

Technology Oversight Committee Quarterly Report (April – June 2018)

PART I – Technology Project Oversight in the City of Portland

April – June 2018

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 Wheeler	Wilfred Pinfeld, PhD CEO urban.systems, Inc.
Commissioner Fish	Ken Neubauer Director Platform Engineering, Standard Insurance
Commissioner Fritz	Dyanna Garcia
Commissioner Eudaly	vacant
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)

New Projects under TOC Oversight

- None as of the end of this reporting period. TOC will add the City Budget Office software replacement in July and is monitoring the Portland Oregon Website Refresh.

PART II – Summary of Technology Projects under TOC Oversight

April – June 2018

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:

- Project has a baseline schedule.
- Project has a risk management plan, a risk manager, and a change manager.
- Amanda 7 development infrastructure is complete, development environment setup is in progress.
- The Public Permit Portal functional requirements are being reviewed.
- Electronic Plan review manager/reviewer training is complete

Upcoming milestones next quarter:

- Complete the project budget.
- Select a resource management tool.
- Establish testing and support plans and finalize the training, change management, and communication plans.
- Complete a new contract with CSDC.

Risks, concerns, comments from TOC:

- TOC is pleased to see a workable schedule, expects to see a budget soon.

Exhibit A

Project Name: Portland Online Permitting System (POPS)
Bureau: Bureau of Technology Services, Bureau of Development Services
Reporting Date: 11 June 2018

	Initial Estimate at TOC Intake 10/10/2017	Planned at Baseline	Current Revision 1/15/2018	QA Assessment			TOC Assessment		
				April	May	June	April*	May	June
Expected Completion	09/30/2018		TBD	April	May	June	April*	May	June
Confidence Level	Medium		Medium	Yellow	Yellow	Yellow	n/a	Yellow	Yellow
Budget	TBD		TBD	Yellow	Yellow	Yellow	n/a	Yellow	Yellow
Confidence Level	TBD		Medium						
Scope Stability Confidence Level	Medium		Medium	Yellow	Yellow	Yellow	n/a	Yellow	Yellow

* TOC wants to see schedule and scope before rating.