

**TO:** Making Government Work Better  
Committee

**FROM:** James R. Helmer  
Information Technology

**SUBJECT:** Status Report On Major Information  
Technology Projects

**DATE:** May 11, 2005

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Approved

Date

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## RECOMMENDATION

It is recommended that the Making Government Work Better Committee accept this report on the status of the Information Technology projects discussed below.

## BACKGROUND

The purpose of this memo is to summarize activities and provide a status update of the major Information Technology projects discussed in previous reports, with the addition of the Converged Network. The format of this report is currently under review, and future reports will provide a more comprehensive project summary with input from the Information Technology Planning Board.

Below is a summary of each of the major IT projects that have been reported to the Committee as well as an update on the Converged Network project:

1. **Project Name:** Automated Information System – Automated Reporting System  
**Project Champion:** Rob Davis  
**Project Manager:** Cecil Lawson  
**City Service Area:** Public Safety  
**Corporate Priority:** Effective Use of Technology

**Background** - With installation of the Tiburon Records Management System (RMS), the Police Department has entered the final chapter in its automation effort with In-Field Reporting (IFR), also known as Automated Reporting System (ARS). The Automated Reporting System component is the cornerstone of the data entry flow into the Records Management System. The basic concept of this effort is to reduce the gap between data collection and data entry, thus improving data quality. If an officer in the field can enter data soon after an event has occurred, the data will be much better than if entered at a later time by someone who was not at the scene. To meet this goal, the procurement of software and hardware, integration with RMS, and installation of the mobile data computers needs to occur.

**Current Project Status:** The installation of the mobile data computers was complete March 2004. Final acceptance testing of the reporting application will be complete May 2005. Initial integration testing with RMS is expected to be complete June 2005. The Garmin GPS receivers had a design failure that allowed moisture to enter the sealed casing and corrode the internal electronics causing the units to fail. All units that contained moisture were cleaned or resealed. We have checked and replaced all the defective parts in the entire fleet to prevent future failure. The initial work to re-seal the units appears to correct this problem. Each unit will be completely replaced when the cars are scheduled for regular maintenance. This process will continue for approximately 2 years until the entire fleet is upgraded.

2. **Project Name:** Computer Aided Dispatch/Automatic Vehicle Location Project

**Project Champion:** Rob Davis

**Project Manager:** Cecil Lawson

**City Service Area:** Public Safety

**Corporate Priority:** Customer Service & Effective Use of Technology

**Background -** The Police and Fire Department have been utilizing Computer Aided Dispatch systems since San Jose assumed the responsibilities for communications services in 1990. The Computer Aided Dispatch system is comprised of software that was designed in the late 1980s and hardware that was upgraded in 1995. Today's modern Computer Aided Dispatch systems provide ease of use and flexibility that the current legacy system cannot offer. In addition, though only eight years old, it is difficult to find parts for the existing hardware. For these reasons, both the Fire and Police Departments are jointly in the process of replacing the Computer Aided Dispatch with a new state-of-the-art system.

Along with the Computer Aided Dispatch replacement, the City is in the process of enhancing the existing radio data network to provide location data to the Computer Aided Dispatch from each police vehicle and fire apparatus. This data will come from Global Positional Receivers mounted in each vehicle and is commonly called Automatic Vehicle Location. The Automatic Vehicle Location system will allow dispatchers to ascertain the closest unit to a call for service based on their actual location as opposed to recommendations based on a static table, thus ensuring the units responding will arrive as quickly as possible.

**Current Project Status:** The City has accepted the CAD upgrade project. The Geographic Information Systems (GIS) support continues for the mapping user interface with error corrections and data input from new developments. The error rate is now drastically reduced. System enhancements are addressed on an as-requested basis.

3. **Project Name:** Integrated Human Resource / Payroll System

**Project Champion:** Mark Danaj

**Project Manager:** Dan Kadomoto

**City Service Area:** Strategic Support

**Corporate Priority:** City as Employer of Choice

**Background** – The PeopleSoft Human Resource/ Payroll, PeopleSoft Version 8.1 was implemented in April 2002. This version's application maintenance support timelines are as follows: Patches and Fixes to March 2005, Upgrade Scripts to March 2006, and Tax Updates to March 2007. This version also strategically embraces the City's e-government initiative using web-based functions, and provides an opportunity to streamline payroll and human resource business processes. The project's priorities since the implementation are: 1) reduction of system customizations, reducing the complexity of maintenance and reduction in processing time; 2) further implementation of standard PeopleSoft Employee Services and Payroll processes to provide greater efficiency, and 3) implementation of web enabled self service functionality.

To address our stated priorities, staff has implemented additional processes and technology changes within the PeopleSoft System. They include the following: automation of the Cobra and benefits billing, performance appraisal tracking, accident tracking, bi-lingual skills tracking, interface to Fire time management system for payroll, distributed processing of payroll time adjustments and management, and reduction of paper time card usage. And, on a limited basis to current users of the system (450), self-service is available for updating personal address, phone number, emergency contact, viewing of paychecks and leave balances.

**Current Project Status:** In February, the project brought in Cedar Inc., a PeopleSoft consulting company, to start the eBenefit implementation project. The objective of this project is to implement a number of user-friendly employee self service modules that will empower all City employees to view, request, and update information within PeopleSoft using their employee ID. The main focus of this project is to implement the eBenefit module. eBenefits will provide all City employees with the capabilities to make Open Enrollment selections through an Intranet Web connection. This automated process will eliminate paper forms involved with the current open enrollment process and eliminate the redundant key processing associated with the paper forms. Other modules planned for rollout to all employees during this project will provide the ability to view paychecks and benefits information online, update personal information and certain payroll information without paper forms, redundant data entry, or waiting in line.

The eBenefit project is in the requirements gathering phase and is on schedule to rollout beginning in June 2005 through August. Department liaisons are providing input on the best means to communicate the new service to each employee. Open enrollment rollout is scheduled for November 2.

In addition, the project team will be providing a new time entry web page for the Public Works Department and Muni Water. This new page will replace the aging FoxPro system currently being used by Public Works. It will replace paper time cards at Muni Water. The project is currently in the requirements and design phase, with completion schedule in July 2005.

4. **Project Name:** CUSP (Customer Relationship Management, Utility Billing System, Partner Relationship Management)  
**Project Champion:** Scott P. Johnson  
**Project Manager:** Peter Owen  
**City Service Area:** Environmental and Utility, Strategic Support  
**Corporate Priority:** Customer Service, Effective Use of Technology, Performance-Driven Government, and Neighborhood-Focused Service Delivery

**Background** – In December 2001, Council directed staff to develop a Request for Proposal (RFP) for the procurement of an integrated Customer Relationship Management (CRM), Utility Billing System (UBS), and Partner Relationship Management (PRM) System, given the project name CUSP. On May 27, 2003, Council approved the RFP document for CUSP Phase 1, which integrates Customer Service, Utility Billing, and Hauler Contract Management systems for the Integrated Waste Management Program, Municipal Water System, and the City's Customer Service Call Center. On March 23, 2004, the Council accepted a report for the CUSP project from the Making Government Work Better Committee and directed staff to proceed with the CUSP RFP process for a licensed, off-the-shelf solution to be supported by City Information Technology staff that integrates the City's four utility services (recycle plus, sanitary sewer, municipal water and storm sewer). On May 4, 2004, Council directed the City Auditor to conduct an independent review of the RFP process for this project and return to Council within 30 days with an analysis. On June 19, 2004, the auditor's report was accepted; a resolution was adopted authorizing the City Manager to enter into exclusive negotiations with BearingPoint/PeopleSoft; and the funding strategy of commercial paper was approved. On August 17, 2004, the period of time for negotiations with BearingPoint/PeopleSoft was extended.

**Current Project Status:** On May 10, 2005, the City Council adopted a resolution to execute an agreement for services between the City of San Jose and BearingPoint, Inc. to implement the Stage 2 (development/software modification) phase of the project. Work will immediately begin to return to the Council with the following recommended actions: 1) award a Bill Printing and Remittance Processing contract with a third party vendor and associated scope changes to BearingPoint's Stage 2 contract to further integrate to the ERM software; 2) approve possible scope changes in BearingPoint's Stage 2 contract and allocation of resources to staff a change management effort necessary to successfully modify City business processes and the organizational structure consistent with the CUSP model, and 3) approve scope changes to BearingPoint's Stage 2 contract and allocation of resources to implement a limited Customer Relationship Management (CRM) function to support call center functions related to the ERM software.

In addition, an RFI has been issued seeking off-the-shelf solutions online class registration and payments for the City's recreational programs. When a software solution is selected it will eventually interface with CUSP.

5. **Project Name:** Geographic Information System Integration Plan

**Project Champion:** Stephen Haase

**Project Manager:** Joe Horwedel

**City Service Area:** Economic & Neighborhood Development, Aviation, and Public Safety  
CSA's

**Corporate Priority:** Customer Service and Effective Use of Technology

**Background** - This project has a number of specific deliverables, including 1) identifying opportunities and constraints related to integrating the various GIS systems in use within the City; 2) overseeing the efforts of the GIS Technical Advisory Committee as they recommend enterprise processes, projects and standards for GIS, and 3) supporting the City's orthophoto and base map spatial adjustment (rubber sheeting) projects.

**Current Project Status:** The City of San Jose is currently participating in a joint effort between the County of Santa Clara and the San Jose Water District to update the accuracy of the GIS maps. This map will be the basis for all new maps generated by staff and will be integrated into existing enterprise applications such as CAD and the On-Line Permit program. It will also be provided to the County for integration into a new countywide base map that should be completed during early August 2005. The next phase of the project involves adjustments to Planning, Municipal Water and Sanitary Sewer map layers. The base map will be verified and available to City of San Jose staff and applications May 2005.

Next steps include Orthorectified Aerial Photography (Contours). This provides altitude information and will provide the capability of producing 3 dimensional (3D) maps. Contours are used for planning, engineering and various emergency response purposes, as well as for 3D GIS purposes. County and Water District staff have agreed to begin work on this project using the proceeds of Orthorectified Aerial Photography sales and supplemental funding, possibly from the Water District. Also, an agreement to share information between the City of San Jose Building Division and the County of Santa Clara Assessor's Office is almost complete. In this agreement, the Building Division will provide permit information and access to the San Jose Permits Online database and documents in exchange for address and parcel information. This agreement saves the City \$17,405 annually. In addition, updated GIS information will be exchanged electronically so that the base map and contour information can remain accurate.

6. **Project Name:** Converged Network

**Project Champion:** Jim Helmer

**Project Manager:** Vijay Sammeta

**City Service Area:** All

**Corporate Priority:** Effective Use of Technology

**Background:** On March 8, 2005, the City Council adopted a resolution authorizing the City Manager to execute an agreement with Nortel Networks Corporation for the purchase of a Converged Network and Telephony System. The Agreement establishes June 9, 2005 as the critical milestone of system operational functionality for move-in to commence. The converged network serves as the backbone for communication at the new facility as well as

the foundation for future investments. This project is a comprehensive solution that essentially meets all of the City's needs for data, telephones, call centers, and conferencing. A critical component to the implementation is providing City staff training with an emphasis on the end-user.

**Current Project Status:** The project is currently on schedule and expected to see the first move on June 9, 2005. All equipment has been received on time. Communication connectivity between the old City Hall and NCH was established through fiber installation in a joint effort between ITD, DOT and PW. In early April, the first VoIP phone call was made between the two facilities. In early May, the City's network was connected to the new network, and ITD staff is working closely with Nortel on testing and interface. A complete cutover is expected on June 1, 2005 ahead of schedule.

7. **Name:** Information Technology Planning Board

**Chair:** City Manager's Office

**Staff Support:** Chief Information Officer

**City Service Area:** All

**Corporate Priority:** Customer Service and Effective Use of Technology

**Background** - In the January 2000, the Information Technology Planning Board (ITPB) was formed and is now comprised of a Senior Staff member from each CSA, a Deputy City Manager, and chaired by the City Manager. The CIO sits as a non-voting member of the Board. In August 2000, the Mayor and City Council were presented the City of San Jose's Information Technology Master Plan for review and approval. In June 2003, cross-departmental groups developed the first IT standards for the City, which were subsequently approved by the ITPB.

**Current Project Status:** The ITPB has adopted a new charter and signed by the City Manager March 29, 2005. A new committee, the IT Architecture Committee, was formed to provide technical direction to the Board, develop CSA IT Master Plans, and support the IT perspective of architecture and how technology may be implemented.

## **COORDINATION**

This memorandum was coordinated with the Police, Employee Services, Finance, and Planning, Building, and Code Enforcement Departments.

James R. Helmer  
Interim Chief Information Officer