

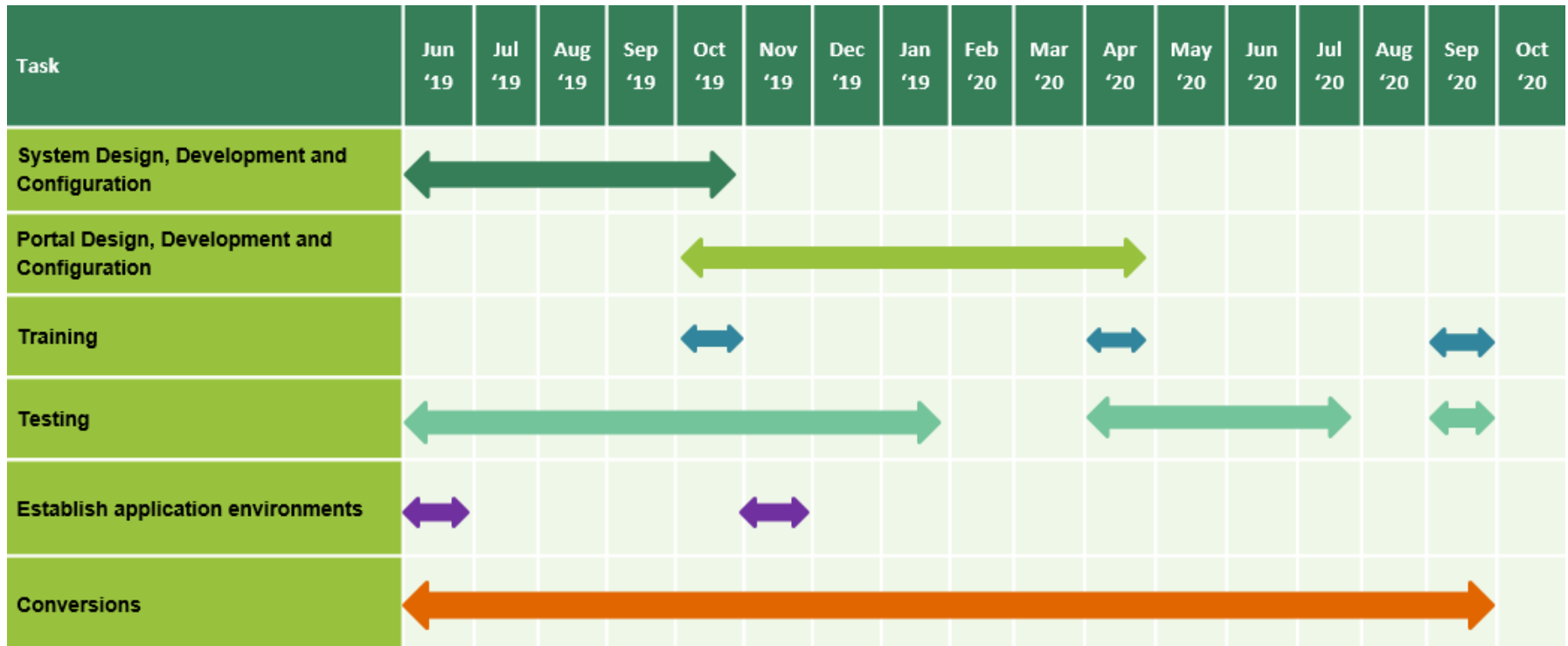


# PCI Revenue Project Update

Audit Committee Presentation

June 17, 2019

# Timeline



Go Live – **October 13, 2020**

# PROGRESS

As of May 31, 2019

Major Area	Complete (Target)	Complete (Actual)
Overall Project	58%	50%
Planning	100%	98%
System Development & Configuration	31%	11%
Conversions – Round 1	100%	80%
Conversions (Overall)	49%	39%
Establish Application Environments	67%	33%
Training	19%	15%
Testing	29%	20%

# PROGRESS

## Data Conversions – Round 1 of 4

Conversion Data Sets	Success Rate (Target)	Success Rate (Actual)*
Business License Taxes	95%	95%
Individual Personal Property Taxes	95%	95%
Real Estate Taxes	95%	50%
Local Trust Taxes	95%	90%**
Short-term Rental Taxes	95%	95%**

\* Average    \*\*Estimated

# ATTENTION AREAS

## DELAYS AND PROBLEMS SINCE LAST STATUS UPDATE WAS GIVEN

- Data Conversion
- Test System Delivery

## CONTRIBUTING FACTORS TO ADDRESS

### Decision Making:

- Delays
- Current Processes / Limits
- Customer Service
- Haphazard

### DoT Resources:

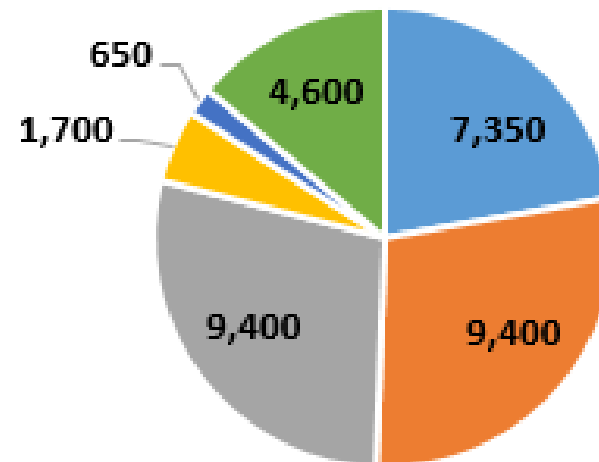
- Vacancies
- Competing Priorities

### PCI Engagement:

- Responsiveness
- Pro-activeness
- Experience Sharing

# Total Budgeted Hours = 33,100

## Budgeted Project Hours



■ Auditing      ■ Commissioner      ■ Treasurer  
■ Finance      ■ Real Estate      ■ Technology

# Budgeted Resources

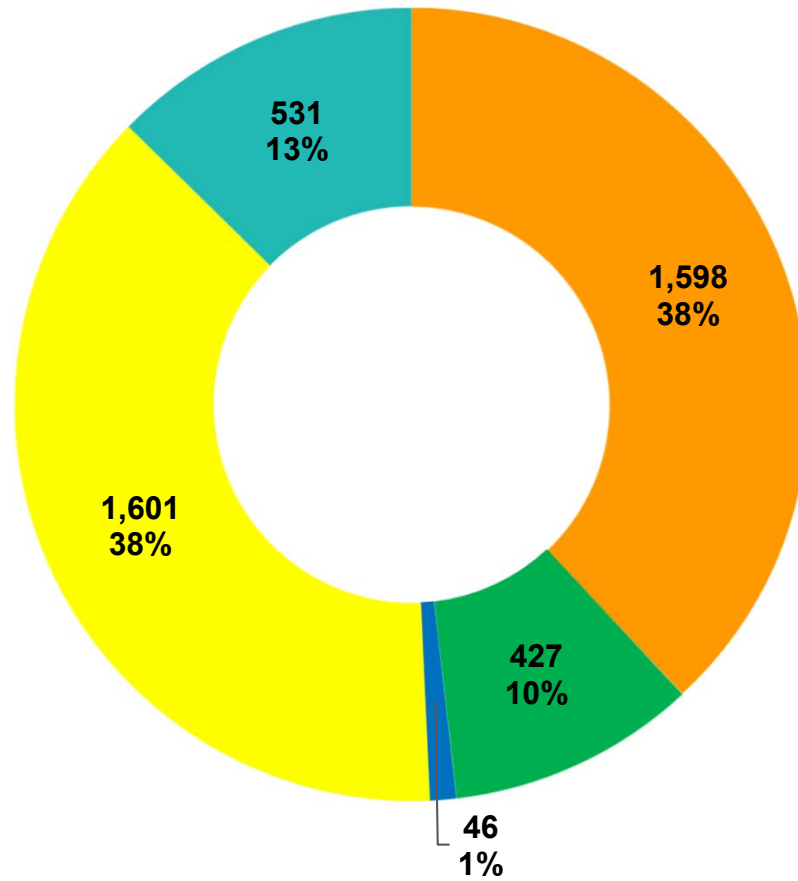
Department	Role	FTE %
Commissioner	Steering Committee Members (2)	0.20
Commissioner	Subject Matter Expert - Lead (1)	0.80
Commissioner	Subject Matter Experts – Other (5)	1.15
Treasurer	Steering Committee Members (2)	0.20
Treasurer	Subject Matter Expert - Lead (1)	0.60
Treasurer	Subject Matter Experts – Other (8+)	1.35
Auditing	Project Sponsor (1)	0.10
Auditing	Project Manager (1)	1.00
Auditing	Project Advisor (1)	0.60

# Budgeted Resources

Department	Role	FTE %
Technology	Subject Matter Expert - Lead (1)	0.20
Technology	Subject Matter Experts – Other (3+)	0.85
Finance	Subject Matter Expert - Lead (1)	0.05
Finance	Subject Matter Experts – Other (undesigned)	0.35
Real Estate	Subject Matter Expert - Lead (1)	0.05
Real Estate	Subject Matter Expert – Other (1)	0.10

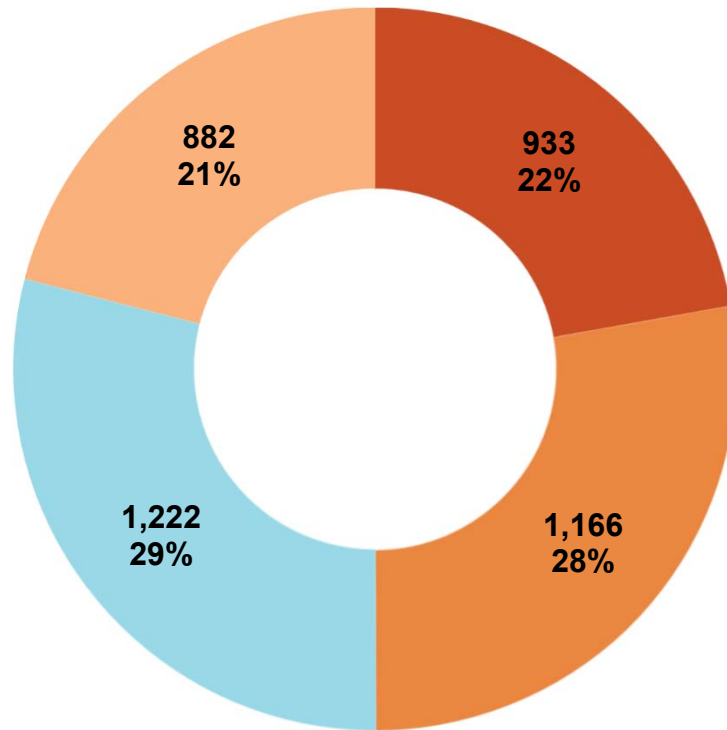


# Total Project Hours City Staff – By Department



■ Commissioner   ■ Technology   ■ Finance / REV   ■ Auditing   ■ Treasurer

# Total Project Hours City Staff – By Quarter



■ Mar '18 - Jun '18   ■ Jul '18 - Sep '18   ■ Oct '18 - Dec '18   ■ Jan '19 - Mar '19

# DELIVERABLES PROVIDED

## CRITICAL DELIVERABLES – Vendor to City

- Project Plan
- Subject Matter Expert (SME) Training
- Test Revenue Billing System (RBS)

## CRITICAL DELIVERABLES – City to Vendor

- Final Stakeholder Approved Business Process Reviews (BPR)
- Preliminary Configuration Decisions - Round 1 Conversion and Setup
- Round 1 Data Conversion Files

# COSTS

	Amount
Original Budget	\$ 1,580,000
Spent to date	607,849
Committed to PCI	712,711
<b>Uncommitted Budget</b>	<b>\$ 259,440</b>
Cashiering Equipment	16,824
DOT Temporary Developer (estimate)	150,000
Known Additional Customizations Being Considered	69,800
<b>Available Budget</b>	<b>\$ 22,816</b>

# GOALS FOR NEXT REVIEW

## DATE OF NEXT STATUS UPDATE

- September 4, 2019

## GOALS FOR NEXT STATUS UPDATE

- Round 1 Conversion Completed
- Full Test System Installed and Configured
- All BPR Documents Completed and Approved
- Potential City Code Changes Identified