



COMMITTEE ON INFORMATION TECHNOLOGY

Office of the City Administrator

Project Discussion Topics - A Cheat Sheet

→ Below is a list of problems that typically face technology projects.

| Problem Type | Discussion Topic |
|---------------------|--|
| Cost Overage | How to accurately estimate a project cost |
| | Unanticipated expenditures, where to expect more costs |
| Procurement | Making use of other similar contracts |
| | Negotiations over contract terms and conditions |
| Vendor | Tactics to structure performance & payment milestones in a contract |
| | Product or vendor gets bought out |
| | Legacy product no longer or soon to be not supported (CAD) |
| Securing Resources | Key staff departure (VOIP) |
| | Difficult hiring in-house staff (Housing Portal) |
| Skill Development | Training resources and other options to equip staff with necessary tools |
| Approval & Buy-in | Stakeholder buy-in |
| | Change management tactics |
| Systems Integration | Data errors (FSP) |
| | Internal staff lacks technical expertise (Crime Data Warehouse) |
| | Meeting security requirements |
| | Lack of documentation of legacy systems (PATs) |
| Other Delay | Requirements and scope changes during implementation |
| | Policy and legislation changes (POL Arrest) |

