

Technology Oversight Committee Quarterly Report (October - December 2017)

PART I – Technology Project Oversight in the City of Portland October - December 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>Selected by</u>	<u>Member</u>
Mayor Hales	Wilfred Pinfold, PhD CEO urban.systems, Inc.
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 Vice President Enterprise Systems, Salesforce.org

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 as of the end of this reporting period. TOC expects to add the City Budget Office software replacement and Enterprise Asset Management in 2018.

PART II – Summary of Technology Projects under TOC Oversight

October – December 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.

Major accomplishments this quarter:

- Scoping and approach meetings complete.
- High-level architecture and delivery roadmap is ongoing.
- Creating business-to-functional requirements.
- Scope, schedule, and budget being developed for implementation.

Upcoming milestones next quarter:

- Full features and functions of AMANDA 7 are unknown
- Complete solution design, currently in process and dependent on complexity and timeline for initial release.
- Decide whether implementation will be hosted or on premise.
- Need to procure additional staffing.

Risks, concerns, comments from TOC:

- TOC is concerned about proposed project reorganization.

Project Name: Portland Online Permitting System (POPS)
Bureau: Bureau of Technology Services, Bureau of Development Services
Reporting Date: 12 December 2017

	Initial Estimate at TOC Intake 10/10/2017	Planned at Baseline*	Current Revision 11/21/2017	QA Assessment			TOC Assessment		
Expected Completion	09/30/2018		9/30/2017	Oct*	Nov	Dec	Oct*	Nov**	Dec**
Confidence Level	Medium		Medium	n/a	Yellow	Yellow	n/a	n/a	n/a
Budget	TBD		\$4,963,146	n/a	Yellow	Yellow	n/a	n/a	n/a
Confidence Level	TBD		Medium						
Scope Stability Confidence Level	Medium		Medium	n/a	Yellow	Yellow	n/a	n/a	n/a

* Project too new to rate.

** TOC wants to see schedule and scope before rating.

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:

- Project complete.
- Portland Building data center decommissioned.

Upcoming milestones next quarter:

- None; no open issues.

Risks, concerns, comments from TOC:

- Kudos to the team for a job well done.

Project Name: Data Center Move
Bureau: Bureau of Technology Services
Reporting Date: 11 November 2017

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

* Project complete.