

County IT Projects

Quarterly Progress Report

1st Quarter, FY16-17
July 1 – September 30, 2016



The Quarterly OC Information Technology (OCIT) Project Progress Report provides the status of all County IT projects with a budget of \$150,000 or more and/or that have been identified as meriting Board of Supervisors attention.

The IT projects included in this report reflect the County's ongoing commitment to align IT with the County's business values. Projects included in the portfolio cover the upgrade or replacement of aging infrastructure and near-obsolete or end-of-life systems as well as investment in new technology and platforms. These projects also enhance the County's ability to maintain critical business operations, improve productivity, and deliver more and better services to constituents.

Highlighted Accomplishments



CAPS+ Finance/Procurement Advantage Upgrade

The Auditor-Controller's Office successfully led a team consisting of CEO/Procurement, OCIT, CGI, SAIC, and ATOS on the upgrade to the County's CAPS+ Finance/Procurement system. The system was upgraded from Advantage version 3.7 to version 3.10. The team also expanded the storage on the system. The County's agencies/departments must also be recognized in this accomplishment. The agencies/departments and project team met regularly throughout the life of the project and close to 700 departmental end-users were trained on navigation of the upgraded system.



eAgenda Replacement

As a result of collaboration among the County Executive Office (CEO), Clerk of the Board (COB), and OCIT, a contract has been awarded to replace the existing eAgenda system (CAMS, AgendaWorks, and eAgenda Search). The project team has employed Agile methodology, tools, and techniques, including user stories and the MoSCoW (Must Have, Should Have, Could Have, Would Have) prioritization method, to document and prioritize business requirements. In addition, the team established a boiler plate template for cloud-based system requisitions that will be used for other procurement efforts. The team also identified a flexible, configurable solution that will meet business needs without requiring custom application development. As a result of this due diligence, the contract amount for the new solution is \$145,000 over five years, significantly below the original estimate of almost \$1MM for a custom-built solution.

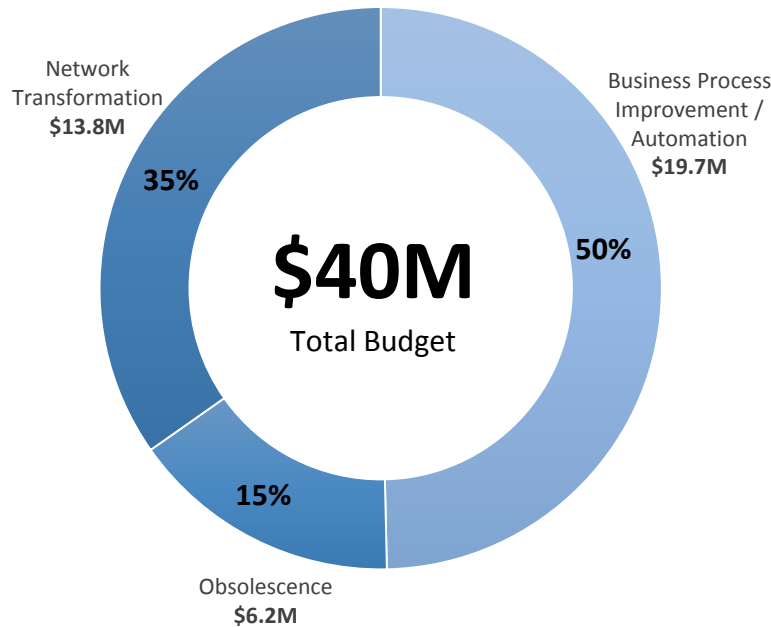


Agile Development Methodology – HRS Data Analytics

A collaboration between HRS and OCIT, the HRS Data Analytics project is the County's first major application development effort to utilize Agile development methodology. The Agile approach allows the business stakeholders to have early and increased visibility into project deliverables and enables the project team to respond more quickly to business priorities. In FY 16-17 Q1, HRS and OCIT met key criteria for an Agile project by establishing a self-managed development team and strong collaboration with product owners. In addition, the team completed Sprints 1 and 2 (out of six sprints) and is well on its way to completing the project on time and within budget.

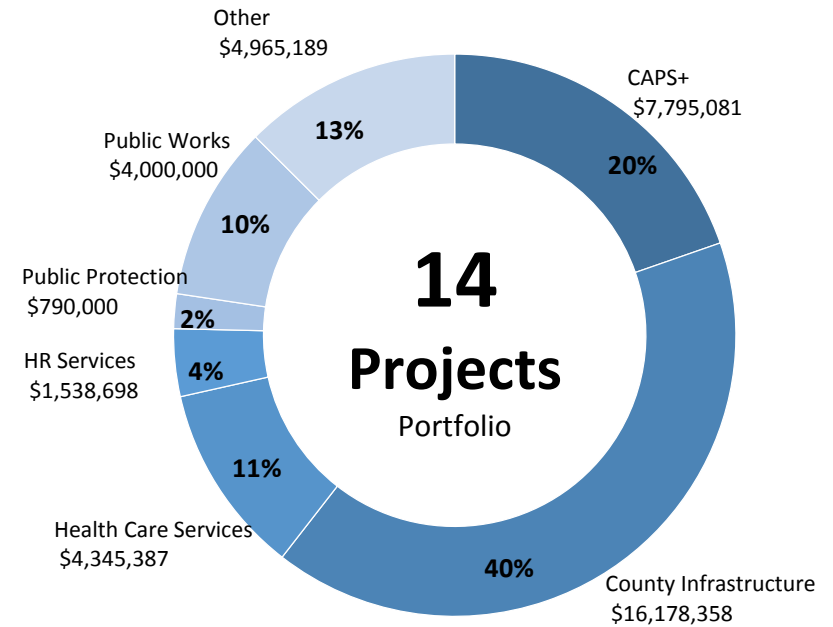
Business Justification

During Q1 FY16-17, approximately half of the IT project budget was invested in business process improvement and/or automation.



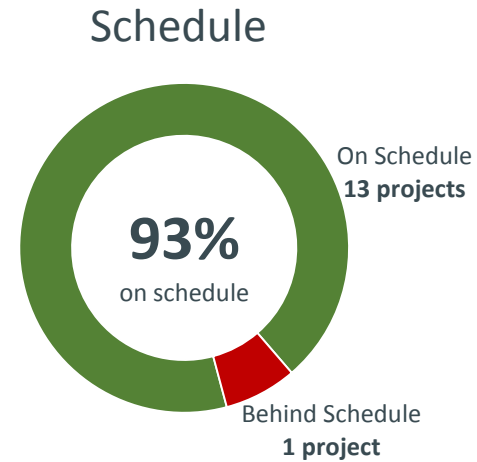
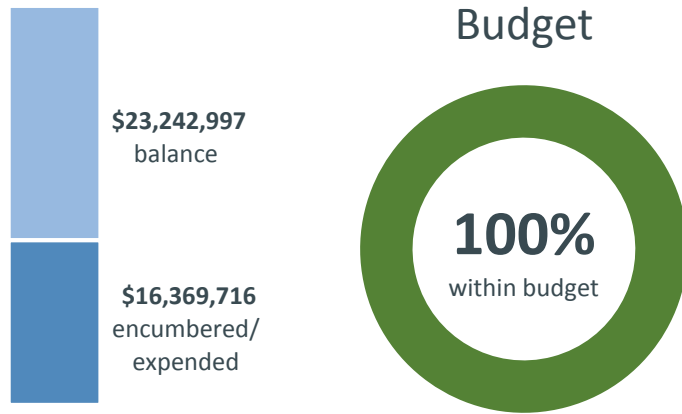
Service Area

Current projects span core human resources and financial systems, collaboration and communications solutions, health care services, and public protection information systems.



The charts above reflect projects that were active or completed during the reporting period.

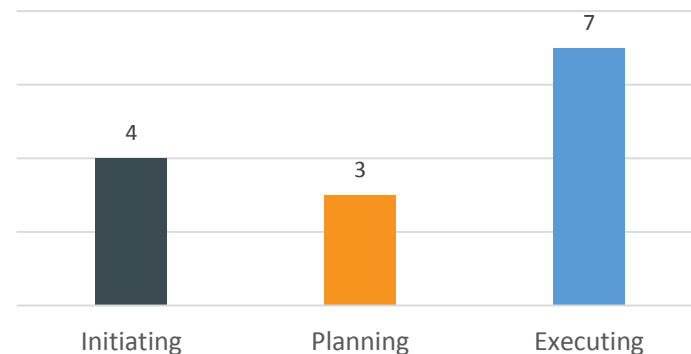
Project Budget & Schedule Summary



A project lifecycle consists of four phases:

- **Initiating** – Developing business case, defining scope, and setting stakeholder expectations
- **Planning** – Planning time, cost, and resources adequately to estimate the work needed and to effectively manage risk during project execution
- **Executing** – Allocating, coordinating, and managing resources to produce deliverables
- **Closing** – Finalizing all activities to formally close a project

Project By Phase





IT Project Dashboard


Managing Dept.	Business Owner	Project Name	Project Description	Budget	Schedule	Baselined Budget	Expended	Balance	Planned Start	Planned End	% Complete
A-C	A-C HRS	CAPS+ Advantage Upgrade	Upgrade the County's financial, purchasing, payroll and human resources systems			\$ 7,795,081	\$ 4,001,354	\$ 3,793,727	10/07/15	08/31/17	55%
HCA	HCA	Behavioral Health Electronic Health Records Phase 2 of 3	Implement additional features, functions & capabilities for better management of summaries of care	*	*	\$ 2,043,650	\$ 1,548,193	\$ 495,457	06/24/15	06/30/17	69%
HCA	HCA	PA/PG Conservatorship System	Replace near-obsolete system and provide additional functionality to fulfill civil and regulatory duties regarding decedent and conservatorship cases			\$ 1,026,000	\$ -	\$ 1,026,000	TBD	TBD	0%
HCA	HCA	Public Health Electronic Health Record System	Implement Electronic Health Record (EHR) functionality for STD/HIV & Pulmonary diseases for Public Health Services	*	*	\$ 1,275,737	\$ 259,061	\$ 1,016,676	06/24/15	06/30/17	60%
OCIT	COB	eAgenda Replacement	Replace end-of-life system and automate end-to-end ASR (Agenda Staff Report) process			\$ 1,000,000	\$ 89,192	\$ 910,808	07/01/15	06/30/17	34%
OCIT	HRS	HRS Data Analytics	Improve the quantity and quality of evidence-based decisions about the county workforce			\$ 993,698	\$ 291,041	\$ 702,657	04/04/16	01/30/17	55%
OCIT	HRS	Integrated Talent Management System	Implement an integrated system for performance management, learning management, succession planning and recruitment			\$ 545,000	\$ 38,948	\$ 506,052	07/01/15	06/30/18	21%

List is ordered by Managing Dept., then by Business Owner.

* Project has been rebaselined.

 On track; within 10% of budget/schedule

 At risk; 10% - 20% over budget/schedule


 Critical: >20% over budget/schedule


IT Project Dashboard (cont'd)


Managing Dept.	Business Owner	Project Name	Project Description	Budget	Schedule	Baselined Budget	Expended	Balance	Planned Start	Planned End	% Complete
OCIT	Multi	Computerized Maintenance Management System (CMMS)	Replace the existing legacy systems with a centralized repository for all County's real estate assets, starting with OCSD, OCPW and CEO/Real Estate			\$ 2,520,189	\$ -	\$ 2,520,189	09/15/16	06/30/17	5%
OCIT	Multi	Project Management Information System (PMIS)	Provide a standard, countywide system to enhance the management of capital improvement projects			\$ 495,000	\$ 13,000	\$ 482,000	03/01/16	12/30/17	15%
OCIT	OCIT	Enterprise IBM Mainframe Hardware & Software Upgrade	Upgrade the County's mainframe hardware and software to support Property Tax System and other systems			\$ 2,413,167	\$ 1,217,312	\$ 1,195,855	06/30/15	06/30/18	35%
OCIT	OCIT	Voice & Data Network Transformation	Implement a Countywide, converged Voice and Data Network in order to eliminate duplicate circuits and maintenance costs and increase network capacity		*	\$ 13,765,191	\$ 8,259,115	\$ 5,506,076	09/01/13	05/27/17	63%
OCIT	OCPW	CRM Platform for Land Management System	Implement a unified portal on the Salesforce.com CRM platform and integrate with the Land Management System			\$ 4,000,000	\$ 25,000	\$ 3,975,000	11/01/16	06/30/17	0%
OCSD-Comm.	COB	Boardroom AV System Upgrade	Upgrade the existing Crestron audio/video equipment in the Board Hearing Room			\$ 950,000	\$ -	\$ 950,000	07/01/15	06/30/17	3%
PD	PD	PD Case Management System	Develop a new system with the ability to integrate with other Justice Partners (e.g., DA, Courts, etc.)			\$ 790,000	\$ 627,500	\$ 162,500	04/01/16	03/31/17	25%

List is ordered by Managing Dept., then by Business Owner.

* Project has been rebaselined.

 On track; within 10% of budget/schedule

 At risk; 10% - 20% over budget/schedule

 Critical: >20% over budget/schedule

Upcoming Projects

Managing Dept.	Business Owner	Project Name	Project Description	Budget	Planned Start	Planned End
OCIT	OCWR & CEO Risk Mgmt.	OC Safety	Develop a standardized Safety application for all county Departments to help reduce liabilities related to workplace injuries, illnesses and property damage, and to comply with the California Code of Regulations (CCR), Title 8. The new web-based application will improve the recordkeeping and reporting requirements of safety related incidents as prescribed under CCR, Title 8, and facilitate analyses. It will be easier, faster, and accurate for County users to report, track and take action on safety incidents. Safety training/certification module in the new application will allow updating and tracking mandatory safety training as applicable to each job title. The application will also send automated timely notification alerts prior to expiration for these training certifications.	\$197,000	10/15/16	06/30/17

Project Landing Map

The map below depicts when project benefits are realized.

Q1 FY15-16	Q2 FY15-16	Q3 FY15-16	Q4 FY15-16
	<ul style="list-style-type: none"> ✓ Identity & Access Mgmt. <ul style="list-style-type: none"> • Improved Onboarding Process 	<ul style="list-style-type: none"> ✓ Identity & Access Mgmt. <ul style="list-style-type: none"> • MFA pilot for external access ✓ Enterprise SharePoint ✓ PD Case Management System <ul style="list-style-type: none"> • Procurement 	<ul style="list-style-type: none"> ✓ CAPS+ AIX Replacement ✓ Jail Management System <ul style="list-style-type: none"> • Requirements Definition ✓ Identity & Access Mgmt. <ul style="list-style-type: none"> • VTI Auto-login ✓ SSA Desktop/Help Desk Transition
Q1 FY16-17	Q2 FY16-17	Q3 FY 16-17	Q4 FY16-17
<ul style="list-style-type: none"> ✓ CAPS+ FS Upgrade 	<ul style="list-style-type: none"> ▪ IBM Mainframe Operating System Upgrade 	<ul style="list-style-type: none"> ▪ HRS Data Analytics ▪ PD Case Management System <ul style="list-style-type: none"> • Implementation ▪ Project Mgmt. Info. System ▪ Jail Management System - RFP 	<ul style="list-style-type: none"> ▪ Behavioral Health Electronic Health Records (Phase 2) ▪ Board AV System ▪ Computerized Maintenance Management System (CMMS) ▪ eAgenda Replacement ▪ Public Health Records ▪ Voice & Data Network Transformation
		<div style="border: 1px solid black; background-color: #f00; color: white; padding: 5px; display: inline-block;"> Behind schedule: Ongoing work with Atos to meet Remediation Plan milestones </div>	
Q1 FY17-18	Q2 FY17-18	Q3 FY17-18	Q4 FY17-18
<ul style="list-style-type: none"> ▪ CAPS+ HR Upgrade ▪ PA/PG Conservatorship System (TBD) 	<div style="border: 1px solid black; background-color: #fff; padding: 5px; display: inline-block;"> Behind schedule: New Chief Human Resources Officer requested additional discovery and review of proposed solutions to ensure alignment with business needs and priorities </div>	<ul style="list-style-type: none"> ▪ Talent Management System <ul style="list-style-type: none"> • Succession Planning 	<ul style="list-style-type: none"> ▪ Talent Management System <ul style="list-style-type: none"> • Performance Management for Executives and Admin Managers • Learning Management Pilot ▪ IBM Mainframe Upgrade – all components

✓ *Project benefits that have been realized.*