

## **Agenda No. 278**

### **REPORT**

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

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

**January — March 2021**

### **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

#### **Introduced by**

Mayor Ted Wheeler

#### **Bureau**

Management and  
Finance  
Technology Services

#### **Prepared by**

Ethan Cirimo

#### **Date Prepared**

April 14, 2021

#### **Requested Council Date**

April 28, 2021

#### **Requested Agenda Type**

Time Certain 9:45 am  
30 minutes requested

#### **Date Filed with Clerk**

April 20, 2021

## **Citizen Oversight**

The citizen members of the Technology Oversight Committee (TOC) are:

Mayor Wheeler - Wilfred Pinfold  
Commissioner Mapps - Jimmy Godard  
Commissioner Ryan - Leland Knell  
Commissioner Rubio - Dyanna Garcia  
Commissioner Hardesty - Victoria Trapp

## **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

- No new projects under TOC Review this quarter

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

### **Project name: Integrated Tax System (ITS)**

January — March 2021

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 March 2021:**

Status for the R2 and R3 releases:

- R2 went live on 3/29/2021!
- Testing began first week of January and is complete
- New interfaces testing is complete
- Two ordinances to support the addition of Multnomah County personal income tax have been passed by City Council and the scope folded into the R2 and R3 project timeline
  - The scope of R2 was significantly smaller than R1 or R3, thus the schedule moved more quickly, and the overall risk is moderate
- Metro Business mailer (to ~ 140K businesses) has been completed
- Payroll Company interface progresses well
  - Wave 1 (of two waves) payroll company participants have started testing
- Bank interface also tracking well
  - Test file was received

- Awaiting identification number so payroll companies can submit a test file
- Concern: our QA vendor, MC2, was not engaged for R2
- Payroll Service Providers do not display urgency to test, however, testing window often extends past “Go Live” for these partners
- Business Process Change Analyst is determining R2 documentation needs

#### **Upcoming milestones next quarter:**

- Ramp up R3 Definition Meetings
- Continue personnel actions to increase staffing for R3
- Planning for Rollout 3 continues (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:**

No new risks, concerns, or comments from the TOC.

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

January — March 2021

No new technology projects under TOC review at this time.

Action Taken: April 28, 2021 Accepted

Commissioners voted as follows (Yea or Nay)

Rubio - Yea

Ryan - Yea

Hardesty - Yea

Mapps - Yea

Wheeler - Yea