INNOVATION AND TECHNOLOGY PROJECT MANAGEMENT STATUS REPORT

PUBLIC SAFETY, FINANCE, & STRATEGIC SUPPORT — MARCH 16, 2023

Presented by:

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Topics

- Background
- Project Status
- Dashboard

Background

•The Portfolio-Products-Projects Office was created to mature the project management practices Citywide (exhibit 1).

•3PO team: eight (8) Products-Projects Managers (PPMs) and a Division Manager.

•PPMs are assigned a portfolio to (1) work with departments to roadmap technology investments and (2) administer project execution.

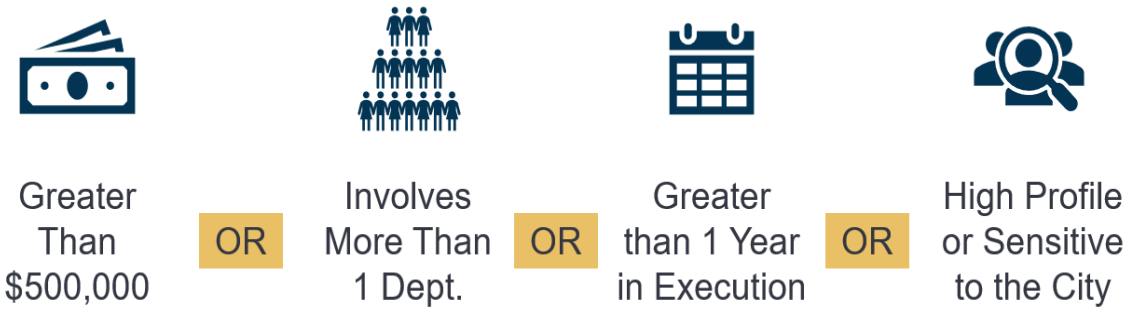
•Projects are assigned to a PPM if it meets one of the four criteria (exhibit 2).

• The 2019 Audit of Technology Deployment helped define ITD's role citywide

Exhibit 1:

Technology Project Success Rate 2013 - 2023					
2016	**FY 17-18**	**FY 18-19**	**FY 19-20**	**FY 20-21**	**FY 21-22**
<5%	78%	86%	86%	83%	74%

Exhibit 2:



2019 Technology Deployment Audit

- **Audit objective:** review the management and timeliness of the City's technology deployment process, along with the impact of the new portfolio, product, and project management practices.

- Outcomes:
  - ITD has implemented all audit recommendations.
  - City Policy Manual 1.7.2 created to expand ITD's role Citywide and implement requirements for key project management practices
  - For transparency and accountability:
    - Reporting on project status to Committee twice a year (previously reported to the Smart Cities and Service Improvements Committee)
    - Created and maintain a project dashboard with key metrics: status, budget, completion date, roles, and more.
    - Conduct audits on internal projects

FY 2022-2023 City Initiatives Roadmap

Enterprise Priority	Initiative								
COVID-19 Pandemic Community and Economic Recovery	Housing Stabilization	Re-Employment + Workforce Development	Small Business Recovery + Resilience	COVID-19 Recovery Task Force					
Sustainable and Resilient City Infrastructure and Emergency Preparedness	Disaster Ready + Climate Smart	Reliable Infrastructure Resilience	Clean Energy Resilience	Water Supply Resilience	Natural Environment Restoration				
Ending Homelessness	Emergency Housing System Expansion	Encampment Services, Outreach, Assistance, + Resources	Encampment Management + Safe Relocation	Emergency Housing Financial Sustainability	Safety Net Services County Coordination				
Safer San José	Police Reforms	Vision Zero Traffic Safety	City Services Continuity of Operations						
Clean, Vibrant, and Inclusive Neighborhoods and Public Life	Children + Youth Services Master Plan	Education, Digital Equity, + Digital Literacy	BeautifySJ Encampment Trash Services	BeautifySJ Vehicle Blight	Child Care Siting Policy Update				
Building the San José of Tomorrow with a Downtown for Everyone	Align Zoning with General Plan	Development Services Process Improvements	Google Downtown West Development	BART Silicon Valley Extension	Airport Connector + Diridon Station	North San José	High-Speed Rail	Wage Theft Prevention Policy + Responsible Contractor Ordinance	Affordable Housing on Assembly Use Sites Policy (YIGBY)

Enterprise Priority Foundational	Initiative				
Strategic Fiscal Positioning and Resource Deployment	Emergency Fiscal Recovery + Planning	Outcomes, Equity Indicators, + Performance Management	Disparity Study	Advancing Equity through Culture + Practice	Procurement Improvement
Powered by People	Workforce Diversity + Talent Pipeline	Citywide Hiring	Employee Wellbeing, Growth, + Retention	Digital Workforce	Customer Service Vision + Standards

Approved by Council on May 16, 2022

Innovation & Technology Major Projects | FY 2022-2023 City Initiatives Roadmap

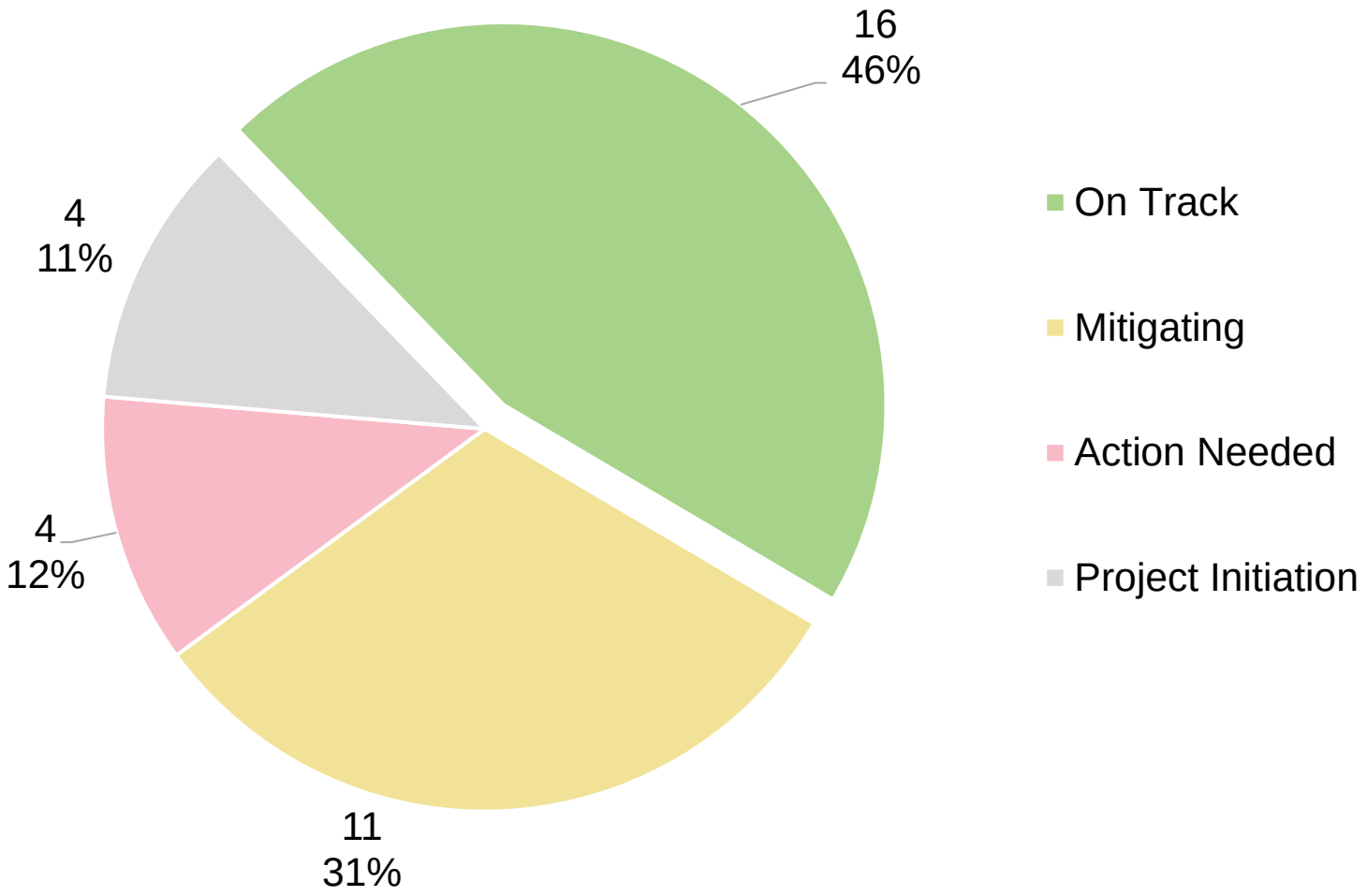
As of March 2023

Enterprise Priority	Programs and Projects				Core Technology Projects
COVID-19 Pandemic Community and Economic Recovery	FirstNet Deployment	Public Meeting Technology Procurement & Implementation			
Resilient and Sustainable City Infrastructure and Emergency Preparedness	EOC Next Generation Technology	Transportation Events Tracking/ Verizon Traffic Data Services			
Ending Homelessness	Affordable Housing Portal (Project Doorway)	Housing Loan Management System	Encampment management and homeless data integration system		
Safer San José	Parking Citation Mgmt & Permitting Mgmt System	SJ311 Accessibility	City Building Security Cameras Procurement	Transportation Data Platform (UrbanLogiq)	
Clean, Vibrant, and Inclusive Neighborhoods and Public Life	Community Wi-Fi	Environmental Enforcement Data Management System	Laboratory Information Management System	Vehicle Blight Manage-ment System	
Building the San José of Tomorrow with a Downtown for Everyone	SJPermits				

Enterprise Priority Foundational	Programs and Projects							Core Technology Projects	
Strategic Fiscal Positioning and Resource Deployment	Cybersecurity Work Plan	Business Tax System	Property Information Management	Technology Asset Management	Budgeting System Upgrade	FMS Upgrade	ERP Assessment	IT Strategic Plan	
Powered by People	Business Process Automation	OneCity Workplace	Hybrid Work Environment (Conference Room Tech)	Applicant Tracking Software	Citywide Product Projects Dashboard			City Open Data Environment	

- Completed
- On Track
- Mitigating
- Action Needed
- Project Initiation

Key Technology Project Summary



Major IT Projects – Status

Project Name	Status	Updates
Applicant Tracking System		Project started February 2023 and is currently in implementation phase. Projected completed date: FY 23-24 Q1 (July/August 2023).
Community Wi-Fi		Two attendance areas currently under construction: Mount Pleasant and Silver Creek high schools. Projected open for public use: Mount Pleasant – April 2023; Silver Creek – June 2023.
Vehicle Blight Management System		Design process to be completed March 2023, next steps are prototyping and testing. New timeline to be signed off with a projected deployment of FY 23-24 Q2 (October 2023).
SJ311 Accessibility		Limited resources, Vehicle Blight Management System has been prioritized. Completion date has been delayed to FY 22-23 Q4.
Enterprise Resource Planning (ERP) Assessment		Currently drafting scope requirements for RFP for a consultant to assess ERP systems.
Encampment management and homeless data integration system		Design process to be completed March 2023. Next steps are prototyping and final implementation plan by May 30, 2023.
SJPermits		Design has been completed, currently in development phase. Projected completion date: FY 23-24 Q1.

Project Initiation On Track Mitigating Action Needed

IT Projects – Completed Projects

	Projects	Description
1	**311 Performance Dashboard**	Public dashboard highlighting core 311 program metrics such as volume trends, Customer Satisfaction Scores, and service turn-around time targets.
2	**ACFR Automation**	Automation software to automate the Annual Comprehensive Financial Report (ACFR).
3	**Budgeting System Upgrade**	Budget system upgrade to Oracle's Cloud Enterprise Performance Management (EPM) (previously on-premise).
4	**Citywide Projects Dashboard**	Interactive dashboard that reflects major IT projects with metrics including budget, project status, completion date, etc.
5	**Affordable Housing Portal (Project Doorway)**	A platform that lists all affordable housing vacancies, simplifies the application process for prospective tenants, & automates the processing of applications for property managers of affordable listings.
6	**FirstNet Deployment**	Deploying FirstNet devices Citywide to support critical government operations.
7	**Hybrid Work Environment (Conference Room Tech)**	Updating the City's video conferencing hardware and software to support the new hybrid work environment.
8	**Telcom Expense Management**	Implementing a Telecom Expense Management system that produces efficiency for the Telecom Billing Group at IT Department.

San Jose 311 Service Report

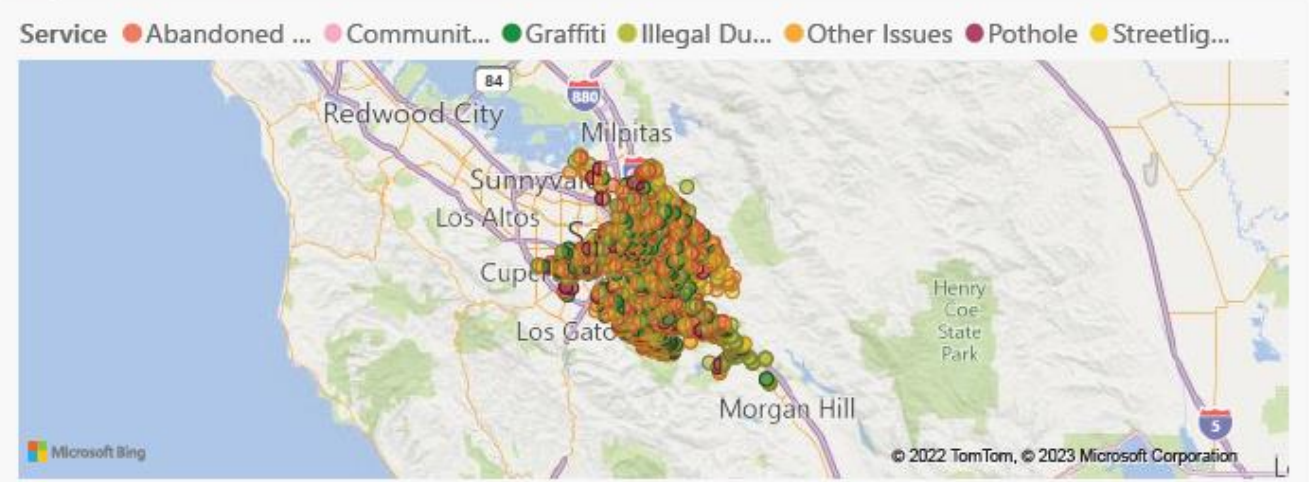
Date Range: Last 90 Days
12/6/2022 - 3/5/2023

Customize This Report

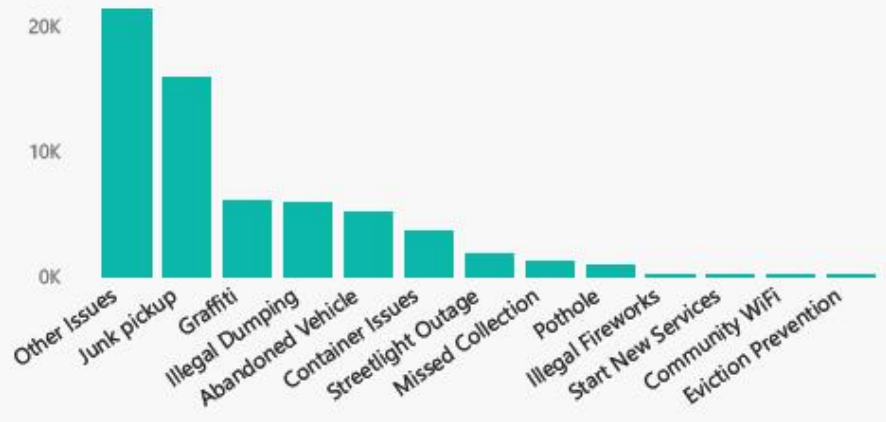
District(s): All Districts

Service(s): All Services

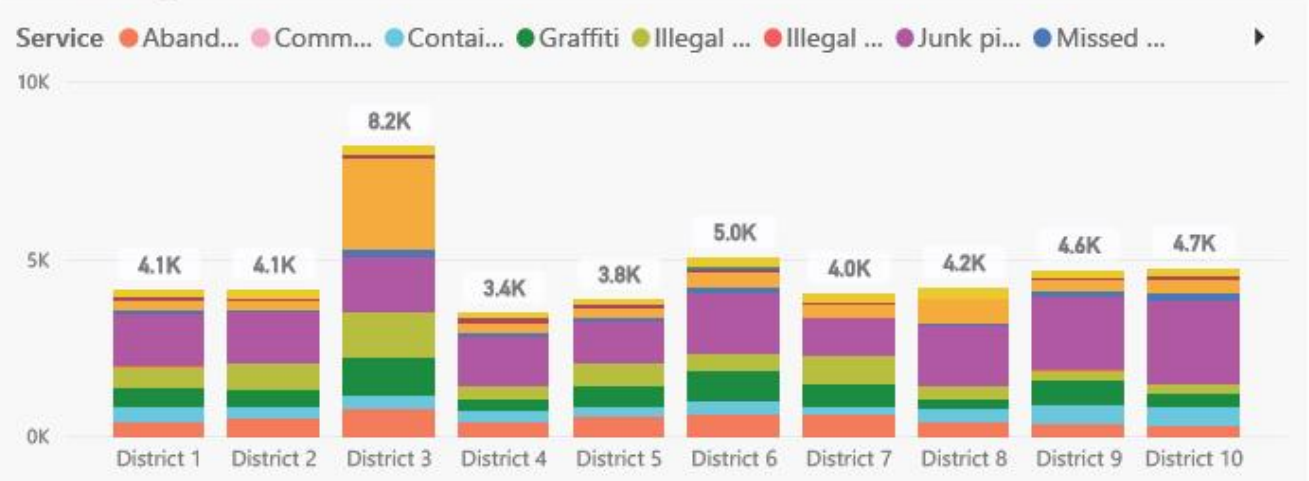
REQUESTS BY SERVICE AND LOCATION



REQUESTS BY SERVICE



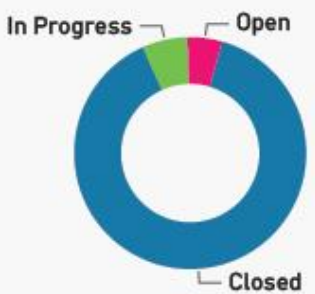
SERVICE REQUESTS PER DISTRICT



REQUESTS BY STATUS

TOTAL NUMBER OF REQUESTS

62.0K



San Jose 311 Performance Metrics

District(s): All Districts Service(s): All Services

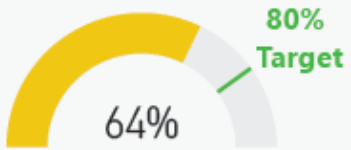
Date Range: Last 90 Days
12/6/2022 - 3/5/2023

Customize This Report

TURNAROUND TIMES PER SERVICE

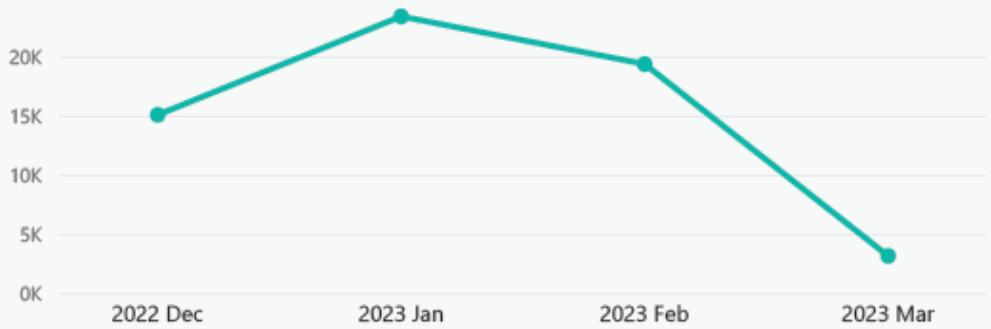
Service	Target (Days)	Requests Met Target (%)
Abandoned Vehicle	14	99.7%
Other Issues	2	99.6%
Illegal Dumping	5	97.1%
Streetlight Outage	16	93.5%
Graffiti	3	83.5%
Pothole	2	75.2%

CUSTOMER SATISFACTION

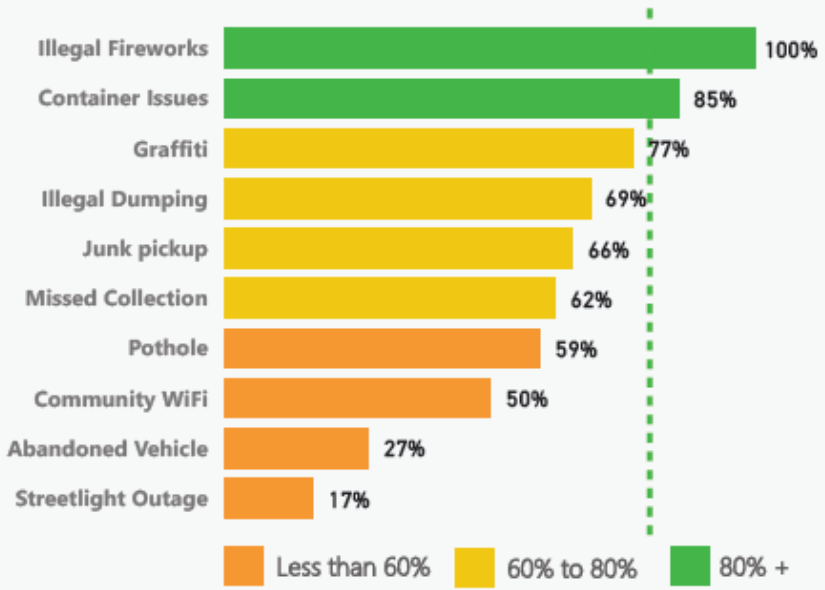


Overall Customer Satisfaction Score

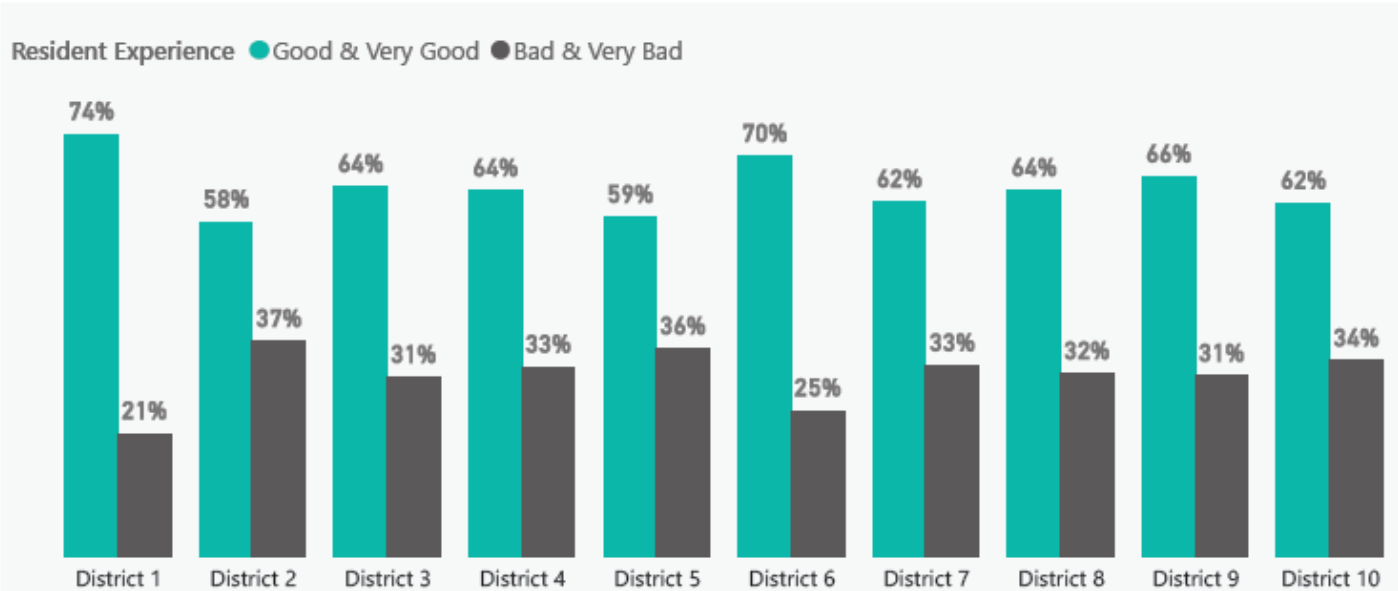
VOLUME OF REQUESTS OVER TIME



CUSTOMER SATISFACTION SCORES PER SERVICE



CUSTOMER SATISFACTION SCORES PER DISTRICT

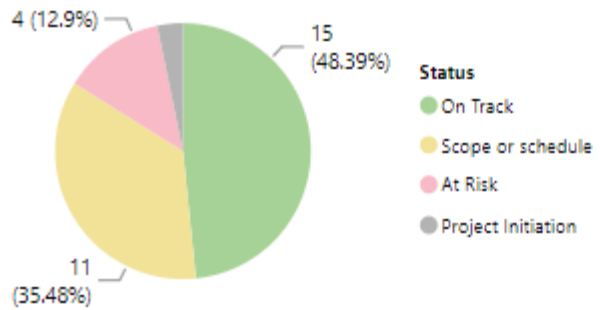


Citywide Key Technology Projects Overview

37
Total Projects

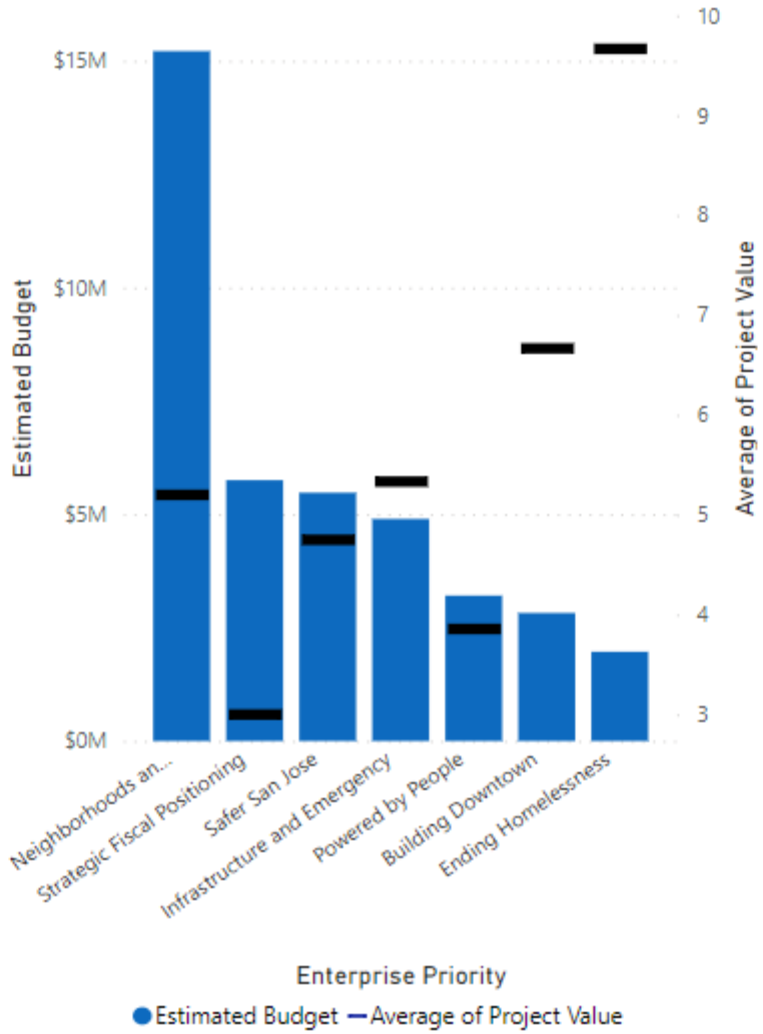
$39M
Estimated Budget

Projects by Status



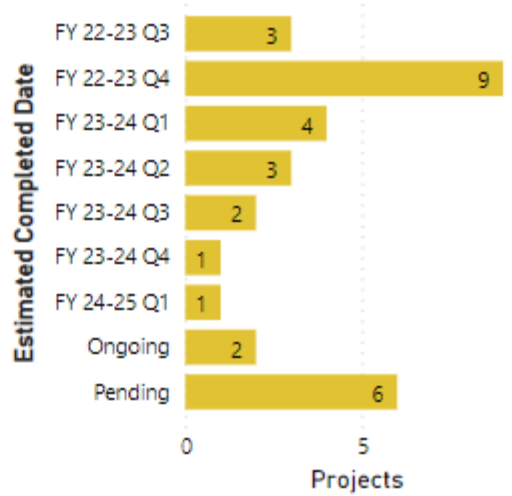
Enterprise Priority	Number of Projects
Building Downtown	3
Ending Homelessness	3
Infrastructure and Emergency	3
Neighborhoods and Public Life	5
Powered by People	7
Safer San Jose	4
Strategic Fiscal Positioning	12
Total	**37**

Estimated Budget and Average of Project Value by Enterprise Priority



Project Names
ACFR Automation and Lease Accounting Tool
Applicant Tracking Software
Budgeting System Upgrade
Business Process Automation
Business Tax System
City Building Security Cameras Procurement
City Open Data Environment
Citywide Product Projects Dashboard
Code Enforcement System (CES) Replacement
Community Wi-Fi
Cybersecurity Workplan

Projects by Estimated Completed Date



https://www.sanjoseca.gov/your-government/departments-offices/information-technology/it-projects-c3po

Project Details

Enterprise Priority

- [ ] Building Downtown
- [ ] Ending Homelessness
- [ ] Infrastructure and E...
- [ ] Neighborhoods and ...
- [ ] Powered by People
- [ ] Safer San Jose
- [ ] Strategic Fiscal Positi...

Status

- [ ] At Risk
- [ ] Completed
- [ ] On Track
- [ ] Project Initiation
- [ ] Scope or schedule

Phase

- [ ] Completed
- [ ] Implementation
- [ ] On hold
- [ ] Planning
- [ ] Procurement

Project	Description	Enterprise Priority	Status	Phase	Schedule	Scope	Budget	Value
Encampment Management & Homeless Data Integration System	A cross-departmental business system to address urban blight & outreach workloads related to homeless encampments.	Ending Homelessness	Scope or schedule	Planning	Yellow	Yellow	Yellow	Yellow
OneCity Workplace/Digital Workplace	A digital workplace for hybrid workforce to easily find one another, find information, and collaborate.	Powered by People	Scope or schedule	Planning	Green	Yellow	Green	Green
Doorway Affordable Housing Portal	A regional web platform that lists all affordable housing vacancies in one site, simplifies the application process for prospective tenants, & automates the processing of applications for property managers of affordable listings.	Ending Homelessness	Completed	Completed	Green	Green	Green	Green
Applicant Tracking Software	An intake and applicant tracking system that will modernize the hiring process.	Powered by People	On Track	Implementation	Green	Green	Green	Green
ACFR Automation and Lease Accounting Tool	Automation software to automate the Annual Comprehensive Financial Report (ACFR).	Strategic Fiscal Positioning	Completed	Completed	Green	Green	Green	Green
Budgeting System Upgrade	Budget system upgrade to Oracle's Cloud Enterprise Performance Management (EPM) (previously on-premise).	Strategic Fiscal Positioning	Completed	Completed	Green	Green	Green	Green
SJPermits Public Portal	Central online portal for viewing status, submitting most applications, paying fees, etc.	Building Downtown	On Track	Implementation	Green	Green	Green	Green
ProjectDox Electronic Plan Review	Centralized electronic portal for the submittal and review of development proposals for both customers and city staff.	Building Downtown	On Track	Implementation	Green	Green	Green	Green
SJ311 Accessibility	Continuous accessibility improvements to the City's 311 App and Web site	Safer San Jose	Scope or schedule	Implementation	Green	Yellow	Green	Green
Business Process Automation	Converting paper forms to digital workflows for producing efficiencies with staff time.	Powered by People	On Track	Implementation	Green	Green	Green	Green
Cybersecurity Workplan	Cybersecurity projects to ensure the City's data is protected from abuse. Due to security concerns, projects are not listed in detail.	Strategic Fiscal Positioning	Scope or schedule	Implementation	Green	Yellow	Yellow	Green
Urbanlogiq Pilot (Community Wi-	Data analytics platform pilot to analyze	Neighborhoods	On Track	Implementation	Green	Green	Green	Green
Total								

https://www.sanjoseca.gov/your-government/departments-offices/information-technology/it-projects-c3po

C3PO Team and Portfolio Assignments

San José 311	Emergency Management Public Safety	Digital Inclusion IV&V Oversight	Business Process Automation	Enterprise Resource Planning	Housing Technologies Beautify SJ	Development Services	Cybersecurity
German	Ashish	Shirley	Paulina	Katherine	Dhruv	Vacant	Sudheer
Promoting exceptional SJ311 services thru fulfillment, efficiency, and empathy	Making the City safer through emergency management solutions	Bridging the Digital Divide through Community Wi-Fi initiatives	Efficiencies through streamlining and digitizing City processes	Supporting the City's fiscal, personnel, administrative, and strategic systems	Achieving the City's housing and blight reduction goals	Transforming and improving development services for San José	Ensuring City systems are secure and resilient

Thank you

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