

**CITY OF EL PASO, TEXAS
AGENDA ITEM
DEPARTMENT HEAD'S SUMMARY FORM**

DEPARTMENT: DEPARTMENT OF INFORMATION TECHNOLOGY
AGENDA DATE: May 14, 2013
CONTACT PERSON/PHONE: MIGUEL GAMINO, DEPARTMENT OF INFORMATION TECHNOLOGY DIRECTOR, 541-4746
DISTRICT (S) AFFECTED: ALL

SUBJECT:

To present the Department of Information Technology ^{3rd} Quarter Report for Fiscal Year 2013.

BACKGROUND / DISCUSSION:

During the fiscal year, the Department of Information Technology Services (DoITS) presents its quarterly report to the Legislative Review Committee (LRC). The report provides quarterly project update, county inter local agreement, information technology policies and a strategic plan update

PRIOR COUNCIL ACTION:

Yes, the 1st Quarter DoITS report was presented on January 10, 2013 LRC meeting.

AMOUNT AND SOURCE OF FUNDING:

N/A

BOARD / COMMISSION ACTION:

N/A

*****REQUIRED AUTHORIZATION*****

DEPARTMENT HEAD: Miguel Gamino, IT Director

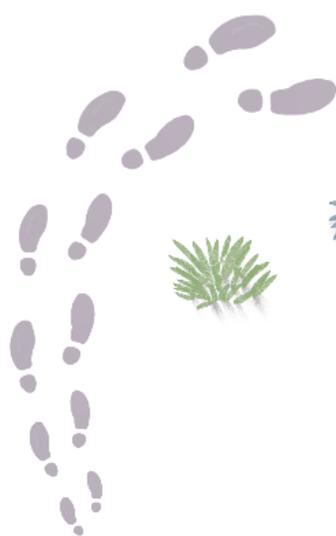

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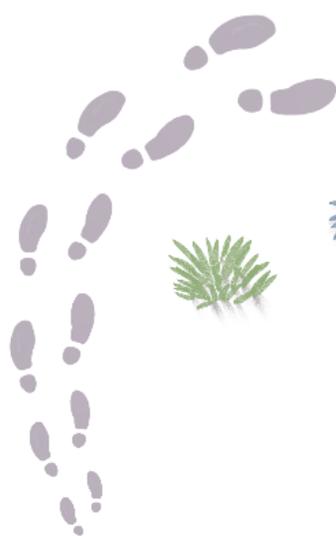
Department of Information Technology Services

FY 13 Q3: Quarterly Strategic Update City Council May 14, 2013



**Infrastructure & Major Application
Projects In Progress**

- Audit
- Staff Reduction
- City Website
- HR Software
- Migration
- Data Center
- Data Backup/Recovery System
- Network Security/Info Management
- Wireless
- Ethernet



Agenda

- Projects In Progress for FY13
- 2009 IT Strategic Plan: Completed Initiatives
- MFR Business Plan Update
- City/County Interfacial Agreement Update



2009 IT Strategic Plan Review & Analysis

Review conducted in March by panel of staff of:

- Management & Service
- External Technology
- IT & Modernization

Review IT Business Strategy & Executive Addressable Plan

Review: This IT Strategic Plan was developed in 2009. It was updated in 2011. The review was conducted in March 2013. The review was conducted by a panel of staff of Management & Service, External Technology, and IT & Modernization.



MFR Business Plan

MFR Business Plan
Updated 2013
Review of current MFR business plan
Development of new MFR business plan



Agenda

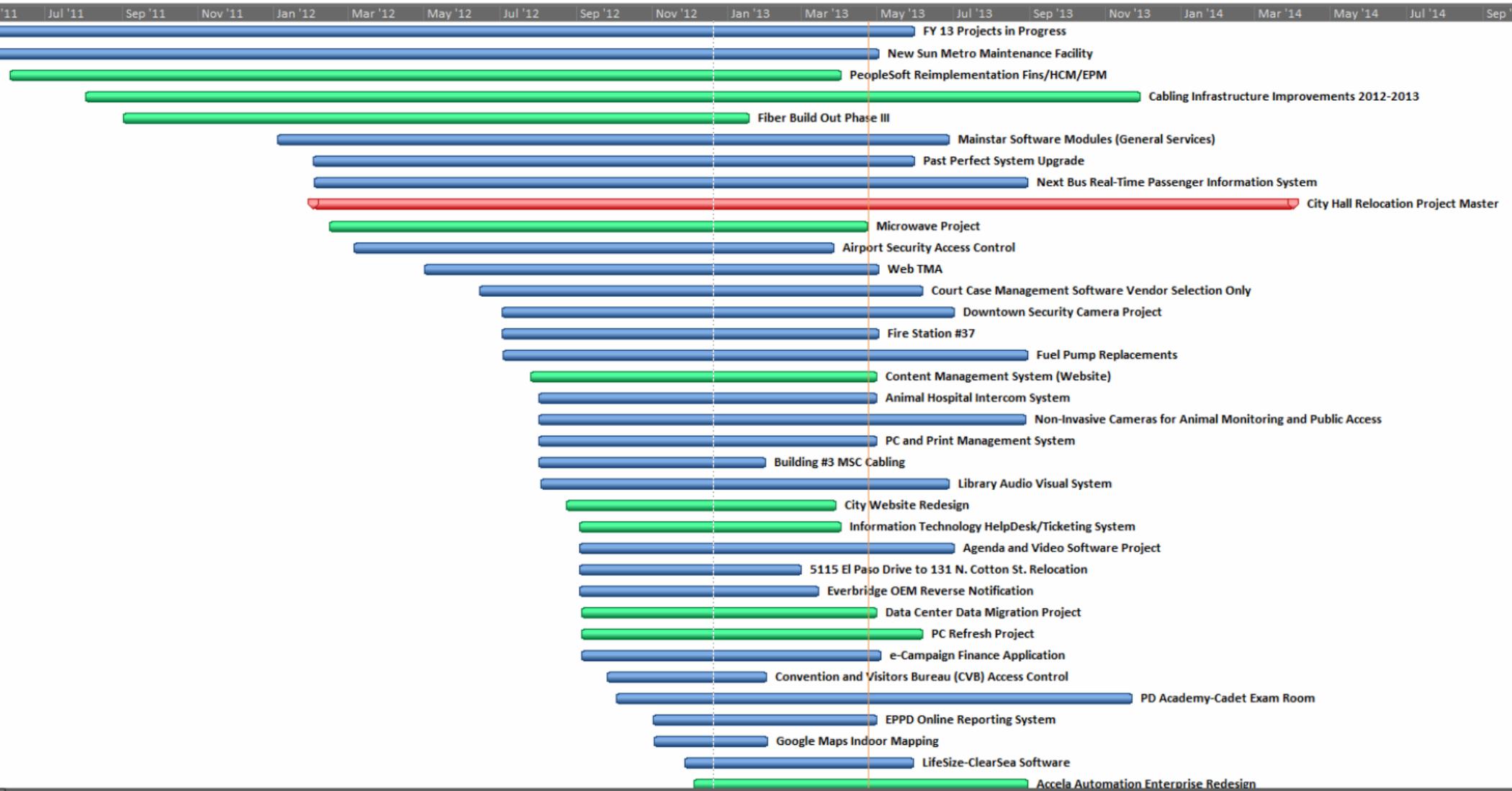
- Projects In Progress for FY13
- 2009 IT Strategic Plan: Completed Initiatives
 - MFR Business Plan Update
- City/County Interlocal Agreement Update

Infrastructure & Major Application Projects In Progress

- Accela
- VoIP
- City Hall Relocation
- PC Refresh
- Microwave
- Data Center
- Help Desk Ticketing System
- Website Redesign (CMS)/Agenda Video Software
- P25 Project



Projects In Progress FY 13



Green - CIP and Foundation / Infrastructure Projects

Blue - Departmental Operational Requests

Red - Relocation Project

2009 IT Strategic Plan Review & Analysis

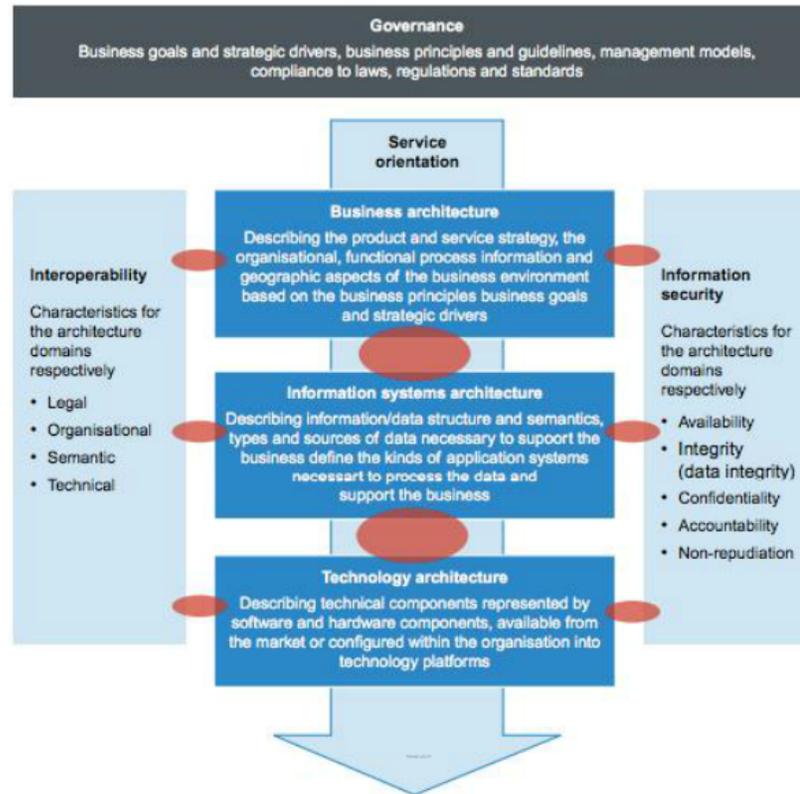
Recommendations achieved 1+ years ahead of schedule:

- Management & Service
- Efficient Technologies
- Full Modernization

Review IT Business Strategy & Enterprise Architecture Plan

Reference: "IT STRATEGIC PLAN ANALYSIS
A REVIEW OF 2009 IT STRATEGIC PLAN STATUS & IT BUSINESS STRATEGY AND
ENTERPRISE ARCHITECTURE PLANNING FOR THE FUTURE"

Enterprise Architecture*



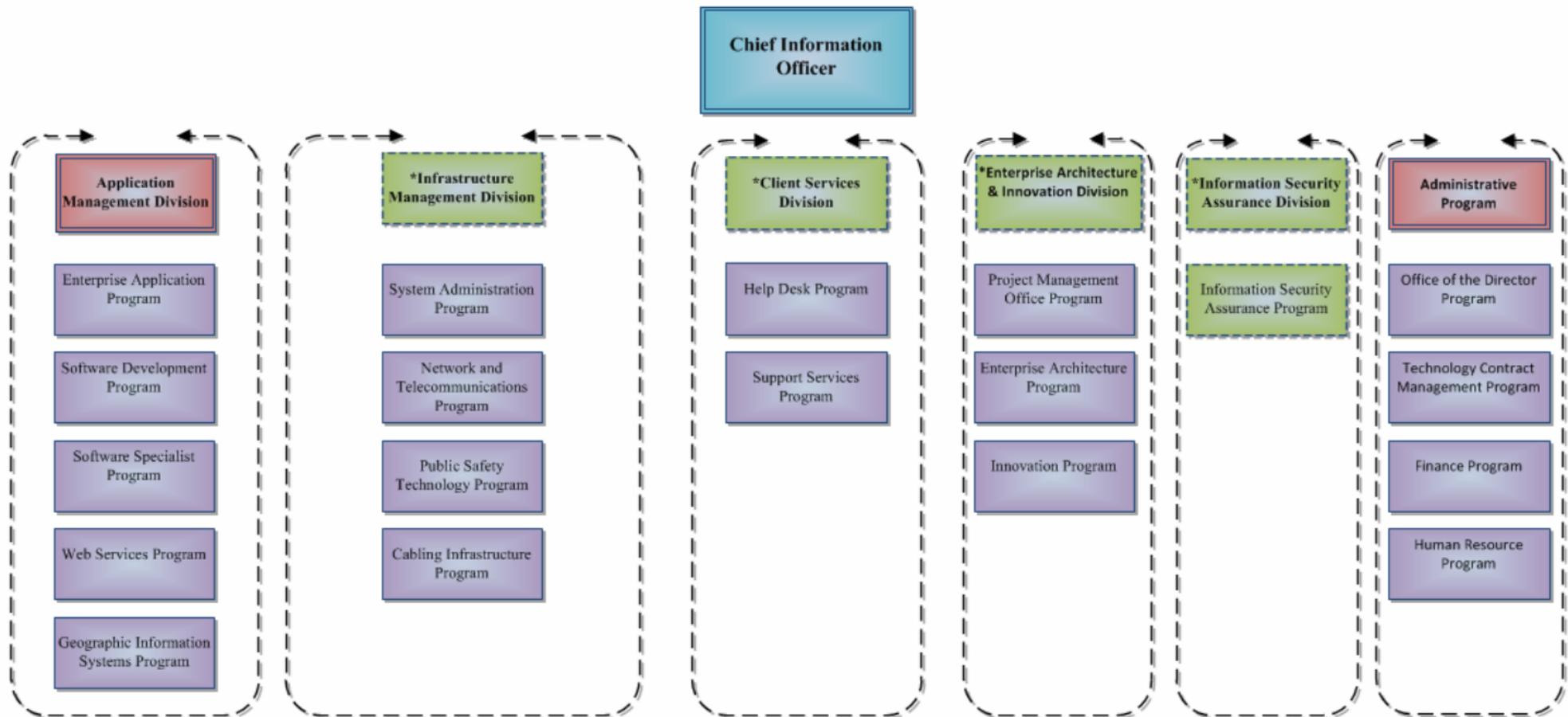
MFR Business Plan

- MFR Division Updates
 - Changed Culture
- Budget plan will be possible in FY13 w/out impact
- Development of new technology/strategic plan

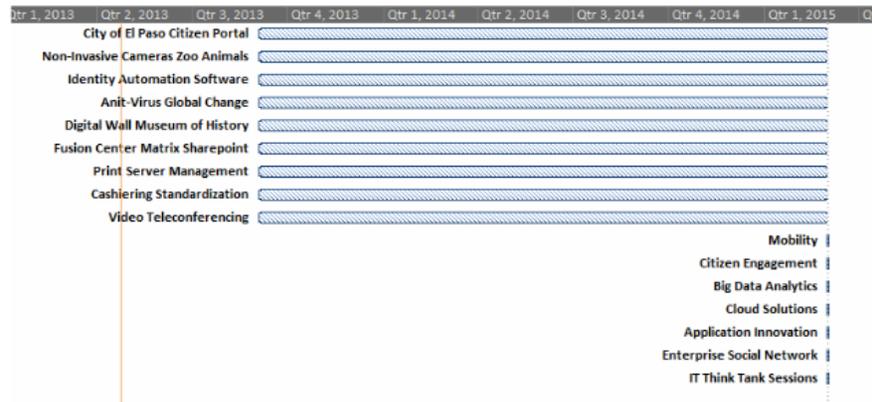


City of El Paso | Department of Information Technology Services

Summary Organizational Chart



Leading Public Sector Standardization



- Crowdsourcing
 - Mobility
- Cloud Strategies
 - Public-Private partnerships
- Accessibility Programs

- **City/County Interlocal Update**
- **Questions?**

References: *Creating Municipal ICT Architectures, - A reference guide from Smart Cities, Smart Cities, Gunnar Kartman, Arild Sandnes, and Gjill Smit, 08 September 2011.



CITY OF EL PASO
DEPARTMENT OF INFORMATION TECHNOLOGY SERVICES

IT STRATEGIC PLAN ANALYSIS
A REVIEW OF 2009 IT STRATEGIC PLAN STATUS & IT BUSINESS STRATEGY AND
ENTERPRISE ARCHITECTURE PLANNING FOR THE FUTURE.

DATE: MAY 9, 2013

Author / Contributor

Document Owner(s)	Project/Organization Role
Miguel A. Gamino Jr., CPA	Director - Department of Information Technology Services

Version Control

Version	Date	Author	Change Description
1.0	04/24/2013	Miguel A. Gamino Jr.	Preliminary document draft created
1.1	05/08/13	Miguel A. Gamino Jr.	Finalized draft

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1. EXECUTIVE SUMMARY

On April 10, 2009, LBL Technology Partners completed an Information Technology Strategic Plan ^[1] for the City of El Paso and the Information Technology Department, for the information and use of the City of El Paso's CIO, City Manager, and its City Council. The engagement letter describes, "Our processes made use of the City of El Paso's mission to define a vision for the future of the IT Department's makeup, infrastructure, processes, and other components. We then developed: a vision for the IT Department considering the challenges it will face to achieve its goals; the project initiatives to overcome the challenges to the IT future of the City of El Paso."

The 2009 IT Strategic Plan reports that analysis found that "information technology (IT) is vital to the success of the El Paso community" and City management also "believes there are real opportunities to enhance services to both internal operation and the community". It was also documented that the City was a "late adopter of technology" and suffered from typical organizational communication challenges including information silos, duplication, and lack of effectiveness. Several actions were recommended to increase effective communication, including the implementation of Service Level Agreements (SLA), a Change Control Board (CCB) process, and an IT Liaison (steering) Committee. These recommendations have been designed and implemented, with SLAs and Standard Operating Procedures (SOPs) currently being finalized for implementation.

Several specific plans and actions were recommended to be completed over a period of 5+ years in the Implementation Plan (Section 2.5), Strategies (Section 7), and Strategic Phasing (Section 8) of the 2009 IT Strategic Plan. We are pleased to report that all of these recommendations have been completed as of FY13, 1+ year(s) ahead of plan. These are reviewed in more detail later in this report.

Separate from the 2009 IT Strategic Plan, in FY13 we completed the City's Managing For Results (MFR) performance based budgeting strategic plan development process. This resulted in a complete Strategic Business Plan for the Department of Information Technology Services (DoITS), including an evolution of our new organizational structure, detailed mission, vision, and program statements, and detailed performance measures.

Independently, we developed a project level IT Roadmap that charted the progress of major IT projects and those projects and technology initiatives planned for the near and long-term.

We are now in a position to build the next phase of the City's IT strategy through a series of technical and business plans, into an actionable comprehensive Enterprise Architecture (EA) guided by frameworks such as Federal Enterprise Architecture Framework (FEAF), Department of Defense Architecture Framework (DoDAF), and The Zachman Framework for Enterprise Architecture. This approach will ensure that we build an IT initiatives and Capital Investments Plan that is comprehensive and sustainable, while encouraging innovation and efficiency. The DoITS EA will join the IT Projects Roadmap and related investments with the MFR Strategic Business Plan to make sure that tactical investments are consistent with the organizational mission and objectives.

This comprehensive strategy to planning, management, and innovation of technology for the City of El Paso will chart the course for leadership and victory.

2. 2009 IT STRATEGIC PLAN - RECOMMENDATIONS

2.1. Strategic Phasing | Implementation Plan (Sections 2.5 and 8)

The 2009 IT Strategic Plan documented several implementation plan recommendations broken into three phases. Each of those recommendations is reviewed below, by original phase.

- [✓]: Completed
- [^]: In progress

Phase One: Establish a proper management and IT foundation for subsequent growth, enhancement, implementation processes and needed service.

2009 IT Strategic Plan Recommendations	Plan Date	DoITS Actions Completed	Date
A1. Augment staff by adding a Senior Business Analyst to each portfolio in year one (1) then evaluate and continue to add Junior Business Analysts to each portfolio as needed through final migration into year five (5).	FY10 Thru FY15	Completed: We formed the Project Management Office (PMO) within IT that includes a focused responsibility over project completion, including Business Analysts who evaluate and document IT project recommendation and respond to requests for IT solutions from client departments City-wide. This includes monthly status reports to all departments by portfolio, City Manager, and City Council. In Progress: We are now evolving the PMO into a division that will be responsible for project management, business analysis and technology assessments, consulting, innovation and the overall Enterprise Architecture.	✓ FY13 ^ FY14
A2. Augment the IT Department Staff with the staff necessary to provide the project management and support required by the user departments along with the necessary support required by the modernization effort.	FY10	Completed: See A1. In Progress: See A1.	✓ FY13 ^ FY14
A3. Create a Change Control Board (CCB) to make decisions regarding whether or not proposed changes to a technology project should be implemented.	FY10	Completed: DoITS drafted and implemented a formal CCB policy and process, including SubCCB's for certain cross-functional projects and systems. Our CCB policy created a Master IT CCB made up of IT Managers and Project Managers from all IT divisions and disciplines. This process is all-electronic and allows for the proper review and approval within the timeliness required by IT without the delays of a periodic	✓ FY13

		<p>review process. Sub-CCBs were created for major projects and systems that require client department involvement, such as PeopleSoft, Accela, etc.</p> <p>Our City IT CCB policy was subsequently adopted by El Paso County IT allowing us to have inter-jurisdiction review and notification for shared projects and systems.</p>	
A4. Create an IT Liaison (Steering) Committee to provide feedback to Information Technology as to the effectiveness of current IT technologies, procedures, and service levels. Additionally, the Committee may advise Information Technology regarding specific improvements that should be considered to increase the effectiveness of impact of Information Technology in operational departments, evaluate the Information Technology Strategic Plan, and ensure projects or acquisitions are prioritized appropriately.	FY10	<p>Completed: An IT Steering Committee was formed in conjunction with one of the monthly Deputy City Manager (DCM) meetings chaired by the City Manager.</p> <p>The IT Steering Committee agenda and discussion was enhanced to include strategic planning discussion.</p> <p>The new IT Interlocal Agreement with El Paso County, proposed by City IT, would create a cross-jurisdiction IT Steering Committee that would facilitate Shared Project review, discussion and prioritization.</p>	<p>✓ FY11</p> <p>✓ FY13</p> <p>^ FY14</p>
A5. Begin a large scale documentation project to assure all systems (both infrastructure and software) are appropriately and consistently documented in anticipation of future migration plans. This will include the development of documentation standards for all software and hardware. Once documentation standards are developed and implemented, the documentation should be placed in a form where it is searchable by all authorized staff.	FY10 Thru FY11	<p>Completed: During the planning of the Citywide network upgrade all planned equipment configurations and details were documented according to best practices. During the re-implementation of PeopleSoft systems and database designs were documented according to best practices.</p> <p>In Process: Citywide IT systems (all software and hardware) are being documented and compiled in an electronic library. This will further be standardized as part of ITIL-based SOPs and the proposed Enterprise Architecture frameworks.</p>	<p>✓ FY13</p> <p>^ FY14</p>
A6. Secure funding for future projects including infrastructure enhancements including the ever increasing demand for storage capacity, and the refresh of all infrastructure, peripheral, and desktop equipment.	FY10 Thru FY12	<p>Completed: An IT Capital Improvement Plan (CIP) was successfully approved and a PC Refresh program was formally established.</p> <p>In Progress: CIP and IT Project planning roadmap is being developed for FY14-15</p>	<p>✓ FY12 & FY13</p> <p>^ FY14 & FY15</p>
A7. Plan, implement, and secure funding for the update of connectivity (Fiber) and power to all locations.	FY10 Thru FY12	<p>Completed: See A6. Additionally, City Hall Relocation accelerated the complete downtown fiber redesign, installation</p>	<p>✓ FY12 & FY13</p>

		and improvement. In Progress: See A6. Additionally, plans are now underway to establish Fiber and alternative high capacity network connectivity and infrastructure.	<p>^ FY14 ^ FY15</p>
A8. Develop SLAs with user departments including measurement metrics.	FY11	Completed: Draft SOPs and SLAs have been created. In Progress: ITIL-based case/request management system is currently being procured and implemented. This will allow for the adoption of the SOPs and SLAs, and the tracking and reporting of our performance accordingly.	<p>✓ FY13</p> <p>^ FY13 & FY14</p>
A9. Construct a method of providing transparency between the acquisition of IT Assets at the Departmental level and the budgeting for maintenance and refresh at the IT Department level.	FY10 Thru FY11	Completed: Beginning in FY13, DoITS now budgets for the maintenance and refresh of all IT Assets across all departments City-wide, creating consolidated reporting, transparency and cost reductions.	✓ FY13

Phase Two: Deploy more efficient technologies and/or make better use of existing IT assets to increase productivity. In addition, this phase addresses the need for a critical new infrastructure prioritization in terms of the value to be delivered to end-users.

2009 IT Strategic Plan Recommendations	Plan Date	DoITS Actions Completed	Date
B1. Eliminate single points of failure within the infrastructure.	FY11 Thru FY12	Completed: DoITS has established redundancy in datacenters, downtown fiber routes, network aggregation points, Cisco telephony systems, carrier-based services (PSTN and Internet), and application servers. In Progress: Additional network infrastructure redundancies are being designed, planned and implemented for fiber, microwave, wireless, public safety systems, and additional applications.	<p>✓ FY13</p> <p>^ FY14</p>
B2. Analyze and document business processes in functional departments.	FY11 Thru FY12	Completed: See A1. Additionally, at the request of the client department we have been engaged for a full technology and business process review for EPDOT and EPFD. In Progress: See A1. Additionally, we are going to begin preparing an annual IT Consulting & Client Review Plan that will schedule departments who have requested such engagement. Also, the	<p>✓ FY13</p> <p>^ FY14</p>

		formalization of the Enterprise Architecture Framework will also provide documented guidance to departments with regard to IT related planning and decision-making.	
B3. Re-engineer/develop plans for re-engineering in functional departments where needed.	FY12 Thru FY13	Completed: See B2. In Progress: See B2.	✓ FY13 ^ FY14
B4.Re-implement/implement underutilized applications to improve efficiencies within the functional departments and across the enterprise.	FY11 Thru FY12	Completed: Certain components of Accela, CityWorks, GIS, and other applications have been re-implemented/implemented. In Progress: PeopleSoft, City-wide Accela and other applications are currently being re-implemented/implemented within and across departments. Additionally, the one of the core principles of Enterprise Architecture is to maximize efficiencies and minimize duplication in the use of applications across the enterprise.	✓ FY13 ^ FY13 & FY14

Phase Three: Deploy major and complex technologies that will move the City of El Paso forward (full modernization). This phase will initiate as work is underway for Phases One and Two, but will progress in an incremental and phased manner to avoid the pitfalls of hasty and poorly planned implementation.

2009 IT Strategic Plan Recommendations	Plan Date	DoITS Actions Completed	Date
C1. Acquire and migrate to a datacenter with appropriate environmental controls. These include but are not limited to: an equipment only room with appropriate gas fire suppression, redundant power, generator power backup, cooling and humidity control, and elimination of water and sewer overhead pipes.	FY11 Thru FY12	Completed: City DoITS implemented an HP Performance Optimized Datacenter (POD) that satisfies all environmental, power, and redundancy best practices to serve as the primary facility. Through an Interlocal with El Paso County, City DoITS utilizes their datacenter at MDR building to serve as a partial secondary facility with environmental, power, and redundancy best practices in place. Additionally, City DoITS constructed a datacenter facility as required by the City Hall Relocation project to accommodate the new fiber routes and redundancies and the relocation of all systems previously in the basement of Old City Hall. This facility will also serve as an additional, and fully capable, secondary datacenter that was designed and constructed to comply with all current environmental standards and	✓ FY12 & FY13

		<p>best practices.</p> <p>In Progress: Additional datacenter services and functions are being evaluated for best facility location. Also, PDHQ datacenter services are likely to be relocated to the new secondary facility with redundancies remaining at the primary POD.</p>	<p>^ FY13 & FY14</p>
C2. Merge the Telecom and Information Technology teams providing support for the transition to VoIP.	FY10 Thru FY11	<p>Completed: City IT was reorganized in FY12 that formally merged the telecom and data network teams within the IT organizational structure.</p> <p>In Progress: As a result of MFR, DoITS is further reorganizing to establish divisions, including Infrastructure Management Division, which will merge telecom, data networks, datacenter server systems, and public safety communications into a portfolio of teams under a single division manager.</p>	<p>✓ FY12 & FY13</p> <p>^ FY13</p>
C3. Replace voice systems, adding voicemail capabilities as well as Voice over IP (VoIP).	FY11 Thru FY12	<p>Completed/In Progress: In FY10 a pilot was implemented to test the Cisco VoIP platform. In FY12-13 CIP, it was proposed and approved to fund a project to implement the platform, in an improved configuration, across all City departments and facilities. The project was designed and planned, procurement approved, and initial core technologies have been implemented along with some larger facilities including facilitating the relocation of City Hall. The remaining City departments and facilities are currently scheduled and being implemented according to plan and currently within budget and on schedule.</p>	<p>✓ FY13 & FY14</p>
C4. Definition and implementation of functionality such as wireless and increased web functionality for all of the portfolios.	FY12 Thru FY13	<p>Completed: WiFi: Improvement and expansion of Digital El Paso was completed with EP Libraries, EP International Airport, EP Convention Center and other facilities. Web: The City's new website was launched.</p> <p>In Progress: WiFi: Further expansion and enhanced functionality is currently being implemented, including on-board WiFi service for Sun Metro buses, improved metro-area coverage in</p>	<p>✓ FY12 & FY13</p> <p>^ FY13 & FY14</p>

	<p>downtown El Paso, and progress toward 100% of City facility WiFi availability. Web: Full content management, mobile aware web functionality, and internal portal Enterprise Social Network is various stages of design, development, and implementation.</p>	
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2.2. Budget Requirements (Section 8.2)

The 2009 IT Strategic Plan established budgetary guidance for funding requirements necessary to implement the recommendations provided, organized by certain categories:

- 8.2.1 Staffing Increases Summary
- 8.2.2 Staffing Increases Time Phased
- 8.2.3 Equipment Modernization and Refresh
- 8.2.4 Equipment Modernization and Refresh Time Phased
- 8.2.5 Summary Budgetary Needs by Year

At the time of this analysis report we have not completed a budgetary performance review, but such analysis is underway and will be reported upon completion.

3. ADDITIONAL STRATEGIC INITIATIVES AND ACCOMPLISHMENTS

In addition to the strategic and tactical recommendations provided by the 2009 IT Strategic Plan, the current leadership and evolving environment of City DoITS has effectuated other strategic and business planning initiatives and accomplishments.

3.1. Organizational Structure and Client-Service Culture

In part through the reorganization, structure was clarified within DoITS. This provided clear roles and responsibilities within and among the teams of DoITS. Additionally, we shifted the focus to our clients and have been successful in transforming the culture to one that is significantly concerned with satisfying the needs of our clients and exceeding expectations when possible.

This has resulted in a powerful change in the internal staff morale, evidenced by increased productivity, increased employee satisfaction, and increased talent retention and recruitment. DoITS is also experiencing an increase in positive feedback from client departments, evidenced by the increase in requests for consultative services.

The reorganization continues into FY14 to better align with our program services as defined by our 2013 MFR Strategic Business Plan, which will result in continuous service improvement, additional efficiencies and better communication.

3.2. IT Project & Initiatives Roadmap

DoITS has also drafted the first version of a rolling IT Project & Initiatives Roadmap. This roadmap serves as a graphical and detailed depiction of the current status of all IT active and future projects, as well as future innovation initiatives. This provides structured methodology for budget and resource planning and forecasting.

This roadmap will continue to be updated as projects progress and are completed, and as future initiatives take shape and develop specific plans and budget forecasts.

3.3. Managing For Results (MFR) Strategic Business Plan

The “IT Department” utilized the MFR initiative and process to transform and further focus our department on service and results-oriented performance. Among many outcomes was a new name for us, Department of Information Technology Services (DoITS). The new name is symbolic of the progression we have made into a high performing, service driven organization. The formalization of the mission, vision, and program statements all crystalized that focus and provided additional structure and definition to our departmental and team roles and expectations.

The process produced a performance-based Strategic Business Plan to “tell our story”, structure our budget around our programs, and suggestions for additional reorganization to further the efforts we had already begun.

3.4. Enterprise Architecture & Future IT Strategic Planning

DoITS has evolved in its sophistication, level of investment, and impact on core City functions and services to such a degree that it is important to adopt a more refined and capable strategic planning framework. One such approach is to utilize Enterprise Architecture (EA) frameworks, and reference models to plan and align IT systems and investments with the business process and functional needs of the organization.

For reference Enterprise Architecture (EA) is defined as follows:

EA is an ongoing business function that helps an enterprise figure out how to execute best the strategies that drive its development. The MIT Center for Information Systems Research (MIT CISR) defines EA as the specific aspects of a business that are under examination:

EA is the organizing logic for business processes and IT infrastructure reflecting the integration and standardization requirements of the company's operating model. The operating model is the desired state of business process integration and business process standardization for delivering goods and services to customers. [2]

The United States government classifies EA as an Information Technology function, and defines the term not as the process of examining the enterprise, but rather the documented results of that examination. Specifically, US Code Title 44, Chapter 36, defines it as a 'strategic information base' that defines the mission of an agency and describes the technology and information needed to perform that mission, along with descriptions of how the architecture of the organization should be changed in order to respond to changes in the mission. [3]

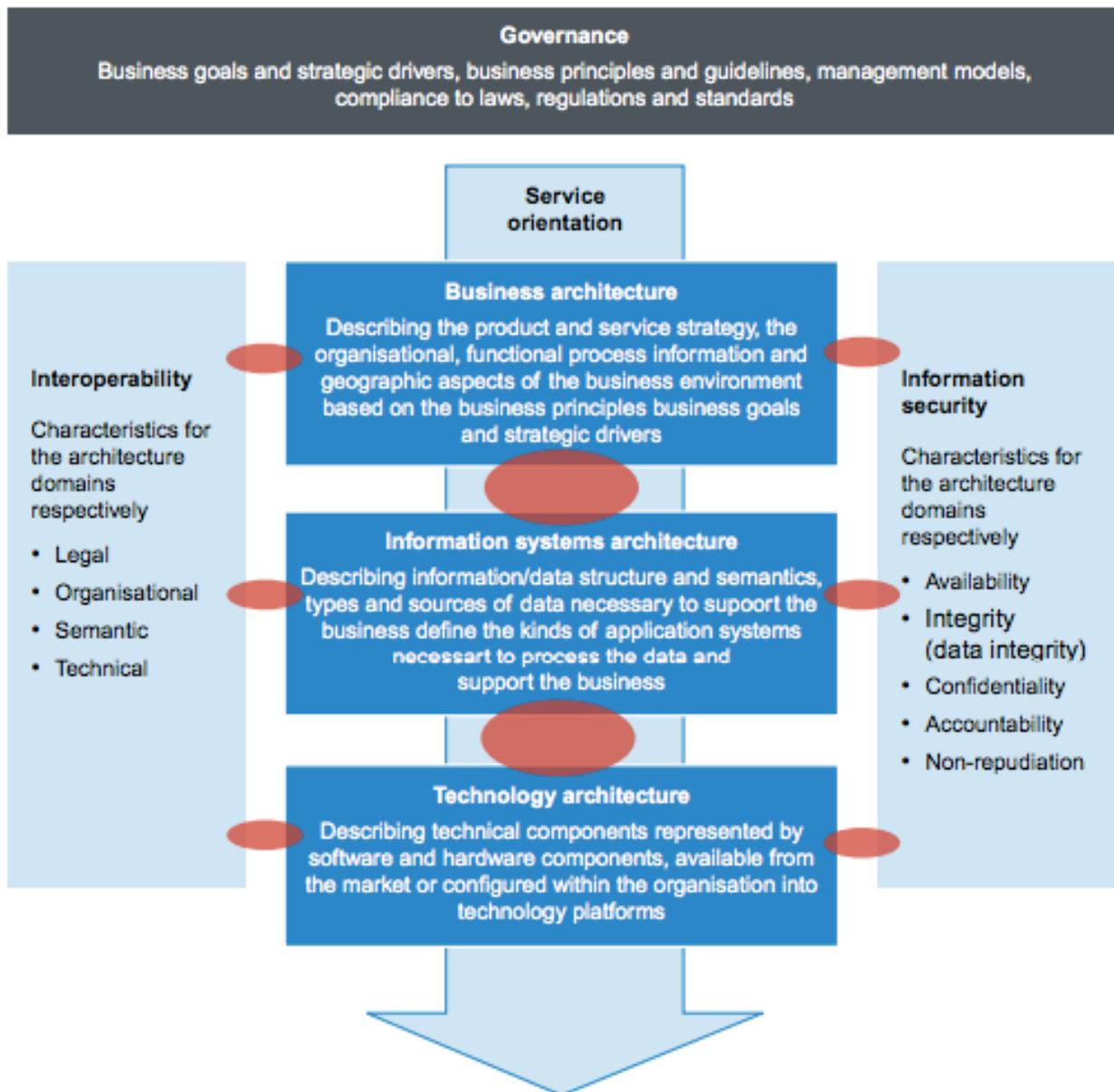
Describing the architecture of an enterprise aims primarily to improve the effectiveness or efficiency of the business itself. This includes innovations in the structure of an organization, the centralization and streamlining of business processes, the quality and timeliness of business information, and ensuring that money spent on IT is well planned and can be justified.

EA utilizes principles found in one, or many, generally recognized frameworks. The frameworks DoITS intends to adapt to our unique environment include, The Zachman Framework, the Federal Enterprise Architecture Framework (FEAF), and the NIST Enterprise Architecture Model. While none of these frameworks may be a perfect fit for EA and Strategic

Planning for the City of El Paso, we plan to adapt tools and principle from them to create an effective approach for DoITS.

EA is a key approach to standardization, IT governance, capital investment planning, ITIL standards based IT service practices, and Service-Oriented Architecture (SOA) methods to application and systems development. While all of this tends to center EA around the IT organization, it is often suggested that it be viewed in the broader context of business optimization, performance management, process architecture and innovation. EA may also be responsible for some aspects of performance engineering, IT portfolio management and metadata initiatives and management.

Below is a figure depicting the high-level components of an EA metamodel [4]



While the EA practice is not leveraged by the majority of municipalities and their IT departments, it has been well documented as a practice of “smart, future, innovative” cities who

value the benefits of a well managed IT organization. Some world-class cities recognized for their use of EA include; Chicago, Seattle, Ontario, Roanoke, Arlington County and others in the US & Canada, Europe and Asia.

3.5. DoITS – Office of Innovation

The MFR process and other research has identified the opportunity to form an Office of Innovation within DoITS to foster the thoughtful application of innovative ideas and technologies to various City business functions and processes. It is important to emphasize that “innovation” is not always lead by technology and from time-to-time may be in the absence of technology, DoITS is well positioned to lead the formation of a concentrated innovation effort. This is due to our well-structured and high performing Project Management and Business Analyst roles that are playing a consultative role in every department across the City enterprise.

We regularly “deep-dive” into a business process in a client department to learn the details of the inputs, processes and outcomes so that we can assist in the proper application of technology in order to increase its effectiveness, efficiency, and return on investment.

The role of the Office of Innovation is not to pay lip service to the trend of municipal innovation initiatives, but rather to identify and introduce innovative solutions, and technologies, to improve the effectiveness of City services and functions. This function would also participate in research requests from City Manager’s Office, City Council, and client departments to ensure that when appropriate we apply new approaches to old and new challenges.

The Office of Innovation would also provide forecasting of technology trends, evolving expectations, and technology partnership opportunities to provide unique value to the City organization. Some specific examples of innovative initiatives are crowdsourcing, open collaborative coding events (hack-a-thons), public-private partnerships, Open Data, cloud strategies, big data analytics, mobility, and accessibility programs.

Many world-class cities are implementing similar programs as an expansion of their IT departments, including; Boston, Philadelphia, New York City, San Francisco, Chicago, among many others. In fact, if this proposed program is approved we may also suggest updating the name of the department to, Department of Innovation and Technology Services, as has been the case with most of the cities referenced.

4. IMPLEMENTATION & TIMELINE

It is proposed that we begin the implementation of the strategic planning initiatives described right away.

1. Reorganization Refinement: The organizational chart, staffing plan, job description updates, and payroll impact have all been developed and ready for implementation. If approved, we will implement immediately in the current FY13 budget. We have verified that the plan will fit within our FY13 budget without the need for additional funding.
2. Enterprise Architecture Program: Following the Reorganization Refinement, we will be able to begin a formal EA program development. This may involve some assistance from specifically experienced consultants, but only after we have developed the groundwork of the EA program with internal resources.

3. IT Strategic Plan Development: Following #1 and #2, we will begin the development of the various EA reference models and architectures to coordinate with our existing and updated MFR Strategic Business Plan, IT Projects and Initiatives Roadmap, Capital Investment Plan, SLAs, SOPs, and IT governance. The result will be a comprehensive IT Strategic Plan that will be a living and sustainable document to guide the IT investments and operations into the future.
4. Office of Innovation: Following #1, and in conjunction with #2 and #3, we will begin the development of an innovation incubation process that will carefully identify and prioritize innovation opportunities. Then according to the priority continue to investigate, test, and implement business process improvements and innovation to improve citizen experience and organizational efficiencies.

5. ACKNOWLEDGEMENT & APPROVAL

This report has been formally presented to Joyce Wilson, City Manager and Carmen Arrieta-Candelaria, Chief Financial Officer. This report seeks any appropriate acknowledgement of DoITS accomplishments related to the 2009 IT Strategic Plan, and approval to move forward with the proposed approach to IT strategic planning, enterprise architecture, and innovation.

Presented by the Department of Information Technology Services:

Mr. Miguel A. Gamino Jr., CPA
Director, Department of Information Technology Services | City of El Paso

Ms. Araceli Guerra
Project Manager – Team Lead, IT Project Management Office | City of El Paso

6. REFERENCES

[1] City of El Paso, Information Technology Strategic Plan, LBL Technology Partners, 31 March 2009.

[2] MIT Center for Information Systems Research, Peter Weill, Director, as presented at the Sixth e-Business Conference, Barcelona Spain, 27 March 2007.

[3] U.S.C. Title 44, Chap. 36, § 3601

[4] Creating Municipal ICT Architectures, - A reference guide from Smart Cities, Smart Cities, Gunnar Kartman, Arild Sandnes, and Gjill Smit, 08 September 2011.

**Department of Information Technology Services (DoITS)
Project Management Office Update**

**Provided for
Mayor, City Council Representatives &
City Manager's Office**



Date: 04/24/13

Report Objectives

The reporting objectives are as follows:

1. *For the Department of Information Technology Services to provide a Project Management Office update including but not limited to:
 - a. *Critical decisions made during the month and those needed in the near future.*
 - b. *Any areas needing attention.**
2. *Provide Stakeholders a forum to provide feedback related to their project perceptions.*
3. *Allow for questions from the Stakeholders.*

**City of El Paso – DoITS
Project Management Office Update**

Imperative City of El Paso departmental projects:

DEPARTMENT OF INFORMATION TECHNOLOGY SERVICES

Data Center Project Update

This segment provides a project status report.

Topic	Discussion
Work completed during the Month	<ul style="list-style-type: none"> ▪ Remove SVSP, implement SRM 03/15-04/03
Work Planned	<ul style="list-style-type: none"> ▪ Conduct Failover testing pending HP resources and relocation time constraints ▪ Project Closeout by mid-April

Microwave Project Update

This segment provides a project status report.

Topic	Discussion
Work completed during the Month	<ul style="list-style-type: none"> ▪ 04/12 3 Microwave Backbone Antenna installations Completed
Work Planned	<ul style="list-style-type: none"> ▪ 04/15–04/19 Install City AirFiber link from Three Hills Tower to DVD Library ▪ Update Core and evaluate Cisco VS Juniper Switch Installation. Juniper switches cannot be installed until the City and County of El Paso upgrade the Core network. ▪ Configure networking equipment and additional subscriber sites. ▪ Perform site maintenance at UMC Tower ▪ Replace CAT5E cables at DPS with CAT 6 cable

Fiber Project

This segment provides a project status report.

Topic	Discussion
Work completed during the Month	<ul style="list-style-type: none"> ▪ 04/04 Recovered all OSP fiber from OCH
Work Planned	<ul style="list-style-type: none"> ▪ Coordinating with County, additional fiber to 911 Center ▪ Working on punch list items, and optimizing new fiber links

**City of El Paso – DoITS
Project Management Office Update**

Verizon Cellular Services Project

This segment provides a project status report.

Topic	Discussion
Work completed during the Month	<ul style="list-style-type: none"> ▪ Migration of grandfathered Verizon accounts
Work Planned	<ul style="list-style-type: none"> ▪ Voice Line Deployment (flip-phones) 05/06–05/17 <ul style="list-style-type: none"> ○ Parks and Recreation ○ Fire ○ Health ○ Airport ○ City Development ○ Engineering ○ EPDOT ▪ Installation of MDM Security module for CJIS compliance ▪ Planning for Police smartphone deployment <ul style="list-style-type: none"> ○ Server upgrade for CJIS compliance/procurement ○ Server configuration ▪ Deployment of Police iPhones ▪ Citywide Cellular Policies and Procedures ▪ Complete Deployment ▪ Stock Devices

**City of El Paso – DoITS
Project Management Office Update**

Accela

This segment provides a project status report.

Topic	Discussion
Environmental Services	
Work completed during the Month	<ul style="list-style-type: none"> ▪ Testing and preparation for deployment of Animal Services Module ▪ New Residential Recycling record type configured, tested, delivered ▪ Modify ENFD record type for Vacant Building Ordinance enforcement
Work Planned	<ul style="list-style-type: none"> ▪ Deliver ENFD modification ▪ Analysis for additional Code Compliance record types
Public Health	
Work completed during the Month	<ul style="list-style-type: none"> ▪ Analysis for Food Inspection Division ▪ Research and some configuration started
Work Planned	<ul style="list-style-type: none"> ▪ Configuration, test and delivery
Fire	
Work completed during the Month	<ul style="list-style-type: none"> ▪ Initial requirements meeting held with Fire personnel 04/23
Work Planned	<ul style="list-style-type: none"> ▪ Analysis for Inspections, Community Risk & Planning/Construction ▪ Develop plan and schedule for configuration modifications
City Development	
Work completed during the month	<ul style="list-style-type: none"> ▪ Configuration and testing for Mega Permit continued during month ▪ Consultant site visit for Electronic Document Review scheduled
Work Planned	<ul style="list-style-type: none"> ▪ Begin configuration for EDR, 4 processes ▪ Schedule Business Center candidate licenses and permits for online processing ▪ Deploy Mega Permit

**City of El Paso – DoITS
Project Management Office Update**

Digital El Paso Website – Information Technology

This segment provides a project status report.

Topic	Discussion
Work completed	<ul style="list-style-type: none"> ▪ Domains secured by the City ▪ Original site content secured by the City
Work Planned	<ul style="list-style-type: none"> ▪ Pending CMS deployment ▪ Website conceptual design ▪ Phase I draft design ▪ Static site ▪ Phase II – CMS integration ▪ Website Rollout

City-Voice over IP (VoIP) Project

This segment provides a project status report.

Topic	Discussion
Work completed during the Month	<ul style="list-style-type: none"> ▪ Relocation VoIP conversions completed ▪ Voicemail system (MSC) migration completed ▪ Users migrated to new CUCM cluster ▪ Telecom SIP Services completed ▪ Number porting between AT&T and TW Telecom
Work Planned	<ul style="list-style-type: none"> ▪ Developing end-user training plan ▪ Reviewing Contact Center requirements, and configuration ▪ Remaining Project schedule will be finalized upon completion of relocations

**City of El Paso – DoITS
Project Management Office Update**

PC Refresh

This segment provides a project status report.

Topic	Discussion
Work completed during the Month	<ul style="list-style-type: none"> ▪ Total of 388 PCs refreshed to date ▪ 02/28- OMB (18) ▪ 03/04-MCAD (69) ▪ 03/06-City Clerks (12) ▪ 03/11-One Stop Shop (12) ▪ 03/11-Economic Development (5) ▪ 03/13- EPDOT (46) ▪ 03/19- Financial Service-Purchasing (22) ▪ 04/08 Imaging completed for FD and Municipal Courts PCs ▪ 04/17 Engineering (18)
Work Planned	<p>Phase II</p> <ul style="list-style-type: none"> ▪ Fire- In Progress ▪ General Services (48) <p>Pending inventories:</p> <ul style="list-style-type: none"> ▪ Community Development (37) ▪ Health (83)

Information Technology Help Desk/Ticketing system

This segment provides a project status report.

Topic	Discussion
Work completed during the Month	<ul style="list-style-type: none"> ▪ Pre-proposal conference
Work Planned	<ul style="list-style-type: none"> ▪ Evaluation of proposals week of 05/06

**City of El Paso – DoITS
Project Management Office Update**

Google Indoor Mapping

This segment provides a project status report.

Topic	Discussion
Work completed during the Month	<ul style="list-style-type: none"> ▪ Initial presentation 11/29/12 ▪ Subsequent meeting 01/31 ▪ Completed submission for the following locations: <ul style="list-style-type: none"> -CVB to include El Paso Convention Center & McKelligan Canyon on 01/30 -Airport to include both lower/upper levels and terminal parking on 2/19/13 -El Paso Zoo on 03/12 -El Paso Museum of History – 03/27
Work Planned	<ul style="list-style-type: none"> ▪ Pending architectural drawings from participating departments ▪ Drawing Review ▪ Submission to Google Indoor Mapping ▪ Google to publish submitted indoor maps within 90-120 days to Google Maps for completed departments

DEVELOPMENT PORTFOLIO

DEVELOPMENT PORTFOLIO MEETING

Airport:

Airport Security Access Control Project

This segment provides a project status report.

Topic	Discussion
Work completed during the Month	<ul style="list-style-type: none"> ▪ Airport 91% Completion on rebadging of Personnel ▪ Firetide Wireless Camera Installations continue at remote gates ▪ Punch list Walkthroughs continue testing each individual door and Gate. 75% completion ▪ Cargo 3 and 4 Camera installations 70% Completion
Work Planned	<ul style="list-style-type: none"> ▪ Upgrade Verint Security Software and Integrate into access control system • Punch list Corrections 03/15-04/21 ▪ Re-Walk/Final Acceptance 03/22-04/26

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Project Management Office Update**

Web TMA

This segment provides a project status report.

Topic	Discussion
Work completed during the Month	<ul style="list-style-type: none"> ▪ PO issued 01/10 ▪ Restored converted DB ▪ Install the latest version of WebTMA in new VM Server ▪ WebTMA System test was delayed due to a Windows Security prompt. Issue was resolved 03/04 ▪ Communication and test cases have been distributed to users for system testing
Work Planned	<ul style="list-style-type: none"> ▪ Applications Support is working towards restoring technician access to WebTMA due to application configuration issues ▪ DoITS will be conducting application testing for one month to allow users the opportunity to test functionality, work order workflows, and address any system glitches.

Libraries:

PC and Print Management System

This segment provides a project status report.

Topic	Discussion
Work completed	<ul style="list-style-type: none"> ▪ Test client environment setup in basement of Main Library ▪ Initial configuration made ▪ SIP connection to Symphony made ▪ Environment testing
Work Planned	<ul style="list-style-type: none"> ▪ Final environment testing ▪ Preliminary systems created for image creation ▪ On-site installation and configuration ▪ Staff Training

**City of El Paso – DoITS
Project Management Office Update**

TOURISM AND CULTURAL AFFAIRS PORTFOLIO MEETING

Museum and Cultural Affairs (MCAD):

City Website - MCAD and Museums

This segment provides a project status report.

Topic	Discussion
Work completed during the Month	<ul style="list-style-type: none"> ▪ Website Rollout Phase I
Work Planned	<ul style="list-style-type: none"> ▪ Complete Site Design Draft II with Content Management System (CMS) <ul style="list-style-type: none"> ○ Department feedback ▪ Complete Final Version ▪ Final Website Rollout

TouchCity Digital Wall – MCAD/History Museum

This segment provides a project status report.

Topic	Discussion
Work completed during the Month	<ul style="list-style-type: none"> ▪ Worked with MCAD to gather information for Business Analysis ▪ Scope and Analysis of existing TouchCity digital wall in Copenhagen, Denmark 04/08 – 04/12
Work Planned	<ul style="list-style-type: none"> ▪ Preliminary assessment coordination with Engineering based on location ▪ Complete Business Analysis and present recommendation to MCAD

Zoo:

Animal Hospital Intercom System

This segment provides a project status report.

Topic	Discussion
Work completed during the Month	<ul style="list-style-type: none"> ▪ 01/28 Zoo Meeting to discuss completed business case ▪ VoIP manager will be providing video phones to the Zoo Animal Hospital. VoIP manager has requested that the Zoo Animal Hospital pay for the installation cost of the intercom units. ▪ Zoo has confirmed the Quality of Life fund will be used to fund the project
Work Planned	<ul style="list-style-type: none"> ▪ Zoo requested to have Business Case modified to reduce the number of hardware required. ▪ Pending to obtain intercom installation and configuration cost

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Project Management Office Update**

Non-Invasive Cameras for Animal Monitoring and Public Access

This segment provides a project status report.

Topic	Discussion
Work completed during the Month	<ul style="list-style-type: none"> ▪ 01/28 Zoo meeting to discuss project
Work Planned	<ul style="list-style-type: none"> ▪ Developing Business Case ▪ Pending revision of Zoo entry master site plan identifying the exhibits ▪ Second vendor walk through will be scheduled to revisit the exhibits and identify the public cameras, vet, and UMC access cameras. ▪ Zoo will verify funding for project once the park renovations are completed ▪ Zoo has requested to place project on hold due to park renovations that will be taking place.

Work Order and Inventory Management System

This segment provides a project status report.

Topic	Discussion
Work completed during the Month	<ul style="list-style-type: none"> ▪ Initial Zoo meeting to discuss project
Work Planned	<ul style="list-style-type: none"> ▪ Site visits and Analysis ▪ Develop Business Case

PUBLIC SAFETY PORTFOLIO

Police and Fire:

800MHZ Project 25 Radio System Upgrade and Expansion

This segment provides a project status report.

Topic	Discussion
Work completed during the Month	<ul style="list-style-type: none"> ▪ 03/25–03/28, Core system optimization completed ▪ 03/31 City Hall cut-over successfully completed <ul style="list-style-type: none"> ○ Radio Holder issues; getting caught in seat belt, latch coming loose. Working on resolution ○ Volume Issues on both analog and digital side; Working on resolution (volume level, robotic sound and feedback issues) ○ Fire Station decoders burning out. New Fire Altering system is being installed; station side amplifiers, speakers, rack and UPS were not scoped as part of original specifications. Working on replacement resolution ○ New NICE logging recorder system installed some issues with audio playback and integration with the current system, which the E911 district has in place. ○ 158 Busy Outs experienced in the first hour during recent Fire and

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	<p align="center">SWAT events. Issue given priority and is being worked on.</p> <ul style="list-style-type: none"> ▪ 04/03–04/12, Console Operator/Admin Training completed ▪ 04/23, Anthony Tower Agreement Approved by Council
Work Planned	<ul style="list-style-type: none"> ▪ Continue work at MRE Site ▪ Continue work on Anthony Tower and Northeast ▪ Finalize E911 Agreement for Council

Police Department:

WSRCC to Doña Ana County Microwave Link

This segment provides a project status report.

Topic	Discussion
Work planned	<ul style="list-style-type: none"> ▪ Schedule the Installation of Switch gear and Test link after 04/05

Downtown Security Camera Project

This segment provides a project status report.

Topic	Discussion
Work completed during the Month	<ul style="list-style-type: none"> ▪ Received DOT investigation of Durango/Franklin and Paisano/San Francisco locations for cameras ▪ Continue Reengineering of Security Camera locations
Work planned	<ul style="list-style-type: none"> ▪ DOT coordinating with El Paso Electric to provide costs for a separate pole to have equipment installed at 3 locations from original plan. ▪ Meeting scheduled for Monday 04/29 with PD and Engineering to discuss future projects ▪ Meeting to understand DOT findings on camera locations

PD Academy-Cadet Exam Room

This segment provides a project status report.

Topic	Discussion
Work completed during the Month	<ul style="list-style-type: none"> ▪ No new update for the month ▪ Initial Site Survey completed, existing network configuration obsolete. Exam web-based and does not require existing router/switch, firewall configuration ▪ Post conference follow up, unable to use wireless connectivity ▪ Follow up site survey, staff requesting (60) network connections exam room and up to (20) in modular building ▪ 02/21 Provided materials quote
Work planned	<ul style="list-style-type: none"> ▪ Request cabling quotes from vendors to

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Project Management Office Update**

	<p>include network switches needed to accommodate increase in network connections</p> <ul style="list-style-type: none"> ▪ Develop configuration and implementation plan
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EPPD Online Reporting System

This segment provides a project status report.

Topic	Discussion
Work completed during the Month	<ul style="list-style-type: none"> ▪ Finalized Business Case ▪ Met with PD Records Dept. – Provided recommendation on 3rd Party Vendor Solution
Work planned	<ul style="list-style-type: none"> ▪ PD Records to finalize funding questions and submit to Procurement

PRO'S System

This segment provides a project status report.

Topic	Discussion
Work completed during the Month	<ul style="list-style-type: none"> ▪ Finalized alternative system requirements ▪ Reviewed and researched alternative systems ▪ Finalized Business Case
Work planned	<ul style="list-style-type: none"> ▪ Schedule meeting to discuss finalized Business Case ▪ PD to proceed with procurement process

Blue Team/IAPro Upgrade

This segment provides a project status report.

Topic	Discussion
Work completed during the Month	<ul style="list-style-type: none"> ▪ Training needs addressed with vendor, training pending test environment upgrade ▪ List of workstations provided to DoITS ▪ Application and database were upgraded on 04/05
Work planned	<ul style="list-style-type: none"> ▪ Project closeout to include a survey for regional command centers

Police iPhone Implementation

This segment provides a project status report.

Topic	Discussion
Work completed during the Month	<ul style="list-style-type: none"> ▪ Procure required module for CJIS implementation (Procurement process)
Work planned	<ul style="list-style-type: none"> ▪ Install procured module in MDM ▪ Configure MDM for CJIS compliance ▪ Deploy iPhones

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PD Storage Facility

This segment provides a project status report.

Topic	Discussion
Work completed during the Month	<ul style="list-style-type: none"> ▪ 03/26 Fiber Site Survey completed
Work planned	<ul style="list-style-type: none"> ▪ Coordinating installation process with management, 811 Texas fiber build provides pathway to convert from T1s to fiber to Luther Building

Fire Department:

Everbridge Notification System

This segment provides a project status report.

Topic	Discussion
Work completed during the Month	<ul style="list-style-type: none"> ▪ Loaded 911 GIS data using the template and specifications provided ▪ Reviewed option configuration and content customization forms ▪ Completed end-user on-demand training and on-site training ▪ System go-live completed
Work Planned	<ul style="list-style-type: none"> ▪ Applications team working on exporting employee information into Code Spear entry

Cabling Infrastructure Improvements 2012-2013

This segment provides a project status report.

Topic	Discussion
Work completed during the Month	<ul style="list-style-type: none"> ▪ No new updates for the Month ▪ 8 of 35 Fire Stations Completed ▪ Cabling materials for remaining Fire Station being temporarily redirected to the CH relocation project
Work Planned	<ul style="list-style-type: none"> ▪ Schedule cabling at remaining 27 Fire stations after CH relocation items have been completed

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Medical Vault Installations

This segment provides a project status report.

Topic	Discussion
Work completed during the Month	<ul style="list-style-type: none"> ▪ Broadcasting antennas installation on all medical units for stronger Wi-Fi connectivity ▪ InMotion OMG 2000's installation on Rescue Units, need two ports instead of one port ▪ OMG 2000's and 1000's interchanged between units
Work Planned	<ul style="list-style-type: none"> ▪ Project put on hold due to no other Rescues available for the switching of the InMotion devices. ▪ Hold a meeting with Chief Pena to get vehicles into the radio shop for installation.

Fire Station #37

This segment provides a project status report.

Topic	Discussion
Work completed during the Month	<ul style="list-style-type: none"> ▪ CAT6 cabling installed, allowing for construction contractor to close walls
Work Planned	<ul style="list-style-type: none"> ▪ Provide coaxial cabling quote and installation ▪ Coordinate with service providers, installation timelines

Municipal Clerk's Office:

Agenda and Video Software Project Update

This segment provides a project status report.

Topic	Discussion
Work completed during the Month	<ul style="list-style-type: none"> ▪ Purchase Order issued
Work Planned	<ul style="list-style-type: none"> ▪ Pending vendor kickoff call ▪ Implementation schedule ▪ Project Team Meetings to be scheduled

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Open Records Request Software Project Update

This segment provides a project status report.

Topic	Discussion
Work completed during the Month	<ul style="list-style-type: none"> ▪ Vendor kickoff call completed with PIO ▪ Kickoff meeting completed 03/14 ▪ Vendor Site Build Out ▪ Reviewed/edited documentation provided by vendor: List of Staff/users, FOIA Implementation Questionnaire, Letter Templates Review session planned for week of 04/08 ▪ Training sessions planned for week of 04/15-04/16
Work Planned	<ul style="list-style-type: none"> ▪ Final changes and clear test data 04/29 ▪ Go-live date 05/15

e-Campaign Finance Application

This segment provides a project status report.

Topic	Discussion
Work completed during the Month	<ul style="list-style-type: none"> ▪ Training completed for the City Clerks' staff ▪ Training documentation provided to Clerks' staff and Help Desk staff
Work Planned	<ul style="list-style-type: none"> ▪ Preparation for go-live (elections/reporting)

Court Case Management Software

This segment provides a project status report.

Topic	Discussion
Work completed during the Month	<ul style="list-style-type: none"> ▪ Bids expired 04/18 ▪ External PM has updated the RFP and scenarios
Work Planned	<ul style="list-style-type: none"> ▪ RFP will be released again this week.

City Website – Municipal Clerk/Municipal Court

This segment provides a project status report.

Topic	Discussion
Work completed during the Month	<ul style="list-style-type: none"> ▪ Phase I complete
Work Planned	<ul style="list-style-type: none"> ▪ Pending CMS and Agenda Video Software implementation ▪ Complete Site Design Draft II <ul style="list-style-type: none"> ○ Department Feedback ○ Reconcile Changes ▪ Complete Final Version <ul style="list-style-type: none"> ○ Peer Review ○ Departmental Sign-Off ▪ Website Rollout

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COMMUNITY SERVICES PORTFOLIO MEETING

Environmental Services:

Citizen Collection Sites-Martindale Software

This segment provides a project status report.

Topic	Discussion
Work completed during the Month	<ul style="list-style-type: none"> ▪ No new update for the month ▪ 12/13 Conference call with vendor, provided IT resource information for installation, and identified remote access requirements ▪ 01/17 Provided vendor network account information ▪ 02/22 Vendor completed application installation
Work Planned	<ul style="list-style-type: none"> ▪ Coordinate call with new Martindale contact, finalize installation ▪ Initiate testing with CCS staff ▪ Create report folder for admin users

Greater El Paso Landfill-CompuWeigh Software Upgrade

This segment provides a project status report.

Topic	Discussion
Work completed during the Month	<ul style="list-style-type: none"> ▪ No new updates for the month ▪ Vendor testing RFID solutions ▪ IT Support team assisting vendor with remote access and configuration changes ▪ 12/17 Vendor provided credit card module specifications
Work Planned	<ul style="list-style-type: none"> ▪ PeopleSoft export requirements

LifeSize-ClearSea Software

This segment provides a project status report.

Topic	Discussion
Work completed during the Month	<ul style="list-style-type: none"> ▪ Finalized Business Case
Work Planned	<ul style="list-style-type: none"> ▪ Meet with department on IT recommendations

Public Health Department:

Accela

See in Information Technology section.

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TRANSPORTATION AND PUBLIC WORKS PORTFOLIO

Transportation:

CityWorks Service Order Requests

This segment provides a project status report.

Topic	Discussion
Work completed during the Month	<ul style="list-style-type: none"> ▪ Software developer met with DOT to make changes requested for the application.
Work Planned	<ul style="list-style-type: none"> ▪ Pending feedback from DOT on changes/modification to the application.

DOT Technology Assessment

This segment provides a project status report.

Topic	Discussion
Work completed during the Month	<ul style="list-style-type: none"> ▪ Completed 3 day site visits of all DOT divisions ▪ Documented high level areas for improvement (including department processes and technology needs)
Work Planned	<ul style="list-style-type: none"> ▪ Division meetings – hold 2nd round of meetings to further define scope of dept. process changes and technology needs ▪ Document and research alternatives ▪ Finalize Business Case/Recommendations

Sun Metro:

New Sun Metro Maintenance Facility

This segment provides a project status report.

Topic	Discussion
Work completed during the Month	<ul style="list-style-type: none"> ▪ Construction continues on site
Work Planned	<ul style="list-style-type: none"> ▪ Attend weekly Construction meetings as needed

General Services:

IMb Implementation (USPS Intelligent Bar Code)

This segment provides a project status report.

Topic	Discussion
Work completed during the Month	<ul style="list-style-type: none"> ▪ Met with CW and gathered department requirements
Work Planned	<ul style="list-style-type: none"> ▪ Schedule preparation for each department needs

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5115 El Paso Drive to 131 N. Cotton St. Relocation

This segment provides a project status report.

Topic	Discussion
Work completed during the Month	<ul style="list-style-type: none"> ▪ No new update on area availability from GS
Work Planned	<ul style="list-style-type: none"> ▪ Install new cabling and connect site via Microwave link from the County Court House, once GS is ready

Fuel Pump Replacements

This segment provides a project status report.

Topic	Discussion
Work completed during the Month	<ul style="list-style-type: none"> ▪ Site visit planned with General Services Team and DoITS 03/21
Work Planned	<ul style="list-style-type: none"> ▪ Pending feedback from site visit and scoring of bids

City Hall Relocation Document Scanning

This segment provides a project status report.

Topic	Discussion
Work completed during the Month	<ul style="list-style-type: none"> ▪ Applications Support Team is currently uploading scanned images from document imaging application into Enterprise Document Management Application (EDM) ▪ Departments are reviewing their images within EDM once they are uploaded
Work Planned	<ul style="list-style-type: none"> ▪ Continue uploading images into new EDM that have been scanned

Feedback and Questions

This segment provides an open forum for the Stakeholders to provide feedback and their perceptions related to the projects. This segment also allows the opportunity to ask questions.