

Committee on Information Technology

Budget & Performance Subcommittee

Budget Allocation Meeting: April 10th, 2015

<u>Dept</u>	<u>Project</u>	<u>FY16 GF Request</u>	<u>FY17 GF Request</u>
ASR	Property Assessment System Replacement	\$800,000	\$1,200,000
ASR	Digitization of Real Property Files	-	-
CON	Expansion of PeopleSoft Enterprise Learning Mgmt	\$120,768	-
CON	Implement PeopleSoft Performance Management	\$100,640	-
CON	Refresh Exadata/Exalogic Infrastructure Capacity	-	-
CON	PeopleSoft Upgrade to Version 9.2	-	-
DEM	Logging Recorder Replacement	\$862,910	-
DPH	Unified Electronic Medical Records	-	-
DPH	IT Service Management & Automation Improvement	-	-
DPH	Web Presence Initiative	-	-
DSS	Database Activity Monitoring	-	-
HSS	Records Management	\$152,146	-

* Totals include the FY16 GF Allocation previously approved by COIT



Property Assessment System Replacement

Office of the Assessor-Recorder

Primary Goal: Increase Efficiency & Effectiveness

Department's Highest Priority: Yes ☒ No ☐

Functional Category: Replacement

Project Status: New ☐ On-going ☒

Description: The City uses two separate legacy systems, one to manage \$180 billion in assessed real and personal property value and track 205,000 parcels, another to issue tax bills and collect revenues. The current COBOL-based systems are expected to reach the end of their useful life within the next four years and lack adequate programming support and system redundancy.

Impact: An updated system will handle all assessment functions in a fully integrated manner with tax billing, collection and audit functions. The project will transform business processes, reduce assessment backlogs, eliminate manual data entry and reduce the number of roll corrections.

Scope: Multi-departmental Impact.

Compliance: The replacement system will need to meet Proposition 13 and state Revenue & Tax Code requirements; enable compliance with state Board of Equalization regulations; secure confidential taxpayer data; and enable the City to meet changing legal and regulatory requirements for property tax valuation and exemptions.

Innovation: The project will enable transform core business processes for property assessments, integrate multi-departmental functions, eliminate manual data entry and automate workflows.

Efficiencies: The project's impact is likely to be measured in a reduction in assessment roll corrections, elimination of data transmission problems, and reduction in the City's backlog of reassessment cases. The project will enable the City to reassess property value changes and collect revenue in the same year that changes occur, resulting in improved taxpayer service and revenue generation.

Schedule:



Current Position

Total Project Budget: TBD

Previous COIT Funding (GF + NGF): \$400,000 General Fund in FY15 for Critical Project Development

Current Project Performance: SCOPE ● SCHEDULE ● RESOURCES ●

New Request: Net New COIT Funding Request \$360,000 for FY16

PROPOSED USES	General Fund FY 2015-16	General Fund FY 2016-17
Number FTE	4.39	7.0
Salary & Fringe	\$665,000	\$1,200,000
Software	-	TBD
Hardware	-	TBD
Professional Services	\$135,000	TBD
Project Total	\$800,000	\$1,200,000
FY15 Carryforward	\$440,00	
COIT Request	\$360,000	\$1,200,000

Position Detail (Class + FTE): ASR Project FTE totals 7.0 fully annualized in FY17; see attached detail.

Department Priority (5%)

Is this project your department's highest priority (only one project can be the highest priority for your department) Yes No

Department	COIT
X	X

Project Scope (10%)

- 0. None – No Impact
- 1. Low - Department-Only Impact
- 2. Moderate – Multi-Departmental Impact
- 3. Significant – Citywide Impact

	X
X	

Compliance Requirement (10%)

- 0. None – No Measurable Impact
- 1. Low – Small Impact on Compliance
- 2. Moderate – Necessary to Maintain Current Compliance
- 3. Significant – Key Department & City Business Support

	X
X	

Core Business Support (10%)

- 0. None – No support of the Department’s Core Business.....
- 1. Low – Some Department Core Business Support
- 2. Moderate – City Core Business Support
- 3. Significant – Key Department & City Business Support

X	X

Innovation (5%)

- 0. None – No Transformative Change to Core Services.....
- 1. Low – Somewhat Advances/Transforms Core Services
- 2. Moderate – Advances/Transforms Core Department Services
- 3. Significant – Advances/Transforms Citywide Services.....

X	X

Efficiency & Effectiveness (10%)

- 0. None – No Measurable Impact on Workload
- 1. Low – Demonstrates Minimal Impact on Workload
- 2. Moderate – Demonstrates Some Measurable Impact on Workload ..
- 3. Significant – Demonstrates Measurable Impact on Workload

X	X

Financial Impact (10%)

- 0. None – No Significant Savings Nor Revenue.....
- 1. Low – Demonstrates Minimal (<\$100K) in Savings.....
- 2. Moderate – Demonstrates Some (\$100K - \$250K) in Savings
- 3. Significant – Demonstrates Measurable (\$250K) in Savings.....

X	X

Support, Maintain, & Secure Critical IT Infrastructure (30%)

- 0. None – No Measurable Impact on Critical IT Infrastructure.....
- 1. Low – Demonstrates Some Measurable Impact
- 2. Moderate – Demonstrates Some Impact on Multiple Departments...
- 3. Significant – Demonstrates Measurable Impact on the City

	X
X	

Access & Transparency (10%)

- 0. None – No Measurable Impact on Transparency or Public Access
- 1. Low – Demonstrates Minimal Impact
- 2. Moderate – Demonstrates Measurable Impact
- 3. Significant – Substantially Improves Government Transparency

X	X

**Office of the Assessor-Recorder
Property Assessment System Replacement Project
Proposed Positions FY 2015-16 and FY 2016-17**

Job Class	Job Class Title	FY16 Proposed FTE	FY17 Proposed FTE
1070	IS Project Director	0.54	1.00
1064	IS Programmer Analyst - Principal	0.27	1.00
1063	IS Programmer Analyst - Senior	0.27	1.00
1054	Principal Business Analyst	1.00	1.00
1052	IS Business Analyst	0.77	1.00
1822	Administrative Analyst	0.77	1.00
1043	IS Engineer - Senior	0.77	1.00
Total Positions		4.39	7.00

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Digitization of Real Property Files

Office of the Assessor-Recorder

Primary Goal: Increase Efficiency & Effectiveness

Department's Highest Priority: Yes ☐ No ☒

Functional Category: New System

Project Status: New ☒ On-going ☐

Description: The project will digitize more than 205,000 paper real property files (approximately 650,000 documents) into a new electronic document management system to meet the following strategic objectives: 1) safeguard property files against disaster, theft, or other unforeseen circumstances; 2) improve disaster recovery and continuity of operations; 3) improve staff productivity and efficiency with the ability to search and view records concurrently; 4) better safeguard confidential taxpayer information; and 5) free up limited physical office space.

Impact: The project will improve ASR efficiency and productivity in managing property assessment records and better safeguarding taxpayer information.

Scope: Departmental Impact.

Compliance: The project enables ASR to better implement the Department's record retention policy and records destruction schedule, and comply with California Revenue & Tax Code records retention requirements for assessment-related records.

Innovation: The project will enable more efficient retrieval, storage and access to work papers and important property assessment documents and enable new workflow efficiencies in terms of day-forward processing and reporting to support data-driven decision-making. The project also enables ASR to better gather property characteristics, construction progress during field visits and upload information in real-time into a document management system for appraiser use.

Efficiencies: The project will enable ASR's real property appraisers, clerks and managers to have documents required for property assessments and appeals available electronically to multiple users located at separate job sites; better safeguard taxpayer information; improve productivity by reducing the incidents of lost or misplaced property files; and introduce new workflow efficiencies.

Schedule:

FY 15-16



Current Position

Total Project Budget: \$755,000

Previous COIT Funding (GF + NGF): N/A

New Request: No COIT funding requested (ASR proposes using available fund balance)

PROPOSED USES	Non-General Fund FY 2015-16	Non-General Fund FY 2016-17
Software	\$120,000	-
Professional Services	\$635,000	-
Project Total	\$755,000	-
On-going Costs	18,000	\$24,000

Position Detail (Class + FTE): N/A using existing FTEs.

Department Priority (5%)

Is this project your department's highest priority (only one project can be the highest priority for your department)

Yes
No

Department	COIT
x	x

Project Scope (10%)

4. None – No Impact
5. Low - Department-Only Impact
6. Moderate – Multi-Departmental Impact
7. Significant – Citywide Impact

	x
x	

Compliance Requirement (10%)

4. None – No Measurable Impact
5. Low – Small Impact on Compliance
6. Moderate – Necessary to Maintain Current Compliance
7. Significant – Key Department & City Business Support

	x
x	

Core Business Support (10%)

4. None – No support of the Department's Core Business
5. Low – Some Department Core Business Support
6. Moderate – City Core Business Support
7. Significant – Key Department & City Business Support

x	x

Innovation (5%)

4. None – No Transformative Change to Core Services
5. Low – Somewhat Advances/Transforms Core Services
6. Moderate – Advances/Transforms Core Department Services
7. Significant – Advances/Transforms Citywide Services

	x
x	

Efficiency & Effectiveness (10%)

4. None – No Measurable Impact on Workload
5. Low – Demonstrates Minimal Impact on Workload
6. Moderate – Demonstrates Some Measurable Impact on Workload ..
7. Significant – Demonstrates Measurable Impact on Workload

x	x

Financial Impact (10%)

4. None – No Significant Savings Nor Revenue
5. Low – Demonstrates Minimal (<\$100K) in Savings
6. Moderate – Demonstrates Some (\$100K - \$250K) in Savings
7. Significant – Demonstrates Measurable (\$250K) in Savings

x	x

Support, Maintain, & Secure Critical IT Infrastructure (30%)

4. None – No Measurable Impact on Critical IT Infrastructure
5. Low – Demonstrates Some Measurable Impact
6. Moderate – Demonstrates Some Impact on Multiple Departments...
7. Significant – Demonstrates Measurable Impact on the City

x	
	x

Access & Transparency (10%)

4. None – No Measurable Impact on Transparency or Public Access
5. Low – Demonstrates Minimal Impact
6. Moderate – Demonstrates Measurable Impact
7. Significant – Substantially Improves Government Transparency

x	x

Score

52

53



Expansion of PeopleSoft Enterprise Learning Management (ELM)

Controller's Office

Primary Goal: Increase Efficiency & Effectiveness

Department's Highest Priority: Yes ☐ No ☒

Functional Category: Enhancement

Project Status: New ☐ On-going ☒

Description: The ELM system is the citywide learning management solution, which is ready for citywide deployment and department use. Thus far the Department of Human Resources has used ELM to pilot one class (24 Plus Supervisor Training), but there are plans to add more training content soon. There is also building interest from departments such as Public Health, Public Works and Public Utilities.

Barriers to department adoption of ELM include

- (a) the need to have historic learning management data converted into ELM and
- (b) the need to integration learning data from external vendor training sites into ELM.

Since eMerge has limited technical knowledge of ELM at this time, a professional services contract is needed to bring resources with more ELM experience to setup solution for both of these barriers.

Impact: ELM is an enterprise-level learning management solution which has many capabilities, including:

1. Tracking a variety of blended learning types
 - eLearning and webcasts; Instructor-led courses; Self-paced activities and on-the-job training; Books and white papers; certification programs
2. Enrollment
 - Capacity & prerequisite checking; Waitlist & enhanced reserved seating management; Time conflict & drop deadlines; Prior enrollment & completion; Workflow & notification management; Multiple payment methods; Historical credits & completion rules
3. Attendance/Grading
 - Learning Requests; Learning Portfolio Management; Notifications; Learning Environments & Learner Groups; Resource Management; Curriculum & Certifications; Surveys

If this project is not completed, the City will continue to use departmental funding and resources to support a variety of disparate learning management solutions and not achieve city-wide monitoring and reporting efficiencies, including those for disaster preparedness.

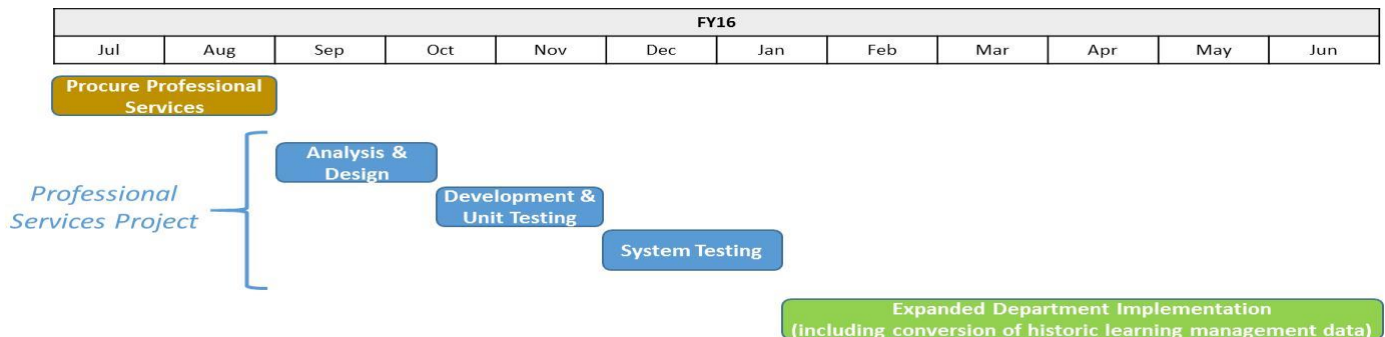
Scope: Citywide

Compliance: None but some health and safety trainings that are required for state/federal law c now be traceable and maintained city-wide and by department with the implementation.

Innovation: Expanding adoption of the ELM system improves our ability to "Provide effective systems for Citywide payroll, human resources, and benefit management".

Efficiencies: There are several learning management solutions being used by different departments. The ELM platform provides a consistent, central application to store learning management data citywide.

Schedule:



Total Project Budget: \$277,600

Previous COIT Funding (GF + NGF): \$0

New Request: This project assumes that it will be funded through a GF/NGF allocation.

Estimated Costs	FY 15-16	FY16-17	Total
Professional Services (1-time)	\$177,600	\$100,000	\$277,600
Total Costs			\$277,600
Funding Source	FY 15-16	FY16-17	Total
eMerge Operating Budget	\$0	\$100,000	\$100,000
COIT GF Request (68% allocation)	\$120,768	\$0	\$120,768
COIT NGF Request (32% allocation)	\$56,832	\$0	\$56,832
Total	\$177,600	\$100,000	\$277,600

Position Detail (Class + FTE): No additional FTE budgeted.

Based on the success of the initial deployment additional staff may be required to support and upgrade ELM to meet departments' needs. The expected first movers, PUC, DPH, HSA, and DPW, represent large and diverse workforces which make supporting ELM more time intensive.

Department Priority (5%)

Is this project your department's highest priority (only one project can be the highest priority for your department)

Yes
No

Department	COIT
X	X

Project Scope (10%)

8. None – No Impact
9. Low - Department-Only Impact
10. Moderate – Multi-Departmental Impact
11. Significant – Citywide Impact

X	X

Compliance Requirement (10%)

8. None – No Measurable Impact
9. Low – Small Impact on Compliance
10. Moderate – Necessary to Maintain Current Compliance
11. Significant – Key Department & City Business Support

	X
X	

Core Business Support (10%)

8. None – No support of the Department's Core Business
9. Low – Some Department Core Business Support
10. Moderate – City Core Business Support
11. Significant – Key Department & City Business Support

X	X

Innovation (5%)

8. None – No Transformative Change to Core Services
9. Low – Somewhat Advances/Transforms Core Services
10. Moderate – Advances/Transforms Core Department Services
11. Significant – Advances/Transforms Citywide Services

	X
X	

Efficiency & Effectiveness (10%)

8. None – No Measurable Impact on Workload
9. Low – Demonstrates Minimal Impact on Workload
10. Moderate – Demonstrates Some Measurable Impact on Workload ..
11. Significant – Demonstrates Measurable Impact on Workload

X	X

Financial Impact (10%)

8. None – No Significant Savings Nor Revenue
9. Low – Demonstrates Minimal (<\$100K) in Savings
10. Moderate – Demonstrates Some (\$100K - \$250K) in Savings
11. Significant – Demonstrates Measurable (\$250K) in Savings

X	X

Support, Maintain, & Secure Critical IT Infrastructure (30%)

8. None – No Measurable Impact on Critical IT Infrastructure
9. Low – Demonstrates Some Measurable Impact
10. Moderate – Demonstrates Some Impact on Multiple Departments...
11. Significant – Demonstrates Measurable Impact on the City

X	X

Access & Transparency (10%)

8. None – No Measurable Impact on Transparency or Public Access
9. Low – Demonstrates Minimal Impact
10. Moderate – Demonstrates Measurable Impact
11. Significant – Substantially Improves Government Transparency

X	X

Score

78

71

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PeopleSoft Performance Management Expansion

Controller's Office

Primary Goal: Improve Access & Transparency

Department's Highest Priority: Yes ☐ No ☒

Functional Category: Enhancement

Project Status: New ☒ On-going ☐

Description: In FY15 there was interest from the Department of Public Health to implement a new performance management solution. eMerge and Department of Human Resources agreed to activate the PeopleSoft ePerformance solution, creating a pilot project to include Public Health, Public Utilities, Controller's Office and Airport. The pilot includes setup, creation and appraisal of employee performance documents for FY16. If the pilot proves to be successful, an expanded project to implement ePerformance to additional departments could continue for FY17.

Impact: The ePerformance module is an enterprise-level employee performance management solution which has many capabilities, including: Generate evaluations; Establish evaluation criteria; Manage multiple participants; Enter evaluation data, including notes, ratings, weights, and comments; Consolidate feedback from multiple sources into the manager/mentor's evaluation; Submit the manager/mentor evaluation for review and approval.

If this project is not completed, the majority of City departments will continue to use MS Word documents and manual paper processes to support creation and maintenance of performance appraisal processes.

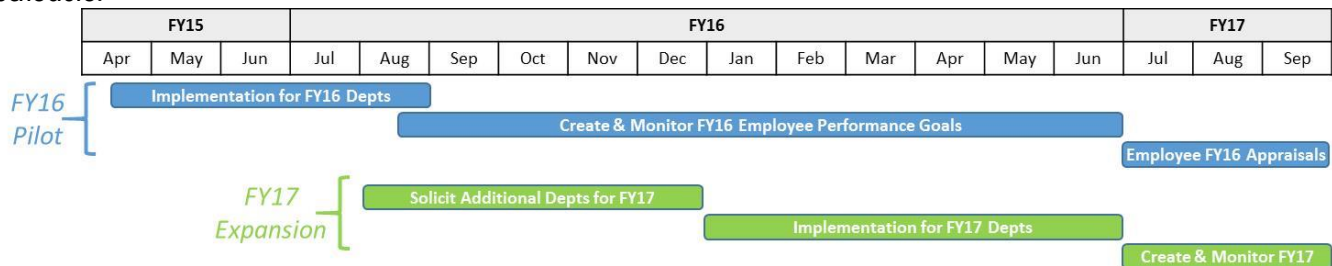
Scope: Citywide

Compliance: This project supports requirements for timely employee performance management, including goal setting, planning & appraisals.

Innovation: Implementation of ePerformance improves our ability to "Provide effective systems for Citywide payroll, human resources, and benefit management". This functionality will move the City from a paper-based to an electronic performance management process.

Efficiencies: Using the ePerformance module for employee appraisals provides the following efficiencies: A centralized, online system will increase consistency of performance appraisals across the city and transparency of compliance; Since it is embedded with the HCM system integration of employee data is out-of-the-box; Provides workflow approval, peer and 360 degree feedback options.

Schedule:



Total Project Budget: \$429,980

New Request: This project assumes that it will be funded through a GF/NGF allocation.

Estimated Costs	FY 15-16	FY 16-17	Total
Salary & Fringe (Ongoing)	\$120,930	\$161,050	\$281,980
Professional Services (1-time)	\$148,000	-	\$148,000
Total Costs	\$268,930	\$161,050	\$429,980
Funding Source	FY 15-16	FY 16-17	Total
NGF Request: eMerge Operating Budget	\$120,930	\$161,050	\$281,980
COIT GF Request (68% allocation)	\$100,640	-	\$100,640
NGF Request (32% allocation)	\$47,360	-	\$47,360
Total	\$268,930	\$161,050	\$429,980

Position Detail (Class + FTE): 1053 IS Business Analyst (1 FTE): based on 75% FTE in FY15-16 and 100% FTE in FY16-17. Position Approval for this FTE is required.

Department Priority (5%)

Is this project your department's highest priority (only one project can be the highest priority for your department)

Yes
No

Department	COIT
X	X

Project Scope (10%)

12. None – No Impact
13. Low - Department-Only Impact
14. Moderate – Multi-Departmental Impact
15. Significant – Citywide Impact

X	X

Compliance Requirement (10%)

12. None – No Measurable Impact
13. Low – Small Impact on Compliance
14. Moderate – Necessary to Maintain Current Compliance
15. Significant – Key Department & City Business Support

X	X

Core Business Support (10%)

12. None – No support of the Department's Core Business
13. Low – Some Department Core Business Support
14. Moderate – City Core Business Support
15. Significant – Key Department & City Business Support

X	X

Innovation (5%)

12. None – No Transformative Change to Core Services
13. Low – Somewhat Advances/Transforms Core Services
14. Moderate – Advances/Transforms Core Department Services
15. Significant – Advances/Transforms Citywide Services

X	X

Efficiency & Effectiveness (10%)

12. None – No Measurable Impact on Workload
13. Low – Demonstrates Minimal Impact on Workload
14. Moderate – Demonstrates Some Measurable Impact on Workload ..
15. Significant – Demonstrates Measurable Impact on Workload

X	X

Financial Impact (10%)

12. None – No Significant Savings Nor Revenue
13. Low – Demonstrates Minimal (<\$100K) in Savings
14. Moderate – Demonstrates Some (\$100K - \$250K) in Savings
15. Significant – Demonstrates Measurable (\$250K) in Savings

	X
X	

Support, Maintain, & Secure Critical IT Infrastructure (30%)

12. None – No Measurable Impact on Critical IT Infrastructure
13. Low – Demonstrates Some Measurable Impact
14. Moderate – Demonstrates Some Impact on Multiple Departments...
15. Significant – Demonstrates Measurable Impact on the City

X	X

Access & Transparency (10%)

12. None – No Measurable Impact on Transparency or Public Access
13. Low – Demonstrates Minimal Impact
14. Moderate – Demonstrates Measurable Impact
15. Significant – Substantially Improves Government Transparency

X	X

Score

75

75



Refresh Exadata/Exalogic Infrastructure Capacity

Controller's Office

Primary Goal: Support, Maintain, & Secure Infrastructure Department's Highest Priority: Yes ☐ No ☒
Functional Category: Maintenance of an Existing System Project Status: New ☐ On-going ☒

Description: In June 2014 the eMerge PeopleSoft system was transitioned to the Oracle Exadata and Exalogic hardware platform. This platform is unique in that the Exadata database tier and Exalogic application tier have been engineered to optimize performance of the PeopleSoft applications. Like most IT hardware, the Exadata and Exalogic platform has a useful life of approximately 5 years, therefore by FY19-20, the existing platform will need to be replaced with new hardware to ensure that eMerge and Identity Management applications, which run on the Exa platforms, provide the performance necessary to support expanded application functionality and users.

Impact: Some of the solutions that rely on the Exadata and Exalogic platform include: PeopleSoft (Payroll, HR, Benefits, T&L), eLearning Management, Identity and Access Management, Financial Systems.

Scope: Citywide

Compliance: This project will allow the City to continue to pay employees correctly and on-time.

Innovation: Hardware infrastructure matures over time, it is expected that newer generations of hardware will be more automated and redundant, thereby requiring less staff support and increased performance to reduce processing transaction times and increase big data analysis.

Efficiencies: This program mitigates the potential catastrophic failure of the City's mission critical payroll, human resources and benefits system due to old hardware. This system is critical for paying 30,000 employees every two weeks, plus 110,000 active and retired health benefit accounts.



Current Position

Total Project Budget: \$4,762,913

New Request:

Estimated Costs	FY 15-16	FY 16-17	FY 17-18	FY 18-19	FY 19-20	Total
Maintenance & Support Fees (Ongoing)	\$304,919	\$312,368	\$320,115	\$331,732	\$343,779	\$1,612,913
Hardware Refresh (1-time)				\$3,150,000		\$3,150,000
Total Costs	\$304,919	\$312,368	\$320,115	\$3,481,732	\$343,779	\$4,762,913
Funding Source	FY 15-16	FY 16-17	FY 17-18	FY 18-19	FY 19-20	Total
eMerge Operating Budget	\$304,919	\$312,368	\$320,115	\$331,732	\$343,779	\$1,612,913
COIT GF Request (68% allocation)				\$2,142,000		\$2,142,000
COIT NGF Request (32% allocation)				\$1,008,000		\$1,008,000
Total Sources	\$304,919	\$312,368	\$320,115	\$3,481,732	\$343,779	\$4,762,913
Remaining (Unfunded) Balance	\$0	\$0	\$0	\$0	\$0	\$0

Position Detail (Class + FTE): Not included in this request are the 2 existing FTE (1043s) that operate and support the hardware.

Department Priority (5%)

Is this project your department's highest priority (only one project can be the highest priority for your department)

Yes
No

Department	COIT
X	X

Project Scope (10%)

16. None – No Impact
17. Low - Department-Only Impact
18. Moderate – Multi-Departmental Impact
19. Significant – Citywide Impact

X	X

Compliance Requirement (10%)

16. None – No Measurable Impact
17. Low – Small Impact on Compliance
18. Moderate – Necessary to Maintain Current Compliance
19. Significant – Key Department & City Business Support

	X
X	

Core Business Support (10%)

16. None – No support of the Department's Core Business
17. Low – Some Department Core Business Support
18. Moderate – City Core Business Support
19. Significant – Key Department & City Business Support

X	X

Innovation (5%)

16. None – No Transformative Change to Core Services
17. Low – Somewhat Advances/Transforms Core Services
18. Moderate – Advances/Transforms Core Department Services
19. Significant – Advances/Transforms Citywide Services

	X
X	

Efficiency & Effectiveness (10%)

16. None – No Measurable Impact on Workload
17. Low – Demonstrates Minimal Impact on Workload
18. Moderate – Demonstrates Some Measurable Impact on Workload ..
19. Significant – Demonstrates Measurable Impact on Workload

	X
X	

Financial Impact (10%)

16. None – No Significant Savings Nor Revenue
17. Low – Demonstrates Minimal (<\$100K) in Savings
18. Moderate – Demonstrates Some (\$100K - \$250K) in Savings
19. Significant – Demonstrates Measurable (\$250K) in Savings

X	X

Support, Maintain, & Secure Critical IT Infrastructure (30%)

16. None – No Measurable Impact on Critical IT Infrastructure
17. Low – Demonstrates Some Measurable Impact
18. Moderate – Demonstrates Some Impact on Multiple Departments...
19. Significant – Demonstrates Measurable Impact on the City

X	X

Access & Transparency (10%)

16. None – No Measurable Impact on Transparency or Public Access
17. Low – Demonstrates Minimal Impact
18. Moderate – Demonstrates Measurable Impact
19. Significant – Substantially Improves Government Transparency

	X
X	

Score

87

75



PeopleSoft Human Capital Management (HCM) Upgrade to Version 9.2

Controller's Office

Primary Goal: Support, Maintain, & Secure Infrastructure Department's Highest Priority: Yes ☐ No ☒

Functional Category: Enhancement

Project Status: New ☐ On-going ☒

Description: The City's current central, citywide system of record for human resource, benefits administration and payroll information is PeopleSoft HCM Version 9.0. The following PeopleSoft HCM modules are currently implemented on Version 9.0 and will be upgraded to Version 9.2: Human Resources, Benefits Administration, Absence Management, Time & Labor, and Payroll for North America. The purpose of the upgrade is to: Remain on a supported version of PeopleSoft HCM; Reduce existing customizations to the extent possible; Perform technical upgrade of remaining customizations.

Impact: Every CCSF department, 30k employees, 70k retirees and beneficiary as the system is used to:
1. Pay 30,000 employees accurately every two weeks
2. Provide health benefits to 70,000 active employees, dependents, retirees and beneficiaries
3. Hire, transfer and update human resource information for all employees

Scope: Citywide

Compliance: The project will keep us in compliance with regulatory tax rules.

Innovation: Departments will have increased productivity/functionality, including: Extended Leave Framework, Leave Donations, Integration with Microsoft Outlook Calendar, Improve performance management features, Company Directory, Headcount Reporting for Managers and Administrators, Profile Management Enhancements, Time Approval Workflow Engine and Delegation Framework, Enhanced Mass Time Reporting and The Time and Labor Dashboard displays various pagelets showing a quick synopsis of information about a Managers direct report.




Efficiencies: The HCM version 9.2 application provides a variety of new functionality that will be helpful to the City.

Schedule:

High Level Project Schedule												
	2015								2016			
	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr
HCM 9.2 Upgrade												
Stage I - Initiation												
Stage II - Planning & Analysis												
Stage III - Upgrade & Integration												
Stage IV - Testing & Training												
Stage V - Deployment											*	

Total Project Budget: \$1,686,550

Previous COIT Funding (GF + NGF): \$1,686,550

Current Project Performance: SCOPE  SCHEDULE  RESOURCES 

New Request:

PROPOSED USES	Non-General Fund FY 2015-16
Professional Services	\$1,686,550
Project Total	\$1,686,550
On-going Costs	-

Department Priority (5%)

Is this project your department's highest priority (only one project can be the highest priority for your department)

Yes
No

Department	COIT
X	X

Project Scope (10%)

20. None – No Impact
21. Low - Department-Only Impact
22. Moderate – Multi-Departmental Impact.....
23. Significant – Citywide Impact.....

X	X

Compliance Requirement (10%)

20. None – No Measurable Impact

21. Low – Small Impact on Compliance

22. Moderate – Necessary to Maintain Current Compliance

23. Significant – Key Department & City Business Support

X	X

Core Business Support (10%)

20. None – No support of the Department’s Core Business.....

21. Low – Some Department Core Business Support

22. Moderate – City Core Business Support

23. Significant – Key Department & City Business Support

X	X

Innovation (5%)

20. None – No Transformative Change to Core Services.....

21. Low – Somewhat Advances/Transforms Core Services.....

22. Moderate – Advances/Transforms Core Department Services.....

23. Significant – Advances/Transforms Citywide Services.....

X	X

Efficiency & Effectiveness (10%)

20. None – No Measurable Impact on Workload

21. Low – Demonstrates Minimal Impact on Workload

22. Moderate – Demonstrates Some Measurable Impact on Workload ..

23. Significant – Demonstrates Measurable Impact on Workload

X	X

Financial Impact (10%)

20. None – No Significant Savings Nor Revenue.....

21. Low – Demonstrates Minimal (<\$100K) in Savings.....

22. Moderate – Demonstrates Some (\$100K - \$250K) in Savings

23. Significant – Demonstrates Measurable (\$250K) in Savings.....

X	X

Support, Maintain, & Secure Critical IT Infrastructure (30%)

20. None – No Measurable Impact on Critical IT Infrastructure.....

21. Low – Demonstrates Some Measurable Impact.....

22. Moderate – Demonstrates Some Impact on Multiple Departments...

23. Significant – Demonstrates Measurable Impact on the City

X	X

Access & Transparency (10%)

20. None – No Measurable Impact on Transparency or Public Access

21. Low – Demonstrates Minimal Impact.....

22. Moderate – Demonstrates Measurable Impact

23. Significant – Substantially Improves Government Transparency.....

X	X

Score

87

87



Logging Recorder Replacement

Department of Emergency Management

Primary Goal: Support, Maintain, & Secure Infrastructure Department's Highest Priority: Yes ☐ No ☒

Functional Category: Replacement Project Status: New ☐ On-going ☒

Description: This project replaces the Nice Logging Recorder System over a two year period. The system records 911 telephone, Police/Fire dispatch channels, and tactical radio channels. The vendor no longer guarantees system functionality and parts availability. This project will migrate to a new platform and will ensure that critical audio will be recorded redundantly in case of failures on the old, unsupported system. The new system will provide enhanced functionality, including better organization of evidentiary information, enhanced search capability, and screen recording of 911 dispatch terminals.

Impact: The recordings are used by DEM, Police, Fire, District Attorney, Public Defender, and outside agencies for evidentiary purposes and to investigate public safety activities related to 9-1-1 response.

Scope: Multi-departmental

Compliance: The City has a 3 year data retention policy which applies to 9-1-1 telephone and radio recordings.

Innovation: In addition to maintaining the existing recording functionality, the new system will be compliant with Next Generation 9-1-1 (NG 9-1-1) and provide screen capture of DEM's Computer Aided Dispatch (CAD) terminals.

Efficiencies: The problem is the existing system is no longer fully supported and could fail.

Schedule: FY 15-16 FY 16-17 FY 17-18



Current Position

Total Project Budget: \$862,910

Previous COIT Funding (GF + NGF): Project received \$374,000 in FY16.

New Request: Three-year Budget

PROPOSED USES	General Fund FY 2015-16	General Fund FY 2016-17	General Fund FY 2017-18
Software	\$174,310	\$146,790	\$50,000
Hardware	\$160,560	\$206,150	\$50,000
Professional Services	\$40,830	\$34,270	-
Project Total	\$375,700	\$387,210	\$100,000
In FY16 Dept base budget	\$374,000		
Additional Request	\$1,700	\$387,210	
On-going Costs	-	-	\$47,000

One-year Budget

PROPOSED USES	General Fund FY 2015-16	General Fund FY 2016-17
Software	\$371,100	
Hardware	\$416,710	
Professional Services	\$75,100	
Project Total	\$862,910	
In FY16 Dept base budget	\$374,000	
Additional Request	\$488,910	
On-going Costs	-	\$47,000

Department Priority (5%)

Is this project your department's highest priority (only one project can be the highest priority for your department)

Yes
No

Department	COIT
X	X

X	X

Project Scope (10%)

24. None – No Impact
25. Low - Department-Only Impact
26. Moderate – Multi-Departmental Impact
27. Significant – Citywide Impact

X	X

Compliance Requirement (10%)

24. None – No Measurable Impact
25. Low – Small Impact on Compliance
26. Moderate – Necessary to Maintain Current Compliance
27. Significant – Key Department & City Business Support

X	X

Core Business Support (10%)

24. None – No support of the Department's Core Business
25. Low – Some Department Core Business Support
26. Moderate – City Core Business Support
27. Significant – Key Department & City Business Support

X	X

Innovation (5%)

24. None – No Transformative Change to Core Services
25. Low – Somewhat Advances/Transforms Core Services
26. Moderate – Advances/Transforms Core Department Services
27. Significant – Advances/Transforms Citywide Services

X	X

Efficiency & Effectiveness (10%)

24. None – No Measurable Impact on Workload
25. Low – Demonstrates Minimal Impact on Workload
26. Moderate – Demonstrates Some Measurable Impact on Workload ..
27. Significant – Demonstrates Measurable Impact on Workload

X	X

Financial Impact (10%)

24. None – No Significant Savings Nor Revenue
25. Low – Demonstrates Minimal (<\$100K) in Savings
26. Moderate – Demonstrates Some (\$100K - \$250K) in Savings
27. Significant – Demonstrates Measurable (\$250K) in Savings

X	
	X

Support, Maintain, & Secure Critical IT Infrastructure (30%)

24. None – No Measurable Impact on Critical IT Infrastructure
25. Low – Demonstrates Some Measurable Impact
26. Moderate – Demonstrates Some Impact on Multiple Departments...
27. Significant – Demonstrates Measurable Impact on the City

X	
	X

Access & Transparency (10%)

24. None – No Measurable Impact on Transparency or Public Access
25. Low – Demonstrates Minimal Impact
26. Moderate – Demonstrates Measurable Impact
27. Significant – Substantially Improves Government Transparency

X	X

Score

55

68



DPH Unified EMR

Public Health

Primary Goal: Implement a Modern EMR to improve care and access while mitigating risks with existing end of life systems.

Department's Highest Priority: Yes ☒ No ☐

Functional Category: Replacement

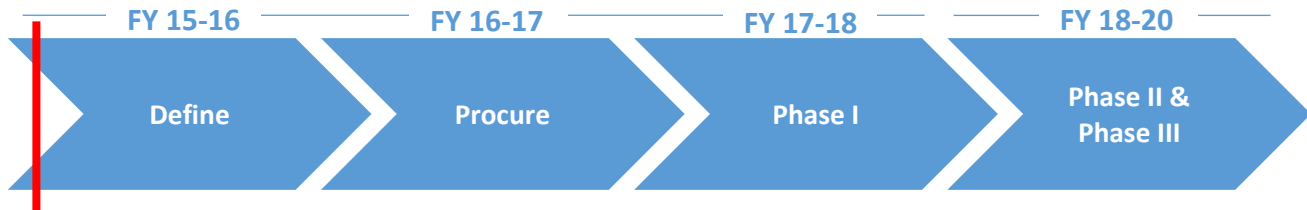
Project Status: New ☒ On-going ☐

Description: The Department of Public Health (DPH) must replace its current Electronic Medical Record (EMR) system as DPH's current EMR vendor is end-of-life and will no longer be supported by the vendor beyond FY19. DPH must transition to a new EMR system that unifies all hospitals and clinics under a single system.

Impact: A unified EMR system will allow DPH to more effectively provide evidence based medicine by tracking patients and service delivery outcomes throughout the system. The unified EMR will enhance business and clinical intelligence, retire redundant systems, and enhance communication and data sharing with regional partners.

Scope: This project will provide a single, unified EMR system for 2 major hospitals and over 40 clinics. Details of specific replacement systems and scope by phase are being developed. Multi-jurisdiction partnerships and financial decisions are under discussion with an expectation of an agreement and EHR selection by July 1.

Schedule:



Current Position

The implementation of a new EMR system is projected to take five years, with estimated ongoing operational cost of \$20 million/year.

Total Project Budget: \$223.0M

Previous COIT Funding (GF + NGF):

Proposed Funding Draft for Planning Purposes:

Main Categories:		FY 15-16	FY 16-17
1	Software	\$ -	\$ 8,595,520
2	Hardware	\$ -	\$ 1,924,100
3	Implementation Costs	\$ 8,829,108	\$ 8,829,108
4	Consulting Services	\$ 1,000,000	\$ 1,000,000
5	Salaries	\$ 3,164,020	\$ 3,164,020
6	Facilities	\$ 1,651,500	\$ 1,651,500
7	Contingency	\$ 3,980,888	\$ 3,980,888
Total Project Costs		\$ 18,625,515	\$ 29,145,135

Department Priority (5%)

Is this project your department's highest priority (only one project can be the highest priority for your department)

Yes
No

Department	COIT
Yes	

Project Scope (10%)

28. None – No Impact
29. Low - Department-Only Impact
30. Moderate – Multi-Departmental Impact
31. Significant – Citywide Impact

X	

Compliance Requirement (10%)

28. None – No Measurable Impact
29. Low – Small Impact on Compliance
30. Moderate – Necessary to Maintain Current Compliance
31. Significant – Key Department & City Business Support

X	

Core Business Support (10%)

28. None – No support of the Department's Core Business
29. Low – Some Department Core Business Support
30. Moderate – City Core Business Support
31. Significant – Key Department & City Business Support

X	

Innovation (5%)

28. None – No Transformative Change to Core Services
29. Low – Somewhat Advances/Transforms Core Services
30. Moderate – Advances/Transforms Core Department Services
31. Significant – Advances/Transforms Citywide Services

X	

Efficiency & Effectiveness (10%)

28. None – No Measurable Impact on Workload
29. Low – Demonstrates Minimal Impact on Workload
30. Moderate – Demonstrates Some Measurable Impact on Workload ..
31. Significant – Demonstrates Measurable Impact on Workload

X	

Financial Impact (10%)

28. None – No Significant Savings Nor Revenue
29. Low – Demonstrates Minimal (<\$100K) in Savings
30. Moderate – Demonstrates Some (\$100K - \$250K) in Savings
31. Significant – Demonstrates Measurable (\$250K) in Savings

X	

Support, Maintain, & Secure Critical IT Infrastructure (30%)

28. None – No Measurable Impact on Critical IT Infrastructure
29. Low – Demonstrates Some Measurable Impact
30. Moderate – Demonstrates Some Impact on Multiple Departments...
31. Significant – Demonstrates Measurable Impact on the City

X	

Access & Transparency (10%)

28. None – No Measurable Impact on Transparency or Public Access
29. Low – Demonstrates Minimal Impact
30. Moderate – Demonstrates Measurable Impact
31. Significant – Substantially Improves Government Transparency

X	

Score 100



DPH IT Service Management and Automation Improvement

Department of Public Health

Primary Goal: Increase Efficiency & Effectiveness

Department's Highest Priority: Yes ☐ No ☒

Functional Category: New System

Project Status: New ☒ On-going ☐

Description: Healthcare reform, regulatory compliance, new hospitals, and department restructuring have resulted in very complex and costly IT operations. IT is currently managed with patchwork of tools that are incomplete, not integrated and do not provide the information to efficiently deliver IT services. An ITSMA will improve staff productivity, increase the quality of services to DPH and its partners, reduce operational costs, and improve the overall ability of IT to support the mission of DPH.

Impact: DPH needs to implement an IT Service Management and Automation system to more efficiently and effectively deliver IT services.

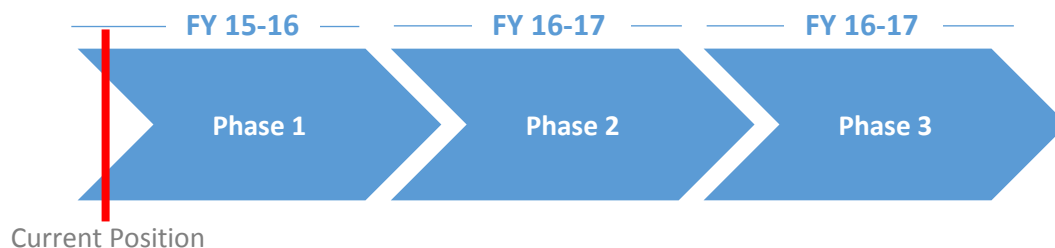
Scope: Departmental Impact.

Compliance: No compliance requirement.

Innovation: Partnering with DT, investing in ITIL, and deploying a best of breed service and automation platform will improve the ability of IT to deliver and manage services.

Efficiencies: As this is a service management application and given staffing needs around helpdesk and support, we expect some measureable impact on requests and transition/hand-off of issues. We will be looking at those features in terms of analytics/workflow as the app is deployed.

Schedule:



- Phase 1 focuses on defining requirements, procuring, and implementing foundation modules of ServiceNow to support ITIL-based best practices for the DPH Service Desk
- Phase 2 and 3 of the project will implement new workflow and additional ServiceNow modules (TBD) to support other functional areas of IT

Total Project Budget: \$1,860,000

Previous COIT Funding (GF + NGF): \$0

New Request:

PROPOSED USES	Non General Fund FY 2015-16	Non General Fund FY 2016-17
Salary & Fringe	\$165,000	\$165,000
Software	\$200,000	\$200,000
Hardware	-	-
Professional Services	\$275,000	\$250,000
Materials & Supplies	\$5,000	-
Project Total	\$645,000	\$615,000
On-going Costs	-	-

Position Detail (Class + FTE): TBD

Department Priority (5%)

Is this project your department's highest priority (only one project can be the highest priority for your department)

Yes
No

Department	COIT
X	X

Project Scope (10%)

32. None – No Impact
33. Low - Department-Only Impact
34. Moderate – Multi-Departmental Impact
35. Significant – Citywide Impact

X	X

Compliance Requirement (10%)

32. None – No Measurable Impact
33. Low – Small Impact on Compliance
34. Moderate – Necessary to Maintain Current Compliance
35. Significant – Key Department & City Business Support

X	X

Core Business Support (10%)

32. None – No support of the Department's Core Business
33. Low – Some Department Core Business Support
34. Moderate – City Core Business Support
35. Significant – Key Department & City Business Support

X	X

Innovation (5%)

32. None – No Transformative Change to Core Services
33. Low – Somewhat Advances/Transforms Core Services
34. Moderate – Advances/Transforms Core Department Services
35. Significant – Advances/Transforms Citywide Services

X	X

Efficiency & Effectiveness (10%)

32. None – No Measurable Impact on Workload
33. Low – Demonstrates Minimal Impact on Workload
34. Moderate – Demonstrates Some Measurable Impact on Workload ..
35. Significant – Demonstrates Measurable Impact on Workload

X	
	X

Financial Impact (10%)

32. None – No Significant Savings Nor Revenue
33. Low – Demonstrates Minimal (<\$100K) in Savings
34. Moderate – Demonstrates Some (\$100K - \$250K) in Savings
35. Significant – Demonstrates Measurable (\$250K) in Savings

X	X

Support, Maintain, & Secure Critical IT Infrastructure (30%)

32. None – No Measurable Impact on Critical IT Infrastructure
33. Low – Demonstrates Some Measurable Impact
34. Moderate – Demonstrates Some Impact on Multiple Departments...
35. Significant – Demonstrates Measurable Impact on the City

X	X

Access & Transparency (10%)

32. None – No Measurable Impact on Transparency or Public Access
33. Low – Demonstrates Minimal Impact
34. Moderate – Demonstrates Measurable Impact
35. Significant – Substantially Improves Government Transparency

X	X

Score

27

30



Web Presence Initiative

Department of Public Health

Primary Goal: Improve Access & Transparency

Department's Highest Priority: Yes ☐ No ☒

Functional Category: Enhancement

Project Status: New ☒ On-going ☐

Description: This project will improve the Department's communication with the public; organize information relevant to residents, business owners, patients, and other groups of visitors in order to improve their experience with DPH; and present information in a manner that improves access to DPH services on both desktop and portable devices.

Impact: This project impacts DPH websites and will help improve their usability. Metrics around usage and social components will be developed in concert with public outreach strategies and timelines.

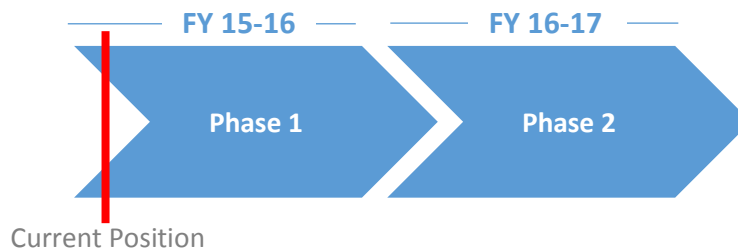
Scope: Departmental

Compliance: This project will bring us in compliance with accessibility standards.

Innovation: This project will help DPH consolidate different websites, improve architecture/consistency, and thus help improve public outreach.

Efficiencies: This project will support public outreach initiatives, improve the architecture of DPH's websites, and help develop internal support to provide for ongoing public outreach content and architecture needs on both desktop and mobile platforms.

Schedule:



- Phase 1 focuses on defining requirements, procuring, developing marketing strategy and implementing new architecture and design
- Phase 2 of the project will implement additional content, platforms, and focus on effective training and transition.

Total Project Budget: \$1,483,292

Previous COIT Funding (GF + NGF): \$0

New Request:

PROPOSED USES	Non General Fund FY 2015-16	Non General Fund FY 2016-17
Salary & Fringe	\$236,010	\$312,462
Software	\$1,700	\$1,200
Professional Services	\$646,780	\$275,140
Project Total	\$894,490	\$588,802
On-going Costs	-	-

Position Detail (Class + FTE):

Department Priority (5%)

Is this project your department's highest priority (only one project can be the highest priority for your department)

Yes
No

Department	COIT
X	X

Project Scope (10%)

36. None – No Impact
37. Low - Department-Only Impact
38. Moderate – Multi-Departmental Impact
39. Significant – Citywide Impact

X	X

Compliance Requirement (10%)

36. None – No Measurable Impact
37. Low – Small Impact on Compliance
38. Moderate – Necessary to Maintain Current Compliance
39. Significant – Key Department & City Business Support

X	X

Core Business Support (10%)

36. None – No support of the Department's Core Business
37. Low – Some Department Core Business Support
38. Moderate – City Core Business Support
39. Significant – Key Department & City Business Support

X	
	X

Innovation (5%)

36. None – No Transformative Change to Core Services
37. Low – Somewhat Advances/Transforms Core Services
38. Moderate – Advances/Transforms Core Department Services
39. Significant – Advances/Transforms Citywide Services

X	
	X

Efficiency & Effectiveness (10%)

36. None – No Measurable Impact on Workload
37. Low – Demonstrates Minimal Impact on Workload
38. Moderate – Demonstrates Some Measurable Impact on Workload ..
39. Significant – Demonstrates Measurable Impact on Workload

X	X

Financial Impact (10%)

36. None – No Significant Savings Nor Revenue
37. Low – Demonstrates Minimal (<\$100K) in Savings
38. Moderate – Demonstrates Some (\$100K - \$250K) in Savings
39. Significant – Demonstrates Measurable (\$250K) in Savings

X	X

Support, Maintain, & Secure Critical IT Infrastructure (30%)

36. None – No Measurable Impact on Critical IT Infrastructure
37. Low – Demonstrates Some Measurable Impact
38. Moderate – Demonstrates Some Impact on Multiple Departments...
39. Significant – Demonstrates Measurable Impact on the City

X	X

Access & Transparency (10%)

36. None – No Measurable Impact on Transparency or Public Access
37. Low – Demonstrates Minimal Impact
38. Moderate – Demonstrates Measurable Impact
39. Significant – Substantially Improves Government Transparency

X	
	X

Score2737



Database Activity Monitoring

Human Services Agency

Primary Goal: Support, Maintain, & Secure Infrastructure Department's Highest Priority: Yes ☐ No ☒

Functional Category: New System Project Status: New ☒ On-going ☐

Description: Various security regulations mandate application-level transaction logging of user activity and data access for audit purposes, and to identify and investigate anomalous or suspicious activity. Failure to do so could result in undiscovered security and privacy breaches; inability to properly investigate discovered security and privacy breaches; and penalties for noncompliance.

Impact: This system monitors multiple application databases to audit all transactions and alert for anomalous activity. The web application firewall (WAF) and database activity monitoring (DAM) components work together to identify users at the front end (web) so that back end (database) activity can be properly attributed. It also screens incoming application and database traffic for invalid or malicious requests.

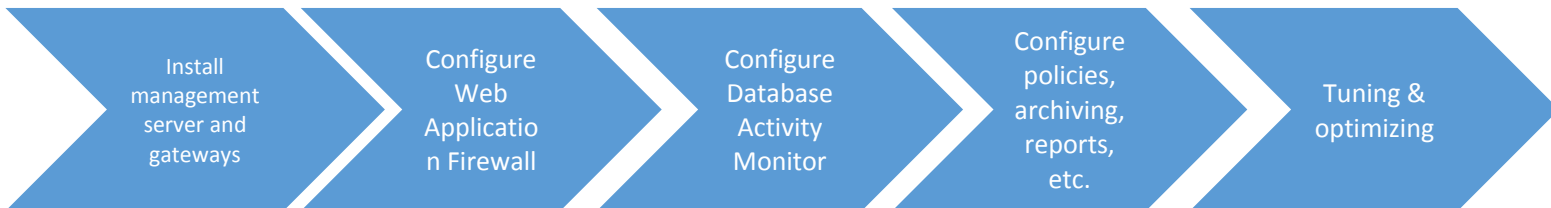
Scope: Departmental.

Compliance: Medi-Cal Privacy & Security Agreement and HIPAA both require transaction-level auditing to attribute each access of sensitive data to an individual user account, and allow review of transactions for suspicious activity.

Innovation: This will be the department's first foray into web application-layer firewalls. It may inform future projects for protecting high-value, high-risk Internet-accessible web applications.

Efficiencies: Compliance with auditing requirements using native application and database processes would require an estimated 2,000 hours of IT staff time, probably necessitating the hiring of additional staff. In addition, an estimated 20% increase in database server and storage infrastructure capacity would be required, and application performance would nevertheless decrease. Use of this third-party tool will only increase server and storage capacity by an estimated 2%, will require less than 100 hours of IT staff time for configuration, and will not impact application performance.

Schedule:



Total Project Budget: \$120,000

New Request:

PROPOSED USES	Non-General Fund FY 2015-16
Software	\$60,000
Hardware	\$25,000
Professional Services	\$25,000
Support	\$10,000
Project Total	\$120,000
On-going Costs	-

Department Priority (5%)

Is this project your department's highest priority (only one project can be the highest priority for your department)

Yes
No

Department	COIT
X	X

Project Scope (10%)

40. None – No Impact
41. Low - Department-Only Impact
42. Moderate – Multi-Departmental Impact
43. Significant – Citywide Impact

X	X

Compliance Requirement (10%)

40. None – No Measurable Impact
41. Low – Small Impact on Compliance
42. Moderate – Necessary to Maintain Current Compliance
43. Significant – Key Department & City Business Support

X	X

Core Business Support (10%)

40. None – No support of the Department's Core Business
41. Low – Some Department Core Business Support
42. Moderate – City Core Business Support
43. Significant – Measurable & Necessary for Compliance

X	X

Innovation (5%)

40. None – No Transformative Change to Core Services
41. Low – Somewhat Advances/Transforms Core Services
42. Moderate – Advances/Transforms Core Department Services
43. Significant – Advances/Transforms Citywide Services

X	X

Efficiency & Effectiveness (10%)

40. None – No Measurable Impact on Workload
41. Low – Demonstrates Minimal Impact on Workload
42. Moderate – Demonstrates Some Measurable Impact on Workload ..
43. Significant – Demonstrates Measurable Impact on Workload

X	
	X

Financial Impact (10%)

40. None – No Significant Savings Nor Revenue
41. Low – Demonstrates Minimal (<\$100K) in Savings
42. Moderate – Demonstrates Some (\$100K - \$250K) in Savings
43. Significant – Demonstrates Measurable (\$250K) in Savings

X	X

Support, Maintain, & Secure Critical IT Infrastructure (30%)

40. None – No Measurable Impact on Critical IT Infrastructure
41. Low – Demonstrates Some Measurable Impact
42. Moderate – Demonstrates Some Impact on Multiple Departments...
43. Significant – Demonstrates Measurable Impact on the City

X	
	X

Access & Transparency (10%)

40. None – No Measurable Impact on Transparency or Public Access
41. Low – Demonstrates Minimal Impact
42. Moderate – Demonstrates Measurable Impact
43. Significant – Substantially Improves Government Transparency

X	X

Score

13

30



Records Management

Health Service System

Primary Goal: Increase Efficiency & Effectiveness

Department's Highest Priority: Yes ☒ No ☐

Functional Category: New System

Project Status: New ☒ On-going ☐

Description: eMerge does not provide document management which prohibits the integration of over 250,000 member records which contain PHI. To maximize the efficiencies afforded by impending eBenefits (eMerge PeopleSoft 9.2) and provide for auditing controls, disaster recovery, reduced physical storage requirements and flexible search capabilities HSS must digitize their records.

Impact: Deliver a single repository for HSS' records for document management, indexing, and searching. HSS requires a system which will integrate with eMerge. Automate current manually intensive and highly inefficient workflows.

Scope: Citywide

Compliance: HIPAA Security Standards contain administrative safeguards including information access management 164.308(a)(4) and technical safeguards around audit controls 164.312(b). HSS currently has no capability to audit who is accessing the forms contained in member's physical files. Additionally, a covered entity (HSS), must reasonably safeguard protected health information (PHI) to limit incidental uses or disclosures.

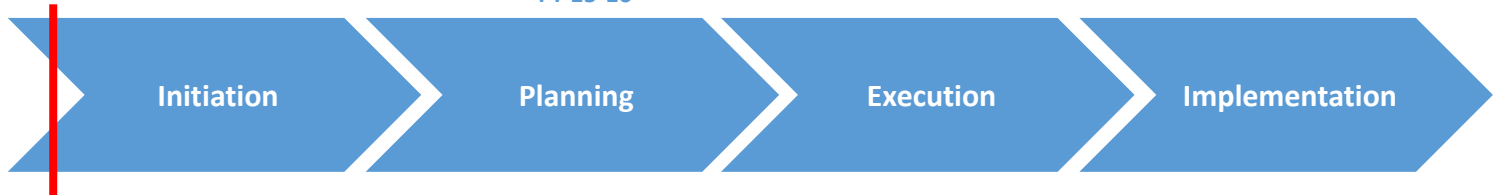
Innovation: HSS is on the threshold of transforming to self-service benefits with the rollout of PeopleSoft 9.2. Implementing an electronic document management system, along with the vision for a customer relationship management system mark a significant effort by HSS to automate processes.

Efficiencies: HSS processes are currently manual and inefficient. In a future state with a members' documentation segmented into multiple physical and digital environments, processes will become more fractured and inefficient. Implementing a document management system which interfaces to eMerge will allow for one indexable, searchable, auditable central repository.

Schedule:

FY 15-16

FY 16-



Total Project Budget: \$515,000

Previous COIT Funding (GF + NGF): \$0

New Request:

PROPOSED USES	Project Costs FY 2015-16
Software	\$125,000
Hardware	\$111,000
Professional Services	\$64,000
Materials & Supplies	-
Project Total	\$300,000
<i>General Fund</i>	<i>\$152,146</i>
<i>Non-General Fund</i>	<i>\$147,854</i>

Department Priority (5%)

Department

COIT

Is this project your department's highest priority (only one project can be the highest priority for your department)

Yes
No

x	x

Project Scope (10%)

44. None – No Impact
45. Low - Department-Only Impact
46. Moderate – Multi-Departmental Impact
47. Significant – Citywide Impact.....

x	
	x

Compliance Requirement (10%)

44. None – No Measurable Impact
45. Low – Small Impact on Compliance
46. Moderate – Necessary to Maintain Current Compliance
47. Significant – Key Department & City Business Support

	x
x	

Core Business Support (10%)

44. None – No support of the Department's Core Business.....
45. Low – Some Department Core Business Support
46. Moderate – City Core Business Support
47. Significant – Major Improvement & a Necessity for Compliance

x	x

Innovation (5%)

44. None – No Transformative Change to Core Services.....
45. Low – Somewhat Advances/Transforms Core Services.....
46. Moderate – Advances/Transforms Core Department Services.....
47. Significant – Advances/Transforms Citywide Services.....

x	x

Efficiency & Effectiveness (10%)

44. None – No Measurable Impact on Workload
45. Low – Demonstrates Minimal Impact on Workload
46. Moderate – Demonstrates Some Measurable Impact on Workload ..
47. Significant – Demonstrates Measurable Impact on Workload

x	x

Financial Impact (10%)

44. None – No Significant Savings Nor Revenue.....
45. Low – Demonstrates Minimal (<\$100K) in Savings.....
46. Moderate – Demonstrates Some (\$100K - \$250K) in Savings
47. Significant – Demonstrates Measurable (\$250K) in Savings.....

x	x

Support, Maintain, & Secure Critical IT Infrastructure (30%)

44. None – No Measurable Impact on Critical IT Infrastructure.....
45. Low – Demonstrates Some Measurable Impact
46. Moderate – Demonstrates Some Impact on Multiple Departments...
47. Significant – Demonstrates Measurable Impact on the City

x	
	x

Access & Transparency (10%)

44. None – No Measurable Impact on Transparency or Public Access
45. Low – Demonstrates Minimal Impact.....
46. Moderate – Demonstrates Measurable Impact
47. Significant – Substantially Improves Government Transparency

x	
	x

Score

60

70