

Technology Oversight Committee Quarterly Report (January – March 2019)

PART I – Technology Project Oversight in the City of Portland

January – March 2019

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>Selected by</u> | <u>Member</u> |
|-----------------------|---|
| Mayor Wheeler | Wilfred Pinfeld, PhD, CEO urban.systems, Inc. |
| Commissioner Eudaly | Jimmy Godard |
| Commissioner Fish | 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.

Exhibit A

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 Completed

- City Budget Office software replacement, Budget Formulation Management (BFM)

Projects under TOC Oversight

- Portland Online Permitting System (POPS)
- Portland Oregon Website Replacement (POWR)

New Projects under TOC Oversight

- TOC has recently started monitoring the Open and Accountable Elections program and will be overseeing the Integrated Tax System (ITS) project in spring 2019.

PART II – Summary of Technology Projects under TOC Oversight

January – March 2019

Project name: **Portland Online Permitting System (POPS)**
Bureau: Bureau of Development Services (BDS)
Bureau of Technology Services (BTS)

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.

Major accomplishments this quarter:

- All new process managed projects valued at \$10M+ are being administered through PDX ePlans.
- Soft launch for Development Hub PDX occurred in January 2019 and entered into public beta testing.
- Inspector App is in field testing.
- Round 1 of AMANDA 7 testing was completed.
- Vendor is configuring and testing the Contractor App.
- Completed support plans for AMANDA, Inspection Scheduling and Inspector App.
- POPS Intake and Governance plan is in development.

Upcoming milestones next quarter:

- Grand opening for Development Hub (Dev Hub PDX).
- ePlans expansion to select commercial new construction.
- POPS Internal Development Freeze for AMANDA Migration.

Risks, concerns, comments from TOC:

- Although the “go live” date for the AMANDA 7 release has been pushed back, TOC doesn’t have any concerns about this. The technology component will be ready sooner, but BDS wants to ensure they select the best release time for their staff and regular business operations.

Exhibit A

Project Name: Portland Online Permitting System (POPS)
Bureau: Bureau of Technology Services, Bureau of Development Services
Reporting Date: 25 March 2019

| | Initial Estimate at TOC Intake 10/10/2017 | Planned at Baseline | Current Revision 1/29/2019 | QA Assessment | | | TOC Assessment | | |
|--------------------------------|--|------------------------------------|---|----------------------|--------|--------|-----------------------|--------|--------|
| Expected Completion | 9/30/2018 | | 6/30/2019 | Jan | Feb | March | Jan | Feb | March |
| Confidence Level | Medium | | Medium | Yellow | Yellow | Yellow | Yellow | Yellow | Yellow |
| Budget | TBD | | \$11,997,231 | Green | Green | Green | Green | Green | Green |
| Confidence Level | TBD | | High | Green | Green | Green | Green | Green | Green |
| Scope Stability | Medium | | High | Yellow | Yellow | Yellow | Green | Green | Green |
| Confidence Level | | | | Green | Green | Green | Green | Green | |