Exhibit A

Technology Oversight Committee
Quarterly Report
(January — September 2020)

PART I – Technology Project Oversight in the City of Portland
January — September 2020

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:

Represented by	Member
Mayor Wheeler	Wilfred Pinfold, PhD, CEO urban.systems, Inc.
Commissioner Eudaly	Jimmy Godard
Commissioner Ryan	Leland Knell
Commissioner Fritz	Dyanna Garcia
Commissioner Hardesty	Victoria Trapp Strategic Business Consultant, ATUM Group

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.

Exhibit A

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)
- Integrated Tax System (ITS)

Projects under TOC Review
- No new projects at this time

Exhibit A

PART II – Summary of Technology Projects under TOC Oversight
January — September 2020

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 January through April 2020:

The POPS project was completed in April 2020. The following items represent areas of accomplishment in the system:

- Presentation of services that can be fulfilled online through Development Hub PDX:

    - Electrical, Mechanical, and Plumbing permits can be applied for, paid for, and an inspection scheduled online, provided no plan review is required

    - Self-Issued Pruning permit can be applied for online; paying online and scheduling inspections online is not applicable

    - Removal/Replant and Root Pruning permits can be applied for and paid for online; inspections are not applicable

    - Temporary Street Use, Public Works Appeal, Minor Improvements, Transportation Review, Vertical Infrastructure, Noise Variance, Fire Systems, Domestic Services, Fire Services, Water Mains, SDCS, Hydrants, and Subdivisions permits can all be paid for online

- Single PDF Process [File Share + ePlans + DevHub]

    - Projects that were formerly submitted in person via the Permit Center now are being submitted electronically utilizing the Single PDF Process

    - These are mainly bigger projects; BDS is working with a consultant to develop a path for smaller projects where all reviews can be completed quickly to be expedited (i.e. formerly over-the-counter permits).

- ePlans (ProjectDox Software)

    - This pertains to larger projects

    - Process Management is a team within BDS that assists customers developing large-scale, complex buildings, beginning at the design phase all the way through final inspection

Exhibit A

- All projects submitted via Process Management are required to utilize ePlans for all submittals, including partial permits, the main building permit and all deferred submittals and/or revisions.

The 90 Day Post-Implementation Report was delivered during the August 2020 TOC meeting, with the following summary:

Summary of POPS Elements Delivered by Date

Projects in POPS	Brief Description	Outcome	Date
ePlans	Electronic plan review functionality	Piloted, then delivered	July 2018 January 2019
DevHub	Web-based interfaces for AMANDA components	Delivered via soft launch	July 2019
Inspection Scheduling	Automatically match available inspection resources with the daily inspection needs	Delivered in A6 & A7	September 2019 February 2020
Contractor App	The capacity for contractors to permitting system via a smart phone application from the field	Removed from program	September 2019
Amanda 7	Migration primary permitting system from Amanda 4/6 to Amanda 7	Delivered	February 2020
Inspector App	City inspectors managing inspections in the field using a tablet interface	Converted to stand-alone project	April 2020

Summary of Self-Identified Success Criteria

Projects in POPS	# of Scope Success Criteria	Criteria Met	Criteria Unmet	Notes
ePlans	4	4	0	N/A
DevHub	0	0	0	No scope success criteria were defined. Success criteria focused on user adoption.
Inspection Scheduling	0	0	0	No scope success criteria were defined. Success criteria focused on performance.
Contractor App	N/A	N/A	N/A	Removed from program.
Amanda 7	1	1	0	N/A
Inspector App	N/A	N/A	N/A	Now a stand-alone project.

Exhibit A

Sponsor's Letter

- Goals of the POPS Discovery and Implementation projects:
  - Transition us from an unsupported version of the city's permitting system to the latest version and lay the foundation for process and efficiency improvements
  - Start the transition from paper plans to electronic plan review
  - Expand on-line services for our customers via the public portal
  - Automate a highly manual inspection assignment process
  - Enable residential and commercial inspectors to record their findings in our permitting system directly from the field
- Suggestions for future projects:
  - Partner with your technology providers at the management level
  - Partner with the TOC and stakeholder Bureau Division managers
  - Partner with your Vendors at the C-suite level
  - If you're able, flex the schedule to ensure a quality experience
  - Prioritize customer services over internal services
  - Practice on the technical side
  - Over communicate to your users and invest in training
  - Finally, thoroughly prepare for the deployment week

Project Name: Portland Online Permitting System (POPS)*
Bureau: Bureau of Technology Services, Bureau of Development Services
Reporting Date: 14 October 2020

	Initial Estimate at TOC Intake 10/10/2017	Planned at Baseline	Current Revision 12/9/2019	QA Assessment Red, Yellow, Green			TOC Assessment Red, Yellow, Green		
				Q1	Q2	Q3	Q1	Q2	Q3
Expected Completion	9/30/2018		4/2020	Red, Yellow	Yellow		Yellow, Green	Green	
Confidence Level	Medium		High						
Budget	TBD		$11,329,343	Yellow	Green		Green	Green	
Confidence Level	TBD		High						
Scope Stability	Medium		High	Yellow	Yellow		Yellow, Green	Green	
Confidence Level			High						

 TOC meetings were cancelled

TOC oversight of this project concluded in April 2020

Exhibit A

Project name: **Integrated Tax System (ITS)**
Bureau: Office of Management & Finance

Project Description:
The project will implement an integrated tax system solution that provides portal self-service and
eFiling for users and stores Federal Taxpayer Information (FTI). Deliverables include a
customer-centric interface and a system that integrates data from multiple data sources and
satisfies requirements for tax administration of all current and future tax types

Major accomplishments January through September 2020:

- Q1
  - Base configuration of new system
  - Vendors selected for pilot; development of the system in progress
  - Legacy data cleanup in progress
- Q2
  - Business testing in progress
  - Business process changes documented and analyzed
  - Planning for implementation of Metro taxes continues
- Q3
  - Data conversion in progress; Go Live date rescheduled to September
  - End-to-end testing completed
  - System went live on September 14, 2020

Upcoming milestones next quarter:

- Final steps will be executed for ITS program restructuring to reflect:
  - R1 continuing projects (Spanish PRO, ESD, FTI Go Live, MeF),
  - R1 stabilization, and
  - R2 new Metro project
- Spanish PRO configuration and testing work continues
- ESD weekly meetings will kickoff
- Change Management activities will include OMF media blog post about PRO launch
- Continue establishing R1 stabilization/production metrics

Risks, concerns, comments from TOC:

The Go Live date was pushed out a month to September 2020 to resolve data migration issues.
The system successfully launched on September 14, 2020 and the project is on track to
complete R1 by 6/3/2021.

Project Name: **Integrated Tax System (ITS)**
Bureau: **Office of Management & Finance**
Reporting Date: **14 October 2020**

	Initial Estimate at TOC Intake 9/17/2019	Planned at Baseline	Current Revision 1/21/2020	QA Assessment Red, Yellow, Green			TOC Assessment Red, Yellow, Green		
				Q1	Q2	Q3	Q1	Q2	Q3
Expected Completion	7/31/2021	7/31/2021		Green/Yellow	Yellow/Yellow	Yellow/Green	Green/Green	Yellow/Yellow	Green/Green
Confidence Level	High	High							
Budget	$24,266,001	$24,266,001		Green	Green	Green	Green	Green	Green
Confidence Level	TBD		High						
Scope Stability	High	High		Green	Green	Green	Green	Green	Green
Confidence Level	Medium	Medium							

Gray = TOC meetings were cancelled

Title: Accept the Quarterly Technology Oversight Committee Report from the Chief Administrative Officer (Report)

AGENDA TYPE

☐ **Consent**

☐ **Regular**

☑ **Time Certain**   Start Time 10:30am

Item ¹   of 1

Total amount of time needed for presentation, testimony and discussion (Regular and Time Certain Only): 30 Minutes

INTRODUCED BY: Mayor Ted Wheeler

COMMISSIONER / AUDITOR APPROVAL

Mayor - Finance & Admin. - Wheeler Mustafa Washington   Digitally signed by Mustafa Washington Date: 2020.10.06 11:11:01 -07'00'

Position 1/ Utilities - Fritz

Position 2/ Works - Ryan

Position 3/ Affairs - Hardesty

Position 4/ Safety - Eudaly

City Auditor - Hull Caballero

1) Is a completed Impact Statement attached? ☑ Yes

3) Is the item a Code ordinance?   ☐ Yes ☑ No

If yes, **Auditor Office** Approval

5a) Is item a Portland Policy Document or Administrative Rule?   ☐ Yes ☑ No

BUREAU APPROVALS

Bureau: OMF/BTS

OMF/CAO: Tom Rinehart Digitally signed by Tom Rinehart Date: 2020.10.01 09:39:55 -07'00'

Bureau Approval: Jeff Baer   Digitally signed by Jeff Baer Date: 2020.10.01 07:30:56 -07'00'

Prepared By: Heather Hafer

Date Prepared: September 30, 2020

2) Does the item amend the budget?   ☐ Yes ☑ No
If yes, **Budget Office** Approval

4) Is this item a contract (current or future), code, easement, franchise, comp plan or Charter?   ☐ Yes ☑ No
If yes, **Attorney Office** Approval

5b) If yes, is the City Policy/Admin Rule directive in the ordinance or resolution?   ☐ Yes ☐ No

ACTION TAKEN:

October 28, 2020 Accepted

CLERK USE: DATE FILED 10/20/20

Mary Hull Caballero
Auditor of the City of Portland

By: Keelan McClymont Digitally signed by Keelan McClymont Date: 2020.10.20 14:23:12 -07'00'

Deputy

FOUR-FIFTHS AGENDA	COMMISSIONERS VOTED AS FOLLOWS:		
		YEAS	NAYS
1. Fritz	1. Fritz	✓	
2. Ryan	2. Ryan	✓	
3. Hardesty	3. Hardesty	✓	
4. Eudaly	4. Eudaly	✓	
	Wheeler	✓	