County IT Projects

Quarterly Progress Report

1st Quarter, FY20-21
July 1 – September 30, 2020

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 the 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 end-of-life systems and investment in new, innovative, and reliable 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.

In addition to project status updates, this report also describes the County's IT overall project performance trends over the last 12 quarters.

Highlights

At a Glance

The number of projects in this reporting period is 19, a decrease from 20 projects reported in the previous quarter. The total budget increases to $58,740,317 from $57,176,793.

One new project was added in this reporting quarter: a Countywide implementation of an Email Protection Gateway that will provide automatic anti-spam, anti-virus, and advanced threat filtering capabilities.
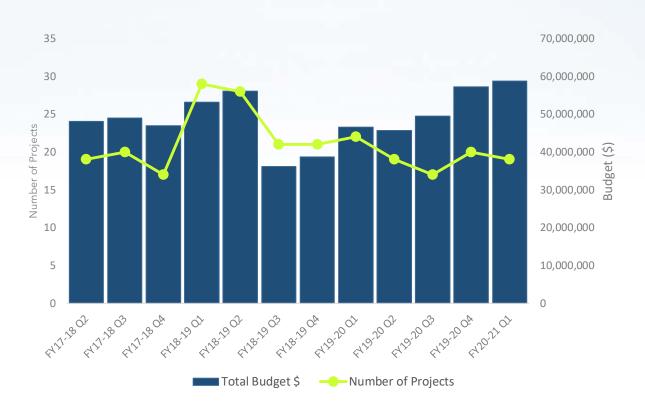
Key Accomplishments

The District Attorney completed the implementation of an integrated Record Management System that replaces the manual tracking of case/unit information within the District Attorney Bureau of Investigation. The project was completed several months ahead of schedule and under budget.

The Human Resources Services (HRS) completed the Countywide rollout of the Learning Management Module, on time and within budget.

IT Portfolio Size and Budget

OCIT — Orange County Information Technology

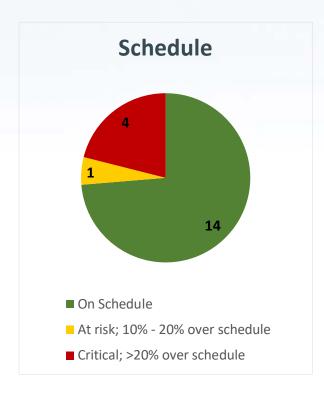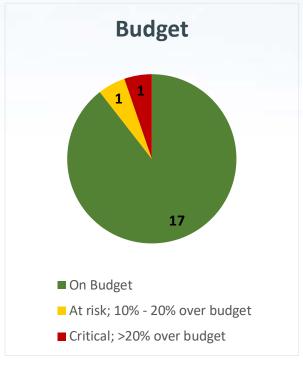This chart depicts the County's IT project portfolio size and budget trends over the last 12 quarters.

- The number of active projects is 19, a decrease from 20 projects reported in the previous quarter.

- Project data from the last 12 quarters show an average of 21 and a median of 20 projects.

- The total portfolio budget increased by $1,563,523 (3%)

The chart above reflects projects that were active or completed during each quarter.

Portfolio Performance

The charts below depict the County's IT project portfolio schedule and budget performance of the active and completed projects during the reporting period.

Schedule

- On Schedule
- At risk; 10% - 20% over schedule
- Critical; >20% over schedule

Budget

- On Budget
- At risk; 10% - 20% over budget
- Critical; >20% over budget

During this reporting period, five projects are experiencing schedule delay, and two projects exceed their original budget.

The COVID-19 pandemic is one of the contributing factors to project schedule delays.
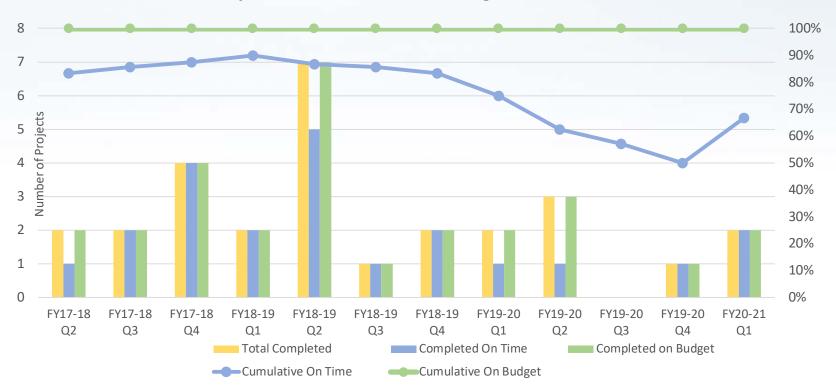
The chart below depicts the County's IT project schedule and budget performance trends for the projects that were completed over the last 12 quarters.

The bars reflect the total number of projects completed in each quarter, the number completed on schedule, and the number completed on budget.

The lines reflect the percentage of projects on schedule and on budget for projects completed over four consecutive quarters.

Project Portfolio Schedule and Budget Performance Trends

Legend:
- Total Completed
- Completed On Time
- Completed on Budget
- Cumulative On Time
- Cumulative On Budget

The last several quarters have seen a declining trend in the percentage of projects that were completed on time. The root causes include scope increase, County and vendor resource constraints, and other business priorities such as office relocation. The trend may also reflect the County's cost-schedule tradeoff decisions to stay within resource and budget constraints at the expense of schedule.

The projects aimed to improve or automate business processes account for more than half the share (53%) of the County's IT budget this quarter. The remaining projects are for replacing end-of-life or obsolete systems and account for 47% of the budget.

Investment by Business Justification

The chart above reflects projects that were active or completed during each quarter.

Projects that cross multiple departments account for the largest share of the County's IT project investments. Health Care Services, including Care Coordination, also have a large share of the IT project budget.

Service Area	Percent	Amount
Care Coordination	18.9%	$11,084,820
Enterprise Cybersecurity	0.8%	$450,000
Enterprise Infrastructure	1.4%	$800,000
Health Care Services	13.4%	$7,900,000
HR Services	2.7%	$1,596,423
John Wayne Airport	11%	$10,046,565
Multi-Department	44.9%	$28,392,909
Public Protection	13%	$513,332

The chart above reflects projects that were active or completed during this reporting period.

Managing Dept.	Business Owner	Project Description	Budget	Schedule	Schedule / Budget	Project Phase - Status as of End of Reporting Period Key Highlights Since End of Reporting Period	% Completed
A-C	Multi	**Property Tax System** - Transform the County's Property Tax System from a legacy mainframe system to an open-architecture platform.	*	*	Planned Start: 10/01/17 Planned End: ~~08/31/19~~ ~~08/31/20~~ 10/31/21 Budget: $ 11,428,059 Expended: $ 7,761,207 Encumbered: $ 2,164,195 Balance: $ 1,502,657 Source: General Fund	**Execution** - Completed phases 0 through 7. Phases 8 (performance testing, system integration testing, and User Acceptance Testing) is in progress. Both project budget and schedule are in red status. Post-quarter Update: On November 17, 2020, the Board approved two contract amendments: one in the amount of $2,117,109 for the continuing modernization of the legacy Property Tax System, and one in the amount of $397,927 for the vendor that has supported the legacy system and assisted with the modernization effort. The revised budget will be reflected in the next quarter's report. Schedule: The Board also approved the October 31, 2021 production-ready cutover date in the same meeting. Both County Counsel and Procurement are educated on the "production ready" delay. The contributing factors to the schedule delay include the following: - Vendor: Three months have been added to the schedule to allow the vendor to properly test the system as a whole unit and not individual components. - County: The User Acceptance Test has been expanded from two months to eight months, a result of the vendor's need to use a significant level of manual labor on development rather than automated tools. - COVID-19 impact: Due to remote work requirements, the project has not been able to maintain the level of productivity and synergy that would be achieved if the team and their equipment are located at one County location. At the County's request, County employees have agreed to increase their time onsite. The County has also requested the same from the vendor's key team members. The vendor is researching the feasibility of the action. - Extra-Help Retirees: A retired County employee who has the subject matter expertise and in-depth knowledge was hired to assist with the project.	85%

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

* Project has been rebaselined.
** Project will be baselined after initiation or procurement activities are complete.

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

Managing Dept.	Business Owner	Project Description	Budget	Schedule	Schedule / Budget	Project Phase - Status as of End of Reporting Period / Key Highlights Since End of Reporting Period	% Completed
A-C	Multi	**Workforce Time and Attendance Implementation** - Replace the current Virtual Timecard Interface with three modules: Time & Attendance, Absence Compliance Tracker, and Advanced Scheduling, providing the County with an efficient online timecard tracking tool that meets federal and state regulations.	🟩	🟨	Planned Start: 04/29/20 Planned End: 12/31/21 Budget: $ 4,899,728 Expended: $ 450,163 Encumbered: $ 1,910,026 Balance: $ 2,539,539 Source: General Fund	**Execution** - Gathering business requirements for Time & Attendance, Advanced Scheduling Module for Sheriff and Probation Departments, Absence Compliance Tracking Module, and System Integration with CAPS and Workforce interfaces. Next steps include completing requirements gathering activities, conducting gap analysis, and developing solution design. Risk Mitigation: - A key County Subject Matter Expert (SME) eligible for retirement is extending her retirement deadline. The department has also allocated a resource to replace the SME. - County team members are carrying a heavy workload. The mitigation plan is to monitor the response and workload of employees to ensure County deliverables meet project needs. - County's business requirements require more time to gather, as each department has its own way of conducting business. The project is behind by four weeks. The mitigation plan is to utilize a parallel process in reviewing the requirements documents while gathering the requirements to cut down review time.	**14%**
DA	DA	**Record Management System** - Implement a fully integrated public safety information system that has mobile or wireless capabilities to replace the manual tracking of case/unit information within the District Attorney Bureau of Investigation (BOI).	🟩	🟩 *	Planned Start: 07/01/18 Planned End: ~~04/30/21~~ 09/30/20 Budget: $ 513,332 Expended: $ 305,290 Encumbered: $ 136,710 Balance: $ 71,332 Source: General Fund	**Execution** - Completed system testing and resolved all issues. Completed user administration training. Received DOJ approval for cloud solution. Went live on 09/20/2020 and conducted support handover on 09/30/2020.	**100%**

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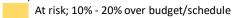
Managing Dept.	Business Owner	Project Description	Budget	Schedule	Schedule / Budget	Project Phase - Status as of End of Reporting Period / Key Highlights Since End of Reporting Period	% Completed
HCA	HCA	**Business Intelligence & Analytics** - Implement a system to allow for data mining, analytics, online analytical processing, monitoring, visibility of key historical and predictive modeling-based data. System benefits include timely availability of key information, decision support systems, increased development and standardization of best practices, performance and outcomes measurement and improvements, more efficient and meaningful collaboration, production of reliable and accurate key metrics, and increased overall data accuracy, security and governance.	**	**	Planned Start: 07/01/18 Planned End: TBD Budget: $ 3,900,000 Expended: $ 0 Encumbered: $ 0 Balance: $ 3,900,000 Source: MHSA	**Initiation** - All activities on this project were on hold due to the COVID-19 pandemic and are being re-activated. Continuing with current vendor and working toward a sole-source agreement for this project. Participating in demos and discussions of use cases. Holding internal discussions on use cases with all program stakeholders. Next steps include hardening functional requirements with business stakeholders and scope of work and developing the Agenda Staff Report (ASR) for the Board of Supervisor. Risk Mitigation: Consider possible impact of Countywide data sharing initiatives. Continue collaboration and communication with all stakeholders and gather requirements as necessary to allow integration of enterprise data warehouse to allow sharing of data.	13%
HCA	HCA	**Electronic Health Records (EHR) Interoperability** - Implement an acceptable and industry standards-driven interoperability solution for the EHR with HCA behavioral health service contract providers and other partners to allow a better integration of services and the sharing of key clinical and financial data, resulting in better care coordination, elimination of duplicate data entry and maintenance, easier collaborations and transitions of care amongst the provider community, and access to a more comprehensive clinical dataset for shared clients. This will also enable a more standardized approach to data definitions, terminology, vocabulary, security standards, and compliance.	**	**	Planned Start: 07/01/18 Planned End: TBD Budget: $ 3,750,000 Expended: $ 0 Encumbered: $ 0 Balance: $ 3,750,000 Source: MHSA	**Initiation** - All activities on this project were on hold due to the COVID-19 pandemic and are being re-activated with biweekly meetings with interested stakeholders. Conducted various meetings with vendor OCPRHIO (One California Partnership Regional Health Information Organization) and EHR vendor Cerner and received vendor quotes for review. Project will be baselined after completion of contract award. Next steps include interviewing contract providers to determine best candidate to participate in this initiative; working with finance to complete contract/cost/budget considerations for proof of concept; and continuing discussions and building consensus of project milestones and tasks, success factors, metrics, etc. Risk Mitigation: - Consider potential impact of other County-driven data sharing initiatives and related connectivity and integration requirements. Continue collaboration and communication with all stakeholders. - Ensure participation by contract providers. Communicate and collaborate with contract providers to ensure adoption and use. - The COVID-19 projects are completing, and resources are being re-assigned back to this project.	25%

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Managing Dept.	Business Owner	Project Description	Budget	Schedule	Schedule / Budget	Project Phase - Status as of End of Reporting Period / Key Highlights Since End of Reporting Period	% Completed
HCA	HCA	**ePrescription for Controlled Substances -** Implement a system to enable physicians to electronically prescribe controlled substances including opioids through the electronic health record system. This replaces the use of paper prescriptions, decreases risk of fraud and abuses of controlled substances, enables interaction checks and medication alerts, increases accuracy, efficiency, and promotes overall safety and quality of care.	🟩	🟥	Planned Start:　07/01/18 Planned End:　~~06/01/20~~ 　　~~08/01/20~~ 　　~~10/01/20~~ 　　02/26/21 Budget:　$　250,000 Expended:　$　0 Encumbered:　$　0 Balance:　$　250,000 Source: MHSA	**Execution** - Completed configuration of LDAP (Lightweight Directory Access Protocol), a requirement that was identified in the last quarter. The project is on hold and cannot go live until after the Cerner Millennium upgrade, which was delayed due to outstanding go-live issues. The project schedule has been revised from yellow to red status with a new estimated completion date of 02/26/21. <u>Issues & Risks</u>: The COVID-19 Public Health crisis led to a reduction in the number of staff available to participate in the build of the solution. Potential issue would be the unanticipated challenges in training staff on how to use the solution due to restrictions related to COVID-19.	**44%**

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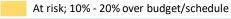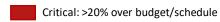
Managing Dept.	Business Owner	Project Description	Budget	Schedule	Schedule / Budget	Project Phase - Status as of End of Reporting Period Key Highlights Since End of Reporting Period	% Completed
HCA	Multi	**System of Care Data Integration System (SOCDIS)** - In examining the causes of homelessness and what can be done to address it, the County has identified the need to strengthen care coordination throughout five (5) systems that touch on individual care: Behavioral Health, Health Care, Housing, Benefits and Supportive Services, and Community Corrections. Collectively, these five (5) systems are referred to as the System of Care ("SOC"). In an effort to improve the performance of the County's SOC, the County is pursuing a strategy of Inter-Departmental collaboration and Data Systems Integration. System of Care Data Integration System ("SOCDIS") capability from IBM and to organize the products and implementation services as a project. SOCDIS consists of three releases - 1a, 1b, and 1c.			Planned Start: 03/25/20 Planned End: 06/30/21 Budget: $ 11,084,820 Expended: $ 4,616,951 Encumbered: $ 0 Balance: $ 6,467,869 Source: NCC & MHSA, CARES Act, State revenues	**Execution** - Completed System Integration Testing and User Acceptance Testing for Release 1a. Completed "soft" launch for Release 1a ("hard" launch delayed to next period). Completed data hub infrastructure for Release 1b. Next steps include: Completion of data migration, system integration, and User Acceptance Testing for Release 1b; Go Live of Release 1a and Release 1b. On July 14, 2020, the Board of Supervisors authorized Amendment to increase the IBM contract by $1.56 million to allow the vendor to develop data provisioning process for SOCDIS. The process shall allow the vendor to extract data from County staging and transform and load data into Microsoft Azure cloud environment. The establishment of the data provisioning process shall allow expedited services to the underserved and most vulnerable populations, including COVID-19 clients. Issues/Risks and Mitigation: - Approval of the data elements for Probation is delayed and may impact the schedule. Project team is performing system integration and User Acceptance Testing with mock data. - Completion of background checks and DOJ approval may delay go-live date for Release 1b. Project team is monitoring progress with standups among IBM and County and tracking to current baseline project plan.	45%
HRS/ OCIT	HRS	**Integrated Talent Management System** - Implement a pilot of an integrated system for Performance Management Module (pilot) and Learning Management Module.			Planned Start: 07/01/15 Planned End: ~~06/30/21~~ 09/16/20 Budget: $ 1,596,423 Expended: $ 1,429,425 Encumbered: $ 0 Balance: $ 166,998 Source: General Fund/Dept.	**Execution** - The Learning Management Module is live for all County users. Project closing activities have been completed as of September 16, 2020.	100%

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

Managing Dept.	Business Owner	Project Description	Budget	Schedule	Schedule / Budget	Project Phase - Status as of End of Reporting Period / Key Highlights Since End of Reporting Period	% Completed
JWA	JWA	**Building Automation System** - This project is an upgrade to the existing Building Automation System at JWA which controls temperature and airflow to interior spaces of the Terminal building.			Planned Start: 08/07/19 Planned End: ~~10/30/20~~ 12/16/20 Budget: $ 452,695 Expended: $ 316,886 Encumbered: $ 0 Balance: $ 135,809 Source: JWA	**Execution** - Field panel replacement is in progress; servers were delivered and installed. Next steps include integration and connection of new servers and field panels, completion of graphic user interface, training, and testing and system acceptance.	**70%**
JWA	JWA	**Emergency Phones** - This project is an upgrade to both hardware and software of the existing emergency phone system at JWA.			Planned Start: 11/01/19 Planned End: 02/21/21 Budget: $ 475,708 Expended: $ 142,712 Encumbered: $ 0 Balance: $ 332,996 Source: JWA	**Initiation** - Vendor conducted site visits at field locations as well as the Sheriff's communication center where system integration will take place. Scheduled individual training sessions for JWA Technical Services Staff. Developed project schedule. Hardware and associated equipment have been scheduled to ship. Next steps include installation of utilities and communications infrastructure between communications rooms and server locations.	**30%**

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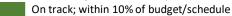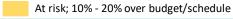|	On track; within 10% of budget/schedule		At risk; 10% - 20% over budget/schedule		Critical: >20% over budget/schedule

OCIT — Orange County Information Technology

Managing Dept.	Business Owner	Project Description	Budget	Schedule	Schedule / Budget	Project Phase - Status as of End of Reporting Period / Key Highlights Since End of Reporting Period	% Completed
JWA	JWA	**Network Redesign for John Wayne Airport** - Implement a new network infrastructure, using the latest industry standard and technology, to address increasing network traffic volume, eliminate network congestion issues, and provide system redundancy. Scope includes Phase 1, recommendations for network remediations and deployment plan, and Phase 2, network refresh implementation.	(green)	(green)	Planned Start: 01/07/19 Planned End: 06/30/21 Budget: $ 4,330,000 Expended: $ 112,500 Encumbered: $ 133,650 Balance: $ 4,083,850 Source: JWA	**Execution** - During this reporting period, completed design and deployment plan. Initiated equipment procurement activities. Next steps include completion of equipment procurement and implementation. The project budget and schedule have been baselined. Budget: The original budget of $1,000,000 was estimated nearly two years ago. Through various iterations, including low-level design, wall-to-wall inventory of network equipment, and network assessment, many more items were brought to light that need to be added to the project scope. The result baseline budget is $4,330,000 to accommodate additional network equipment, implementation services, and prerequisite costs for power, new fiber, and cabling. Risk Mitigation: The following risks have been identified and are being monitored: - The deployment phase of the project has dependency on equipment procurement. JWA will monitor closely and expedite the procurement of equipment needed for the project. - The prerequisite fiber cabling and power needed for the project if not completed on time may cause schedule delay. JWA is working with the cabling contractor to complete a cabling assessment. Once JWA receives the assessment report, JWA will work with OCIT to identify opportunities for fast tracking critical cabling activities. - Any delay due to COVID-19 may impact the baseline schedule.	**45%**
JWA	JWA	**Video Management System (VMS)** - This project is the video recording and storage system for the CCTV system. It is a component of the P409 capital project to upgrade the Airport's Sheriff Control Center and the Airport's Service Desk and have them co-located.	(green)	(red)	Planned Start: 02/20/20 Planned End: ~~10/15/20~~ ~~11/23/20~~ 01/31/21 Budget: $ 4,788,162 Expended: $ 3,911,912 Encumbered: $ 0 Balance: $ 876,250 Source: JWA	**Execution** - Network activities are in progress and ongoing. Next steps include completing network and stabilization, initiating camera migration/cutovers, and initiating system setup onsite. Due to COVID-19, delivery of certain materials are impacted. It is anticipated that substantial completion will occur in January 2021.	**72%**

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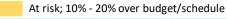|		
(green) On track; within 10% of budget/schedule	(yellow) At risk; 10% - 20% over budget/schedule	(red) Critical: >20% over budget/schedule

Managing Dept.	Business Owner	Project Description	Budget	Schedule	Schedule / Budget	Project Phase - Status as of End of Reporting Period Key Highlights Since End of Reporting Period	% Completed
OCIT	County wide	**Email Protection Gateway** - Implement an email gateway that will provide automatic anti-spam, anti-virus, and advanced threat-filtering capabilities.			Planned Start: 07/01/20 Planned End: 12/31/20 Budget: $ 450,000 Expended: $ 158,627 Encumbered: $ 0 Balance: $ 291,373 Source: JWA	**Execution** - Initiated the configurations of the solution (Proofpoint) to enable inbound email filtering, which will automatically block malicious content or quarantine email identified as SPAM. Once the solution configuration is completed, the project team will deploy the solution in three batches: OCIT/SAIC, IT Shared Services agencies/departments, and non-IT Shared Services agencies/departments.	25%
OCIT	County wide	**eGov - Web Content Management System** - Develop corporate style guides and website templates; design and migrate all legacy public-facing websites to the new platform.			Planned Start: 02/04/20 Planned End: 09/13/21 Budget: $ 1,100,000 Expended: $ 412,156 Encumbered: $ 71,798 Balance: $ 616,046 Source: General Fund	**Execution** - Completed 4 out of 12 waves of migration: enterprise design, OCGOV.COM, OCPL, OCWR, OCCR (Community Investment Division, Office On Aging, and Veterans Services), Clerk-Recorder, Clerk-of-the-Board, Campaign Finance and Ethics, and Internal Audit.	33%
OCIT	County wide	**Identity Governance & Administration** - consists of four phases: Phase 1: Global Address List (GAL) synchronization; Phase 2: Self-Service Password Reset; Phase 3: Portal for user and group management; Phase 4: Automated user-provisioning and de-provisioning using HR database as the authoritative source			Planned Start: 07/01/18 Planned End: 05/14/21 Budget: $ 800,000 Expended: $ 510,867 Encumbered: $ 0 Balance: $ 289,133 Source: General Fund	**Execution** - GAL Sync (Phase 1 of 4) go-live completed. SSPR (Phase 2) configured and deployed to production; rollout to agencies/departments in progress. MIM Portal (Phase 3) is 90% completed. HR integration (Phase 4) is in progress. Risk Mitigation: This project requires actions by the departments to provide system access, set up network connectivity, and perform data cleanup. Not getting these tasks completed in a timely manner may cause schedule delay or cost overrun. As mitigation, continue to provide information and status updates and communicate with the departments on a regular basis. Conduct monthly project updates for the departments. Hold sessions with individual departments as needed. Follow up with action items. Provide advanced notice to the departments on upcoming tasks and milestones.	70%

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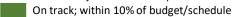|		
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OCIT	County wide	**OC Agenda** - Implement an Agenda Management replacement solution that meets the County's requirements of the agenda process lifecycle (creating Agenda Staff Reports (ASRs), compiling ASRs/publishing agendas, posting meeting minutes, and archiving).			Planned Start: 05/07/20 Planned End: 05/31/21 Budget: $ 1,515,789 Expended: $ 175,239 Encumbered: $ 0 Balance: $ 1,384,717 Source: General Fund	**Execution** - Completed business requirements and design and started configuration and development activities. Risk Mitigation: The vendor assumes that the County's functional requirements will be met with product configuration. If a gap between the product and County requirement is identified, the County and vendor will need to develop an acceptable solution. As mitigation, the vendor is directly engaging with the stakeholders as much as possible during the information gathering and gap analysis phases. In addition, Business Analysts and key business stakeholders are included throughout the project lifecycle.	**25%**
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.		*	Planned Start: 12/06/17 Planned End: ~~05/31/20~~ 10/31/20 06/30/21 Budget: $ 6,595,299 Expended: $ 5,056,445 Encumbered: $ 0 Balance: $ 1,538,854 Source: General Fund	**Execution** - Completed two out of five modules and CAPS+ core interfaces. The remaining three modules are in progress. The vendor is working on a re-architecture of the enterprise solution to accommodate County requirements. Risk Mitigation: The County is making tremendous progress but there is still a lot of work to be done on the project. The County and the vendor have re-organized the project resources for the most efficient progress possible. The risk of a non-integrated solution was escalated to the vendor executives. In response, the vendor assigned an additional resource to serve as the County enterprise product manager to review the overall solution holistically to ensure that all the modules and data will work as an enterprise system. The County is confident that the vendor now understands the enterprise solution and has a clear path to move forward. The project schedule and budget have been revised to accommodate the re-architecture of the solution.	**70%**

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Managing Dept.	Business Owner	Project Description	Budget	Schedule	Schedule / Budget	Project Phase - Status as of End of Reporting Period / Key Highlights Since End of Reporting Period	% Completed
OCIT	Multi	**OCCR & OCPW Voice Migration** - Migrate voice system to the County's enterprise solution			Planned Start: 06/05/20 Planned End: 04/16/21 Budget: $ 320,302 Expended: $ 41,639 Encumbered: $ 0 Balance: $ 278,663 Source: General Fund	**Execution** - Completed voice migration at OCPW (15 sites), OCCR Parks (16 sites), and OCCR Animal Care and County Ops. Next steps are to complete phone migrations at OCCR Libraries and Parks and Aruba locations and planning for E911 migration and porting (porting OCPW and OCCR telephone numbers to AT&T Session Initiation Protocol (SIP) trunks. <u>Risk mitigation</u>: Frequent communication with sites to relay detailed cutover information and sufficient advance notice in order to mitigate project schedule risks	**62%**
OCIT	Multi	**ServiceNow for Shared Services** - Implement a single ticketing system for all Shared Services departments; transition Shared Services departments to a unified call center model; deploy automated discovery tools to capture infrastructure components; and modify ServiceNow portal and service catalog to provide for an efficient and user-friendly customer service experience.		*	Planned Start: 07/01/17 Planned End: ~~06/30/20~~ 12/31/20 Budget: $ 490,000 Expended: $ 222,467 Encumbered: $ 0 Balance: $ 267,533 Source: General Fund	**Execution** - The project consists of three major components. 1) Implementation of ServiceNow ticketing tool at all Shared Services departments: Completed for all departments except Probation Department. 2) Enhancements to the ServiceNow user portal (front end): Completed a prototype that is customizable for customer type or department. Scheduling prototype review sessions with agencies/departments. 3) Revisions to ServiceNow Service Catalog (backend): Not started <u>Risks and Issues</u>: - Ongoing delay in completing background checks for out-of-state Service Desk personnel continues to delay go-live of ServiceNow at Probation. OCIT Security and Probation are in discussions regarding resolution. - Revisions to ServiceNow Service Catalog will likely be delayed until after January 1 due to time required to complete the user portal (front end) configurations and department reviews/acceptance. The project team is working to maintain go-live schedule for portal enhancements before calendar year-end while initiating Service Catalog revisions at the same time.	**74%**

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

* Project has been rebaselined.

** Project will be baselined after initiation or procurement activities are complete.

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

Project Landing Map

OCIT
Orange County Information Technology

The map below depicts when project benefits are realized.

Q1 FY19-20 Jul – Sep 2019	Q2 FY19-20 Oct – Dec 2019	Q3 FY19-20 Jan – Mar 2020	Q4 FY19-20 Apr – Jun 2020
✓ Email Cryptography ✓ Web Content Management System Phase I	✓ Finance Tracker ✓ Lab Information Management System ✓ Modernizing Courtroom Wireless & Cabling		✓ Enterprise Network Redesign

Q1 FY20-21 Jul – Sep 2020	Q2 FY20-21 Oct – Dec 2020	Q3 FY20-21 Jan – Mar 2021	Q4 FY20-21 Apr – Jun 2021
✓ Integrated Talent Management System ✓ DA's Record Management System	▪ Email Protection Gateway ▪ JWA Building Automation System ▪ ServiceNow for Shared Services	** Electronic Health Records (EHR) Interoperability ▪ ePrescription for Controlled Substances ** JWA Emergency Phones ▪ JWA Video Management System	▪ Computerized Maintenance Management System (CMMS) ▪ Identity Governance & Administration ** JWA Network Redesign ▪ OC Agenda ▪ OCCR/OCPW Voice Migration ▪ System of Care Data Integration System (SOCDIS)

Delay due to dependency on other system and COVID-19

Delay due to COVID-19

Budget increase and schedule delay to accommodate an integrated solution

Q1 FY21-22 Jul – Sep 2021	Q2 FY21-22 Oct – Dec 2021	Q3 FY21-22 Jan – Mar 2022	Q4 FY21-22 Apr – Jun 2022
▪ eGov - Web Content Management System	** HCA Business Intelligence & Analytics ▪ Property Tax System ▪ Workforce Time & Attendance		

Delay due to system complexity, resource constraints, and COVID-19

Schedule risk due to heavy workload and additional time to gather business requirements

✓   *Project has ben completed.*
**   *Project will be baselined after initiation or procurement activities are complete.*