

## **Technology Oversight Committee Quarterly Report (October — December 2020)**

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

October — December 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:

<u>Represented by</u>	<u>Member</u>
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.

**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**

- Integrated Tax System (ITS)

**Projects under TOC Review**

- Pawn and Secondhand Reporting Software

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

October — December 2020

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**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 October through December 2020:**

- “R1 Stabilization” began 10/1
  - Transition to ongoing operations support
  - Prioritization of enhancements queue
- Continued monitoring on rate of staff adoption
- R1 smaller projects also continue
- FTI was moved to post go-live because critical tasks that were needed for the infrastructure could not be completed in time, and it was determined FTI was not needed for initial go-live.
  - FTI was scheduled to rollout at the end of the calendar year. At the November 12th Steering Committee Meeting, it was announced that the FTI implementation has been extended to the first quarter of 2021, with an exact date to be determined.
- R2 kick off held 9/30; new project team onboarded
- The program restructure is complete
- Change Management Survey #5 received excellent results
  - Change Management activities include OMF media blog post about PRO launch
  - CM targeting ongoing training measures to support those requiring more help
- R1 90 Day Post-Implementation Report:

The report was delivered with the following summary:

  - The project overcame significant obstacles with the pandemic and transition to teleworking to go-live with only a one-month delay.
  - The project is on track to complete remaining scope within budget by February 2021.
  - Many lessons learned were identified regarding what worked well for this project and what can be improved, which will be utilized in planning for future rollouts.

Success criteria included:

- Budget
  - The project appears to have been established at an adequate level of funding with an appropriate contingency. Even with delays caused by the pandemic and moving the entire team to a telework environment, the project has remained within the original budget.
- Schedule
  - ITS was initially scheduled to go live on August 17, 2020. The actual go-live date was September 14, 2020. Given all that occurred during the project (pandemic,

furloughs, rioting/unrest, network outages) and the transition to a remote working environment midway through the project (during testing), this was an amazing accomplishment.

- Scope
  - In general, the scope required by the City was included at go-live. Several portions of scope were moved to post go-live to reduce risk, including: Enhanced Service Districts (ESDs), Federal Taxpayer Information (FTI), and the Spanish version of Portland Revenue Online (PRO). The vendor is under contract to implement the remaining scope and all post go-live scope is on track to implement as agreed to by both parties.
- Users adapt to the new system successfully
  - On October 1, 2020, a formal user adoption survey showed **89 percent of respondents either “agree” or “mostly agree” that they can use ITS to perform their jobs.**
  - A follow-up poll was conducted in an all-staff meeting on October 15, 2020 and showed **37% of users rating their ability as proficient or superuser level.**
- Improvement goals are on track to being achieved
- Data converted via extracts is 99%+ accurate
- The Legacy System is retired (except for read-only)
- Support is working effectively

**Upcoming milestones next quarter:**

- R2 new Metro project rolling out (March 29, 2021 Go-Live):
  - Registration
  - Estimated payments
  - e-Services
- Planning for Rollout 3 begins (January 10, 2022 Go-Live):
  - Returns
  - Financial Accounting
  - e-Services
- Planning for Rollout 4 on the horizon (July 11, 2022 Go-Live):
  - Audit
  - Data Warehouse
  - Discovery

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

The Rollout 1 90 Day Post-Implementation Report was received by the TOC in December 2020. The project is on track to complete R2 by 3/29/2021.

## **PART III – Summary of Technology Projects under TOC Review**

October — December 2020

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**Project name:** Pawn and Secondhand Reporting Software  
**Bureau:** Portland Police Bureau

### **Project Background and Description:**

At the request of City Council, the Technology Oversight Committee (TOC) evaluated the Portland Police Bureau Pawn and Secondhand Reporting Software project for potential TOC monitoring at the November 23, 2020 meeting.

In compliance with City Code 14B.90, the Portland Police Bureau (PPB) is seeking a reporting mechanism to aid in recovery of stolen goods that are sold to secondhand stores in the Portland area. PPB needs a new system for receiving reports from secondhand dealers, as the current system is no longer supported by the vendor and does not interface with jurisdictions outside of the City of Portland. The current system is operating under a contract extension until September 2021. PPB seeks to positively impact community members who have experienced theft and return stolen items to victims.

This project encompasses a Request for Proposal (RFP) and implementation of a software system that meet the requirements for a reporting system for secondhand stores. The estimated annual cost of the hosted solution is approximately \$65,000.00.



### **TOC Evaluation & Recommendation:**

The TOC evaluated the Pawn and Secondhand Reporting Software project for monitoring as presented by PPB representative Lt. Amanda McMillan during the November 23, 2020 TOC meeting. The Committee concluded that the project did not meet the criteria for TOC oversight, but instead the TOC would assist in development of the RFP, evaluation of RFP responses and contract terms, and act in an advisory capacity as needed.

Exhibit A

**Project Name:** Integrated Tax System (ITS) R2 — R4 Rollouts  
**Bureau:** Office of Management & Finance  
**Reporting Date:** 13 January 2021

	Initial Estimate at TOC Intake 9/2020	Planned at Baseline	Current Revision	QA Assessment Red, Yellow, Green			TOC Assessment Red, Yellow, Green		
				October	November	December	October	November	December
<b>Expected Completion</b>	7/31/2021	7/31/2021							
Confidence Level	High	High							
<b>Budget</b>	\$27.38m	\$27.38m							
Confidence Level	High	High							
<b>Scope Stability</b>	High	High							
Confidence Level	High	High							

 *ITS Introduced R2 Project*  
 *TOC Meeting Cancelled*