County IT Projects

Quarterly Progress Report

2nd Quarter, FY23-24
Oct 1 – Dec 31, 2023

Summary

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

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

In addition to project status updates, this report also describes the County's IT overall project performance trends over the last 12 quarters.

Highlights

At a Glance

The number of projects in this reporting period is 22, the same number reported in the previous quarter. Two projects, County Reimbursement System (OC METER), managed by Auditor-Controller, and Integrated Talent Management System – Performance Module, managed by CEO-HRS, were completed last quarter. A total of two new projects were added. The total budget increased from $52,219,842 to $53,658,398.

Key Accomplishments

Three projects, HCA's Business Intelligence & Analytics and Electronic Health Records (EHR), and OCIT's Shared Services Server Platform, were successfully completed in FY23-24 Q2.

IT Portfolio Size and Budget
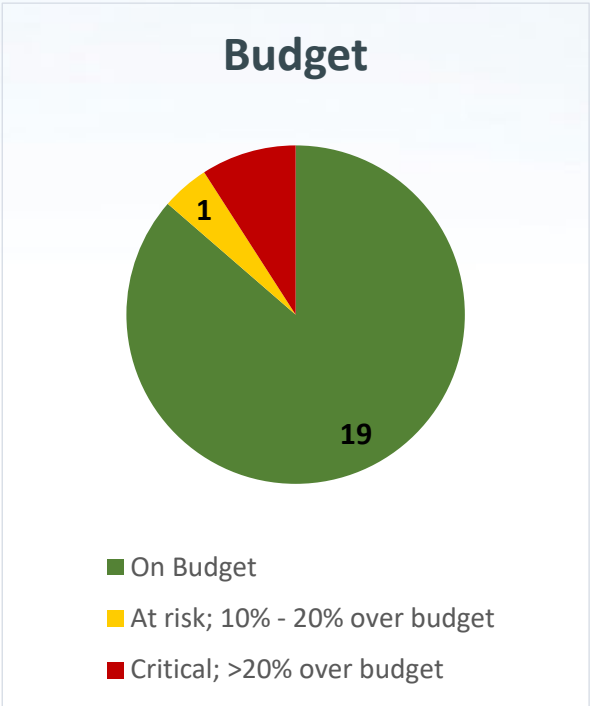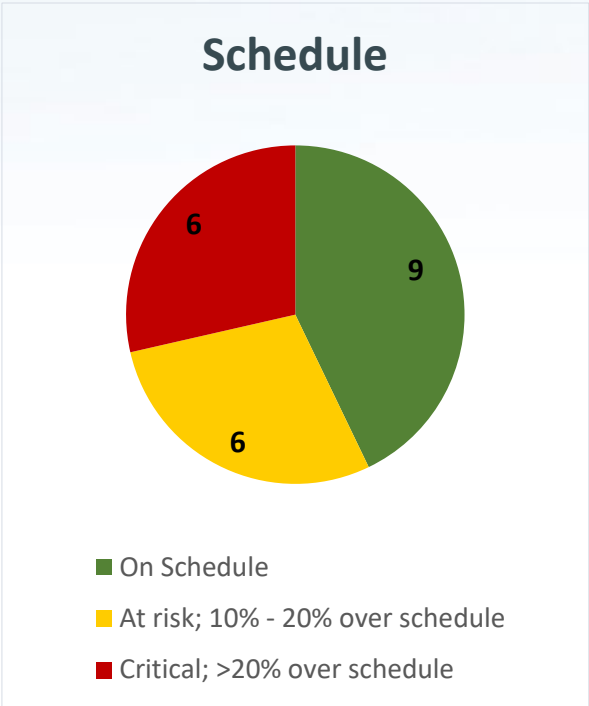
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This chart depicts the County's IT project portfolio size and budget trends over the last 12 quarters.
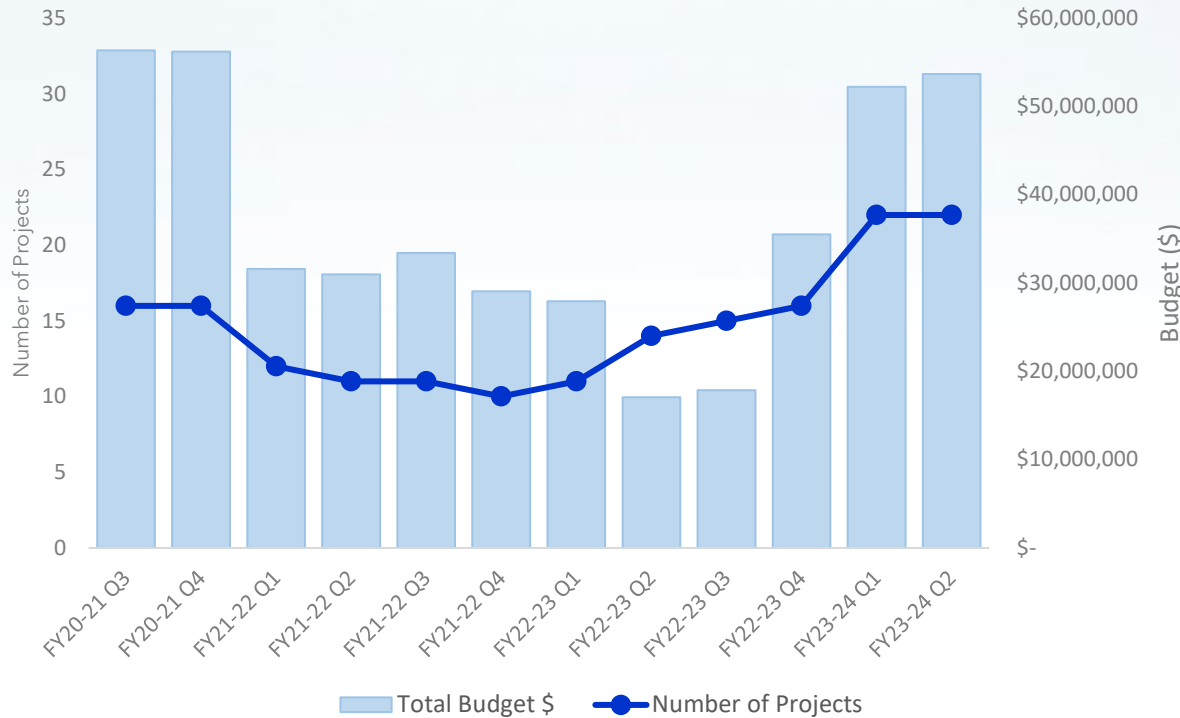
- The number of active projects is 22, the same number of projects reported in the previous quarter.

- Project data from the last 12 quarters show an average of 14.7 and a median of 14.5 projects.

- The total portfolio budget increased by $1,438,556.

The chart above reflects projects that were active or completed during each quarter.

Portfolio Performance

The charts below depict the County's IT project portfolio schedule and budget performance of the active and completed projects during the reporting period.

Schedule

- ■ On Schedule
- ■ At risk; 10% - 20% over schedule
- ■ Critical; >20% over schedule

Budget

- ■ On Budget
- ■ At risk; 10% - 20% over budget
- ■ Critical; >20% over budget

During this reporting period, 12 projects are experiencing schedule delays, and two projects exceed their original or rebaselined budgets.

Vendor, resource, and equipment availability and project dependencies are the primary contributors to project schedule delays. Budgets have been impacted by scope changes and increased equipment costs.
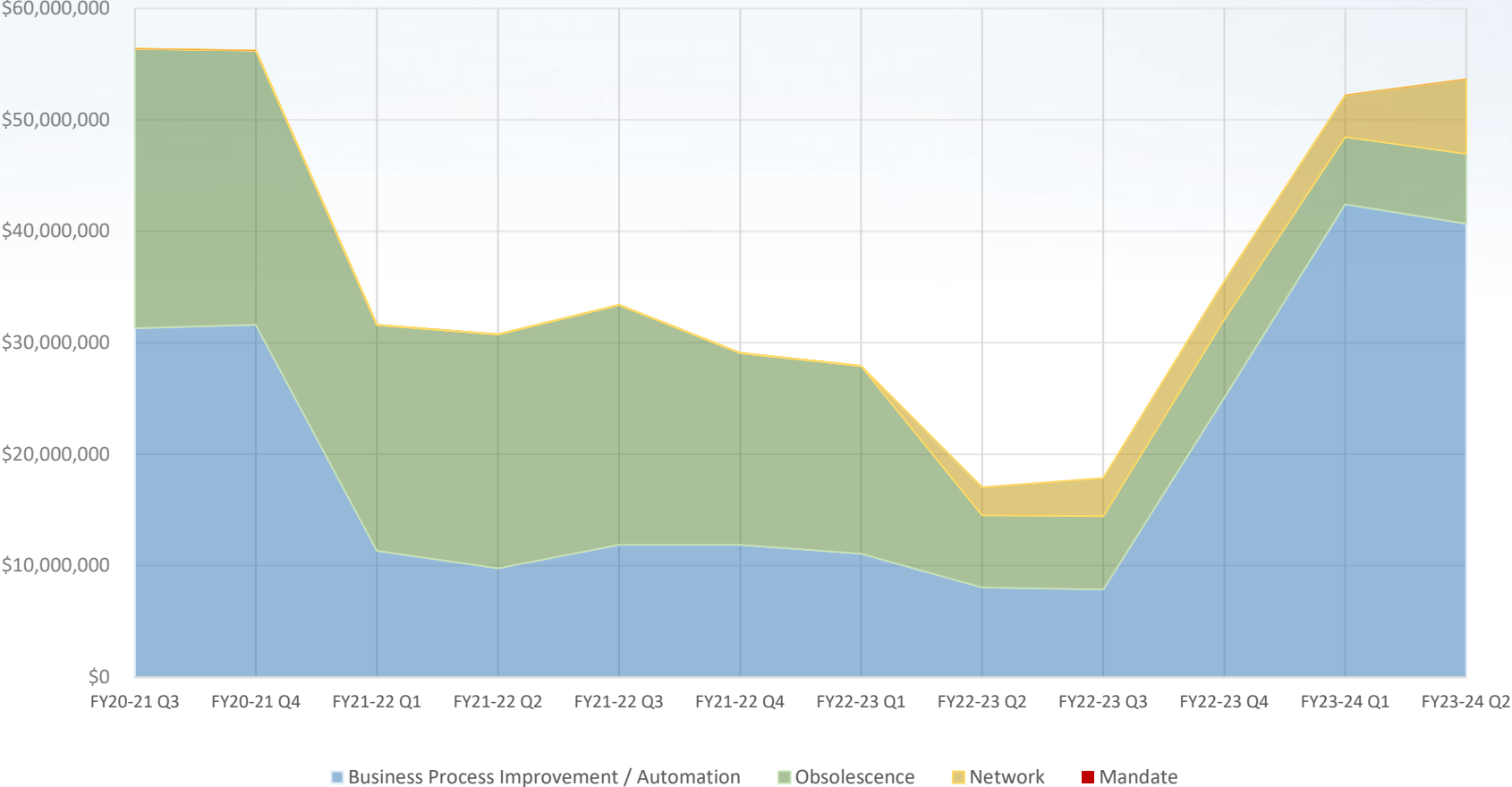
The chart below depicts the County's IT project schedule performance trend for the projects that were completed over the last 12 quarters.

The bars reflect the total number of projects completed in each quarter and the number completed on schedule.

The line reflects the percentage of projects completed on schedule over four consecutive quarters.

Project Portfolio Schedule Performance Trend
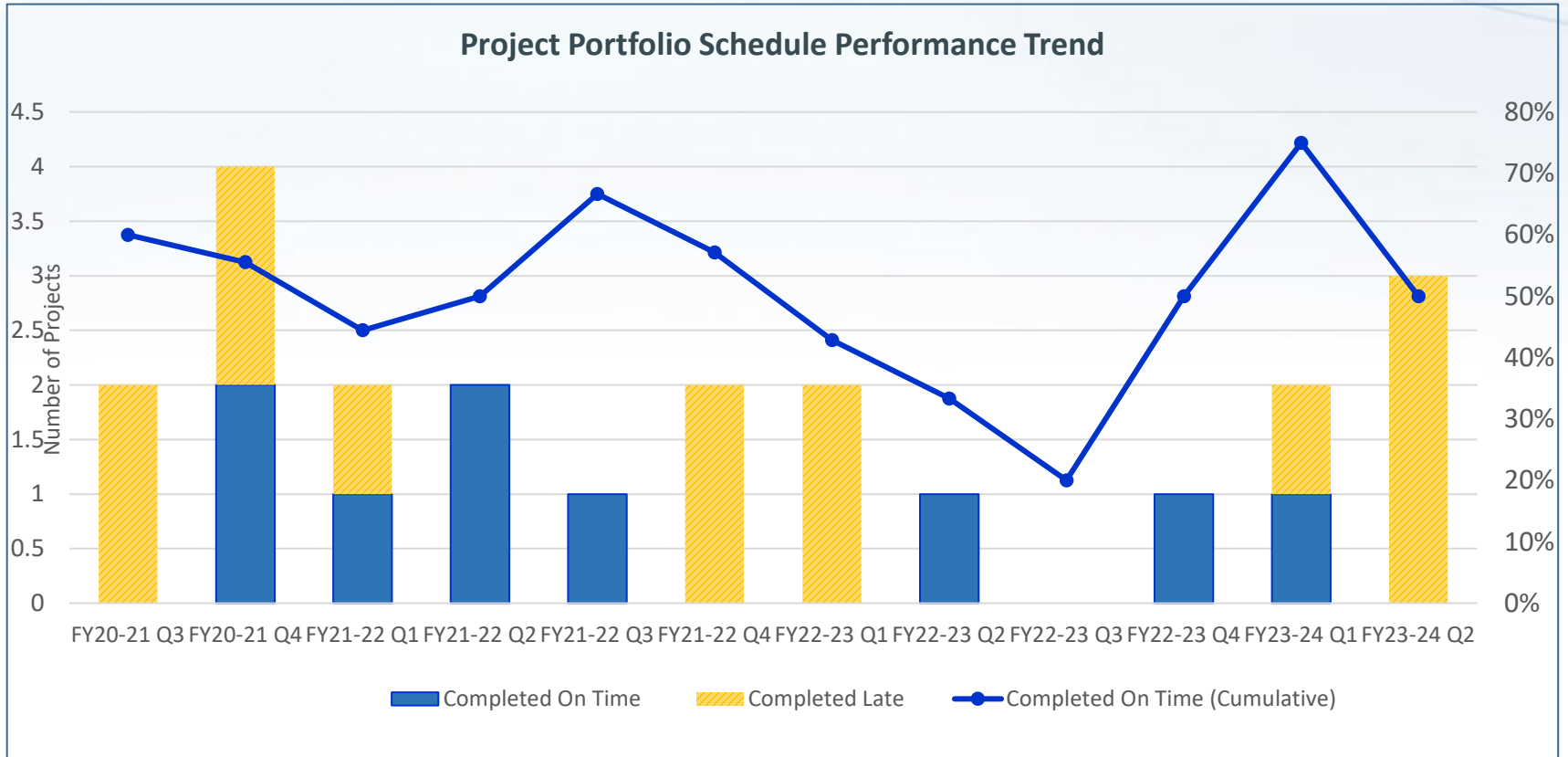
This portfolio budget performance trend may reflect the County's cost-schedule tradeoff decisions to stay within resource and budget constraints at the expense of schedule.

Project Investment Trends

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Projects intended to improve or automate business processes account for 75.83% of the County's IT budget this quarter. Projects for replacing end-of-life or obsolete systems account for 11.7% of the budget. Network projects account for 12.47% of the budget.
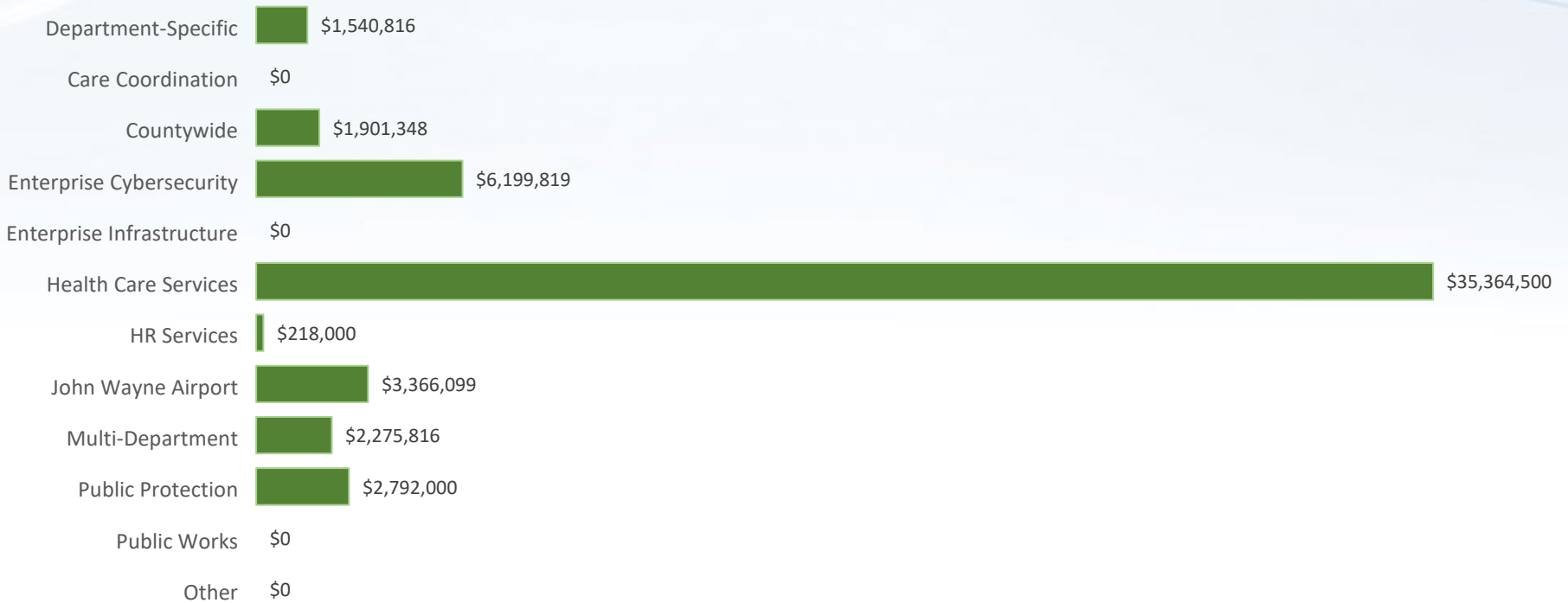

Investment by Business Justification

The chart above reflects projects that were active or completed during each quarter.

Investment by Service Area

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Health Care Services accounts for the largest share of the County's IT project investments this quarter. Enterprise Cybersecurity, John Wayne Airport, Public Protection, and Multi-Department projects also have a large share of the IT project budget.

Service Area	Investment
Department-Specific	$1,540,816
Care Coordination	$0
Countywide	$1,901,348
Enterprise Cybersecurity	$6,199,819
Enterprise Infrastructure	$0
Health Care Services	$35,364,500
HR Services	$218,000
John Wayne Airport	$3,366,099
Multi-Department	$2,275,816
Public Protection	$2,792,000
Public Works	$0
Other	$0

The chart above reflects projects that were active or completed during this reporting period.

Managing Dept.	Business Owner	Project Description	Budget	Schedule	Schedule / Budget	Project Phase - Status as of End of Reporting Period Key Highlights Since End of Reporting Period	% Completed
CEO-HRS	CEO-HRS	**HRS Onboarding** - Project provides a central hub that keeps employees compliant, automates onboarding paperwork and tasks, and builds team culture with a personalized self-service employee portal. The County has an active contract with NEOGOV to recruit talent to fill various positions across County departments. Serving as our applicant tracking database, NEOGOV would provide for a seamless transition as new hires navigate the onboarding experience in the same system as their application process.	🟩	🟨	Planned Start: 07/28/23 Planned End: ~~12/04/23~~ 02/23/24 Budget: $ 218,000 Expended: $ 0 Encumbered: $ 0 Balance: $ 218,000 Source: General Fund, CEO-HRS	**Execution** – Tested new hire feed. In upcoming period, to finalize system validation; present to CHRO and Onboard Workgroup, implement rollout. **Risk Mitigation** - Transition of information and account creation. To complete demo on system and complete applicant transition to employee testing within system.	90%

List is ordered by Managing Dept., then by Business Owner.
* Project has been rebaselined.
** Project will be baselined after initiation or procurement activities are complete.

🟩 On track; within 10% of budget/schedule   🟨 At risk; 10% - 20% over budget/schedule   🟥 Critical: >20% over budget/schedule

Managing Dept.	Business Owner	Project Description	Budget	Schedule	Schedule / Budget	Project Phase - Status as of End of Reporting Period Key Highlights Since End of Reporting Period	% Completed
HCA	HCA	**Business Intelligence & Analytics -** Implement a system to allow for data mining, analytics, online analytical processing, monitoring, visibility of key historical and predictive modeling-based data. System benefits include timely availability of key information, decision support systems, increased development and standardization of best practices, performance and outcomes measurement and improvements, more efficient and meaningful collaboration, production of reliable and accurate key metrics, and increased overall data accuracy, security and governance.			Planned Start: 07/01/18 Planned End: ~~12/31/21~~ ~~03/31/22~~ ~~12/31/22~~ ~~12/31/23~~ ~~12/31/24~~ 12/31/23 Budget: $ 3,000,000 Expended: $ 2,199,502 Encumbered: $ 0 Balance: $ 800,498 Source: MHSA	**Closing** – Closing project. Tableau training has been completed. Program staff are developing dashboards to meet their programmatic needs. Initial data warehouse has been set up for development of dashboards. **Risk Mitigation** ⁻ N/A	100%

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IT Project Dashboard

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Managing Dept.	Business Owner	Project Description	Budget	Schedule	Schedule / Budget	Project Phase - Status as of End of Reporting Period Key Highlights Since End of Reporting Period	% Completed
HCA	HCA	**CHORUS -** Build several integrated digital solutions on the CHORUS platform to create a more responsive crisis response system, a comprehensive online resource directory that supports consumers and providers when searching for behavioral health and other resources, and a closed-loop referral system to streamline clients' timely access to County programs. These solutions digitize program workflows, reduce the need for duplicate data entry, provide a secure method for sharing data as permissible, and visualize key program indicators and operational data on custom dashboards. This is a multi-phase, multi-year project.			Planned Start: 06/01/21 Planned End: 06/30/24 Budget: $ ~~17,225,000~~ $ 27,920,000 Expended: $ 17,225,000 Encumbered: $ 0 Balance: $ 10,695,000 Source: MHSA & other State funding	**Execution** – Ongoing improvement cycles and enhancements for existing modules; go-live of O&E, PEI solution, Crisis Res Programs bedboard, crisis services closed-loops referrals; County SSO/MFA go-live delayed until post-12/31/23. Completed alpha/initial designs of TAR modules, first forms for CARE Act implementation; conducting planning and requirements gathering for additional CARE Act forms, comprehensive closed-loops referrals and linkages, location services, and data integration. In upcoming period, to go live with SSO/MFA across County and multiple contracted providers; ongoing improvement cycles and enhancements for existing modules; beta/User Acceptance Testing of initial TAR solution; alpha/initial designs for CARE Act Implementation; planning and requirements gathering for SUD residential services bedboards, comprehensive closed-loop referrals and linkages, location services, and data integration. **Risk Mitigation** - Chorus data integration work will begin once EDW solicitation is completed. HCA will create alternative solutions for Chorus data integration to meet program needs during the solicitation period. - The State has provided a high-level review and walk-through of the data submission process but has not yet shared schemas. HCA will model data elements and code sets based on the CARE Act data dictionary provided by the State and will submit.	**80%**

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HCA	HCA	**Electronic Health Records (EHR) Interoperability** - Implement an acceptable and industry standards-driven interoperability solution for the EHR with HCA behavioral health service contract providers and other partners to allow a better integration of services and the sharing of key clinical and financial data, resulting in better care coordination, elimination of duplicate data entry and maintenance, easier collaborations and transitions of care amongst the provider community, and access to a more comprehensive clinical dataset for shared clients. This will also enable a more standardized approach to data definitions, terminology, vocabulary, security standards, and compliance.			Planned Start: 07/01/18 Planned End: ~~06/30/21~~ ~~01/31/22~~ ~~10/31/22~~ ~~12/31/23~~ ~~12/31/24~~ 12/31/23 Budget: $ 500,000 Expended: $ 192,660 Encumbered: $ 0 Balance: $ 307,340 Source: MHSA	**Closing** – Closing project. HCA leadership has decided to go out to bid for a Health Information Exchange to meet interoperability requirements. To initiate RFP; will submit project to IRC and BOS once contract is developed from RFP. Working towards finalizing approach and development of strategies. Continuing to evaluate interoperability requirements and specifications. **Risk Mitigation** - N/A	100%

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HCA	HCA	**iConnect Lab Portal -** The development and implementation of the iConnect Lab Web Portal will provide Public Health Lab (PHL) the ability to facilitate electronic transmissions of specimen request and patient demographic data from clients external to the Health Care Agency's (HCA) Electronic Health Record system. The iConnect solution will share external specimen results electronically with Cerner through the LIMSConnect ETOR platform service. The integration between Cerner and the Lab Web Portal will reduce errors and save staff resource time and shall be performed by HPG.	🟩	🟩	Planned Start: 03/31/23 Planned End: ~~06/30/24~~ 02/28/24 Budget: $ 349,500 Expended: $ 48,466 Encumbered: $ 0 Balance: $ 301,034 Source: ELC2	**Execution** – Continued LWP testing in QC1 environment for TRF forms; continued TRF Batch Upload development and data mapping in Cerner. Finalized Clinical TRF form. Continued development of the LIMSConnect interface between LWP and Cerner. Continued to meet with HPG/iConnect on deliverables and strategies for integrating LIMSConnect. In next period, to conduct form validation testing in QC1 environment; continue TRF Batch Upload and data mapping in Cerner; conduct LIMSConnect interface testing; configure user roles; continue to meet with HPG/iConnect on deliverables and strategies for integrating LIMSConnect. **Risk Mitigation** - Possible impact of non-availability of PHL staff due to competing priorities; will continue collaboration and communication with PHL to ensure availability. - Budget is based on ELC2 funding and budgeted funds must be used by July 2024; to ensure project is completed and funds are spent within the project timeline. - Vendor resource change; to implement change and continue to anticipate and plan for possible changes, assess their impact and feasibility, and communicate changes as needed.	**60%**
HCA	HCA	**Multi-Drug Resistant Organism (MDRO) Data Exchange** - Software development project for a custom MDRO Data Exchange to accommodate LTACH, ACH, and SNFs to ensure appropriate handling of patients with MDROs. The solution will include logical workflows, scalability, configurations, reporting, and interoperability. The final product will be hosted as a Software as a Service (SaaS) solution and will provide data processing, high-quality user experience, and up-to-date architecture and security infrastructure to future-proof the system.	🟩	🟩	Planned Start: 09/23/23 Planned End: 09/30/24 Budget: $ 3,595,000 Expended: $ 594,000 Encumbered: $ 0 Balance: $ 3,001,000 Source: ELC2	**Initiation** - Reviewed/validated scope; reviewed/validated requirements; developed project management plan and project charter; Developed product vision, personas, user journeys; Sprint 0 planning; infrastructure and architecture design and setup; initiated application development. In next period, to continue application development for user creation, facilities management, and manual adding of patients and labs; create data structure and load CalREDIE dataset; further review, refine, and validate requirements. **Risk Mitigation** - Possible impact of non-availability of PHL staff due to other competing priorities; to continue collaboration and communication with PHL to ensure availability. - Budget is based on ELC2 funding, which ends July 2024; ensure project is completed and identified funding is available up to completion date. - Project staffing and timeline underestimation; realign timelines, increase development resources.	**20%**

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JWA	JWA	**Baggage Handling System** - This project is to replace the Upper-Level Controls (Baggage Handling System) at JWA. Replacement includes network infrastructure, hardware, and software.	*		Planned Start: 12/06/22 Planned End: ~~05/11/24~~ 05/14/24 Budget: $ ~~2,922,268~~ $ 3,366,099 Expended: $ 555,786 Encumbered: $ 2,677,394 Balance: $ 132,919 Source: JWA	**Execution** – Completed factory acceptance testing. In next period, to commission Terminal C. **Risk Mitigation** - Risk of failure of current system before new system is implemented; a contingency plan has been developed in the event of failure.	84%
OCIT	COB	**OC Agenda** - Implement an Agenda Management replacement solution that meets the County's requirements of the agenda process lifecycle (creating Agenda Staff Reports (ASRs), compiling ASRs/publishing agendas, posting meeting minutes, and archiving).			Planned Start: 05/07/20 Planned End: ~~06/30/21~~ ~~10/25/21~~ ~~06/25/22~~ ~~09/30/22~~ ~~03/27/23~~ ~~09/26/23~~ ~~12/31/23~~ 03/31/24 Budget: $ ~~1,365,617~~ $ 1,451,708 Expended: $ 1,328,762 Encumbered: $ 41,600 Balance: $ 81,346 Source: General Fund	**Execution** – Continued Functionality Testing and User Acceptance Testing; bug ticket remediation. In next period, to continue User Acceptance Testing; Go/No-Go decision; COB user training; Board office training; parallel testing; go live. **Risk Mitigation** - Vendor continues to work on outstanding functionality issues; vendor did not meet calendar year-end deadline. Set up biweekly progress meetings and weekly check-ins. - Percent complete does not reflect actual project status. Adjusted downward to reflect items not completed in last reporting period per plan. - Budget increased to $1,451,708. Additional budget will be needed if project continues past mid-March.	87%

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OCIT	Multi	**Access Control Conversion from Lenel to Genetec** - Migrate identified County Lenel badge system components to the Genetec platform to reduce material and licensing costs and improve maintenance support channels.	🟩	🟥	Planned Start: 02/01/23 Planned End: ~~06/24/24~~ 12/31/24 Budget: $ 448,665 Expended: $ 7,397 Encumbered: $ 0 Balance: $ 441,268 Source: General Fund	**Execution** - Closed out architecture and design meetings with integration partner; rebaselining schedule, scope, and timelines. In next period, to engage Convergint/Genetec Pro Services; establish cutover and training schedules; conduct first Genetec and cutover training; migrate Lenel data into Genetec database; cutover and test pilot facility (OC Data Center); verify Lenel and Genetec data is consistent; cutover and test first duress location. **Risk Mitigation** - Failure to maintain consistency between Lenel and Genetec databases during migration; generate automated weekly reports that indicate consistency between the two databases.	28%
OCIT	Multi	**County Enterprise External Firewall Cluster Enhancements** - The County is moving away from Cisco to Palo Alto firewalls and is starting with the deployment of the new firewalls at OCDC and CAS. These firewalls will be supporting internet access for County and department users.	🟥	🟨	Planned Start: 11/20/23 Planned End: ~~04/12/24~~ 06/07/24 Budget: $ ~~833,550~~ $ 2,003,507 Expended: $ 1,450,488 Encumbered: $ 465,119 Balance: $ 87,900 Source: ARPA, OCIT	**Execution** - Completed project kickoff and discovery and design phases; completed device integration, configuration, and testing. Initiated configuration review and management. In next period, to complete configuration review and management and initiate firewall migrations. **Risk Mitigation** - Additional funding required to complete project. Funds transferred via MBAR from cancelled projects in Fund 289.	60%

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OCIT	Multi	**County Enterprise Network Redundancy** - The purpose of this project is to upgrade and enhance the County network infrastructure in the County Administration South (CAS) building to build additional redundancy in case of network or internet service failure at the Orange County Data Center (OCDC).	🟩	🟥	Planned Start: 10/10/22 Planned End: ~~05/02/23~~ ~~10/15/23~~ 06/30/24 Budget: $ 2,517,647 Expended: $ 1,312,443 Encumbered: $ 1,364 Balance: $ 1,203,840 Source: General Fund, OCIT	**Execution** – Installed and configured ISE node; redundancy implementation and documentation initiated. In next period, completion of redundancy implementation pending Palo Alto firewall implementation. Documentation will be restarted after redundancy implementation complete. **Risk Mitigation** - Schedule delay due to pre-requisite to complete Palo Alto firewall project; increased costs and scheduling due to scope increase revealed during the discovery period. Contract amendment #2 when approved will realign project dates and extend end date to 6/30/24.	75%
OCIT	Multi	**eDiscovery Tool** - Implementation of Exterro eDiscovery Case Management System will provide an end-to-end workflow and automation solution for processing eDiscovery requests. The system will eliminate redundant manual work, reduce data entry errors, efficiently track cases, generate status reports, and share data with agencies.	🟨	🟩	Planned Start: 07/01/23 Planned End: 02/25/24 Budget: $ ~~375,000~~ $ 460,816 Expended: $ 32,566 Encumbered: $ 344,250 Balance: $ 84,000 Source: General Fund	**Execution** - Completed project kickoff and business process review; identified legal holds requirements, security and user permissions requirements, and HR/SSO integration requirements; completed SSA and SMTP configuration. In next period, to migrate legacy active legal hold cases; develop workflow configuration; conduct training; go-live. **Risk Mitigation** In addition to the current balance, a project budget increase is required due to additional licensing and scope expansion; funding source TBD.	85%

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OCIT	Multi	**Identity and Badge Data Integration** - Integration of the Lenel badge system with the OC HARP system to enhance automation of badge provisioning and physical access control capabilities.	🟩	🟨	Planned Start: ~~04/26/22~~ Pending Planned End: ~~06/01/23~~ ~~10/23/24~~ Pending Budget: $ 150,000 Expended: $ 18,713 Encumbered: $ 0 Balance: $ 131,287 Source: General Fund	**Execution** - Project on hold pending completion of Lenel to Genetec badge data migration project. Will relaunch and rebaseline project at time of restart. To submit a request for information (RFI) with procurement team; to launch a technology study. **Risk Mitigation** - Unauthorized badge access might be granted; test plan will be developed in conjunction with Cybersecurity team to test for the granting of unauthorized badge access. - The solution may result in unauthorized changes to data; test plan will be developed in conjunction with Cybersecurity team to test for unauthorized changes. - Replication may impact system performance; test plan will include stress testing; solution will use strategic scheduling. - Replication may impact system availability; solution will include monitoring and alerting of data flow. - Funding for related projects in FY23-24 will impact deliverables for this project; to adjust project deliverables to align with newly funded project objectives.	52%
OCIT	Multi	**IntraOC Site Design Refresh** - This project seeks to refresh the design of the County SharePoint hub by implementing the Modern Experience template and its available tools. These upgrades present opportunities to enable faster site responsiveness, drive user adoption, and to maximize the ROI on Office 365-related services and products, for which departments are already paying through their Office 365 licensing fees.	🟩	🟩	Planned Start: 09/30/22 Planned End: ~~12/31/23~~ ~~12/15/23~~ 01/26/24 Budget: ~~$ 225,000~~ $ 299,640 Expended: $ 89,483 Encumbered: $ 0 Balance: $ 209,857 Source: General Fund	**Execution** – Continued content creation and cleanup of collaboration sites. In next period, to finalize site and prepare go-live communications; go-live with site. **Risk Mitigation** - Excess project budget ($200k) reallocated to a separate project. - Project end date was extended to 1/26/24 due to additional requirements and to provide more time for user communications.	95%

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OCIT	Multi	**Legacy Application Restoration** - The County maintains multiple "legacy" computer applications. These are applications that are maintained at individual agencies or the OC Data Center and are running on older equipment or operating systems that cannot be updated. These applications are particularly vulnerable to disruption via cyberattack. The project goal is to implement software for the recovery of the legacy applications in the event of a ransomware attack or other security breach.	🟩	🟩	Planned Start: 08/01/23 Planned End: 05/31/24 Budget: $ 875,000 Expended: $ 439,871 Encumbered: $ 0 Balance: $ 435,129 Source: General Fund	**Initiation** - Signed Work Order with Managed Services (SAIC); ordered additional hardware required for system infrastructure. In next period, to receive hardware and begin configuration and implementation of hardware/software. **Risk Mitigation** - Lead time for acquisition of required new hardware is longer than anticipated; may push out go-live date. Vendor currently estimating April 1st for arrival of new equipment.	**30%**
OCIT	Multi	**Shared Services Server Platform** - OCIT needs to establish a new virtual server system to replace the old system, which is about to reach End of Service Life (EOSL). OCIT will establish the new system under a shared services model wherein County departments will share the cost of the system over six years based on utilization. Multiple County departments will rely on this system to house their 280 virtual servers (VMs).	🟩	🟨	Planned Start: 04/01/21 Planned End: ~~07/14/23~~ ~~09/06/23~~ 11/01/23 Budget: ~~$ 810,000~~ ~~$ 910,000~~ $ 940,000 Expended: $ 875,604 Encumbered: $ 64,396 Balance: $ 0 Source: OCIT	**Closing** – Took delivery of additional storage; completed migration of remaining servers. Closed project. **Risk Mitigation** - N/A	**100%**

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OCIT	Multi	**Zscaler Private Access (ZPA) VPN Standardization – Phase 1** - This project seeks to consolidate the multiple VPN solutions within the County into a single platform: Zscaler Private Access (ZPA). ZPA is a next-generation VPN alternative that gives users direct connectivity to County applications in contrast to traditional VPNs that provide access at the network level. This significantly enhances security as it minimizes the attack surface and introduces the concept of zero-trust network access. The project will be executed in phases, with Phase 1 targeting implementation for Social Services Agency (SSA).	🟥	🟨	Planned Start: 02/01/23 Planned End: 09/30/23 11/24/23 01/31/24 Budget: $ ~~890,000~~ $ 1,230,000 Expended: $ 600,565 Encumbered: $ 0 Balance: $ 629,435 Source: General Fund	**Executing** – Completed rollout to 3,000 targeted SSA users; enabled 800 additional users from ad-hoc staff requests In next period, to implement application segmentation policies; provide ZPA access to 1,500 additional SSA staff; disconnect the legacy Cisco AnyConnect solution. **Risk Mitigation** - Project schedule extended due to requests for 1,500 additional users at SSA. Phase 1 project end date adjusted to 1/31/24.	**90%**
OCIT	SSA	**Employee Information Tracking System (EITS)** - Development of an Employee Information Tracking System (EITS) that expedites and automates tracking a position control number, employee provisioning, equipment distribution, and system/application access and that enables ease of approvals, email alert notifications and ability to report on any field.	🟩	🟩	Planned Start: 08/01/23 Planned End: 12/20/24 Budget: $ 585,816 Expended: $ 80,688 Encumbered: $ 0 Balance: $ 505,128 Source: SSA	**Executing** - Continued requirements gathering for business processes; began development approach; launched development. In next period, to finalize business requirements and development approach; continue application development. **Risk Mitigation** N/A	**40%**

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Managing Dept.	Business Owner	Project Description	Budget	Schedule	Schedule / Budget	Project Phase - Status as of End of Reporting Period / Key Highlights Since End of Reporting Period	% Completed
OCIT	SSA	**Mandated Reporter App** - Replace the current Mandated Reporter Application (MRA) with a new app. The replacement will allow mandated reporters to access an external-facing site to open a report for child and/or elder/dependent adult abuse. Through a series of questions, the mandated reporter will be able to open a non-emergent report or be prompted to call the hotline for emergency cases.	🟩	🟨	Planned Start: 07/15/22 Planned End: ~~03/19/24~~ ~~07/31/24~~ ~~10/31/24~~ 12/31/24 Budget: $ 283,000 Expended: $ 42,082 Encumbered: $ 0 Balance: $ 240,918 Source: SSA	**Execution -** Ongoing application development. In next period, to continue application development. **Risk Mitigation** - Project delay due to prior resource constraints necessitated moving project completion date to 12/31/24.	**53%**
OCIT	SSA	**Qualtrics Call Center Analytics** - Social Services Agency Assistance Programs (SSA AP) seeks to implement Qualtrics XM Discover for its call centers. Qualtrics provides new capabilities to convert voice call recordings into text files and analytics. These can then be used to build call center metrics that improve management's decision-making process. The analytics produced will enable SSA to identify staff training needs and significantly improve the caller experience and satisfaction.	🟩	🟨	Planned Start: 08/01/23 Planned End: ~~04/30/24~~ 07/05/24 Budget: $ 472,000 Expended: $ 449,893 Encumbered: $ 0 Balance: $ 22,107 Source: SSA	**Initiation -** Working on hybrid solution design for Vidizmo redaction software. In next period, County to procure Amazon Web Services (AWS) and begin testing of redaction software. **Risk Mitigation** - Vendor requested changed project end date; moved to 7/5/24 to accommodate vendor.	**26%**

List is ordered by Managing Dept., then by Business Owner.
* Project has been rebaselined.
** Project will be baselined after initiation or procurement activities are complete.

🟩 On track; within 10% of budget/schedule   🟨 At risk; 10% - 20% over budget/schedule   🟥 Critical: >20% over budget/schedule

Managing Dept.	Business Owner	Project Description	Budget	Schedule	Schedule / Budget	Project Phase - Status as of End of Reporting Period Key Highlights Since End of Reporting Period	% Completed
OCIT	TTC	**Web Property Tax Inquiry & Payment System** - As the public-facing portal for Orange County residents the tax.ocgov.com site receives over 1 million hits per month and is the primary method for collecting over $9 billion in tax revenues per year. However, the site is built on outdated technology from the late 1990's that is no longer supported by Microsoft and is prone to web scraping, process failures, and database overloads. This project will modernize the site and bring more secure features to the citizens of Orange County			Planned Start: 08/01/23 Planned End: 05/30/24 Budget: $ 200,000 Expended: $ 34,258 Encumbered: $ 0 Balance: $ 165,742 Source: TTC	**Execution** – Initiated requirements gathering; worked with Auditor-Controller to reverse engineer the Property Tax database. In next period, to continue requirements gathering; complete knowledge transfer sessions with Auditor-Controller; begin development for User Interface (UI) and database components of the site (DLL files). **Risk Mitigation** - N/A	

List is ordered by Managing Dept., then by Business Owner.
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** Project will be baselined after initiation or procurement activities are complete.

	On track; within 10% of budget/schedule		At risk; 10% - 20% over budget/schedule		Critical: >20% over budget/schedule

IT Project Dashboard

OC IT
Orange County Information Technology

Managing Dept.	Business Owner	Project Description	Budget	Schedule	Schedule / Budget	Project Phase - Status as of End of Reporting Period Key Highlights Since End of Reporting Period	% Completed
OCSD	OCSD	**Automated Jail System** - Sheriff AJS is a highly customized Jail System that was originally developed in 1990 on a mainframe utilizing Assembly/COBOL programming languages. The new IJMS will be built on current programming languages on commercially available and supported platforms. It will include all of the functional and technical requirements compiled by the IJMS team including Intake/Booking, Inmate Property Management, Inmate Classification, Sentence Calculation, Housing, Visits, Mail, Transitional Services, Inmate Accounts, Incidents, Investigations, Transportation, Movement, Count/Census, Medical/Mental Health, Release, Searches, Grievances, Unit Management, Scheduling, Reporting, Callouts, Food Services, and Inmate Requests.	🟩	🟥	Planned Start: ~~10/31/17~~ 12/14/21 Planned End: ~~12/16/22~~ 12/13/24 Budget: $ 2,792,000 Expended: $ 633,750 Encumbered: $ 0 Balance: $ 2,158,750 Source: General Fund	**Execution** – Developed and deployed Jail Events module; continued Client Module reviews and created feedback loop; developed interface to Peregrine data analysis platform. In next period, to continue core development; conduct client review and testing; work on interface and training development; plan go live. **Risk Mitigation** - Platform requires new methodology for process improvement; partnered with vendor to create synergy. - Existing legacy system outages pull from project resources; ensure executive buy-in to move project forward. - County Staff turnover requires Communications Plan. - Project scope changes required to meet new laws and compliance requirements; will establish remote sessions with vendor.	45%

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** Project will be baselined after initiation or procurement activities are complete.

🟩 On track; within 10% of budget/schedule   🟨 At risk; 10% - 20% over budget/schedule   🟥 Critical: >20% over budget/schedule

Project Landing Map

OCIT
Orange County Information Technology

The map below depicts when project benefits have been or are expected to be realized.

Q1 FY21-22 Jul – Sep 2021	Q2 FY21-22 Oct – Dec 2021	Q3 FY21-22 Jan – Mar 2022	Q4 FY21-22 Apr – Jun 2022
✓ eGov - Web Content Management System ✓ JWA Building Automation System	✓ OCCR/OCPW Voice Migration ✓ Workfront PPM Tool Implementation	✓ JWA Network Redesign	✓ ServiceNow for Shared Services

Q1 FY22-23 Jul – Sep 2022	Q2 FY22-23 Oct – Dec 2022	Q3 FY22-23 Jan – Mar 2023	Q4 FY22-23 Apr – Jun 2023
✓ OC TIME Implementation ✓ Property Tax System	✓ Privileged Access Management (PAM) Implementation		✓ CalSAWS Migration Technical Support

Q1 FY23-24 Jul – Sep 2023	Q2 FY23-24 Oct – Dec 2023	Q3 FY23-24 Jan – Mar 2024	Q4 FY23-24 Apr – Jun 2024
✓ County Reimbursement System ✓ Integrated Talent Management System (ITMS) Performance Module	✓ Electronic Health Records (EHR) Interoperability ✓ HCA Business Intelligence & Analytics ✓ Shared Services Server Platform	■ eDiscovery Tool ■ HRS Onboarding ■ iConnect Lab Portal ■ IntraOC Site Design Refresh ■ OC Agenda ■ Zscaler Private Access – Phase 1	■ CHORUS ■ County Enterprise External Firewall Cluster Enhancements ■ County Enterprise Network Redundancy ■ JWA Baggage Handling System ■ Legacy Application Restoration ■ Web Property Tax Inquiry & Payment System

Q1 FY24-25 Jul – Sep 2024	Q2 FY24-25 Oct – Dec 2024	Q3 FY24-25 Jan – Mar 2025	Q4 FY24-25 Apr – Jun 2025
■ Multi-Drug Resistant Organism (MDRO) Data Exchange ■ Qualtrics Call Center Analytics	■ Access Control Conversion from Lenel to Genetec ■ Automated Jail System (AJS) ■ Employee Information Tracking System ■ Identity and Badge Data Integration ■ Mandated Reporter App		

■ *On schedule*
■ *10% - 20% over schedule*
■ *>20% over schedule*
✓ *Project has been completed*