

## Technology Oversight Committee Quarterly Report (January – March, 2016)

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

January – March, 2016

#### **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>Appointed by</u>	<u>Member</u>
Mayor Hales	Wilfred Pinfold, PhD
Commissioner Fish	Ken Neubauer Director Platform Engineering, Standard Insurance
Commissioner Fritz	Dyanna Garcia
Commissioner Novick	Joshua Mitchell Chief Technology Officer, Drupal Association
Commissioner Saltzman	Michael Lynch

**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.

**New Projects under TOC Oversight**

- none

**Projects no longer under TOC Oversight**

- PCI/Payment Gateway

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

January – March, 2016

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**Project name:** Information Technology Advancement Project (ITAP)  
**Bureau:** Bureau of Development Services (BDS)

**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.

**Status:** The TOC continues to have concerns around project duration, budget, scope, and overall performance.

**Major Accomplishments this Quarter:**

- “Sprint 2” is on schedule.
- ProjectDox expected to go live in spring.
- Vendor contract scheduled to complete 13 June 2016.

**Upcoming Milestones next Quarter:**

- Rebaseline the project.

**Risks, Concerns, Comments from TOC:**

- TOC continues to be concerned about project schedule and volume of remaining work.

**Project Name:** BDS IT Advancement Project (ITAP)  
**Bureau:** Bureau of Development Services  
**Reporting Date:** 03/22/2016

	<b>Initial Estimate at TOC Intake</b> date: 3/7/2012 This was a speculative amount only.	<b>Planned at Baseline*</b> date: 7/1/2013	<b>Current Revision</b> <i>(Based on Phase One Planning and Analysis as of date: 8/1/14)</i>	<b>QA Assessment</b>			<b>TOC Assessment</b>		
<b>Expected Completion</b>	May 29, 2015	<b>December 2015</b> Project schedule will be finalized during Project Phase 1 – Formal Project Plan	Winter 2015-16	Jan	Feb	Mar	Jan	Feb	Mar
Confidence Level	Low	Medium	Medium	Red	Red	Red	Red	Red	Red
<b>Budget</b>	<b>Approx. \$8.2 mil</b> \$2.75 mil in vendor services and software license costs <u>plus</u> \$5.5 mil in City capital costs (Ordinance allowing BDS to start RFP process included \$3 mil vendor service and license costs)	<b>Approx. \$11.8 mil</b> \$6 mil in vendor services and software license costs <u>plus</u> \$5.8 mil in City capital costs (vendor costs does not include approx. \$1 mil for 5-years of maintenance fees or \$0.8 mil in vendor support post go-live)	<b>Approx. \$11.8 mil</b> Change in schedule may cause increase in City capital costs. (Budget changes not yet known.)	Red	Red	Red	Red	Red	Red
Confidence Level	Low	High	Medium						
<b>Scope Stability</b> Confidence Level	High	High	High	Red	Red	Red	Red	Red	Red

\*NOTE: Scope and budget baselined on 7/1/2013 at \$11.8 M

**Project name:** VCAD Hardware Refresh  
**Bureau:** BOEC/Bureau of Technology Services

**Project Description:**

The Versadex Computer Aided Dispatch (VCAD) system, operated by the City of Portland's Bureau of Emergency Communications (BOEC) and used by public safety agencies throughout Multnomah County to connect the community and emergency service responders, is past due for lifecycle replacement of the system's underlying hardware. The VCAD Hardware Refresh project updates the VCAD system's hardware environment in a manner that meets BOEC business requirements, BTS support requirements, and aligns with the vendor's recommended technical specifications.

**Status:** Project is on track.

**Major Accomplishments this Quarter:**

- Development and Production environments are complete and tested.
- Schedule revised to build remaining environments in parallel.
- Training environment complete.
- Disaster Recovery failover test in progress.
- Trailer environment build in progress.

**Upcoming Milestones next Quarter:**

- Complete Disaster Recovery environment, trailer environment, and failover testing.
- Go live 11 May 2016.

**Risks, Concerns, Comments from TOC:**

- Schedule is short, but there is little risk if the schedule slips.

Exhibit A

**Project Name:** VCAD Hardware Refresh  
**Bureau:** BOEC/Bureau of Technology Services  
**Reporting Date:** 03/22/2016

	Initial Estimate at TOC Intake as of date: 10/19/2015	Planned at Baseline date: 3/23/3015	Current Revision (if applicable) date:	QA Assessment Red, Yellow, Green			TOC Assessment Red, Yellow, Green		
<b>Expected Completion *</b>	4/20/16	4/20/2016	5/11/2016	Jan	Feb	Mar	Jan	Feb	Mar
Confidence Level	High	High	High	Yellow	Yellow	Yellow	Green	Green	Green
<b>Budget</b>	\$1.4 million	\$1.4 million	\$1.4 million	Green	Green	Green	Green	Green	Green
Confidence Level	High	High	High	Green	Green	Green	Green	Green	Green
<b>Scope Stability</b>	High	High	High	Green	Green	Green	Green	Green	Green
Confidence Level									

\* Cutover completion date does not include acceptance testing, technical documentation, and project closure.