



CITY OF PORTLAND
OFFICE OF MANAGEMENT AND FINANCE
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Fred Miller, Interim Chief Administrative Officer

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REPORT TO COUNCIL

DATE: February 5, 2013
TO: Mayor Hales, Portland City Council
SUBJECT: Accept the 2013 Citywide Technology Assessment Final Report by Sierra Systems (Report)

The Bureau of Technology Services (BTS) supports the effective delivery of government services in providing management, policy setting, strategic planning and leadership in the use of computer, radio and telecommunication technologies. The BTS vision is to be a recognized leader in providing technology solutions for local government and a valued strategic partner. Challenges BTS faces include:

- An unsustainable funding practice of tapping into Operating Reserve to complete critical projects
- Needed improvements to operating efficiency with lower costs to complete mission critical projects
- An inability to keep up with increasing demand for new services and
- A need to prioritize requests for new services and solutions at the Bureau and enterprise levels

In facing these challenges, BTS engaged an outside consultant to complete a comprehensive review of all bureau technologies; computer systems, IT architectures, hardware, software and our greatest asset, people. The Sierra Systems assessment scope covered six (6) areas: organizational structure, staff skills, state of technology citywide, budget, enterprise governance, and Capability Maturity Model Integration (CMMI).

Key executive-level findings across all focus areas are identified clearly in the beginning of the report along with 60 recommendations prioritized high, medium and low. Sierra's top five recommendations include:

1. Establish a clear mandate for Bureau collaboration to enable alignment of technology and business strategies and roadmaps
2. Implement a governance structure to support cross-bureau decision making and collaboration
3. Improve funding mechanisms for cross-bureau initiatives
4. Revise CTO title and mandate to include common business solutions and auditing of bureau compliance
5. Clearly define and validate the total citywide technology spend and establish a benchmark for performance – adjust citywide technology spend to align with leading practice.

BTS has reviewed this 70-page independent assessment (Exhibit A) and its various supporting documents and proposes the City further consider all top priority Sierra recommendations; e.g., IT Governance, Mainframe Enterprise Server Demobilization and Business Continuity (Exhibit B). BTS has engaged bureaus to further evaluate and refine these recommendations and others, critical in the development of the final work plan for BTS and our bureau partners. This process will be continued through the new IT Governance Framework of Communities of Interest (CoI)

As a contract deliverable, BTS recommends the City Council accept the Sierra Systems, Inc., 2013 Citywide Technology Assessment Final Report.

Recommend by:

Ben Berry, Chief Technology Officer
Bureau of Technology Services, City of Portland

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To help ensure equal access to programs, services and activities, the Office of Management & Finance will reasonably modify policies/procedures and provide auxiliary aids/services to persons with disabilities upon request.

Agenda No.
REPORT
Title

Accept the 2013 Citywide Technology Assessment Final Report by Sierra Systems (Report)

<p>INTRODUCED BY Commissioner/Auditor: Mayor Hales</p>	<p>CLERK USE: DATE FILED <u>FEB 14 2014</u></p>
<p>COMMISSIONER APPROVAL Mayor—Finance and Administration - Hales Position 1/Utilities - Fritz Position 2/Works - Fish Position 3/Affairs - Saltzman Position 4/Safety - Novick</p>	<p>LaVonne Griffin-Valade Auditor of the City of Portland By: <u>[Signature]</u> Deputy</p>
<p>BUREAU APPROVAL Bureau: Office of Management and Finance Bureau Head: Fred Miller, CAO Prepared by: Ben Berry, CTO Date Prepared: Feb 3, 2014 Financial Impact & Public Involvement Statement Completed <input checked="" type="checkbox"/> Amends Budget <input type="checkbox"/></p>	<p>ACTION TAKEN: FEB 19 2014 <i>RESCHEDULED TO MAR 05 2014 2 P.M. TIME CERTAIN</i> MAR 05 2014 ACCEPTED</p>
<p>City Auditor Office Approval: required for Code Ordinances City Attorney Approval: required for contract, code, easement, franchise, charter, Comp Plan Council Meeting Date Feb 19, 2014</p>	

AGENDA

TIME CERTAIN
Start time: 2:00 pm
3:00 pm sk GVS
Total amount of time needed: 1 hr
 (for presentation, testimony and discussion)

CONSENT

REGULAR
Total amount of time needed: _____
 (for presentation, testimony and discussion)

FOUR-FIFTHS AGENDA	COMMISSIONERS VOTED AS FOLLOWS:	
	YEAS	NAYS
1. Fritz	1. Fritz ✓	
2. Fish	2. Fish ✓	
3. Saltzman	3. Saltzman ✓	
4. Novick	4. Novick _____	
Hales	Hales ✓	