,272,124</b>	Green	Green	Green	Green	Yellow	Green
Confidence Level	<b>High</b>	<b>TBD</b>	<b>Medium</b>					Green	
<b>Scope Stability</b> Confidence Level	<b>Medium</b>	<b>Medium</b>		Green	Green	Green	Green	Green	Green

**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:** Project is on schedule.

**Major accomplishments this quarter:**

- Contract with colocation vendor ViaWest is complete.
- Cage and rack design is complete.
- Drafting high level migration schedule.

**Upcoming milestones next quarter:**

- Rack and roll ready at primary location.
- Infrastructure build ready at primary location.

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

- TOC confident that project will complete on time – with minor reservations about industry history of telecom delays.

**Project Name:** Data Center Move  
**Bureau:** Bureau of Technology Services  
**Reporting Date:** 14 March 2017

	Initial Estimate at TOC Intake date:01/19/2017	Planned at Baseline* date: 12/29/2016	Current Revision <i>xx/xx/xxxx</i>	QA Assessment			TOC Assessment		
				Jan	Feb	Mar	Jan	Feb	Mar
<b>Expected Completion</b>	12/29/2017	12/29/2017	n/a	Jan	Feb	Mar	Jan	Feb	Mar
Confidence Level	<b>Very High</b>	<b>Very High</b>		-	-	Green	-	-	Green
<b>Budget</b>	<b>\$9.7M</b>	<b>\$9.7M</b>	n/a	-	-	Green	-	-	Green
Confidence Level	<b>Very High</b>	<b>Very High</b>	n/a	-	-	Green	-	-	Green
<b>Scope Stability</b> Confidence Level	<b>Very High</b>	<b>Very High</b>		-	-	Green	-	-	Green

**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:** Project is on hold, pending finalization of Data Center Move calendar.

**Project Name:** Enterprise Asset Management  
**Bureau:** Bureau of Technology Services  
**Reporting Date:** 21 February 2017

	Initial Estimate at TOC Intake date:	Planned at Baseline* date:	Current Revision	QA Assessment			TOC Assessment		
				Jan	Feb	Mar	Jan	Feb	Mar
<b>Expected Completion</b>									
Confidence Level				-	Yellow	n/a	-	n/a	n/a
<b>Budget</b>									
Confidence Level				-	Yellow	n/a	-	n/a	n/a
<b>Scope Stability</b>									
Confidence Level				-	Green	n/a	-	n/a	n/a