

BTS-4.01 - Software Application Life Cycle

SOFTWARE APPLICATION LIFE CYCLE

Administrative Rule Adopted by Council

ARC-BTS-4.01

Purpose

The City shall adopt a consistent, cost effective, approach to application services to fully meet the City's business requirements. This approach will include all aspects of project management and software development lifecycles including the initial request for service, the documentation developed as a result of the request, the Citywide Application Evaluation Review and the City Systems Development Methodology. These processes have been developed pursuant to Council direction in Ordinance 175331, adopting recommendations on the Administrative Services Review.

Application services include requests for modifications, enhancements or development of GIS, Web, client or server based applications. Application services also include any requests that might result in the purchase and implementation of a commercially available application system.

The purpose of this policy is to standardize the application life cycle to:

- Utilize a common, simplified, scalable method for the development, purchase, and implementation of applications
 - Ensure the use of the Citywide Application Evaluation Process
 - Set realistic expectations with customers regarding the budget, timelines and resource requirements related to application development, implementation and maintenance
 - Maintain a corporate systems perspective
-

Administrative Rule

All application services requests outside of a production failure or an emergency - as determined by the CTO or designee - shall be raised according to the Project and Services Request Process. This procedure can be found at the BTS website located at <http://www.portlandonline.com/bts>.

Project requests will proceed according to the BTS project management process including but not limited to the following high level steps:

- Requests submitted to BTS via the City Project and Service Request process.
- Requests reviewed via the City's Application Evaluation Process.
- Project management processes applied at a level of control specified by the BTS project sizing model.
- Software development according to the City Systems Development Methodology and City IT

standards.

In order to facilitate the processes above:

- All project and service request for applications services will be submitted to the BTS Request Tracking system and follow the BTS project and service request process outlines on the BTS website located at <http://www.portlandonline.com/bts>.
- All applications shall be documented in the City's Application Evaluation database. All proposed application development projects shall be checked against the Application Development Clearinghouse to insure that no comparable tools already exist. Relevant tools/ applications already in existence shall be examined for applicability to the task at hand. Documentation of this process can be found at the BTS website located at <http://www.portlandonline.com/bts>.
- The City Systems Development Methodology will be used to define the activities to be carried out in a project, to introduce consistency among the many projects, to insure appropriate communications occur with all of the stakeholders and to provide checkpoints for management control and for "go/no go" decisions. The Systems Development Methodology can be found at the BTS Intranet site.
- Applications to be purchased or developed shall conform to applicable City standards. City IT Standards can be found at the BTS Intranet site.

Responsibility

The Bureau Business Representative (BBR), identified for each Bureau, has primary responsibility for documenting and maintaining requests for services in collaboration with bureaus' personnel. The BBR will use the BTS Request Tracking system to maintain lists of bureau project and service requests for application services. BBR's will work with bureau representatives to ensure compliance with all BTS Administrative Rules and Standards.

All applications shall be documented in the City's Application Development Clearinghouse (ADC) database. The Clearinghouse Application shall be maintained by BTS and Bureau staff where appropriate. The BBR will work with each Bureau to identify a fiscal year work plan for application development services provided through a Service Level Agreement (SLA) with BTS. New projects shall be prioritized by the Bureau.

Applications to be purchased or developed shall conform to applicable City standards.

BTS will promote and facilitate partnerships among bureaus for application development.

History

Originally published as PPD number ARC-BIT-2.08, authorized by Ordinance No. 177048, passed by Council and effective November 6, 2002.

Revised by Ordinance No. 179999 passed by Council March 15, 2006 and effective April 14, 2006.

Re-indexed by Auditor as PPD number ARC-BTS-4.01.