

Technology Oversight Committee Quarterly Report (April – June 2017)

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.

Projects under TOC Oversight

- Portland Online Permitting System (POPS)
- Data Center Move project

New Projects under TOC Oversight

- none

Projects reviewed

- 5E telephone switch migration

PART II – Summary of Technology Projects under TOC Oversight

April – June 2017

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:

- Discovery Project complete; product selection decision.
- Product recommendation to decision makers.

Upcoming milestones next quarter:

- Project and program change management strategy.
- Define implementation project structure, deliverables, charter, governance plan, resource plan, and high-level timeline.

Risks, concerns, comments from TOC:

- TOC supports POPS current project direction.
- TOC supports the POPS product selection.

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

	Initial Estimate at TOC Intake date: 01/03/2017	Planned at Baseline* date: 02/01/2017	Current Revision 05/16/2017	QA Assessment			TOC Assessment		
				April	May	June	April	May	June
Expected Completion	06/21/2017	06/21/2017	06/21/2017	April	May	June	April	May	June
Confidence Level	Medium	Medium	High	Green	Green	Green	Green	Green	Green
Budget	\$1.5M	\$1,620,408	\$1,661,100	Green	Green	Green	Green	Green	Green
Confidence Level	High	TBD	High						
Scope Stability Confidence Level	Medium	Medium	High	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:

- Infrastructure build was completed on schedule.
- Infrastructure on schedule to wrap up by end of June.
- Migration preparation steps are in progress.

Upcoming milestones next quarter:

- BTS migration complete by mid-August.
- Customer lower-risk non-production begins in September.

Risks, concerns, comments from TOC:

- TOC confident that project will complete on time.

Project Name: Data Center Move
Bureau: Bureau of Technology Services
Reporting Date: 19 June 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		
				April	May	June	April	May	June
Expected Completion	12/29/2017	12/29/2017	n/a	April	May	June	April	May	June
Confidence Level	Very High	Very High	n/a	Green	Green	Green	Green	Green	Green
Budget	\$9.7M	\$9.7M	n/a	Green	Green	Green	Green	Green	Green
Confidence Level	Very High	Very High	n/a						
Scope Stability Confidence Level	Very High	Very High	n/a						