(d) 2 – Innovation and Technology Projects Status Report

Smart Cities and Service Improvements Committee
October 7, 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					North San José Strategy		Encampment Management + Safe Relocation Policy
Safe, Vibrant, + Inclusive Neighborhoods + Public Life	Police Reforms Work Plan	San José 311 + Service Delivery	Encampment Waste Pick-Up BeautifySJ	Vision Zero Traffic Safety			Equity Strategy Development	Neighborhood Services Access Strategy	
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			BART + High-Speed Rail Strategy		
Smart, Sustainable, + Reliable City: 21st 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	

Approved by Council on March 16, 2021

Smart Cities + Service Improvements Committee | Owner: Rob Lloyd

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 + Al Fresco Forever
Emergency Management + Preparedness	Vaccination Taskforce								Soft-Story Building Earthquake Retrofit Policy
Creating Housing + Preventing Homelessness	Emergency Housing Construction + Operation	Sheltering + Enhanced Encampment Services					North San José Strategy		Encampment Management + Safe Relocation Policy
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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			BART + High-Speed Rail Strategy		
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Enterprise Priority Foundational	Project				Strategy		Policy
Strategic Fiscal Positioning + Resource Deployment	Federal + State Stimulus 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	Workplace Safety	Employee Health + Wellness	**Drive to Digital**	Effective Teams	City Workforce Diversity + Skill Building	

Priority — Higher ●——————————● Lower   Higher ●————● Lower   Higher ●—● Lower

Innovation and Technology Projects – zoom in – Digital Equity
Jill Bourne & Ann Grabowski

Project Name	August Status	October Status	Latest Accomplishments	Next Steps
SJ Access Hotspots Distribution Program w/ AT&T			Device Access The program is funded, staffed, and functional	Currently projected to have enough funding to continue through FY 21-22
Community WiFi – Libraries & Community Centers			9 City Libraries 15 Community Centers Completed Jan-Apr 2021	Library & PRNS funding continuation of service
Community WiFi - Access Eastside			James Lick, Overfelt, Yerba Buena High School Districts Live *September -> April Data* 785,000 Unique Clients 133 Terabytes	Next 3: Independence, Oak Grove & Andrew P. Hill More in next report…

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Innovation and Technology Projects – zoom in – San José 311 + Service Delivery
## Jerry Driessen & Rob Lloyd

Project Name	August Status	October Status	Latest Accomplishments	Next Steps
Resident Garbage and Recycle Service	➡		Won a national "Project Experience" award from GovX Summit	Post go-live improvements
SJ311 Accessibility Assessment	➡		Completed 40% of accessibility recommendations	Complete remaining recommendations
Virtual Agent	➡		Street lights and water inquiries have been identified as new services to be added	Work with vendor to implement selected services
Spanish & Vietnamese Translations	➡		Over last 3 months, Spanish and Vietnamese usage grew by 14% and 9% respectively	Continue to engage Community members to increase adoption

Innovation and Technology Projects – zoom in – Drive to Digital
## Jerry Driessen & Rob Lloyd

Project Name	August Status	October Status	Latest Accomplishments	Next Steps
Omnichannel Strategy + Process & Service Automation			Previously reported: 37 Paper forms automated Since July 2021 published 8 more workflows	Plan to publish 7 more by Dec 2021 50 Total Workflows planned for this fiscal year
OneCity Workplace			Gaps in funding and timeline	RFP Submission Council Approval Contract Execution
Hybrid Work			Assessments for both City Employee Work and Public Meeting Participation	Update on _**Public Meeting Participation**_ in December Smart Cities meeting.
Learning Labs & Innovation Academy			Learning Labs continue – next lab 18 people taking on 3 new Human Centered Design (HCD) challenges	Continuation of Innovation Academies with a Powered by People focus

C3PO Reporting per Audit
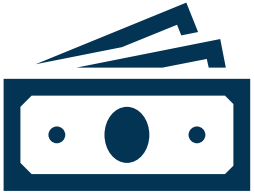
Greater Than $500,000

OR
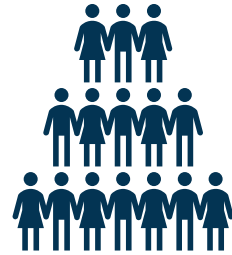
Involves More Than 1 Dept.

OR

Greater than 1 Year in Execution

OR

High Profile or Sensitive to the City

+ support and train others on their initiatives throughout the City

C3PO
CITY PORTFOLIOS, PRODUCTS, PROJECTS

San José City Roadmap | FY 2021-2022

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Safe, Vibrant, + Inclusive Neighborhoods + Public Life	Police Reforms Work Plan	San José 311 + Service Delivery	Encampment Waste Pick-Up BeautifySJ	Vision Zero Traffic Safety			Equity Strategy Development	Neighborhood Services Access Strategy	
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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	

Approved by Council on March 16, 2021

Innovation & Technology Major Projects | San José City Roadmap FY 21-22

Legend: 🟩 On Track 🟨 Scope or Schedule 🟥 At Risk or Action Needed ⬜ On Hold

Enterprise Priority | Project

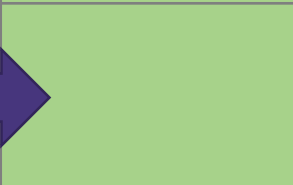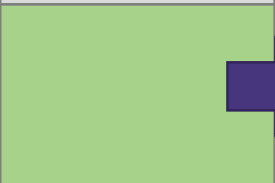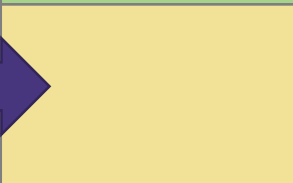| Enterprise Priority	Project			
COVID-19 Pandemic: Community + Economic Recovery	Access Eastside	FirstNet Deployment	SJ Access Hotspots Distribution Program w/ AT&T	Public Meeting Technology Assessment
Emergency Management + Preparedness	Violent Crime Mitigation System Pilot	Transportation Events Tracking/ 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	
Building the San José of Tomorrow with a Downtown for Everyone	Development Services Transformation	Facebook Terragraph 2.0		
Smart, Sustainable, + Reliable City: 21st Century Infrastructure	LED Smart Controllers	Building Energy Usage Monitoring		

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	

Enterprise Priority Foundational | Project

Enterprise Priority Foundational	Project				
Strategic Fiscal Positioning + Resource Deployment	Telcom Expense Management	Cybersecurity Work Plan	Business Tax System Assessment	Lease Management (GASB 87)	Asset Management
Powered by People	Business Process Automation	Drive to Digital OneCity Workplace			

Innovation & Pilots

Multilingual Emergency Management Tools	Transportation Data Platform (UrbanLogiq)
Real-Time Interpretation for Limited/ Non-English Speakers	

Priority Higher ●————————————● Lower

August 5, 2021

Innovation & Technology Major Projects | San José City Roadmap FY 21- 22

Legend: ⬛ On Track | ⬛ Scope or Schedule | ⬛ At Risk or Action Needed | ⬛ On Hold

Enterprise Priority	Project			
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Building the San José of Tomorrow with a Downtown for Everyone	Development Services Transformation	Facebook Terragraph 2.0		
Smart, Sustainable, + Reliable City: 21st Century Infrastructure	LED Smart Controllers	Building Energy Usage Monitoring	City Building Security Cameras	Environmental Enforcement Data Management System / Laboratory Information Management System

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
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Enterprise Priority Foundational	Project				
Strategic Fiscal Positioning + Resource Deployment	Telcom Expense Management	Cybersecurity Work Plan	Business Tax System Assessment	Lease Management (GASB 87)	Asset Management
Powered by People	Business Process Automation	Drive to Digital OneCity Workplace	Hybrid Work Environment (Conference Room Tech)		

Innovation & Pilots	
Multilingual Emergency Management Tools	Transportation Data Platform (UrbanLogiq)
Real-Time Interpretation for Limited/ Non-English Speakers	

Priority Higher ●————————————● Lower

October 7, 2021

Innovation and Technology Projects – RED & YELLOW STATUS CHANGES

| Project Name	June Status	August Status	Issue	Corrective Course of Action
Technology Management & Deployments Policy			Policy not yet approved	Policy approved and published
Mobile Communication & Devices Policy			Policy not yet approved	Policy approved and published
Copier/Printer Replacement			Full replacement for originally assessed devices done August 31	Subsequent equipment orders taking longer as supply chain issues drag on inventories
Building Energy Usage Monitoring			Stalled during the pandemic	Planned completion of meter installation in October
EOC Next Generation Technology			Project not started	Charter accepted Project started, seeking funding
OneCity Workplace			Gaps in funding and timeline	Secure funding

Innovation and Technology Projects – NET NEW PROJECTS

Project Name	Current Status	Summary	Next Steps
SJ311 Equity Project		SJ311 Service Owners to agree on equity objectives and measure & monitor the ability to meet those objectives. In conjunction with the Mayors Office of Technology and Innovation (MOTI)	Create dashboards Agree on equity targets
City Building Security Cameras		A refresh and modernization of security camera technology at City facilities	RFP Published by end of day
Environmental Enforcement Data Management System		Next Gen data management software for Environmental Services Department	Planning & Analysis phase
Laboratory Information Management System		Next Gen lab management software for Environmental Services Department	Planning & Analysis phase
Hybrid Work Environment (Conference Room Tech)		Preparing our public and employee meeting spaces for a future where hybrid mode is normalized	Conference room hardware and software assessment to support the hybrid model of work. Address budget gaps.
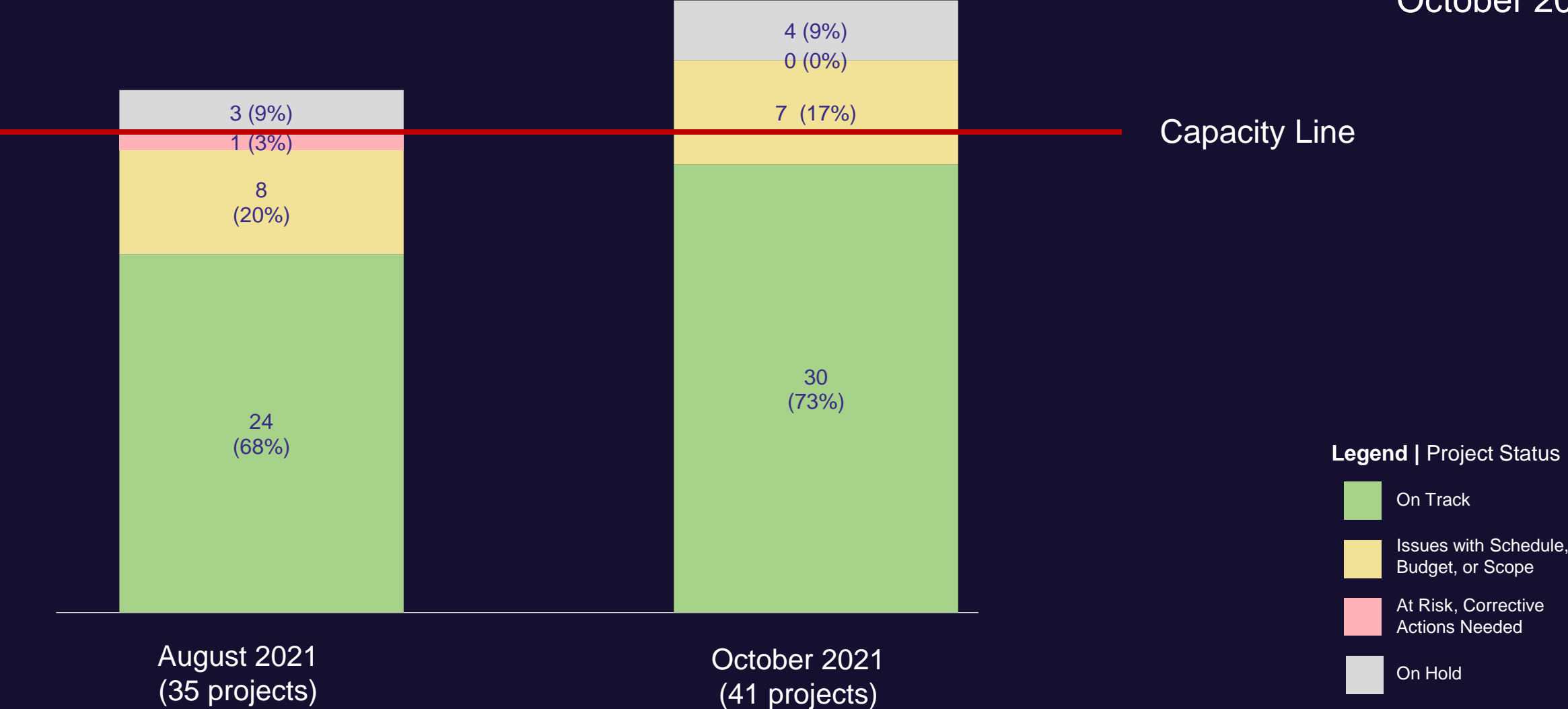
Independent Verification & Validation Review Process

- 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
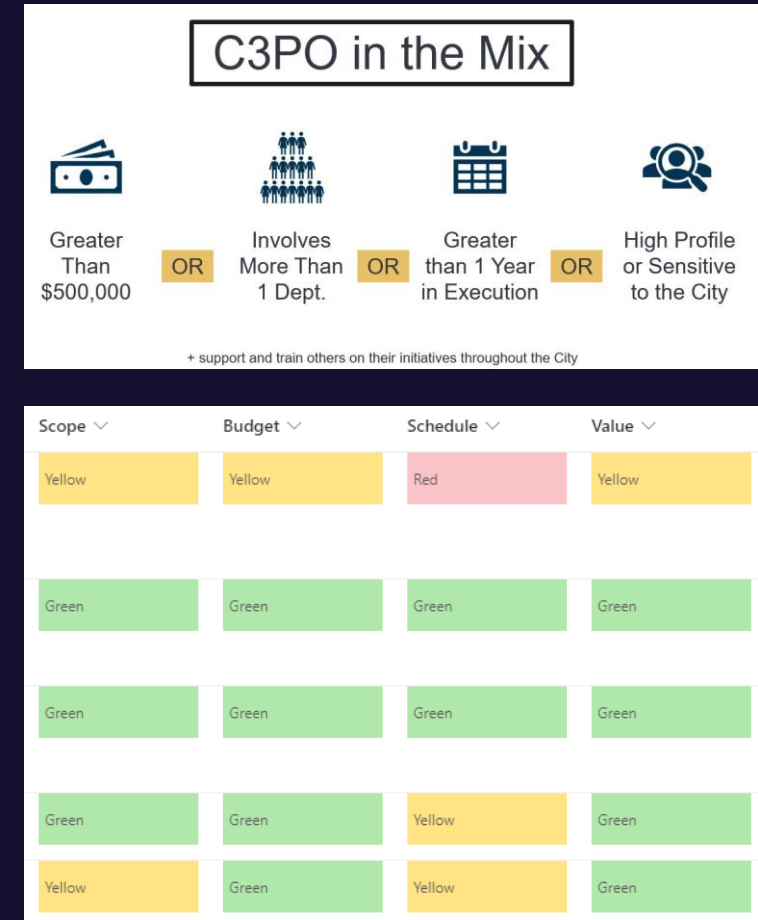- Option III - External IV&V Review

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 Six (6) 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

- The six (6) Projects reported for IV&V every other month will be summarized by:

- Governance and Funding

- Schedule and Resources

- Delivery of Value
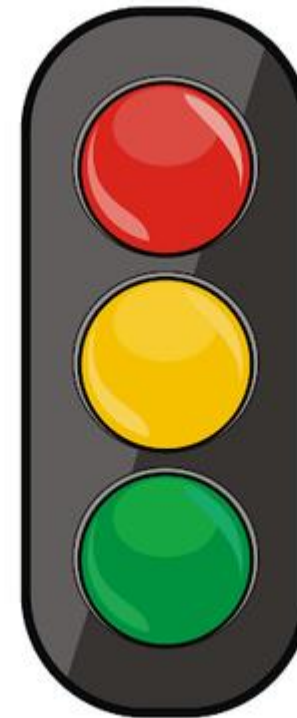
(d) 3 – City Roadmap: Digital Equity Status Report

Smart Cities and Service Improvements Committee

October 7, 2021

- Jill Bourne, City Librarian – San Jose Public Library
- Ann Grabowski, Division Manager – San Jose Public Library
- Zulma Maciel, Director – City Manager's Office