

# County IT Projects

## Quarterly Progress Report

2<sup>nd</sup> Quarter, FY17-18

October 1 – December 31, 2017



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.

In addition to the status of these projects, this report describes the County's IT project performance trends over the last four quarters.

## Highlights



### At a Glance

The number of projects in this reporting period is 19, two more than in the last quarter. The total budget increases from \$38,590,140 to \$48,142,614. All of the projects are within budget. During this reporting period, besides the Voice and Data Network Transformation project, three (3) other projects experienced schedule delays due to various reasons, such as additional product enhancements and dependency on department resource availability.



### New IT Initiatives

Two projects are added to this quarter's report. They are the Property Tax System and IT services for the Animal Care Management Center relocation.

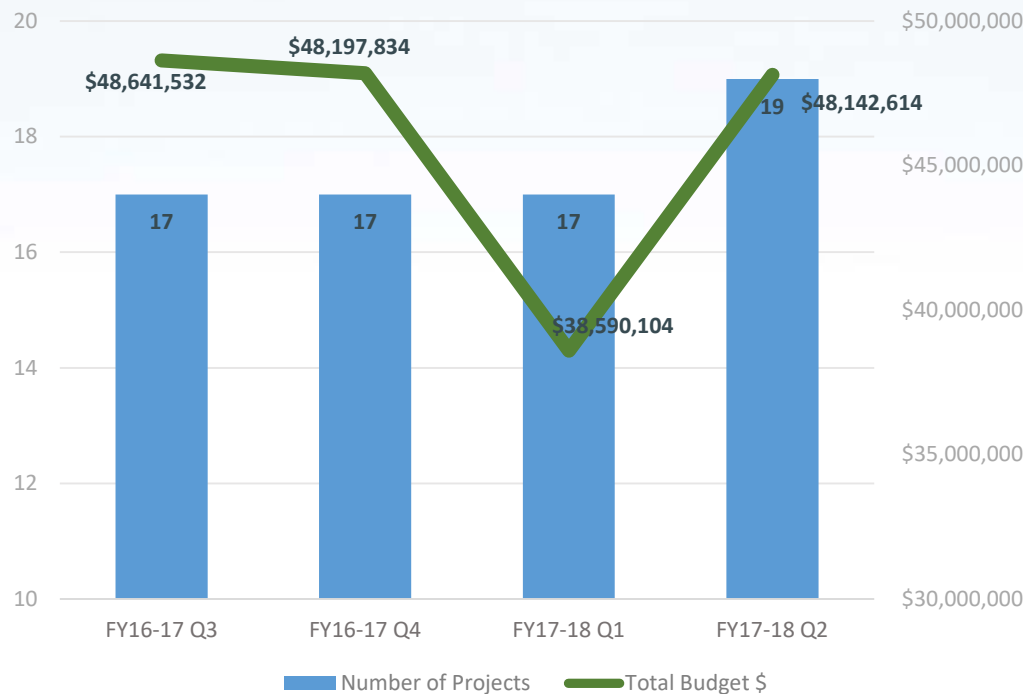


### Accomplishment

Completed during this reporting period, the OC Safety application is the first Countywide safety system designed 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 application improves the recordkeeping and reporting requirements of safety related incidents, facilitates analyses, and makes it easier and faster for County users to report, track and take action on safety incidents. In addition, the application includes a Safety training/certification module that allows updating and tracking mandatory safety training.

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

### Portfolio Size and Budget Trends



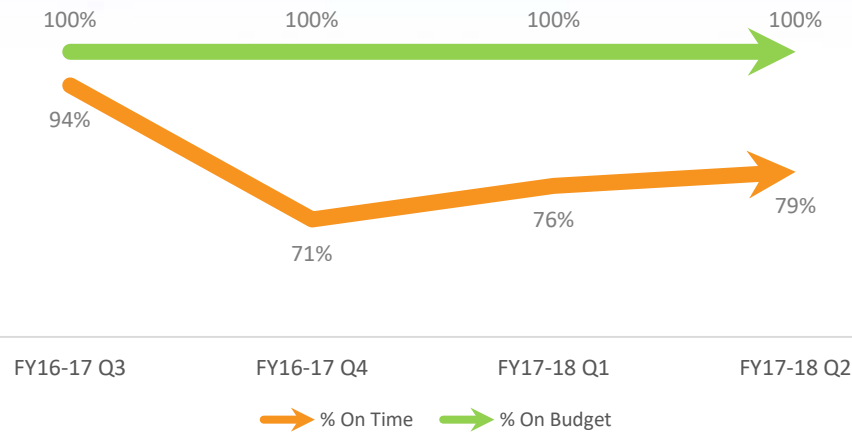
Project data from the last four quarters reflect a stable portfolio of an average of 17.5 and median of 17 projects.

This quarter's budget increased by more than \$9.5M (25%) due to the introduction of the Property Tax System and IT support for the Animal Care Management Center Relocation and the contract award of the Computerized Maintenance Management System.

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

This chart depicts the County's IT project schedule and budget performance trends over the last four quarters.

## Project Performance Trends

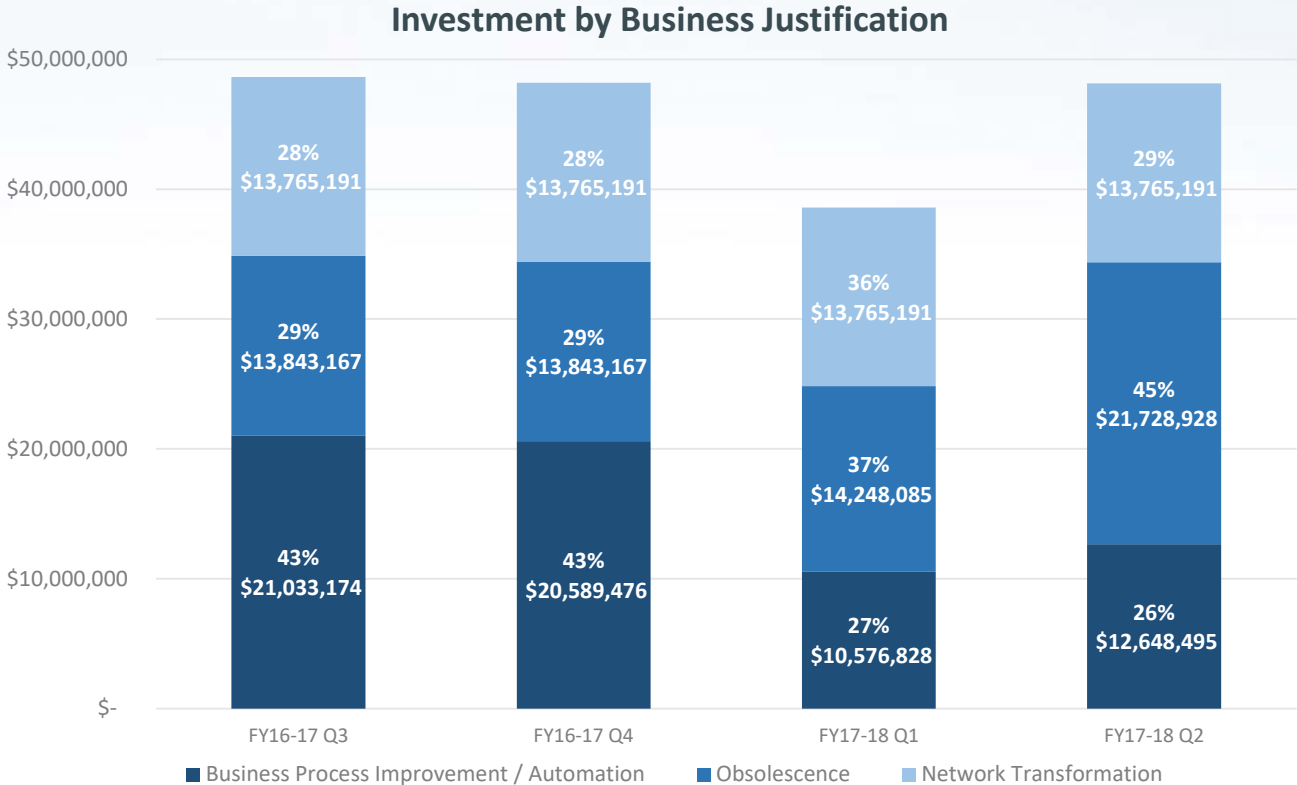


All projects have stayed within budget throughout the last four quarters.

Besides the Voice & Network Transformation project, three projects are behind schedule due to various reasons such as additional product enhancements and dependency on department resource availability.

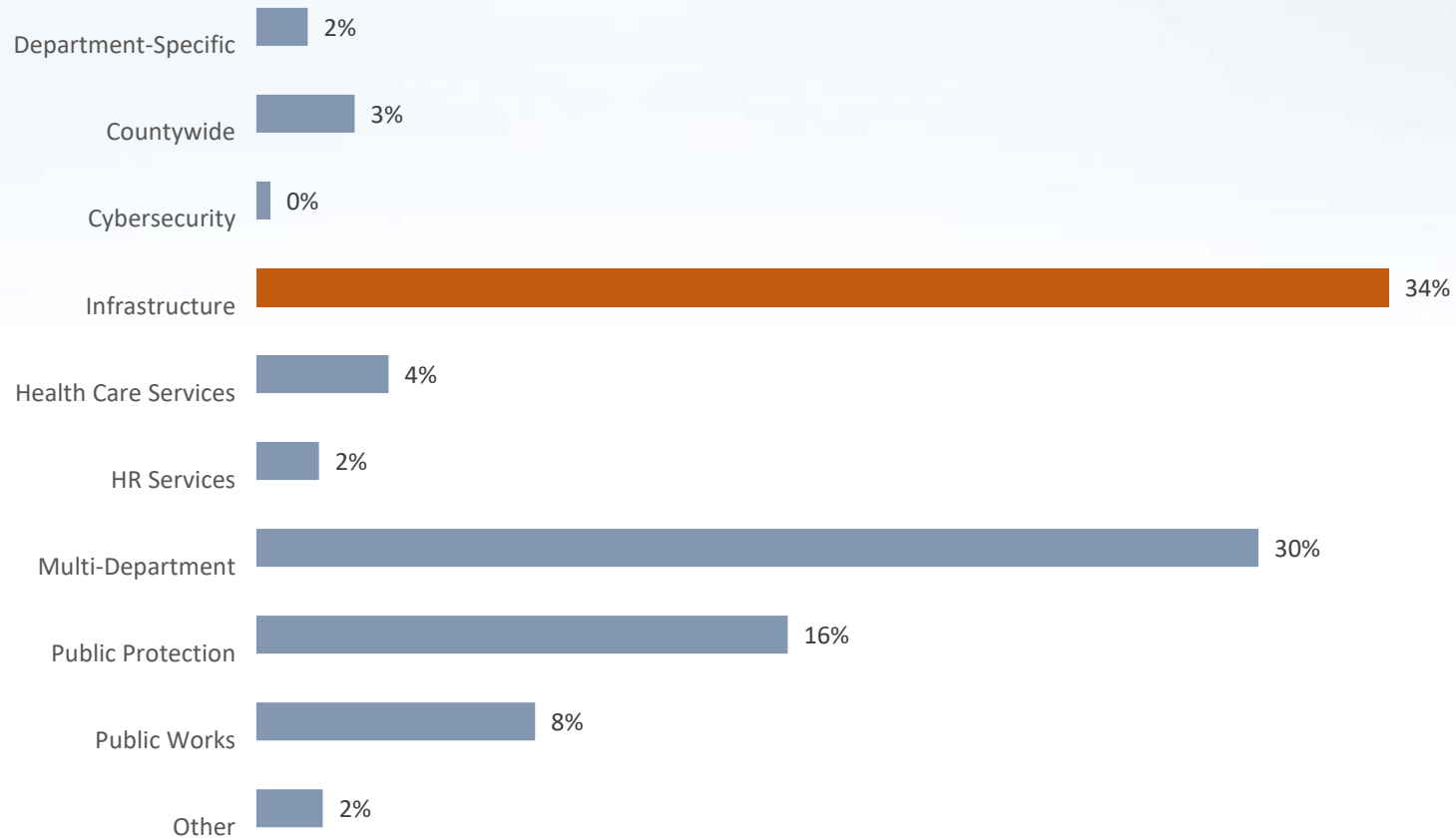
*The charts above reflects projects that were active or completed during the reporting period.*

Together with the Voice and Data Network Transformation project, the County’s IT projects to replace obsolescent systems and technologies account for more than 50% of the County’s IT investments over the last four quarters.



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

Excluding certain departments, the County is investing more on Countywide projects or those that cross multiple departments than on department-specific projects.



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

# IT Project Dashboard (1 of 4)



Managing Dept.	Business Owner	Project Description	Budget	Schedule	Baselined Budget	Expended	Balance	Planned Start	Planned End	% Complete	Project Phase - Status as of End of Reporting Period Key Highlights Since End of Reporting Period
A-C	Multi	<b>Property Tax System</b> - Transform the County's Property Tax System from a legacy mainframe system to an open-architecture platform			\$ 7,480,843	\$ 791,040	\$ 6,689,803	10/01/17	08/31/19	10%	Initiation - Assessment is in progress; Iterations 1 & 2 (out of 9) are in progress.
A-C	Multi	<b>Virtual Timecard Interface (VTI) Upgrade</b> - Provide a maintenance upgrade and the implementation of the Sheriff Department onto the County's Time Keeping system			\$ 1,054,918	\$ 533,161	\$ 521,757	05/23/17	08/30/18	47%	Execution - Completed Phase I Part A (Countywide rollout without new functionalities). Phase I Part B is target to start in the next reporting period and will include enhancements and follow a department rollout methodology. Phase 2 (implementation for Sheriff Department) is in progress.
HCA	HCA	<b>PA/PG Conservatorship System</b> - Upgrade the existing EPAGES system to move onto the latest platform for maintaining PA and PG client needs and compliance with court and general public services	*	*	\$ 1,890,000	\$ 542,000	\$ 1,348,000	06/19/17	06/30/18	48%	Execution - Development of PA side completed and awaiting validation & sign-off. Development of PG side expected to start in January 2018.
OCIT	COB	<b>eAgenda Replacement</b> - Replace end-of-life system and automate end-to-end ASR (Agenda Staff Report) process		*	\$ 350,000	\$ 165,308	\$ 184,692	07/01/15	06/30/18	70%	Closing - The Steering Committee determined that a Software-as-a-Service (SaaS) solution cannot meet business needs and terminated the contract. A new effort will be initiated to gather detailed business requirements for a custom solution. Steering Committee will decide the next steps upon completion of the detailed requirements.
OCIT	HRS	<b>HRS Data Analytics Phase II</b> - Add Employee Benefits reports and reporting features to the HRS Portal			\$ 350,000	\$ 320,068	\$ 29,932	04/04/17	03/29/18	90%	Executing - All modules were completed and deployed to production with the exception of the Ad hoc environment and Dashboard modules. Schedule was extended due to the User Acceptance Testing of these remaining modules being expanded to all departments instead of only select departments as originally planned. In addition, project scope will be revisited due to feedback from business stakeholders.

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

\* Project has been rebaselined.

\*\* Procurement activities in process; project may need to be rebaselined.

On track; within 10% of budget/schedule
  At risk; 10% - 20% over budget/schedule
  Critical: >20% over budget/schedule
  Exception – Please see status

# IT Project Dashboard (2 of 4)



Managing Dept.	Business Owner	Project Description	Budget	Schedule	Baselined Budget	Expended	Balance	Planned Start	Planned End	% Complete	Project Phase - Status as of End of Reporting Period Key Highlights Since End of Reporting Period
OCIT	HRS	<b>Integrated Talent Management System</b> - Implement a pilot of an integrated system for performance management and learning management	**	**	\$ 545,000	\$ 63,389	\$ 481,611	07/01/15	06/30/19	29%	Procurement - Due diligence on solution completed; contract negotiations in progress  ASR is being planned for Board date of April 24 with a cumulative contract amount of \$4.2M for an initial 38-month contract plus two 2-year renewal option, which includes ongoing subscription costs for scaling up the learning management module to cover all Countywide users.
OCIT	Multi	<b>Computerized Maintenance Management System (CMMS)</b> - Replace the existing legacy systems with a centralized repository for all County's real estate assets, starting with OCSD, OCPW and CEO/Real Estate			\$ 5,143,099	\$ -	\$ 5,143,099	09/15/16	12/05/19	1%	Initiation - Contract award was approved by the Board in December 2017 with a cumulative contract amount of \$7M for an initial 3-year contract plus two 2-year renewal option. Formal project start and end dates established. Implementation to start in January 2018.
OCIT	Multi	<b>Project Information Management System (PIMS)</b> - Provide a standard, countywide system to enhance the management of capital improvement projects			\$ 974,820	\$ 222,905	\$ 751,915	03/01/16	06/28/18	45%	Execution - Contract award was approved by the Board in October 2017 with a cumulative contract amount of \$3.2M for an initial 40-month contract plus two 2-year renewal option; implementation kickoff and scope review completed; implementation plan and schedule developed.
OCIT	Multi	<b>Secure DNS</b> - Deploy a Secure DNS solution to further protect the County against ransomware and malicious cyber attacks via the Internet	**	**	\$ 200,000	\$ -	\$ 200,000	07/01/17	06/30/18	40%	Execution - Completed Proof of Concept (POC) with two products. POC with the third (and last) product target for next quarter. Solution/vendor will be selected upon completion of the last POC.
OCIT	Multi	<b>ServiceNow for Shared Services</b> - Implement a single ticketing system to improve the Service Desk experience for Shared Services departments			\$ 490,000	\$ -	\$ 490,000	07/01/17	06/30/19	5%	Initiation - Completed analysis of solution options and made go-forward decision to initiate solution on SAIC-hosted instance with plan for migration to County's own instance at a later date
OCIT	OCAC	<b>Animal Care Management Center Relocation</b> - Perform IT services such as network installation and workstations in support of the relocation of the Animal Care Shelter to the new shelter in Tustin			\$ 347,348	\$ 290,319	\$ 57,029	07/01/17	03/16/18	40%	Execution - Network equipment and new PCs procured; network plan and equipment layout floor plans completed; Windows 10 conversion in progress  Project completed in March 2018, and the new center is now up and running.

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# IT Project Dashboard (3 of 4)



Managing Dept.	Business Owner	Project Description	Budget	Schedule	Baselined Budget	Expended	Balance	Planned Start	Planned End	% Complete	Project Phase - Status as of End of Reporting Period Key Highlights Since End of Reporting Period
OCIT	OCIT	<b>Enterprise IBM Mainframe Hardware &amp; Software Upgrade</b> - Upgrade the County's mainframe hardware and software to support Property Tax System and other systems			\$ 2,413,167	\$ 1,764,998	\$ 648,169	07/01/14	06/30/18	90%	Execution - The majority of hardware and software upgraded; remaining software upgrade on track with budget and schedule
OCIT	OCWR CEO Risk Mgmt.	<b>OC Safety Application</b> - Develop a system to help reduce liabilities related to workplace injuries, illnesses and property damage, and to comply with the CCR, Title 8.	*	*	\$ 230,000	\$ 235,410	\$ (5,410)	09/01/16	10/30/17	100%	Completed within budget and schedule
OCIT	Multi	<b>Voice &amp; Data Network Transformation</b> - Implement a Countywide, converged Voice and Data Network in order to eliminate duplicate circuits and maintenance costs and increase network capacity		*	\$13,765,191	\$11,700,413	\$ 2,064,778	09/01/13	<del>12/31/17</del> TBD	75%	Execution - 75% of the sites in scope have been transformed. Schedule delays due to unique OCSD facilities challenges, vendor staff turnover, slow equipment procurement and other project challenges.  <i>Completion date has been extended to 6/30/18. Transformation will not be completed for 7 sites pending required extensive environmental upgrades that the County is responsible for.</i>
OCIT	OCSD	<b>Integrated Jail Management System</b> - Replace the existing 25-year-old system currently on the Unisys mainframe			\$ 6,800,000	\$ -	\$ 6,800,000	06/15/16	10/31/19	40%	Execution - Contract award was approved by the Board in October 2017 with a cumulative contract amount of \$4.5M for an initial 2-year contract plus three 1-year renewal option; implementation phase in progress
OCIT	OCWR	<b>Master Capital Expenditure &amp; Planning (MCEP) System</b> - Automate and standardize MCEP process for managing landfill capital projects in order to assess and respond to impacts from changes in tonnage and site conditions.			\$ 387,000	\$ 188,994	\$ 198,006	02/01/17	05/31/18	63%	Execution - Completed 5 out of 8 application development sprints

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# IT Project Dashboard (4 of 4)

Managing Dept.	Business Owner	Project Description	Budget	Schedule	Baselined Budget	Expended	Balance	Planned Start	Planned End	% Complete	Project Phase - Status as of End of Reporting Period Key Highlights Since End of Reporting Period
OCPW	OCPW	<b>Customer Relationship Management (CRM) / Land Management System</b> - Implement a unified portal on the Salesforce.com CRM platform and integrate with the Land Management System			\$ 3,981,228	\$ 3,773,125	\$ 208,103	08/01/16	4/20/18 TBD	70%	Execution – Through testing, business stakeholders have identified issues with the features and functionality of the LMS solution. Platform selected for LMS (BasicGov for Salesforce) is requiring unanticipated customization to meet OCPW’s defined core requirements. Key vendor personnel, including the initial solution architect, have left the project, which has introduced additional risks. OCPW has requested the vendor to develop a revised project plan and implementation schedule.
OCPW/ OCSD	COB	<b>Boardroom AV System Upgrade</b> - Upgrade the existing Crestron audio/video equipment in the Board Hearing Room		*	\$ 950,000	\$ 43,150	\$ 906,850	07/01/15	08/16/18	7%	Execution - Completed architecture design and initiated planning for the construction phase of the AV upgrade.  <i>The new planned end date is now October 2018.</i>
PD	PD	<b>PD Case Management System</b> - Develop a new case management system for the PD that will also have the ability to integrate with other Justice Partners (e.g., DA, Courts, etc.)			\$ 790,000	\$ 627,500	\$ 162,500	04/01/16	6/30/17 TBD	95%	Execution - The system is fully up and operational except for the interfaces with the DA, TTC, and the Courts. These interfaces are pending resource availability from these departments.  <i>The interface with the DA is in progress with a target completion of summer 2018; the PD Fee Collection interface with the TTC and the Courts is target for completion also in summer 2018; the Vision interface with the Courts is pending the Courts’ resource availability.</i>
<b>Grand Total</b>					<b>\$48,142,614</b>	<b>\$21,261,780</b>	<b>\$26,880,834</b>				

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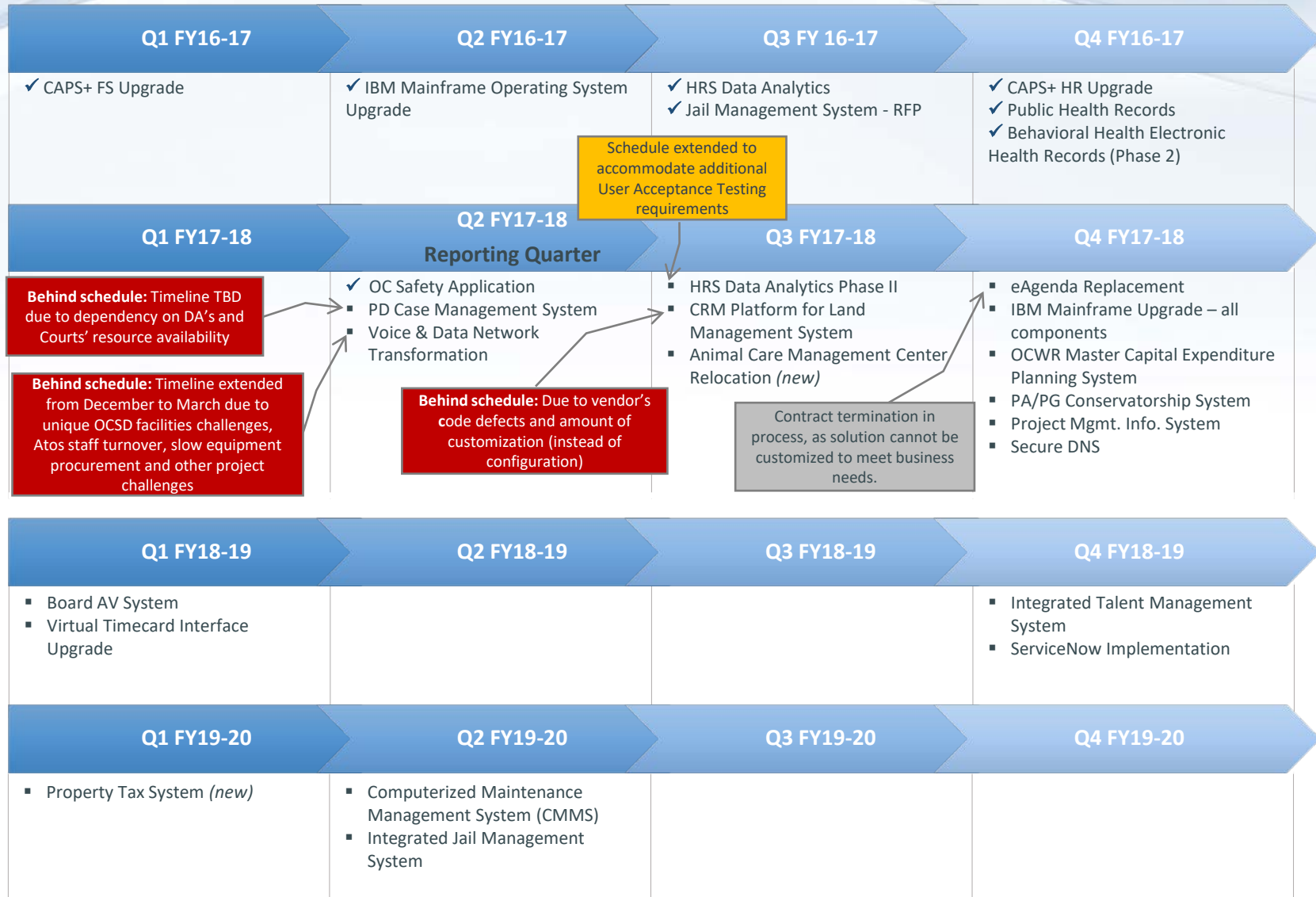
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# Project Landing Map

The map below depicts when project benefits are realized.



✓ Project benefits that have been realized.