



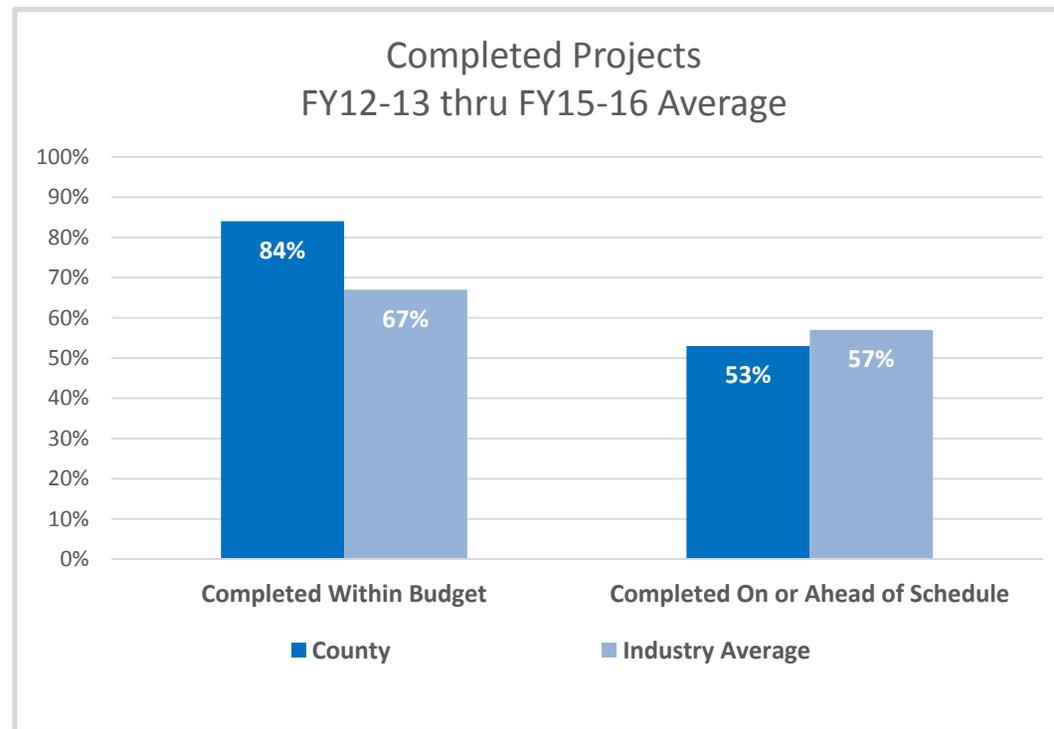
County of Orange ~ Information Technology Quarterly IT Project Progress Report Fiscal Year 2015-16, 1st Quarter

Attachment A

The Quarterly Information Technology (IT) Project Progress Detail Report provides the status of all County IT projects with a budget of \$150,000 or more and/or that have been identified as being significant during the reporting period. It also provides a look at project schedule and budget metrics over the past three years and assesses overall IT project success.

Industry Comparison – Completed IT Project Metrics

Of the 30 projects reported on over the past three and one quarter fiscal years (FY12-13 thru FY15-16), 84% of all IT projects were completed on budget and 53% on schedule. The County's percentage exceeded the industry average of 67% for projects completed on budget, while the schedule percentage is a little below the industry average of 57% this quarter.¹



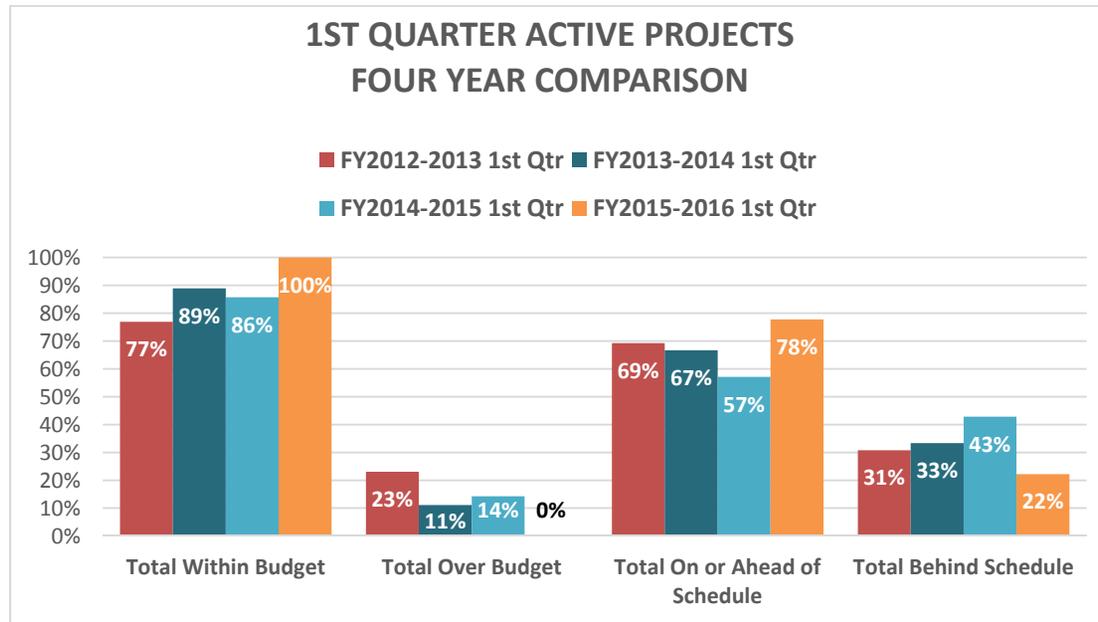
¹ Gartner, IT Key Metrics Data 2015, p. 12-13

*Quarterly IT Project Progress Report
1st Quarter, July - September 2015*

Current Quarter Summary

During this quarter, the number of IT active projects has increased to nine from six last quarter, with three new projects added. All active projects are within budget; seven are on schedule. When comparing this quarter to the 1st quarter in the three previous years, the percentage of projects that are within budget and on schedule shows improvement. County IT Project Managers are working hard to ensure projects remain on schedule and within budget, while meeting the intended business objectives.

IT Projects	Budgeted Funds	Expended to Date	Remaining Balance	Estimated at Completion	Within or Under Budget	Over Budget	Rebaselined Budget	On or Ahead of Schedule	Behind Schedule	Rebaselined Schedule
9 Active	\$21,673,485	\$6,826,200	\$14,847,285	\$21,673,485	9	-	-	7	2	-
0 Completed	\$0	\$0	\$0	\$0	-	-	-	-	-	-
4 Future	\$9,171,081	\$0	\$9,171,081	\$9,171,081	-	-	-	-	-	-
13 Total Projects	\$30,844,566	\$6,826,200	\$24,018,366	\$30,844,566	9	-	-	7	2	-



Quarterly IT Project Progress Report
1st Quarter, July - September 2015

#	Department	Project Name / Project Number	Status B / S *	Funding Source	Original Approved Budget	Expended/ Encumbered Funds to Date	Remaining Balance	Estimated Cost at Completion	PLAN/PROCURE Original Schedule	BUILD Original Schedule
					<u>Actual Budget</u>				<u>Actual Schedule</u>	<u>Actual Schedule</u>
ACTIVE PROJECTS										
1	Auditor/Controller	CAPS+ AIX Replacement	1/1	014	\$1,931,141 <u>\$2,042,026</u>	\$1,958,925	\$83,101	\$2,042,026	Jul 2014 - Aug 2014 <u>Jul 2014 - Aug 2014</u>	Sep 2014 – Apr 2015 <u>Sep 2014 – Jan 2016</u>
	Project Manager: Larry McCabe - A/C M. Campbell - OCIT	Project: P091052								
	Description:	The County's CAPS+ Systems currently resides on an IBM P595 platform. The platform is over 9 years old and has reached its end of life, and is beginning to experience system failures. Replacing the platform with two new IBM AIX P8 systems was planned and approved in the FY 2014-15 budget process. The County's managed services provider, SAIC, will be replacing the platform under work order number CY1-010. The County will also need to move the CAPS+ FS and HR software to the new IBM AIX P8 platforms and has contracted with CGI Technologies and Solutions for this effort. The CGI contract also includes a provision for CGI to train County staff and provide detailed process documentation so future installations of software can be performed by County staff.								
	Schedule Phase:	Build Schedule – Closing								
	Key Accomplishments:	After going live with the new production system last quarter, during this quarter, the team completed the technical build of the disaster recovery (DR) environment. The functional team has initiated testing activities on the DR environment to ensure the CAPS+ application is working properly before SAIC attempts to move the platform to the DR site in Scottsdale, Arizona. Efforts are underway on the build of the User Acceptance Testing environment. This environment will eventually be used to support maintenance on the Production environment.								
	Budget/Schedule Note:	Originally the budget for this project was reported at \$1,931,141. This amount included the SAIC work order (Amendment 1 to CY1-010), which was \$1,647,642 and the CGI contract (MA-003-15010663) in the amount of \$283,500. The dollar amount for the original SAIC design work order (CY1-010) in the amount of \$109,416 and Amendment 2 to CY1-010, in the amount of \$1,468 should have also been included in the total project amount and has been corrected in this report. The project is on budget and on schedule to meet the re-baselined schedule.								
2	CEO/HRS NEW	Talent Management	1/1	038	\$545,000 <u>\$545,000</u>	\$690	\$544,310	\$545,000	Jul 2015 – Jun 2016 <u>Jul 2015 – Jun 2016</u>	Jul 2016 – Jun 2018 <u>Jul 2016 – Jun 2018</u>
	Project Manager: Mai Le	Project: P091114								
	Description:	This project will select and implement an integrated talent management system to better develop, promote, and retain talent to meet current and future business needs. The system will allow for the automation, tracking, and efficient management of fundamental human resource activities such as recruitment, performance management, succession management, workforce analytics and learning management. An integrated talent management system will enable greater efficiency and effectiveness of identifying, monitoring, and providing human resource data to ultimately improve quality of service.								
	Schedule Phase:	Planning								
	Key Accomplishments:	The project key stakeholders have been identified. The project scope and key milestones have been established and approved by the project sponsors. The project team is finalizing the high-level business requirements and initiating the RFP process.								
	Budget/Schedule Note:	The project is within budget and on schedule.								

Quarterly IT Project Progress Report
1st Quarter, July - September 2015

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					<u>Actual Budget</u>				<u>Actual Schedule</u>	<u>Actual Schedule</u>
ACTIVE PROJECTS										
3	CEO/OCIT	Enterprise SharePoint Phases II & III	1/1	038	\$800,000 <u>\$800,000</u>	\$800,000	\$0	\$800,000	Sep 2014 – Apr 2015 <u>Sep 2014 – Apr 2015</u>	Mar 2015 – Mar 2016 <u>Mar 2015 – Mar 2016</u>
	Project Manager: Lynne Halverson	Project: P091071								
	Description:	The Enterprise SharePoint Project Phases II-III will build on the baseline services established during Phase I to enable features and functionality that have been identified by the County as being of high value to the enterprise SharePoint site. Phases II-III will also include implementation of an Enterprise Adoption and Training program to ensure that employees have opportunity to gain the basic skills they'll need to make use of the Enterprise SharePoint portal as well as the selection and implementation of enhanced tools for use in site administration; workflow design and automation; metadata management; and business intelligence and reporting.								
	Schedule Phase:	Build Schedule – Executing/Controlling								
	Key Accomplishments:	As of September 30, 2015, the IntraOC team had conducted 55 IntraOC Open Houses/Roadshows across 22 Agencies/Departments. Nearly 1,000 users attended these events. 8,592 users have been licensed to access IntraOC by their Agencies/Departments. In the 30-day period between September 1 and September 30, 2015, IntraOC had approximately 2,000 new visitors and 28,000 site hits by returning visitors. While the number of new visitors remained even with the number from June 2015, returning site visits increased by 75%. Sixty-three cross-agency collaboration sites have been deployed and remain in use by multiple project teams and working groups across the County. This represents a 61.5% increase in collaboration site deployments since June 2015.								
	Budget/Schedule Note:	An initiative for the design/build of 27 Agency/Department and business unit baseline Intranet sites launched on August 24, 2015. The IntraOC team also worked with SAIC and its sub-contractor, Perficient, to implement the K2 Appit workflow automation tool for the County Public Records Act (PRA) tracking and fulfillment system.								
	Budget/Schedule Note:	The project is within budget and on schedule.								
4	CEO/OCIT NEW	Identity Access Management (IAM) Enhancements	1/1	038	\$425,000	\$27,222	\$397,778	\$425,000	Jul 2015 – Aug 2015 <u>Jul 2015 – Aug 2015</u>	Aug 2015 – Jun 2016 <u>Aug 2015 – Jun 2016</u>
	Project Manager: Mai Le	Project: P091111								
	Description:	Building on the existing Identity and Access Management (IAM) foundation, the purpose of this project is to continue to mature and enhance IAM capabilities. The project's major objectives are 1) to leverage IAM to retire some existing directories; 2) to update and/or implement the relevant processes and policies to improve the timeliness of provisioning users to new systems; and 3) to leverage new technology to enhance IAM capabilities and enable other initiatives such as the Microsoft O365 Cloud initiative.								
	Schedule Phase:	Build Schedule – Executing/Controlling								
	Key Accomplishments:	OCIT and HRS are collaborating to provision an Employee ID for new hires prior to their start date. Since the Employee ID is a key data element for identifying County workers, this process change will significantly improve the data integrity of Employee ID data, the timeliness of providing user access to systems, and overall user experience. The project team is also in the process of deploying Microsoft Enterprise Mobility Suite (EMS), a cloud-based technology that will enable the County to leverage cloud-based services such as the Microsoft O365 enterprise business suite and also improve security for remote access by County users.								
	Budget/Schedule Note:	The project is within budget and on schedule.								

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1st Quarter, July - September 2015

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					<u>Actual Budget</u>				<u>Actual Schedule</u>	<u>Actual Schedule</u>
ACTIVE PROJECTS										
5	CEO/OCIT	Voice & Data Network Transformation	1/2	289	\$13,765,191	\$3,014,577	\$10,750,614	\$13,765,191	Sep 2013 – Mar 2014	Mar 2014 – Apr 2016
	Project Manager: Jim Mata	Project: P090993			<u>\$13,765,191</u>				<u>Sep 2013 – Mar 2014</u>	<u>Mar 2014 – Aug 2016*</u>
	Description:	The scope of this project encompasses the design and implementation of the new Countywide, converged voice and data network. This project is intended to replace the voice and data network that is currently in place with a single, streamlined network that will handle both voice (telephones) and data, allowing the County to eliminate the duplicate circuits of the existing voice and data network and their associated maintenance costs, while increasing network capacity to support present and future County business requirements. County users will receive new phone equipment and training as part of this project.								
	Schedule Phase:	Build Schedule – Executing/Controlling								
	Key Accomplishments:	This quarter, 7 additional County sites were converted to the new (data) network, and 12 sites were converted to VoIP telephones. In total for the project, 27 sites have been converted to the new network, and 22 sites have been converted to VoIP. The County continues to work with Atos to meet Remediation Plan milestones that were agreed to in the contract amendment approved by the Board on June 29, 2015. Forward progress is being made in all three phases of site transformations, with some schedule slippage experienced in each phase. The County and Atos meet weekly to review Atos' progress under the Remediation Plan and to identify, and if possible, resolve or mitigate, issues. Progress updates are regularly provided to the Board.								
	Budget/Schedule Note:	During this quarter, the 911 dialing errors that were discovered last quarter have been resolved by Atos and the VoIP cutover schedule was resumed. Processes and procedures are in place to ensure that 911 operational compliance will be met going forward.								
		No payment was made during this quarter. To date, \$1,376,519 has been expended and the encumbrance for FY 14-15 was reduced to \$1,638,058.								
		* During this quarter, the County completed its review of Atos' proposed re-baselined project schedule, which anticipates Transformation completion in 2018. The County has identified and informed Atos of issues that will need to be addressed before the proposed schedule can be finalized. Once the proposed schedule is finalized and approved by the County and Atos, this report will reflect any revised project completion date.								
6	Clerk of the Board	eAgenda Replacement	1/1	038	\$1,000,000	\$14,278	\$ 985,722	\$1,000,000	Jul 2015 – Jun 2016	Jul 2016 – Jun 2017
	NEW Project Manager: Mai Le	Project: P091110							<u>Jul 2015 – Jun 2016</u>	<u>Jul 2016 – Jun 2017</u>
	Description:	This project will implement a solution to replace the existing eAgenda system that has reached end-of-life. The project seeks to implement a new solution that improves the user experience, is flexible to meet the needs of the different Agencies/Departments, and is cost effective.								
	Schedule Phase:	Planning								
	Key Accomplishments:	All RFP preparation activities have been completed. The draft RFP is being reviewed by County Counsel with the RFP release target for November 2015.								
	Budget/Schedule Note:	The project is within budget and on schedule.								

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1st Quarter, July - September 2015

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ACTIVE PROJECTS										
7	Health Care Agency	Behavioral Health Services Electronic Health Records (EHR) Project-Phase 2 of 3 Project: P091087	1/1	MHS Act Prop 63-84%; State-8% Federal-2% Fees/Licenses/Other-4% NCC- 2%	\$1,500,726 <u>\$1,500,726</u>	\$822,400	\$678,326	\$1,500,726	Jun 2015 – Sep 2015 <u>Jun 2015 – Sep 2015</u>	Sep 2015 – Jun 2016 <u>Sep 2015 – Jun 2016</u>
		Project Manager: Adil Siddiqui								
	Description:	The scope of work for Phase 2 of the EHR for Behavioral Health Services includes professional services and products for additional functionality such as voice recognition based dictation for select staff, tools for better management of summaries of care, development tool kit for web-enabled presentation of data via dashboards, a medication clinical decision support system, interfaces with other systems, Meaningful Use related interoperability tools, and other related items.								
	Schedule Phase:	Build – Project Execution								
	Key Accomplishments:	The Cerner and HCA project team was established and the project kick-off was held. Weekly implementation planning meetings are in progress.								
	Budget/Schedule Note:	The project is within budget and on schedule.								
8	Health Care Agency	Public Health Electronic Health Record System Project: P091116	1/1	State - 93%; NCC – 7%	\$805,542 <u>\$805,542</u>	\$188,108	\$617,434	\$805,542	May 2015 – Aug 2015 <u>May 2015 – Jun 2015</u>	Aug 2015 – Jun 2016 <u>Aug 2015 – Jun 2016</u>
		Project Manager: John Crane								
	Description:	Cerner Corporation (Cerner) is the vendor that provides the existing functionality and maintenance and support for the IRIS system, which serves both Public and Behavioral Health Services. HCA determined that continuing to use the same vendor and leveraging the existing infrastructure and resources for building the additional content and functionality to serve the needs of Public Health Services is the best approach in serving the Agency's desire to have an integrated and comprehensive Electronic Health Record within its Public and Behavioral Health service areas. For Public Health Services, this system will provide EHR functionality for STD/HIV and Pulmonary diseases.								
	Schedule Phase:	Design Phase: Contract Award and Planning								
	Key Accomplishments:	The Cerner and HCA project team was established and the project kick-off was held. The team completed defining the software workflows that will be developed next quarter.								
	Budget/Schedule Note:	The project is within budget and on schedule.								

*Status Code Budget Status (B): 0 – Under Budget 1 – Within Budget 2 – Over Budget 3 – Rebaselined Budget
Schedule Status (S): 0 – Ahead Schedule 1 – On Schedule 2 – Behind Schedule 3 – Rebaselined Schedule

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ACTIVE PROJECTS										
9	Public Defender	Case Management System	1/2	038	\$790,000	\$0	\$790,000	\$790,000	Sep 2014 – June 2015	TBD
	Project Manager: Jerry Sakelaris	Project: P091080			<u>\$790,000</u>				<u>Sep 2014 – June 2015</u>	
	Description:	The Public Defender is developing a Request for Proposal (RFP) for a new case management application designed for Public Defender offices that has the ability to integrate with other Justice Partners (e.g., District Attorney, Courts, etc.). The project will include the RFP process, system selection, installation, data migration and implementation of the new system.								
	Schedule Phase:	Design Phase –Request For Proposal (RFP)								
	Key Accomplishments:	The RFP process was completed last quarter and a Case Management system was selected. Contract negotiations are taking longer than planned and as of this quarter are still in progress.								
	Budget/Schedule Note:	The project procurement phase has taken longer than planned. There have been no expenditures to date. The build schedule will be finalized when the vendor contract award is completed next quarter.								
Active Project Grand Total					Original Budget	\$21,562,600				
					Actual Budget	\$21,673,485	\$6,826,200	\$14,847,285	\$21,673,485	

Quarterly IT Project Progress Report
1st Quarter, July - September 2015

#	Department	Project Name / Project Number	Funding Source	Original Approved Budget <u>Actual Budget</u>	Expended/ Encumbered Funds to Date	Remaining Balance	Estimated Cost at Completion	Project Start Date	BUILD Original Schedule <u>Actual Schedule</u>	
FUTURE PROJECTS										
10	Auditor/Controller FUTURE Project Manager: Larry McCabe Description:	CAPS+ Upgrade Project P091112	014	\$7,795,081	\$0	\$7,795,081	\$7,795,081	Aug 2015	<u>TBD</u>	
11	CEO/Real Estate, OCPW, OCSD FUTURE Description:	Real Estate Portfolio Tool Project: P091115	TBD	TBD	\$0	TBD	TBD	TBD	TBD	
12	Health Care Agency/District Attorney FUTURE Description:	Public Guardian (PG)/Public Administrator (PA) Conservatorship System Project: P091117	038	\$1,026,000	\$0	\$1,026,000	\$1,026,000	July 2015	TBD	
13	OC Sheriff's Department FUTURE Project Manager: Martha Campbell Description:	Jail Management System Requirements Definition Project: P091118	TBD	\$350,000	\$0	\$350,000	\$350,000	November 2015	TBD	
Future Projects Total Estimated Budget				\$9,171,081	\$0	\$9,171,081	\$9,171,081			
All Active, Closed & Future IT Projects as of 09/30/2015										
Grand Total Original Budget				\$30,733,681						
Actual Budget				\$30,844,566	\$6,826,200	\$24,018,366	\$30,844,566			