

County IT Projects

Quarterly Progress Report

4th Quarter, FY15-16

April 1 – June 30, 2016



The Quarterly OC Information Technology (OCIT) Project Progress Report provides the status of all County IT projects with a budget of \$150,000 or more and/or that have been identified as meriting Board of Supervisors attention.

The IT projects included in this report reflect the County’s ongoing commitment to align IT with the County’s business values. Projects included in the portfolio cover the upgrade or replacement of aging infrastructure and near-obsolete or end-of-life systems as well as investment in new technology and platforms. These projects also enhance the County’s ability to maintain critical business operations, improve productivity, and deliver more and better services to constituents.

Highlighted Accomplishments



Virtual Timecard Interface (VTI) Auto-login

The County of Orange Auditor-Controller and OC Information Technology (OCIT) worked together to establish single sign on (SSO) capability for the Virtual Timecard Interface (VTI), the County’s primary timekeeping software. SSO allows users to access VTI whenever they are logged into the County network without having to enter an employee ID or password. The SSO feature has successfully completed User Acceptance Testing and is currently being deployed at two pilot agencies. Ultimately, VTI SSO will enable an improved user experience for more than 14,000 VTI users countywide.



Platform Upgrade for Countywide Accounting and Payroll System (CAPS+)

The County’s financial, purchasing, payroll, and human resources information systems, collectively known as “CAPS+” (County-wide Accounting and Payroll System), are a vital component of the County’s infrastructure. CAPS+ operates on an IBM AIX platform (P595) hardware that is over nine years old and has reached its end of life and is beginning to experience hardware failures. During this quarter, OCIT and SAIC completed the final phase of this project, which included relocating the Disaster Recovery portion of the platform to Scottsdale, AZ, where the system has been validated.

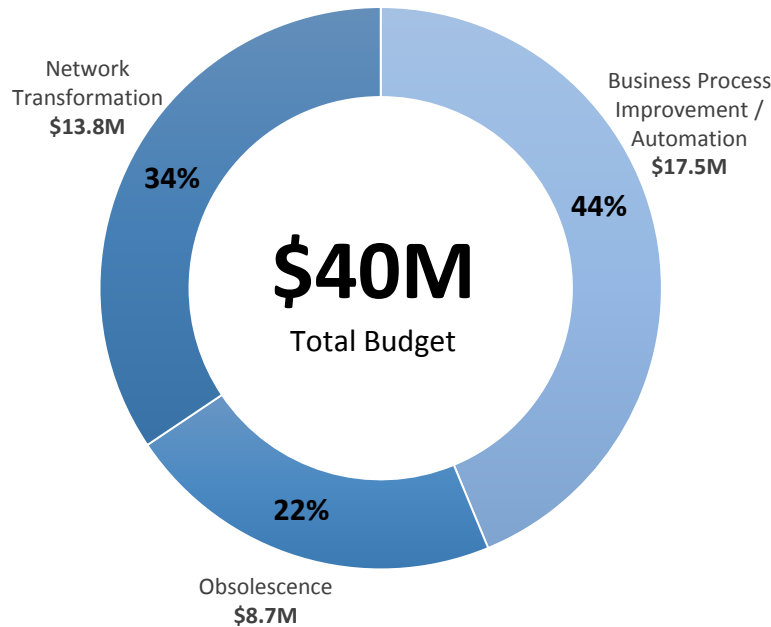


SSA Desktop Support and Help Desk Service Transition

The Social Services Agency (SSA), OCIT, and SAIC completed the transition of SSA’s Desktop Support and Help Desk services to SAIC managed services Desktop and Service Desk support. These services were successfully integrated into the current SSA support model in order to achieve seamless service for SSA staff.

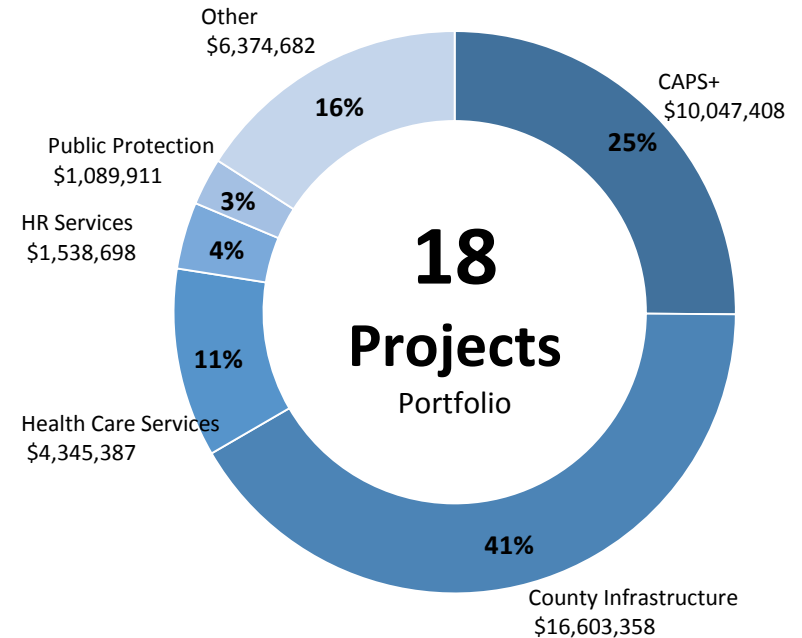
Business Justification

During Q4 FY15-16, the County invested significantly in business process improvement and/or automation.



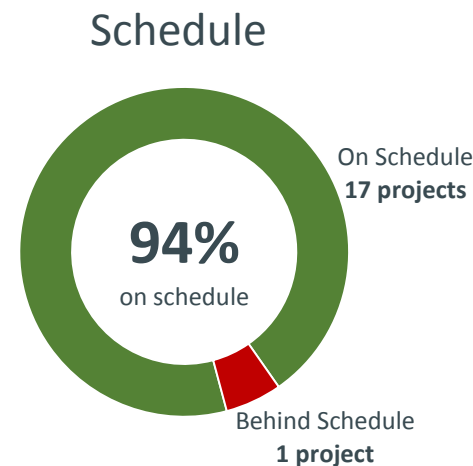
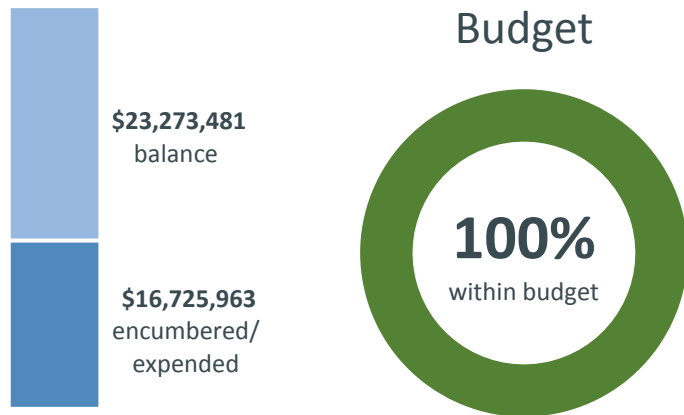
Service Area

Current projects span core human resources and financial systems, collaboration and communications solutions, health care services, and public protection information systems.



The charts above reflect projects that were active or completed during the reporting period.
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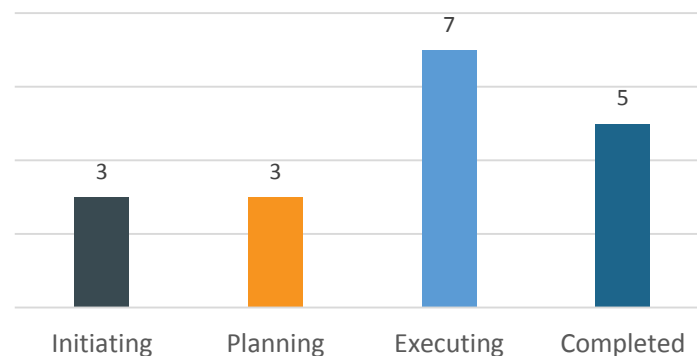
Project Budget & Schedule Summary



A project lifecycle consists of four phases:

- **Initiating** – Developing business case, defining scope, and setting stakeholder expectations
- **Planning** – Planning time, cost, and resources adequately to estimate the work needed and to effectively manage risk during project execution
- **Executing** – Allocating, coordinating, and managing resources to produce deliverables
- **Closing** – Finalizing all activities to formally close a project

Project By Phase




IT Project Dashboard


Managing Dept.	Business Owner	Project Name	Project Description	Budget	Schedule	Baselined Budget	Expended	Balance	Planned Start	Planned End	% Complete
A-C	A-C HRS	CAPS+ Advantage Upgrade	Upgrade the County's financial, purchasing, payroll and human resources systems			\$ 7,795,081	\$2,136,835	\$5,658,246	10/07/15	08/31/17	35%
HCA	HCA	Behavioral Health Electronic Health Records Phase 2 of 3	Implement additional features, functions& capabilities for better management of summaries of care	*	*	\$ 2,043,650	\$ 722,770	\$1,320,880	06/24/15	06/30/17	56%
HCA	HCA	PA/PG Conservatorship System	Replace near-obsolete system and provide additional functionality to fulfill civil and regulatory duties regarding decedent and conservatorship cases			\$ 1,026,000	\$ -	\$1,026,000	TBD	TBD	0%
HCA	HCA	Public Health Electronic Health Record System	Implement Electronic Health Record (EHR) functionality for STD/HIV & Pulmonary diseases for Public Health Services	*	*	\$ 1,275,737	\$ 259,061	\$1,016,676	06/24/15	06/30/17	40%
OCIT	A-C	CAPS+ AIX Replacement	Replace end-of-life hardware platform for CAPS+			\$ 2,252,327	\$2,237,197	\$ 15,130	07/01/14	05/20/16	100%
OCIT	CEO	Enterprise SharePoint Phases II-IV	Enable additional collaboration features and functionality			\$ 800,000	\$ 783,229	\$ 16,771	10/01/14	06/30/16	100%
OCIT	COB	eAgenda Replacement	Replace end-of-life system and automate end-to-end ASR (Agenda Staff Report) process			\$ 1,000,000	\$ 26,666	\$ 973,334	07/01/15	06/30/17	24%
OCIT	HRS	HRS Data Analytics	Improve the quantity and quality of evidence-based decisions about the county workforce			\$ 993,698	\$ 99,416	\$ 894,282	04/04/16	01/30/17	10%
OCIT	HRS	Integrated Talent Management System	Implement an integrated system for performance management, learning management, succession planning and recruitment			\$ 545,000	\$ 24,744	\$ 520,256	07/01/15	06/30/18	21%

List is ordered by Managing Dept., then by Business Owner.

* Project has been rebaselined.

 On track; within 10% of budget/schedule

 At risk: 10-20% over budget/schedule

 Critical: >20% over budget/schedule

IT Project Dashboard (cont'd)


Managing Dept.	Business Owner	Project Name	Project Description	Budget	Schedule	Baselined Budget	Expended	Balance	Planned Start	Planned End	% Complete
OCIT	Multi	Computerized Maintenance Management System (CMMS)	Replace the existing legacy systems with a centralized repository for all County's real estate assets, starting with OCSD, OCPW and CEO/Real Estate			\$ 2,520,189	\$ -	\$ 2,520,189	07/01/16	06/30/17	5%
OCIT	Multi	Project Management Information System (PMIS)	Provide a standard, countywide system to enhance the management of capital improvement projects			\$ 495,000	\$ 9,332	\$ 485,668	03/01/16	04/30/17	8%
OCIT	OCIT	Enterprise IBM Mainframe Hardware & Software Upgrade	Upgrade the County's mainframe hardware and software to support Property Tax System and other systems			\$ 2,413,167	\$ 943,862	\$ 1,469,305	06/30/15	06/30/18	15%
OCIT	OCIT	Identity & Access Mgmt. (IAM) Enhancements	Mature and enhance IAM capabilities and reduce O&M costs			\$ 425,000	\$ 371,759	\$ 53,241	07/01/15	06/30/16	100%
OCIT	OCIT	Voice & Data Network Transformation	Implement a Countywide, converged Voice and Data Network in order to eliminate duplicate circuits and maintenance costs and increase network capacity		*	\$ 13,765,191	\$ 8,259,115	\$ 5,506,076	09/01/13	06/30/17	55%
OCIT	OCSD	Jail Management System Requirements Definition	Develop requirements and scope of work to replace the current end-of-life system			\$ 299,911	\$ 242,484	\$ 57,427	10/15/15	04/20/16	100%
OCIT	SSA	SSA Desktop & Help Desk Transition	Implement the transition of SSA Desktop and Service Desk service to SAIC-provided Desktop and Service Desk Managed Services.			\$ 609,493	\$ 609,493	\$ -	12/03/15	05/31/16	100%
OCSD-Comm.	COB	Boardroom AV System Upgrade	Upgrade the existing Crestron audio/video equipment in the Board Hearing Room			\$ 950,000	\$ -	\$ 950,000	07/01/15	06/30/17	3%
PD	PD	PD Case Management System	Develop a new system with the ability to integrate with other Justice Partners (e.g., DA, Courts, etc.)			\$ 790,000	\$ -	\$ 790,000	04/01/16	03/31/17	15%

List is ordered by Managing Dept., then by Business Owner.

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 Critical: >20% over budget/schedule

Upcoming Projects

Managing Dept.	Business Owner	Project Name	Project Description	Budget	Planned Start	Planned End
OCIT	OCPW	CRM/311 & Land Management System Implementation	Present a single unified Salesforce customer community portal to citizens, land developers, and the business community	\$4,000,000	08/01/16	TBD
OCIT	OCSO	Integrated Jail Management System RFP	Complete a Request for Proposal (RFP) for the solicitation of an Integrated Jail Management System and implementation services	TBD	05/31/16	01/31/17

Project Landing Map

The map below depicts when project benefits are realized.

Q1 FY15-16	Q2 FY15-16	Q3 FY15-16	Q4 FY15-16
	<ul style="list-style-type: none"> ✓ Identity & Access Mgmt. <ul style="list-style-type: none"> • Improved Onboarding Process 	<ul style="list-style-type: none"> ✓ Identity & Access Mgmt. <ul style="list-style-type: none"> • MFA pilot for external access ✓ Enterprise SharePoint ✓ PD Case Management System <ul style="list-style-type: none"> • Procurement 	<ul style="list-style-type: none"> ✓ CAPS+ AIX Replacement ✓ Jail Management System <ul style="list-style-type: none"> • Requirements Definition ✓ Identity & Access Mgmt. <ul style="list-style-type: none"> • VTI Auto-login ✓ SSA Desktop/Help Desk Transition
Q1 FY16-17	Q2 FY16-17	Q3 FY 16-17	Q4 FY16-17
<ul style="list-style-type: none"> ▪ CAPS+ FS Upgrade 	<ul style="list-style-type: none"> ▪ IBM Mainframe Operating System Upgrade 	<ul style="list-style-type: none"> ▪ HRS Data Analytics ▪ PD Case Management System <ul style="list-style-type: none"> • Implementation ▪ Project Mgmt. Info. System ▪ Jail Management System - RFP 	<ul style="list-style-type: none"> ▪ Behavioral Health Electronic Health Records (Phase 2) ▪ Board AV System ▪ Computerized Maintenance Management System (CMMS) ▪ eAgenda Replacement ▪ Public Health Records ▪ Voice & Data Network Transformation
Q1 FY17-18	Q2 FY17-18	Q3 FY17-18	Q4 FY17-18
<ul style="list-style-type: none"> ▪ CAPS+ HR Upgrade ▪ PA/PG Conservatorship System (TBD) 		<ul style="list-style-type: none"> ▪ Talent Management System <ul style="list-style-type: none"> • Succession Planning 	<ul style="list-style-type: none"> ▪ Talent Management System <ul style="list-style-type: none"> • Performance Management for Executives and Admin Managers • Leaning Management Pilot ▪ IBM Mainframe Upgrade – all components

Re-baselined to factor in internal resource constraints

Re-baselined to factor in Public Health clinics' significantly higher than normal vacancy rate

Behind schedule: Ongoing work with Atos to meet Remediation Plan milestones

✓ Project benefits that have been realized.