County IT Projects

Quarterly Progress Report

3rd Quarter, FY15-16
January 1 – March 31, 2016

Summary

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

IntraOC Deployment
Over 17,000 County users across 23 Agencies/Departments now have access to IntraOC, which represents the County's first enterprise-level cloud application deployment. Built on SharePoint Online, a service offering within Microsoft Office 365, IntraOC enables new communication and collaboration opportunities and functionality for the County. Each participating Agency/Department has been provided its own SharePoint-based Intranet. Agencies/Departments can customize their Intranets and use of SharePoint according to their own business needs while avoiding the overhead associated with managing on-premises hardware /software.

Improved Employee Onboarding Process
OCIT partnered with Human Resource Services (HRS) to improve the new hire onboarding process. Starting in January 2016, HRS is creating employee IDs one week in advance of a new hire's start date, which allows IT to provision user accounts and system access earlier, enabling new hires to begin productive work on their first day.

Jail Management System
During this quarter, OCIT collaborated with OCSD stakeholders and completed the development of technical and functional requirements and the scope of work to initiate a Request for Proposal (RFP) for the replacement of the current OCSD Automated Jail System (AJS) that has reached end-of-life.
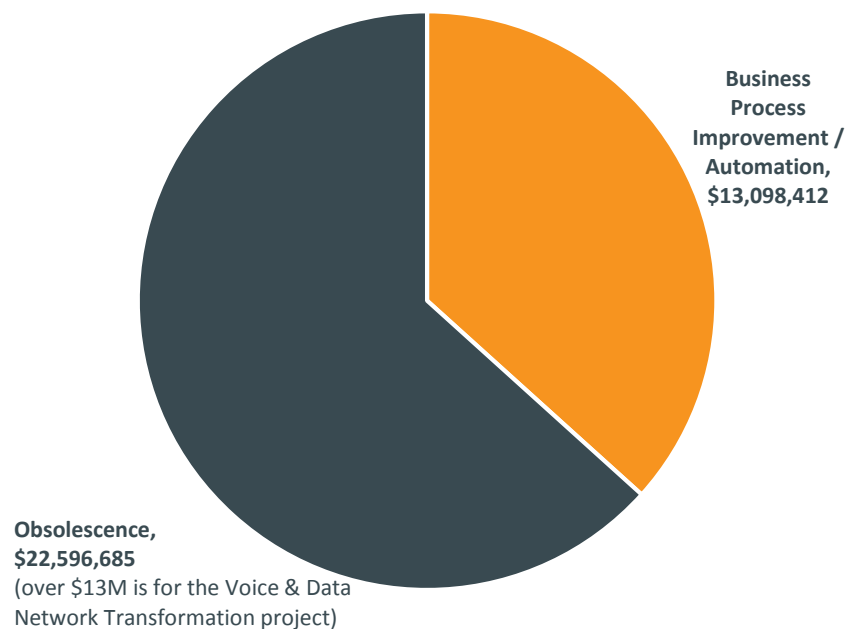
RFP and Proposal Evaluation
A number of projects, including the Integrated Talent Management System (ITMS) and eAgenda Replacement, completed the RFP process and are in various stages of proposal evaluation and vendor demos and presentations, bringing the County closer to selecting solutions that meet that County's business needs.
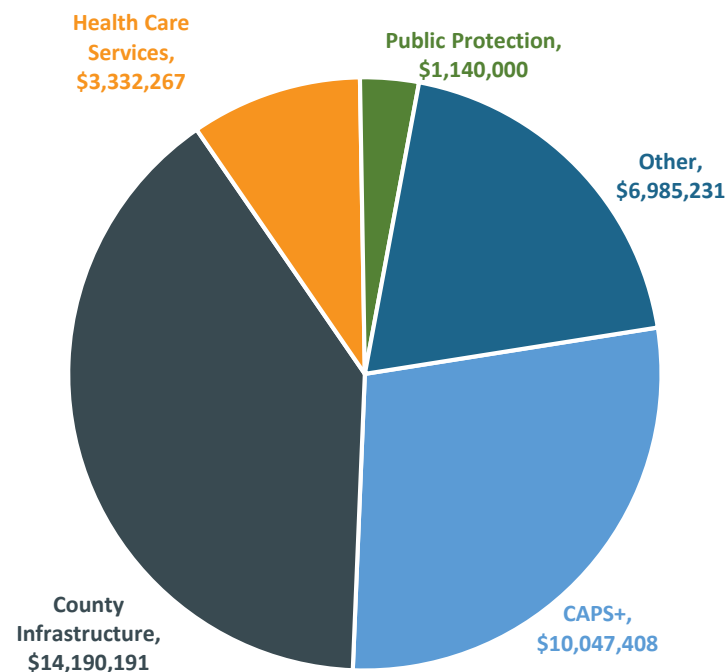
Project Investment Summary

Business Justification

During Q3 FY15-16, the County invested significantly in replacing or upgrading obsolete systems. The total budget (full project cycle) of the **16 projects** included in this report is over **$35 million**.

Business Process Improvement / Automation, $13,098,412

Obsolescence, $22,596,685
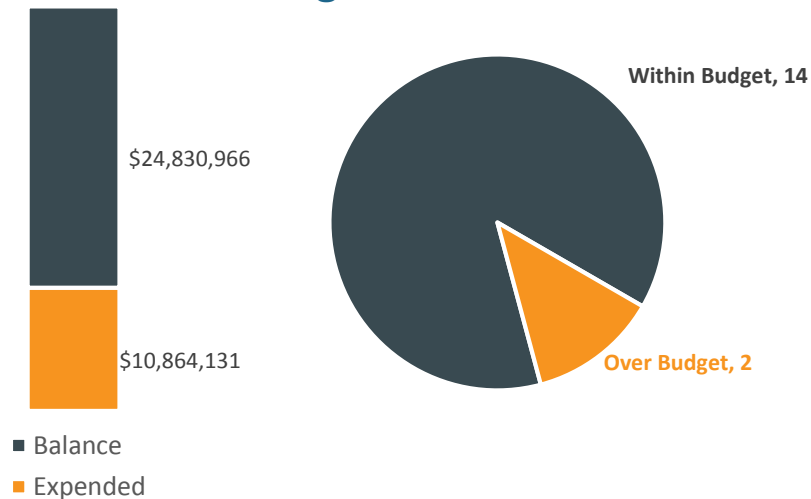(over $13M is for the Voice & Data Network Transformation project)

Service Area

Current projects span core human resources and financial systems, collaboration and communications solutions, health care services, and public protection information systems.
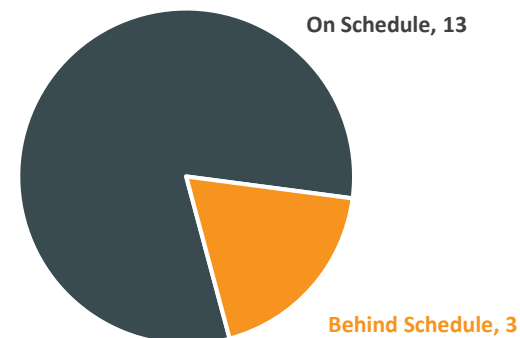
Health Care Services, $3,332,267

Public Protection, $1,140,000

Other, $6,985,231

County Infrastructure, $14,190,191

CAPS+, $10,047,408

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

Project Budget & Schedule Summary

Budget

$24,830,966

$10,864,131

Within Budget, 14

Over Budget, 2

- ■ Balance
- ■ Expended

Schedule

On Schedule, 13

Behind Schedule, 3

**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

Initiating	Planning	Executing	Closing
2	3	9	2
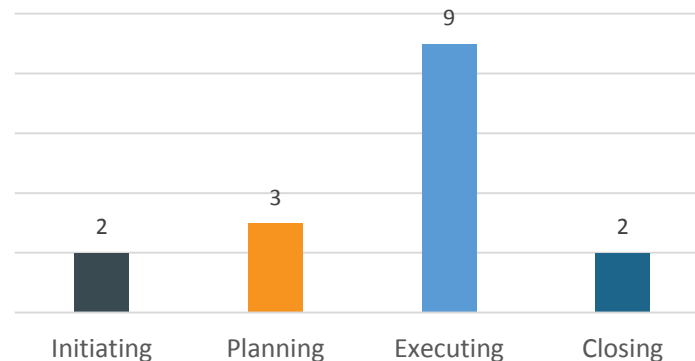
IT Project Dashboard

Project Name	Project Description	Managing Dept.	Business Owner	Budget	Schedule	Baselined Budget	Expended	Balance	Planned Start	Planned End	% Complete
CAPS+ Upgrade	To upgrade the County's financial, purchasing, payroll and human resources systems	A-C	A-C HRS	🟩	🟩	$ 7,795,081	$1,689,068	$ 6,106,013	10/07/15	08/31/17	25%
Behavioral Health Services Electronic Health Records Phase 2 of 3	To implement additional features, functions and capabilities for better management of summaries of care	HCA	HCA	🟨	🟨	$ 1,500,725	$ 576,429	$ 924,296	06/24/15	06/30/16	21%
PA/PG Conservatorship System	To replace near-obsolete system and provide additional functionality to fulfill civil and regulatory duties regarding decedent and conservatorship cases	HCA	HCA	🟩	🟩	$ 1,026,000	$ -	$ 1,026,000	TBD	TBD	0%
Public Health Electronic Health Record System	To implement Electronic Health Record (EHR) functionality for STD/HIV & Pulmonary diseases for Public Health Services	HCA	HCA	🟨	🟨	$ 805,542	$ 188,108	$ 617,434	06/24/15	06/30/16	30%
CAPS+ AIX Replacement	To replace end-of-life hardware platform for CAPS+	OCIT	A-C	🟩	🟩	$ 2,252,327	$2,202,648	$ 49,679	07/01/14	05/20/16	95%
Enterprise SharePoint Phases II-IV	To enable additional collaboration features and functionality	OCIT	CEO	🟩	🟩	$ 800,000	$ 783,229	$ 16,771	10/01/14	04/30/16	94%
eAgenda Replacement	To replace end-of-life system and automate end-to-end ASR (Agenda Staff Report) process	OCIT	COB	🟩	🟩	$ 1,000,000	$ 20,119	$ 979,881	07/01/15	06/30/17	19%
Integrated Talent Management System	To implement an integrated system for performance management, learning management, succession planning and recruitment	OCIT	HRS	🟩	🟩	$ 545,000	$ 18,799	$ 526,201	07/01/15	06/30/18	17%
Enterprise Shared-Services IBM Mainframe Hardware & Software Upgrade	To upgrade the County's mainframe software upgrade to support Property Tax System and other systems	OCIT	OCIT	🟩	🟩	$ 2,413,167	$ 220,179	$ 2,192,988	06/30/15	06/30/18	9%
Identity & Access Mgmt. (IAM) Enhancements	To mature and enhance IAM capabilities and reduce O&M costs	OCIT	OCIT	🟩	🟩	$ 425,000	$ 131,170	$ 293,830	07/01/15	06/30/16	72%

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

🟩 On track; within 10% of budget/schedule   🟨 At risk; 10% - 20% over budget/schedule   🟥 Critical: >20% over budget/schedule

IT Project Dashboard (cont'd)

Project Name	Project Description	Managing Dept.	Business Owner	Budget	Schedule	Baselined Budget	Expended	Balance	Planned Start	Planned End	% Complete
Voice & Data Network Transformation	To implement a Countywide, converged Voice and Data Network in order to eliminate duplicate circuits and maintenance costs and increase network capacity	OCIT	OCIT	🟩	🟥	$ 13,765,191	$4,610,000	$ 9,155,191	09/01/13	04/30/18	41%
Jail Management System Requirements Definition	To develop requirements and scope of work to replace the current end-of-life system	OCIT	OCSD	🟩	🟩	$ 350,000	$ 242,484	$ 107,516	10/15/15	04/20/16	99%
SSA Desktop & Help Desk Transition	To implement the transition of SSA Desktop and Service Desk service to SAIC-provided Desktop and Service Desk Managed Services.	OCIT	SSA	🟩	🟩	$ 727,064	$ 121,898	$ 605,166	12/03/15	05/01/16	70%
Computerized Maintenance Management System (CMM) Phase I	To replace the existing legacy systems with a centralized repository for all County's real estate assets, starting with OCSD, OCPW and CEO/Real Estate	OCIT OCPW	Multi	🟩	🟩	$ 500,000	$ 60,000	$ 440,000	07/01/15	06/30/16	59%
Boardroom AV System Upgrade	To upgrade the existing Crestron audio/video equipment in the Board Hearing Room	OCSD-Comm.	COB	🟩	🟩	$ 1,000,000	$ -	$ 1,000,000	07/01/15	06/30/17	3%
PD Case Management System	To develop a new system with the ability to integrate with other Justice Partners (e.g., DA, Courts, etc.)	PD	PD	🟩	🟩	$ 790,000	$ -	$ 790,000	04/01/16	03/31/17	0%

Upcoming Projects

Project Name	Project Description	Managing Dept.	Business Owner	Budget	Planned Start	Planned End
HRS Data Analytics	To provide Business Intelligence and reporting capabilities for HRS data	OCIT	HRS	$ 993,269	02/08/16	01/31/17
Project/Construction Mgmt. Info. System	To provide a standard, countywide system to enhance the management of capital improvement projects	OCIT	Multi	$ 1,000,000	03/09/16	02/17/17
CRM/311 & Land Management System Implementation	To present a single unified Salesforce customer community portal to citizens, land developers, and the business community	OCIT	OCPW	$ 4,000,000	08/01/16	TBD
Integrated Jail Management System RFP	To complete a Request for Proposal (RFP) for the solicitation of an Integrated Jail Management System and implementation services	OCIT	OCSD	TBD	05/31/16	01/31/17

🟩 On track; within 10% of budget/schedule   🟨 At risk; 10% - 20% over budget/schedule   🟥 Critical: >20% over budget/schedule

Project Landing Map

The map below depicts when project benefits are realized.

Q1 FY15-16	Q2 FY15-16	Q3 FY15-16	Q4 FY15-16
	✓ Identity & Access Mgmt. • Improved Onboarding Process	✓ Identity & Access Mgmt. • MFA pilot for external access ▪ Enterprise SharePoint ▪ PD Case Management System • Procurement	▪ CAPS+ AIX Replacement ▪ Jail Management System • Requirements Definition ▪ Identity & Access Mgmt. • SSO for VTI ▪ Behavioral Health Electronic Health Records (Phase 2) ▪ Public Health Records ▪ SSA Desktop/Help Desk Transition

Behind schedule & over budget
Internal resource constraints; same resources working on multiple priorities

Behind schedule & over budget
Public Health clinics experienced a significantly higher than normal vacancy rate

Q1 FY16-17	Q2 FY16-17	Q3 FY 16-17	Q4 FY16-17
▪ CAPS+ FS Upgrade	▪ IBM Mainframe Operating System Upgrade	▪ HRS Data Analytics ▪ PD Case Management System • Implementation ▪ Project/Construction Mgmt. Info. System ▪ Jail Management System - RFP	▪ Board AV System ▪ CAPS+ HR Upgrade ▪ eAgenda Replacement ▪ Computerized Maintenance Management System (CMMS) (Phase 1)

Q1 FY17-18	Q2 FY17-18	Q3 FY17-18	Q4 FY17-18
▪ PA/PG Conservatorship System (TBD)		▪ Talent Management System • Succession Planning	▪ Voice & Data Network Transformation ▪ Talent Management System • Performance Management for Executives and Admin Managers • Leaning Management Pilot ▪ IBM Mainframe Upgrade – all components

Behind schedule: Ongoing work with Atos to meet Remediation Plan milestones

✓ *Project benefits that have ben realized.*