

Smart Cities and Service Improvements Committee

Rob Lloyd, Chief Information Officer

December 2, 2021

Awards and Recognition for the City of San José



#1 Digital Cities Awards Winner
2nd Year in a Row

2020

2021



(d) 1 – Innovation and Technology Projects Status Report

Smart Cities and Service Improvements Committee
December 2, 2021

Michael Foster, Division Manager, Information Technology Department

San José City Roadmap | FY 2021-2022

Legend:

COVID-19 Response

Enterprise Initiatives

Enterprise Priority	Project						Strategy		Policy		
COVID-19 Pandemic: Community + Economic Recovery	Housing Stabilization	Re-Employment + Workforce Development	Small Business Recovery	Food + Necessities Distribution	Digital Equity	Child Care			Build Back Better + Recovery Taskforce		
Emergency Management + Preparedness	Vaccination Taskforce										Soft-Story Building Earthquake Retrofit Policy
Creating Housing + Preventing Homelessness	Emergency Housing Construction + Operation										Sheltering + Enhanced Encampment Services
Safe, Vibrant, + Inclusive Neighborhoods + Public Life	Police Reforms Work Plan						San José 311 + Service Delivery	Encampment Waste Pick-Up BeautifySJ			Vision Zero Traffic Safety
Building the San José of Tomorrow with a Downtown for Everyone	Align Zoning with General Plan						Development Services Transformation	Google Development	Major Real Estate Development Projects		
Smart, Sustainable, + Reliable City: 21 st Century Infrastructure	Pavement, Fire, EOC, Transit Capital Improvements	Regional Wastewater Facility Capital Improvements	Electrical Service for Major Development	Climate Smart American Cities Climate Challenge			Lowering PG&E Above Market Costs for Clean Energy				
Enterprise Priority Foundational	Project						Strategy		Policy		
Strategic Fiscal Positioning + Resource Deployment	Federal + State Recovery Advocacy	Secure City Cybersecurity	Procurement Improvement	Pension Obligation Bond Analysis			Budgeting for Equity	City Roadmap Budgeting, Accountability, + Performance			
Powered by People	Continuity of City Services	Safe Workplace	Employee Health + Wellness	Drive to Digital			Effective Teams	City Workforce Diversity + Skill Building			







Enterprise Priority	Project					
COVID-19 Pandemic: Community + Economic Recovery	Access Eastside	FirstNet Deployment	SJ Access Hotspots Distribution Program w/ AT&T	Public Meeting Technology Assessment		
Emergency Management + Preparedness	Violent Crime Mitigation System Pilot	Transportation Events Tracking/ Verizon Traffic Data Services	EOC Next Generation Technology			
Creating Housing + Preventing Homelessness	Rent Registry 3.0	Project Doorway	Loan Management System			
Safe, Vibrant, + Inclusive Neighborhoods + Public Life	San José 311 + Service Delivery	Parking Citation Mgmt & Permitting Mgmt System	SJ311 Accessibility Assessment	SJ311 Equity Project		
Building the San José of Tomorrow with a Downtown for Everyone	Development Services Transformation	Facebook Terragraph 2.0				
Smart, Sustainable, + Reliable City: 21 st Century Infrastructure	LED Smart Controllers	Building Energy Usage Monitoring	City Building Security Cameras	Environmental Enforcement Data Management System	Laboratory Information Management System	
Enterprise Priority Foundational	Project					
Strategic Fiscal Positioning + Resource Deployment	Telcom Expense Management	Cybersecurity Work Plan	Business Tax System	Lease Management	Asset Management	
Powered by People	Business Process Automation	Drive to Digital OneCity Workplace	Hybrid Work Environment (Conference Room Tech)			

Core Technology Projects	
Copier/Printer Replacement	Airport WiFi Upgrade
IT Strategic Plan	Microsoft Dedicated Support Engineering
Citywide Product Projects Dashboard	City Open Data Environment
Technology Management & Deployments Policy	Mobile Communication & Devices Policy
Web Governance & Digital Services Policy	
Innovation & Pilots	
Multilingual Emergency Management Tools	Transportation Data Platform (UrbanLogiq)
Real-Time Interpretation for Limited/ Non-English Speakers	

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Safe, Vibrant, + Inclusive Neighborhoods + Public Life	San José 311 + Service Delivery	Parking Citation Mgmt & Permitting Mgmt System	SJ311 Accessibility	SJ311 Equity Project	Add 4 new services to SJ311 Web/Mobile app	
Building the San José of Tomorrow with a Downtown for Everyone	Development Services Transformation					
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Innovation and Technology Projects – RED & YELLOW STATUS CHANGES

Project Name	October Status	December Status	Issue	Corrective Course of Action
Environmental Enforcement Data Mgmt System			Project planning has begun, need dedicated project management	Contract product-project manager being onboarded
Laboratory Information Mgmt System			Project planning has begun, need dedicated project management	Contract product-project manager being onboarded
Drive to Digital OneCity Workplace			Only partial funding exists	Dependent on actions at 11/30 Economic Recovery Council Item – if not fully funded will work through city budget process
Asset Management			On hold	Hire resource to manage
Busines Tax System			Now out for RFP, but delays to timeline	Look to accelerate timeline
Lease Management			Scope and budget were narrowly defined	Scope and requirements will be modified to include all impacted City Departments

Innovation and Technology Projects – Recently Completed Projects

Project Name	Current Status	Summary	Next Steps
Technology Management & Deployments Policy		Policy approved and published August 27	Training and publicizing the policy across all City IT staff & contractors
Mobile Communication & Devices Policy		Policy approved and published August 27	Training and publicizing the policy across all City IT staff & contractors
Web Governance & Digital Services Policy		Policy approved and published August 27	Training and publicizing the policy across all City IT staff & contractors
Facebook Terragraph 2.0		Downtown network officially launched to the public October 5, 2021	Focus on filling any gaps on the map in future improvements
Rent Registry 3.0		Presented to this committee last month on new version with new features	Ongoing improvements based on feedback, plans for version 4.0

Innovation and Technology Projects – NET NEW PROJECTS

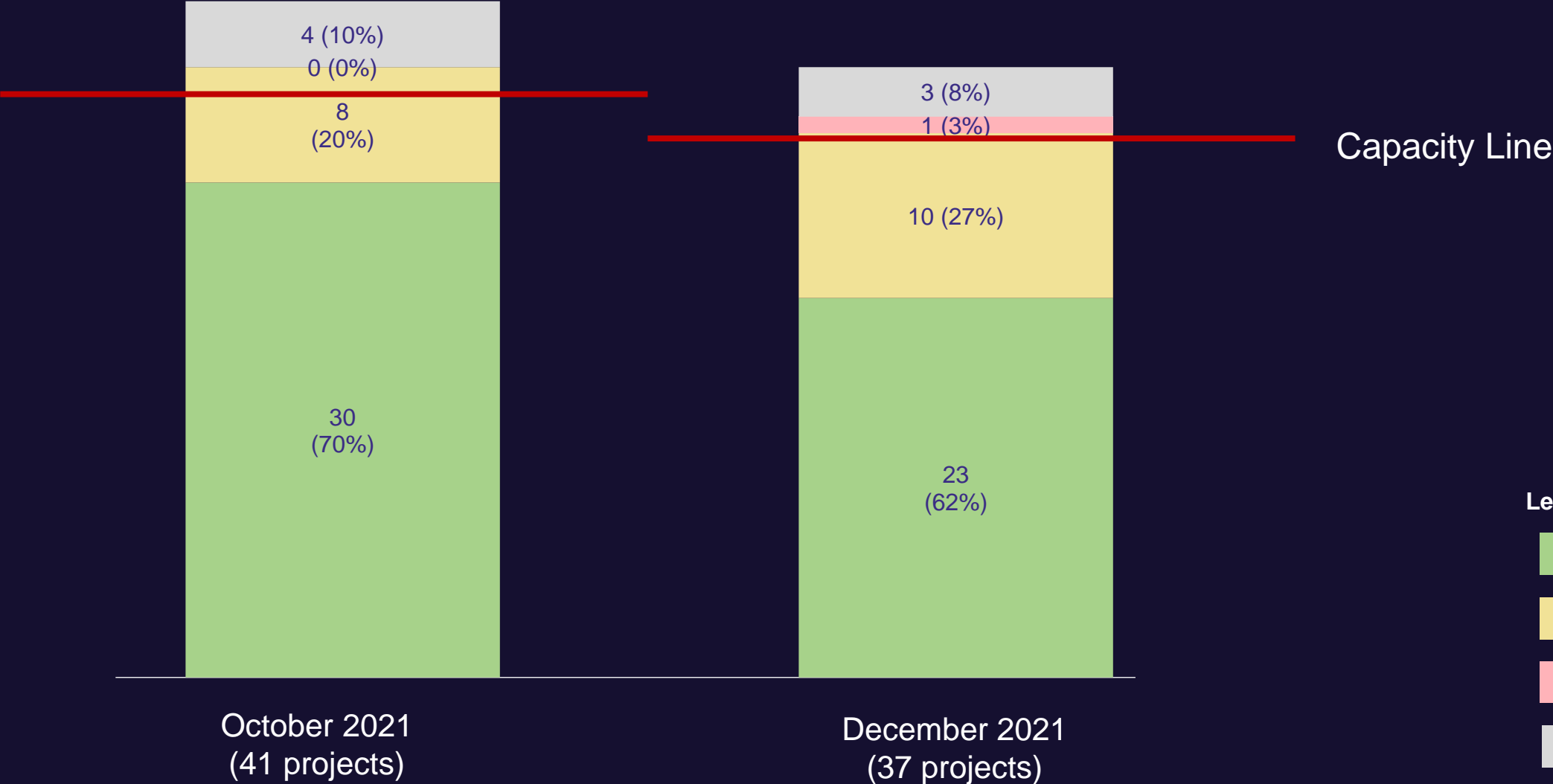
Project Name	Current Status	Summary	Next Steps
Add 4 new services to SJ311 Web/Mobile app		Work will commence once the low-code/no-code migration is completed	Add 4 new services, including the following top priorities:

- **Community WiFi Customer Service Reporting**
- **Report Illegal Fireworks**
- **Connect Tenants to Affordable Housing**
- **Housing – Eviction Prevention**

Innovation and Technology Projects

Capacity/Velocity

December 2021



Legend | Project Status

- On Track
- Issues with Schedule, Budget, or Scope
- At Risk, Corrective Actions Needed
- On Hold

Independent Verification & Validation Review Process

- Verification and validation are independent procedures that are used together for checking that a product, service, or system meets requirements and specifications and that it fulfills its intended purpose.
- Three (3) Projects per Month evaluated via IV&V
 - Option I - C3PO Division Manager Review
 - Option II - Internal Independent Panel of Three Review
 - Option III - External IV&V Review

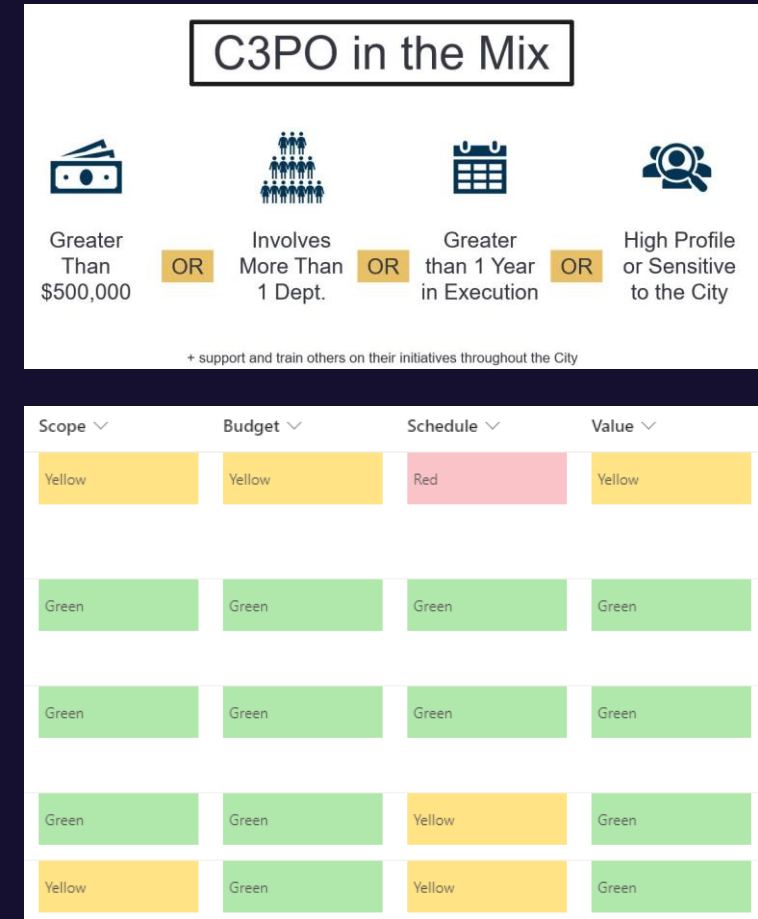
Grading System for Projects

Stack Rank Projects by:

- C3PO Project Qualifications
- Status on Dashboard – the 4 dashboard colors
- Extra points for:
 - High Profile or Sensitive
 - Value column is not Green

Report to this Committee on Projects

- Current Status
- Evaluation via IV&V

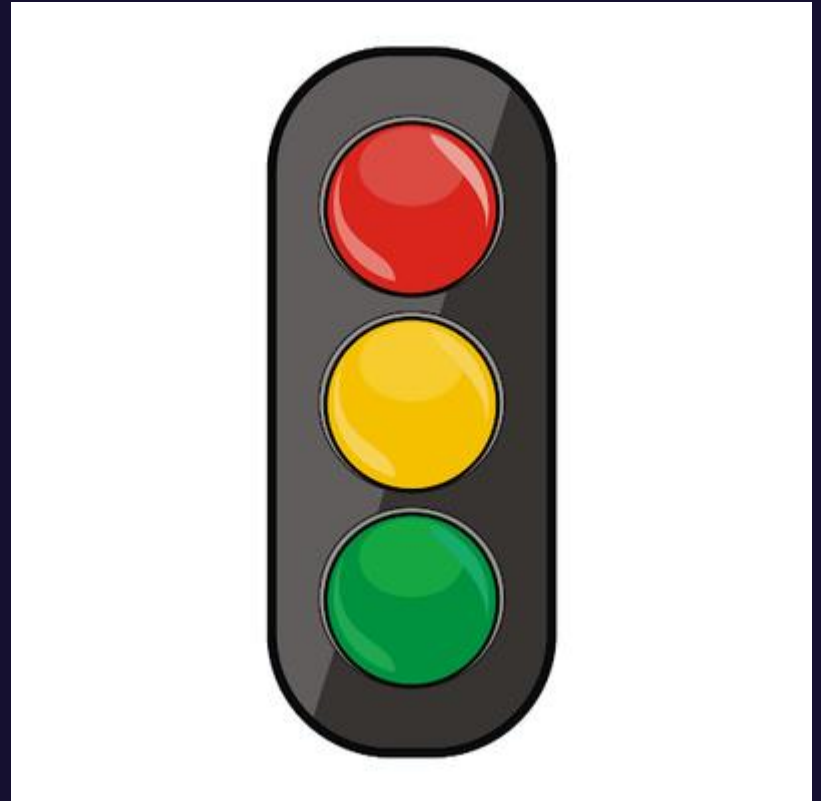


Example IV&V Questions

- How is the project tracking to the scope?
- How is the project tracking to the budget?
- How is the project tracking to the completion date & milestones?
- How is the project tracking to the business value?
- Were there changes?
- Is there a charter?
- What is the governance and decision-making structure?
- Is the project properly resourced?
- What are the projects key dependencies?

IV&V Reporting Summaries

- Projects reported for IV&V every other month will be summarized by:
- Governance and Funding
- Schedule and Resources
- Delivery of Value



December 2, 2021, IV&V Project Reporting

- Three projects have been evaluated using Option I via questionnaire

Project Name	Governance and Funding	Schedule and Resources	Delivery of Value	Corrective Course of Action/Update
FirstNet Deployment				Complete deployment of FirstNet connected vehicle modems for remaining Police and Fire department vehicles.
Development Services Transformation				The Transformation work is under-staffed in relation to demand for work which comes to the Dev Services IT team
Drive to Digital OneCity Workplace				The vote on ARP rebalancing has been deferred until the Nov. 30 City Council meeting.

Public City-wide IT Project Dashboard

- Available to the public, linked via the following City web pages:
 - Smart Cities Committee
 - C3PO (ITD) page
- Automatic bi-weekly generated PDF
 - Universal
 - Accessible
 - Printable
- Published on the San Jose OpenGov Data Portal

Title	Scope	Budget	Schedule	Value	Impacts
ESUHSD - Access East Side	Green	Yellow	Yellow	Green	3 of 8 East Side Union High School District's are already Live - James Lick, Overfelt, and Yerba Buena
Community Wi-Fi Libraries & Community Centers/Parks	Green	Green	Green	Green	Availability of Outdoor Wi-Fi at 9 of the City Libraries and 8 PRNS Community Centers
SJ311 Service Delivery - Recycle Plus	Green	Green	Green	Green	Junk Pickup, Container Issues, Missed Collection, New Service, Collection Schedules
FirstNet Deployment	Green	Green	Yellow	Green	3750 / 4105 FirstNet Devices
Development Services Transformation	Yellow	Green	Yellow	Green	50 Simple Project Single Family Building Permits Available to Pull Online, Virtual and In-Person Building Appointments Scheduled Online, 1 New ADU Dashboard
Facebook / Terragraph Project	Green	Green	Green	Green	High Speed Wi-Fi availability to Businesses and Residents within certain strategic corridors of the City's Downtown Area
Telcom Expense Management	Green	Green	Yellow	Yellow	Kickoff Instance setup, Initial training & testing, Go Live, Department Training, Chartered, Pilot went live in May 2021, Alerts = 4, Crimes solved = 1
Violent Crime Mitigation System Pilot	Green	Green	Green	Yellow	As of April 2021, deployed 31 Business Automations across SimpliGov and PeopleSoft
Business Process Automation	Green	Yellow	Green	Green	Resourced for Readiness
Business Tax System (Readiness)	Green	Green	Green	Green	Research & Planning complete
Digital Strategy/OneCity Workplace	Green	Yellow	Green	Green	

(d) 2 – Digital Public Participation Status Report

Smart Cities and Service Improvements Committee

December 2, 2021

- Dhruv Hemmady – Product-Project Manager, ITD C3PO
- Toni Taber – City Clerk
- Walter Lin – Deputy Director, Public Works