

ATTACHMENT A

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 the installation of the Tiburon Records Management System (RMS), the final chapter in the Police Department's automation effort is the Automated Reporting system (ARS), also known as In-Field Reporting (IFR). 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 and thus improve 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 overarching goal of the Infield Reporting Project is to electronically generate police reports directly from the source of the reports. We continue to test and train on the new software.

1. **Computers in the Cars** - The installation and deployment of 436 MDCs are now complete. The system includes automatic vehicle location (AVL) capability that will be integrated with the new CAD and WIFI capability to send and receive information to and from the police cars.

We experienced several failures in the GPS receivers, the devices used to determine exact location of a vehicle that warranted further investigation. It was determined that the Garmin GPS receivers have a design failure that allows moisture to enter the sealed casing and corrode the internal electronics causing the units to fail. We have checked and replaced all the defective parts in the entire fleet. A second process has begun to replace the entire fleet with a newer model that corrects the initial problem. We are working with the GPS vendor to maintain an inventory of receiver units so this task can be expedited. It is expected to take 2-3 weeks to complete.

2. **Wireless network** - network that will be used is currently installed and is ready for testing at the main police facility. Work is being done to outfit remote police facilities with similar wireless capability. The IT planning board approved the purchase of a network switch to test our remote wireless capability.

3. **Application Software** - The Factory Acceptance Testing (FAT) for the In-Field Reporting is not complete. This process allows the Police Department to use the software and report issues before it is installed and tested at our facilities. The software continues to be in a testing period allowing more officers to create actual reports.

4. **Interface to RMS (Records Management System)** - Once a police report is completed and electronically submitted into the Infield Reporting software, it needs to be transferred into the Tiburon Records Management System (RMS). The interface is not required to initially deploy the software; however it will be the next phase of the project as the Police Department moves away from paper for most of the police reporting processes.

Project Phase	Timeline		Budget Status	
	Projected Dates	Revised Dates	Amount per Phase	Amount Paid to Date
MDC: Vendor Selection Council Approval Project Start Date Project Completion	November 2002 January 2003 May 2003 February 2004	Completed Completed Completed N/A	\$2,390,792.35	\$2,390,792.30
MDC Installation: Bid Proposal Pre-Bid Meeting Bid Responses Due Bid Selection Council Approval Project Start Date Projected Completion	February 2003 March 2003 March 2003 April 2003 April 2003 May 2003 February 2004	Completed Completed Completed Completed Completed Completed N/A	\$147,001.00	\$143,000.00
IFR: Vendor Selection Council Approval Project Start Date Project Deployment Project Completion	December 2002 April 2003 April 2003 August 2004 July 2004	Completed Completed Completed Completed January 2005	\$810,912	\$156,437
IFR/RMS Interface: Council Approval Project Start Date Project Completion	September 2003 October 2003 November 2003	Completed N/A N/A	\$53,671	\$0

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 fast as possible.

Accelerated Effort – The Computer Aided Dispatch (CAD) system contains several components including software, hardware and radio systems. The initial June 15th deployment of the system was a rough beginning in several areas of the software's user interface and parts of the hardware system. Directives from City Council, Senior City management, and police administration were given to expeditiously resolve the most critical problems plaguing CAD. The process of resolving any outstanding issues that could potentially impede the delivery of emergency services was greatly accelerated. Special thanks to **ITD**, **Public Works**, and **PBCE**, and the **Library** for loaning key resources and expertise during this challenging period. This newly assembled team has made a significant impact in a very short period of time.

External Investigations - Two separate efforts were launched to understand the primary cause of issues in the procurement and deployment of CAD. In addition to a separate Civil Grand Jury investigation, the City Managers Office tasked Public Technology, Inc. (PTI) to provide an independent view of the project. PTI is a well respected organization that provides consulting services to public agencies in areas of technology including CAD. Representatives of PTI, along with other experienced CAD resources, conducted their interviews November 22nd and 23rd and are expected to provide the City with a preliminary report the 1st week of December and a completed report by the 2nd week of December.

Measurable Results - The new CAD contains three major user interfaces: **Mobile** (Used in the Police Cars), **Dispatch** (Used by emergency dispatchers), and **Maps** used by both Mobile and Dispatch users. Below is a summary of the resulting fixes, changes and adjustments to the three major subsystems within CAD. Activities not included in this list include less critical subsystems of the product.

- **Mobile issues** - The Police Officers Association (POA) representing all sworn officers in the SJPD file a series of complaints about the new system. They tasked Aaron Marcus and Associates, Inc, an independent consultant, to study the design and document the results. The document, dated October 3rd, 2004, detailed 29 separate issues concerning user interface and application design. Two additional issues were added after the initial report bringing the total to 31. A follow-up report by Marcus Associates, dated November, 21st reports that most of the reported issues are currently resolved or scheduled to be resolved with the next major software update to Mobile is scheduled for January 2005. Additional consultation with officers and the Police Officers Association (POA) are ongoing.
- **Dispatch** – Similar usability issues were reported by dispatchers using the system. This included a combination of hardware, software and training related issues. There were several issues concerning application stability and performance that have been resolved or are currently being worked. There were several hardware and network related design problems including configuration and selection of graphic card capability that are now being corrected. Several other issues involve a better understanding of the User Interface or correct procedures and shortcuts in the new system. Several changes to the UI continue to be made to the application. We are currently providing refresher training to dispatchers on updates and shot-cuts.
- **Mapping** - We have made significant progress in making corrections to the CAD map/Geofile. To date, approximately 760 corrections have been made of 826 reported errors. There are 74 unresolved mapping issues that are currently outstanding. The number of unresolved issues includes 100+ 'new' issues that have been reported since 10/18. The process of creating a new map previously took two weeks and now only takes 3.5 hours. This significantly reduces the time between reporting a mapping error and receiving an update that corrects the error. Other changes include the following:
 - 12 new address tracts have been added
 - Address ranges along Monterey Road, Almaden Expressway, Montague Expressway and Capitol Expressway have been corrected.
 - Corrected name and address ranges along Monterey Rd, Almaden Ex, and Capitol Expressway

Project Phase	Timeline		Budget Status	
	Projected Dates	Revised Dates	Amount per Phase	Amount Paid to Date
Develop RFP for release	December 19, 2001	Completed		
Release of RFP to vendors	March 5, 2002	Completed		
Pre-proposal conference for vendors	March 21, 2002	Completed		
Benchmark test of vendors who submitted a bid	February 19, 2002	Completed		
Evaluate proposals and benchmark testing and select vendor	March 26, 2002	Completed		
Council Approval	August 6, 2002	Completed		
Contract negotiations with selected vendor	August 30, 2002	Completed		
System Implementation Plan	April 25, 2003	Completed	\$236,571.87	\$236,571.87
System Design Document	September 29, 2003	Completed	\$473,143.73	\$473,143.73
Contractor Receipt of Hardware	August 11, 2003	Completed	\$473,143.72	\$471,143.72
Installation of Hardware	December 18, 2003	Completed	\$709,715.58	\$709,715.58
Acceptance of Interfaces and Mapping	February 20, 2004	Completed	\$946,287.44	\$946,287.44
Cut to live	June 15, 2004	Completed	\$1,419,431.17	\$1,419,431.17
System acceptance	July 31, 2004	Unknown	\$473,143.72	\$0
MDC:				
Vendor Selection	November 2002	Completed		
Council Approval	January 2003	Completed	\$2,390,792.35	\$2,390,792.30
Project Start Date	May 2003	Completed		
Project Completion	February 2004	N/A		
MDC Installation:				
Bid Proposal	February 2003	Completed		
Pre-Bid Meeting	March 2003	Completed	\$147,001.00	\$143,000.00
Bid Responses Due	March 2003	Completed		
Bid Selection	April 2003	Completed		

Council Approval	April 2003	Completed		
Project Start Date	May 2003	Completed		
Projected Completion	February 2004	N/A		

Project Name: Integrated Human Resource / Payroll System
Project Champion: Scott Johnson / Mark Danaj
Project Manager: Dan Kadomoto
City Service Area: Employee Services, Finance and Technology
Corporate Priority: City as Employer of Choice

Background – The PeopleSoft Human Resource/ Payroll, Version 8.1 was implemented in April 2002. This version includes continued application maintenance support for patches, upgrade scripts and tax updates to March 2005, March 2006, and March 2007, respectively. 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. Current priorities include: 1) reduction of system customizations, reducing the complexity of maintenance; 2) reduction in processing time and further implementation of standard Employee Services and Payroll processes to provide greater efficiency, and 3) implementation of web enabled service functionality. In May 2003, the Executive Steering Committee approved moving forward with the Electronic Time Capture project. This project is complete, except for the pilot roll-out of PeopleSoft Time and Labor, which is on Hold.

Current Project Status: In August, the Executive Steering Committee approved two actions to move forward on PeopleSoft enhancements. Item #1 is to move forward with development of a Request for Qualifications (RFQ) for consulting services to provide the City with a plan to implement the PeopleSoft e-Applications modules, implementation of the e-Benefits module and to provide a business case study and Return on Investment (ROI) analysis for the next major upgrade of the HR/Payroll PeopleSoft Module. The upgrade is required for compliance with PeopleSoft’s maintenance contract and continued support for HR / Payroll modules. Item #2 was the approval for funding of a temporary Information System Analyst for 1 year to assist in the implementation of item #1 recommendation and to assist implementing other Steering Committee approved enhancements to improve the effectiveness of ES operations through the use of PeopleSoft.

The RFQ has been delayed due to changes in the City’s RFQ format and to a reduction in scope. The scope has been reduced to on the analysis of Benefits Administration in preparation for the implementation of eBenefits and the implementation of eBenefits. The RFQ will be out in early December, with vendor selection in January.

Joanne Tran was hired as the Information System Analyst (ISA) in ITD in late September. She has been working on “quick fix” item for the Employee Services area which has enable the team introduce some of the self-service features to the current PeopleSoft users (450). These features include the capability to update the following directly into PeopleSoft.

- [Change your address, mailing address, and phone number](#)
- [Change your emergency contact\(s\)](#)
- [View your available vacation, sick, and personal/executive leave hours](#)
- [View & print your current & past paycheck information](#)

ITD's ISA has been assigned to the second phase of the Consolidated Omnibus Budget Reconciliation Act (COBRA) implementation, which adds an automated General Ledger interface, automated billings for employees on leave-of-absence and additional automation features. This had been put on hold due to resource issues. It is currently estimated for completion in January 2005.

The project team is also assisting Information Technology Department Staff with a project to move the paper time card interface for PeopleSoft Payroll off of the VAX System. The VAX is currently used to process paper timecards for approximately 2,000 employees through an interface to Payroll. The project team plans to move the processing of approximately 1,100 employee time cards from the VAX System to the Time Card Front End (TCFE) system. As of this time, approximately 850 paper time card users have been converted to TCFE. The project team will be investigating alternatives and implementing a solution for the remaining 900 employee in early 2005.

Project Phase	Timeline		Budget Status	
	Projected Dates	Revised Dates	Amount per Phase	Amount Paid to Date
Time & Labor Analysis Phase	March 2003	Completed	\$35,000	\$35,000
Elimination of Customizations	August 2003	Completed	\$45,000	\$45,000
Time & Labor Implementation – Fire, Public Works	December 2003	Completed	\$63,000	\$63,000
Exception Time Reporting Pilot	November 2003	Completed	\$32,000	\$32,000
Time & Labor Implementation – RDA / CAE	ON HOLD	ON HOLD	TBD	
Time & Labor Implementation – Other Departments	ON HOLD	N/A	TBD	\$0
e-Apps Implementation Plan	January 2005		TBD	\$0
e-Benefits Implementation	April 2005		TBD	\$0
Temp Info Sys Analyst	June 2005		\$125,000	\$0

Project Name: CIP Database Enhancement Project
Project Champion: Dave Sykes
Project Manager: Michael Ho
City Service Area: All
Corporate Priority: Effective Use of Technology

Background – Phase II of the Enhancement Project was completed in July 2004. Phase II work enhanced the user interface, extended business outreach to the consulting and contracting communities, and created CIP project reporting functions. Phase III is a two-year work plan that focuses on CIP project management, construction management and business outreach tools. As browser-based access is the preferred choice of interface with the CIP Database for most users, the CIP Database system will be fully migrated to a browser-based application to enhance user experience. As in previous work, the CIP Database enhancement master plan will continue to be implemented in-house utilizing city staff resources.

Current Project Status - Phase III work is currently underway. The CIP project delivery staff is currently being trained on the CIP project work scope and cost-estimating module. Automated interface between CIP project cost estimates and Budget Database is being tested for rollout. In addition, staff has completed work on the access mechanism for council offices to obtain CIP project information online. Internal recruitment of two vacant CIP Database development staff positions has just been completed. Phase III work plan is being refined and timeline is being established matching the expertise and skills of the newly added staff.

	Timeline		Budget Status	
	Projected Dates	Revised Dates	Amount per Phase	Amount Paid to Date
Phase II Enhancements				
CIP project expenditures report	September 2003	Completed	N/A	N/A
Internet posting of RFQ/RFP and subscription	September 2003	Completed	N/A	N/A
Download of FMS budget to CIP project level	December 2003	Completed	N/A	N/A
Online CIP project permit tracking	December 2003	Completed	N/A	N/A
Online access to CIP project manuals	December 2003	Completed	N/A	N/A
Desktop / Pocket CIP	January 2004	Completed	N/A	N/A
Performance Measurement Report by CSA	April 2004	Completed	N/A	N/A
Download PeopleSoft labor data to CIP project level	May 2004	Completed	N/A	N/A
Online CIP project work scope and cost estimate	June 2004	Completed	N/A	N/A
Phase III Enhancements				
Completion of Cost Estimate pilot program	September 2004	Completed	N/A	N/A
Council Access to CIP Database information	October 2004	Completed	N/A	N/A
Automated interface between CIP project cost	November 2004	December 04	N/A	N/A

estimate with Budget Database				
Online preparation and approval of CIP construction contract payletters	March 2005	N/A	N/A	N/A
Online preparation and approval of CIP construction change orders (CCO)	TBD	N/A	N/A	N/A
Online tracking of construction contractor request for information (RFI)	TBD	N/A	N/A	N/A
Online preparation and approval of Engineer's Estimate of construction contract	TBD	N/A	N/A	N/A
Online CIP project collaboration	TBD	N/A	N/A	N/A
CIP Bid Hotline enhancements	TBD	N/A	N/A	N/A
Online documentation of construction inspection	TBD	N/A	N/A	N/A
Online preparation and approval of agreements and contracts	TBD	N/A	N/A	N/A
Evaluation & implementation of project scheduling software application	TBD	N/A	N/A	N/A
Automation of staff resource planning model	TBD	N/A	N/A	N/A
Automation of staff resource usage analysis	TBD	N/A	N/A	N/A
Full migration to a browser-based application	Ongoing	N/A	N/A	N/A

Project Name: CUSP (Customer Relationship Management, Utility Billing System, Partner Relationship Management)
Project Champion: Scott P. Johnson
Project Manager: Soraya Serajeddini
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; 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, the 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 –A Request for Qualifications (RFQ) was issued for a CIS Selection Consultant in September. Blue Heron was selected as the consultant. Staff decided on a two-stage approach. In the first stage, in order to obtain a well-defined implementation contract with BearingPoint, it was decided to use Bearing Point in conjunction with Blue Heron to perform a detailed gap readiness analysis to identify, define and document any gaps between the basic software system and the City’s business processes. This requires signing an additional contract with Bearing Point separate from the implementation contract. Estimated approval of both stage 1 contracts, Blue Heron and BearingPoint, is December 7, 2004. The gap analysis will occur during January and February of 2005. Estimated approval date of the final contract with BearingPoint/PeopleSoft is February 2005. Implementation (Stage 2) is expected to begin in March, 2005.

Project Phase	Timeline		Budget Status	
	Projected Dates	Revised Dates	Amount per Phase	Amount Paid to Date
Project Charter & Executive Sponsorship	March 2002	Completed		
Business Question Assessment	April 2002	Completed		
Discovery	May 2002	Completed		

Project Phase	Timeline		Budget Status	
	Projected Dates	Revised Dates	Amount per Phase	Amount Paid to Date
Request For Information (RFI)	June 2002	Completed		
Business Process Improvement	Feb 2003	Completed		
Request For Proposal	6/26/2003	Completed		
Solution Evaluation	August 2003	Completed		
• Phase 1	October 2003	Completed		
• Phase 2	April 2004	Completed		
• Phase 3	August 2003	On Hold		
Implement Quick Fixes	December 2003	On Hold		
Current IT Infrastructure Study	December 2003	Completed		
Integration Requirements Study	December 2003	Completed		
ROI Analysis	April 2004	Completed		
Vendor Selection	Jan 2005			
Gap Analysis	Mar 2005			
Contract Negotiation, Signing & Approval	Mar 2005			
Resource Acquisition (City,BearingPoint)	March 2005			
Begin Implementation	TBD			
Functional & Technical QA	TBD			
Deployment	TBD			
Project Termination	TBD			
Maintenance				

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 basemap spatial adjustment (rubbersheeting) projects.

Current Project Status

Governance Steering Committee – This committee, comprised of Department Senior Staff, is responsible to identify “owners” of the various GIS layers and identify an overall funding strategy that supports the efforts of both committees. This committee has met twice, and will meet again when the Technical Committee presents further findings. Staff has met to review a cost allocation matrix of the essential base map elements. This matrix is being used to begin shifting funding of the base map to the users of the map and establish a solid financial foundation for the next steps of improvements.

GIS Technical Advisory Committee (GIS-TAC) – This committee is charged with the responsibility to develop a long-term technology strategy, resolve transition issues and incorporate stakeholder input so that the City can move towards a set of technology standards designed to integrate the various GIS processes currently used in the City. The group has completed its GIS standards review as directed by the ITPB. Currently, the GIS-TAC is working on a citywide GIS plan to satisfy one of the Finance and Technology CSA performance measures. The group is scheduled to meet again during December to continue its work on the GIS plan and other citywide GIS issues.

Rubbersheeting Timeline and Status – The first phase of the Basemap Spatial Adjustment (Rubbersheeting) Project has been completed. This GIS data is being used in the City's CAD system and is regularly being updated to reflect data corrections, new development, etc. This data is also available for use in other GIS applications, such as the SJPD Crime Analysis Unit's “CrimeView” application and the Public Works Department's “Interactive Maps” application (<http://pw.csj.gov/gis/interactive/>). Rubbersheeting of City's parcel layer and other associated infrastructure layers will be completed during the second phase of the project. Since corrective work on the street centerline layer has become a priority, completion for the second phase of the project is now scheduled for the end of Q2, 2005.

Orthorectified Aerial Photography Phase 3 (Contours) Status – City's Phase 2 Cooperation Agreement with the County and Water District anticipates a Phase 3 project to acquire contour elevations of the entire county. Contours are used for planning, engineering, and various emergency response purposes. Discussions are continuing to determine if staff can begin work using the proceeds of orthophoto sales to fund this project and scope of work to be undertaken.

Repository Status – The Technical Committee has created a business case for a GIS Data Repository. This proposed repository will house the City’s GIS dataset, starting with the newly rubbersheeted layers mentioned above. GIS data and orthophotos from other City departments could also be placed in this repository, making the City’s enterprise database available to all GIS users. The GIS Data Repository project is comprised of three phases for an estimated total of \$411,000. Currently, other temporary solutions are in place to house recently rubbersheeted GIS layers.

Project Phase	Timeline		Budget Status	
	Projected Dates	Revised Dates	Amount per Phase	Amount Paid to Date
GIS Enterprise Standards	June, 2004	Completed	N/A	N/A
Basemap Spatial Adjustment Phase I (Rubbersheting)	June, 2004	Completed	\$239,993.00	\$215,993.70
Basemap Spatial Adjustment Phase II (Rubbersheting)				
Parcel Layer	December, 2004	End of Q2, 2005	\$444,400	\$ 0
Planning Layers	March, 2005	N/A	\$ 50,000	\$ 0
MuniWater Layer	June, 2005	N/A	\$ 68,250	\$ 0
Sanitary Layer	December, 2005	N/A	\$193,750	\$ 0
Orthophoto - Phase 3 (Contour Lines)	April, 2006	N/A	\$825,000 est.	N/A
Improvement GIS Data Repository	On Hold	On hold	N/A	N/A

Project Name: Recreation and E-Commerce System (RECS)
Project Champion: Sara Hensley
Project Manager: Steve Turner
City Service Area: Recreation and Cultural Services, Finance and Technology
Corporate Priority: Customer Service and Effective Use of Technology

Background - On November 26, 2002, the City Council approved the e-Government initiative. Direction was given to implement a system for class registration, including payments on-line for classes offered by the Department of Parks, Recreation, and Neighborhood Services. A Project Manager has been hired and a Steering Committee composed of directors of several departments and a representative from the City Managers office has been formed. In addition, a working committee has been formed with senior managers from the three departments. Together these two committees will provide guidance and direction for the project.

The class registration and payments on-line initiative has been named the Recreation and E-Commerce System (RECS). The first phase of RECS will provide a single recreation registration system that will be used across the entire department. This phase will provide a great deal of internal process improvement and provide a solid foundation for supporting the on-line aspects of the project. Soon after the completion of the initial phase, the second phase will provide the ability for citizens to register for services on-line. This element will give customers the convenience and efficiency of using the Internet for registration.

Current Project Status – With the City’s current budget situation, the Steering Committee has recommended the deferral of this project. The project has been on hold due to limited IT resources. As part of the Mayor’s budget message, the E-Government Reserve has been reduced from \$1,810,000 to \$1,310,00. . One of two IT positions identified for this project has been reassigned to implementing technology in the new City Hall; the other of the two positions was vacant and has been eliminated. Both of these actions have impacted this project.

Project Phase	Timeline		Budget Status	
	Projected Dates	Revised Dates	Amount per Phase	Amount Paid to Date
Project Charter	October 2003	Completed		
Executive Sponsorship	October 2003	Completed		
Business Assessment	October 2003	Completed		
Business Process Improvement	January 2004	On hold		
Implement Quick Fixes		On Hold		
Current IT Infrastructure Study		On hold		
RFP Development & Process		On hold		
Detail Specification	TBD	On hold		
Implementation		On hold		

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 Status - Below is a summary of activities of the ITPB since September 2004:

- The ITPB met on September 16, 2004 to review the Voice Over Internet Protocol (VoIP) forecast and comparative analysis. ITPB members agreed that implementation of VoIP would result in future cost savings for the City.
- The ITPB discussed and approved the Draft IT Standards Methodology Flowchart. On the topic of the standardization, the ITPB concluded that the City Attorney would review all documentation created by the Standards Sub-Committee. The ITPB Standards Sub-Committee met in October and November to identify the technology standards in the City. The Sub-Committee is responsible for reporting to the ITPB on the process by which technology standardization is decided, validated and utilized.
- The October 7, 2004 ITPB meeting focused on an update of the SJC North Concourse IT Systems.

In August, the Director of Aviation led the ITPB in reviewing its Charter. Discussion and revisions to a new ITPB Charter have been underway since September. The ITPB members have agreed that each CSA will have a designated representative to ITPB. Additionally, ITPB members discussed department collaboration within their CSA to develop a CSA IT Plan. The ITPB intends to approve the new Charter in the near term. The Charter will then be available for review and adoption by the City Council.