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429-2023

(Report)

Accept the Technology Oversight Committee Quarterly Report

Accepted

Technology Oversight Committee

Quarterly Report to Council

Quarter 1, 2023

PART I – Technology Project Oversight

Background

On February 2, 2011, City Council approved Resolution #36844 creating an independent five-member citizen committee for City of Portland technology projects. On July 12, 2019, City Council adopted changes to City Code Chapter 3.15.090 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 (AR) 4.01 – Technology Project Intake as well as a new rule (BTS AR 1.07) on Technology Project Oversight.

As stated in BTS AR 1.07, technology project oversight for the City of Portland may include citizen oversight and quality assurance.

Citizen Oversight

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

Representing	Member
Mayor Wheeler	Dr. Wilfred Pinfold - CEO Urban.Systems Inc.
Commissioner Gonzalez	David Tunley
Commissioner Mapps	Dr. Jimmy Godard
Commissioner Ryan	Leland Knell
Commissioner Rubio	Dyanna Garcia

Introduced by

[Mayor Ted Wheeler](#)

Bureau

[Management and Finance](#)

Contact

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Requested Agenda Type

Time Certain

Date and Time Information

Requested Council Date
May 31, 2023
Requested Start Time
10:15 am
Time Requested
30 minutes

Quality Assurance

Quality Assurance (QA) – provided by external contractors – is a required component of projects under the purview of the TOC. 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.

Responsibilities

The TOC is staffed by the Office of Management & Finance (OMF) Business Operations Division. The Bureau of Technology Services (BTS) provides expertise to support the TOC through the duration of projects overseen by the TOC. Customer bureaus whose projects are under the purview of the TOC are responsible to provide accurate and timely project information to OMF and the TOC from the time of project intake through TOC monitoring to project completion.

PART II – Technology Projects under TOC Oversight

Office 365 Implementation Project

Portland Police Bureau

Project Description

The goal of this project is to provide the Police Bureau with the ability to collaborate with the rest of the City using the Microsoft Office 365 product. Police email accounts will be migrated to Office 365 and eliminate the need to replace their on-premises Exchange email servers that have reached end of life.

The project will be completed in phases:

1. Phase I – Discovery

2. Phase II – Pilot, Testing, and Migration

3. SharePoint Online

Major accomplishments January – March 2023

The project is still in Phase II. It is slightly ahead of schedule, below budget, and there are no changes to the scope. It continues its green rating across all QA measures.

This project deployed Office 365 earlier this year, and all deployments are now complete. The project team is projecting a completion date of July 2023 with high confidence. Service tickets continue a downward trend. There are no changes to staffing.

Upcoming milestones

- Resolve misc. inter-organization communications issues.

- Provide technology for the Office of the Inspector General (OIG) SharePoint site development.

- Set up a test environment.

Risks and concerns

- A list of OIG SharePoint technical requirements depends on administrator testing, which wasn't available until early March.

- The project team is unable to provide the Police SharePoint administrator with all technology requirements within the time required.

- Six post-migration service tickets open. Page Break

Color rating

❌

	Planned at Baseline 9/26/2022 *Implementation Phase	Current Revision date as of 3/20/2023	QA Assessment (completing contracting activities) Red, Yellow, Green			TOC Assessment Red, Yellow, Green		
			Jan	Feb	Mar	Jan	Feb	Mar
Expected Completion	07/2023* *Implementation phase	07/2023* *Implementation phase	Green	Green	Green	Green	Green	Green
Confidence Level	Low	Medium						
Budget	$793,662	$793,662	Green	Green	Green	Green	Green	Green
Confidence Level	Low	High						
Scope Stability	Low	Medium	Green	Green	Green	Green	Green	Green
Confidence Level	Low	Medium						

Record Management System (RMS) Project

Portland Police Bureau

Project Description

This project will upgrade the Police Bureau's Record Management System (RMS), Versadex, such that files are pushed to the vCloud (vendors cloud solution) for storage. The intent of this project is to streamline processes and reduce support costs. A prior RMS project was suspended due to a loss of funds in 2020, so the Police bureau is behind by multiple software versions of this key platform. Both the Multnomah County Sheriff's Office and Gresham Police Department have made the switch to the vCloud solution.

Major accomplishments January – March 2023

This project is beginning the design phase and has not been given a color rating by the TOC yet.

Upcoming milestones

- Develop specification requirements from design scope

- Deliver a documented architecture based on design specification requirements

- Deliver an updated implementation schedule, project plan, and budget from design deliverables for the Implementation Phase

- Deliver a change management plan

Risks and concerns

- Risk to Implementation Schedule from design estimation impacts on scope, schedule, and budget.

- Risk to project on the VPN connection to the vCloud.

- Risk to Implementation Schedule exists due to Charter Reform activities with BTS Team members including PM.

- Risk to Implementation Schedule exists due to resource needs, which are consistent amongst the vRMS Cloud, vCAD Upgrade to version 7.6, Police Office 365, and the upcoming Body Worn Camera projects.

Infor Project

Portland Water Bureau (PWB), Bureau of Environmental Services (BES)

Project Description

Currently there are multiple Asset Management Systems used across BES and PWB. Both BES and PWB have been using Oracle Utilities Work and Asset Management (OWAM) for managing assets. In BES this system is named Synergen and is in use for the treatment plant.

Oracle discontinued its OWAM support in August. BES has also used the Infor's Infor Public Sector product for over 15 years to manage collection systems assets and is named Hansen.

Rather than update the multiple asset management systems of BES and PWB, both bureaus decided to form a combined team and solicit new vendors, ultimately selecting Infor and their application, Infor Public Sector (IPS). This project will migrate both BES (OWAM and IPS) and PWB (OWAM) assets onto a new cloud version of IPS.

Major accomplishments January - March 2023

This project has been introduced only informally to the TOC and has only had a partial rating done by QA, with no TOC rating yet. As such, a rating table has not yet been created. The project team's formal introduction of the project to the TOC will occur in May, and over this past quarter they have setup an implementation schedule and project timeline. Currently this project is in the execution phase. It is also in the process of negotiating a statement of work with Infor Public Sector for implementation.

Body-Worn Cameras Project

Portland Police Bureau

Project Description

The City will adopt body-worn cameras to improve public trust, police accountability, risk management, and training opportunities. Council appropriated one-time funding of $2.6M for the body-worn cameras program and Council approved the release of a Request for Proposals (RFP) on February 9, 2022.

Major accomplishments October – December 2022

The project team has chosen Axon as its vendor and has signed a contract with them.

Impact Statement

Purpose of Proposed Legislation and Background Information

This report covers the activity from January through April 2023. The report summarizes the status of the technology projects under the Technology Oversight Committee's (TOC) purview.

Financial and Budgetary Impacts

- This action does not have any costs to the City.
- This action does not affect current or future staffing levels.
- This action does not create or modify any financial obligation.

Community Impacts and Community Involvement

The report will inform Council on the progress of the TOC. The community will benefit from the increased accountability and transparency of City technology projects.

The committee is made up of five members of the public who were each selected by a City Council member. These community members have been involved in creating the committee operating principles and procedures. They reviewed the draft of this report and provided feedback.

The continued involvement of public members is expected for the duration of this committee. Members of the TOC may testify at Council when the reports are presented.

100% Renewable Goal

Not applicable.

Agenda Items

429 Time Certain in [May 31-June 1, 2023 Council Agenda](https://www.portland.gov/council/agenda/2023/5/31)

Accepted

Motion to accept the report: Moved by Mapps and seconded by Ryan.

Commissioner Dan Ryan Yea

Commissioner Rene Gonzalez Yea

Commissioner Mingus Mapps Yea

Commissioner Carmen Rubio Yea

Mayor Ted Wheeler Yea