FileLocal

Executive Board:

Andy Cherullo, Chair
City of Tacoma

Jan Hawn
City of Bellevue

Susy Haugen
City of Everett

Glen Lee
City of Seattle

Executive Board Agenda

June 27, 2016

SEATTLE MUNICIPAL TOWER CONFERENCE ROOM 4070
SEATTLE, WA

1. **CALL TO ORDER**
   A. Introductions
2. **PUBLIC COMMENT***
3. **OTHER BUSINESS**
   A. Everett Launch Go/No Go Discussion Page 2
4. **NEXT MEETING:**
   A. Executive Board Special Meeting: September 26, 2016 at 12:00 noon
5. **ADJOURNMENT**

*A public comment period is provided to allow the public to briefly present information, topics or issues that they feel should be considered by the board. Presentation should be limited to three minutes and be summary in nature. The board may decide to discuss the topic briefly at that time or to request its placement on a future agenda.

Subject: FILELOCAL CITY IMPLEMENTATION GO/NO GO DECISION REPORT FOR EVERETT

DATE: JUNE 22, 2016

Topics

1. Project Overview
2. Decision Scope
3. Decision Process
4. Decision Factors
5. Concerns
6. Results of Decision
7. Executive Board Decision

Summary of Processes

1. PROJECT OVERVIEW

The purpose of the project is to streamline access and improve ease for businesses to acquire and renew business licenses, prepare and file B&O tax returns and pay balances owing for multiple jurisdictions via a 'web portal'. The portal will be a new online web application that provides a shared access point (URL) to these services, has underlying connections with existing back-end city systems, efficiently exchanges data, and completes workflows.

This implementation project includes systems and processes covering multiple vendors and the cities of Seattle, Bellevue, Tacoma, and Everett. It will configure the workflows and master data in the vendors' software application, connect the data interchanges with the cities' back-end systems, integrate the front-end workflows with the cities' back-end workflows, test and roll-out the service functionality to the business community, and coordinate the portal's support and customer service with the cities' functions.

Another track running in parallel to the portal implementation will develop and implement a sustainable governance structure and ownership model needed to oversee the portal in operation, make shared data agreements, coordinate stewardship of shared data and workflows, manage cities' and vendor support service level agreements, ensure security, quality assurance, regulatory compliance and audit control services are provided, resolve strategic issues, and determine the portal's evolution roadmap. These activities are the responsibility of the Washington Multi-City Business License and Tax Portal Agency (FileLocal) and will be addressed as part of this report.

2. DECISION SCOPE

The scope of the Go/No Go decision includes the following question:

Question: Is the City of Everett ready to launch with FileLocal in July 2016?

Considerations of schedule and the technology platforms are key to this Go/No Go decision. If the decision is a "No" decision, then the Executive Board will take into account considerations of schedule and technology when selecting the next implementation options in the Results of Decision section below.

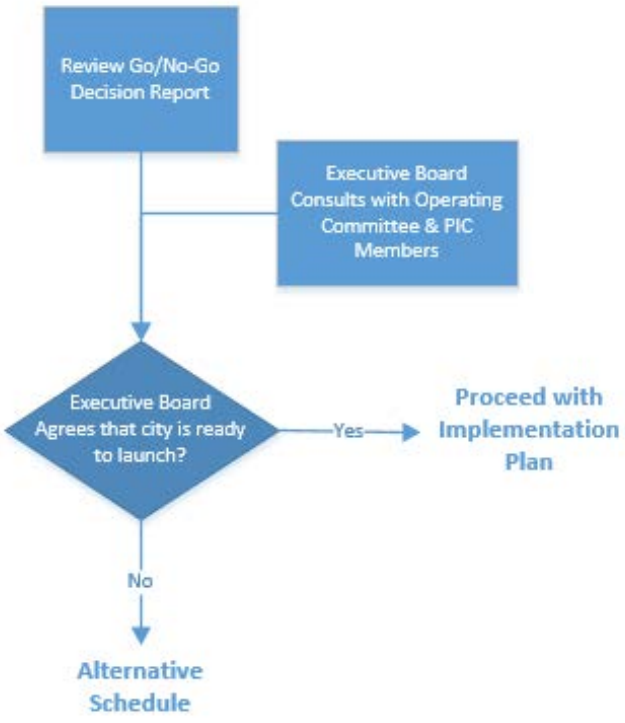
3. Decision Process

The Project Executive Board has full responsibility for the Go/No Go Decision, with the Program Manager having authority to make the final decision. The diagram below presents the decision process. Please note the following:

The Executive Board should consult with their cities' members of the Operating Committee and Portal Implementation Committee (PIC) prior to the Go/No Go meeting.

If both the Executive Board agrees that the answer is "Yes," then the work of the project will proceed to the execution of the project implementation plan.

Note that if a "No" decision is made, then Executive Board will select an alternate schedule for implementation and will re-visit the go/no go decision prior to city launch.



4. Decision Factors

This section presents factors to consider before making the Go/No Go Decision.

A. FileLocal System API Report Summary

A summary of the delivered functionality based on the requirements traceability matrix from e-Gov systems.

Requirements for Phase 1
100% of Total Phase 1 Requirements Have Been Satisfied

Module	% Delivered	Plan	Actual	Explanation for Greater than 100%
Accounts	100%	87	87	
License	100%	75	75	
Renewal	100%	23	23	
Tax	100%	130	130	
Payments	100%	43	43	
Reporting	100%	23	23	
Communications	100%	32	32	
City Maintenance	100%	4	4	
Data Interchanges	100%	97	97	
Help	101%	93	94	More functionality was delivered in Phase 1 than was planned. Functionality not due until Phase 2 was delivered in Phase 1
Operations (inc. security)	100%	81	81	
General Usability (inc. ADA)	100%	43	43	
Non-Functional	100%	47	47	
Extendibility	100%	3	3	
Total Phase 1	**100.2%**	**781**	**782**	

B. System Security Report Summary

Leviathan will continue to monitor the progress of the security changes in the system. They conducted a final code review prior to the final release this year with no critical findings. Leviathan has no concerns with a small beta launch to a limited set of customers for the Everett launch.

C. Performance Testing Results

Keynote Systems was contracted to perform three full system performance tests. After some initial testing in April, adjustments to the production environment were made to improve overall system performance. Keynote was able to complete one full performance test using FileLocal's production server.

Testing results showed that the system can support up to 14K concurrent users and more than 250K page views per hour. This level of performance is thought to be sufficient for the size of the audience for FileLocal through the end of 2015, including the launching of all four cities.

D. PCG City Readiness Report

Pacific Consulting Group (PCG) conducted our readiness assessment for the City of Everett in December, and determined that Everett is ready for launch.

E. Development and Testing Results

As of June 22nd Everett has NOT successfully tested production web service connections to FileLocal, nor have live bank tests been completed.

F. Training and Communication

Everett customer service and tax team will receive training June 28th, 2016.
Everett has decided not to mail letters to taxpayers.

G. City Readiness

This section presents a summary of findings related to the readiness of the city to move forward with FileLocal, including technology, people, contracts, and processes. This information was gathered during testing in June 2016 in meetings with the individual task owners.

Milestone	Status	Comments
Launch Timeline		Pending favorable resolutions to the items of concern, all of Everett's participants are committed to meeting an July 12th launch date.
Contracts/ Agreements		Everett has reviewed and signed the the city SLA.
Technology		Everett's technology is in process of being tested and should be ready to support a move to production by launch.
City Processing		Issues with city processing have been resolved and final validation of required fixes is complete.
Customer Service		Everett's customer support management has reviewed the Help Desk support plan and confirms that Everett's customer support staff will be trained on how to handle calls from taxpayers using FileLocal in time for launch.

Milestone	Status	Comments
Testing		Functional testing is in process of being tested and should be ready to support a move to production by launch.
Treasury		Everett's treasury department has no further questions or outstanding items related to the FileLocal launch.
Overall Rating		The City of Everett is ready to launch with FileLocal, pending favorable resolutions to the items of concern.

For a more complete summary of city readiness, please see the City Readiness Checklist for Everett: City of Everett Readiness Checklist

5. Concerns

This section presents a summary of concerns related to moving forward with FileLocal.

A. As of June 22, 2016 Everett has not been able to successfully test web service connections and perform a live bank test. The technology and business team will continue to work toward completing this work. The target date for completion of the work, in order for Everett to launch on schedule, is July 6, 2016.

B. The City's current SOR does not have the 16 digit UBI – 9 only. Everett has purchased Praxis from Bellevue and plans to begin working on it after the first of the year. Everett plans on building in the additional identifiers once the new system up and running.

6. Results of Decision

This section presents the course of action from making either a "Go" decision, a "No Go" decision or a "Conditional Go" decision to move forward with the city launch with FileLocal.

A. If the Executive Board makes a "Go" decision, the implementation project will proceed with the city launch with FileLocal as outlined in the Integrated Implementation Plan (see Appendix).

B. If the Executive Board make a "No Go" decision, the Executive Board will select from the launch scheduling alternative to set direction for the implementation.

C. If the Executive Board makes a "Conditional Go" decision, the implementation project will proceed with the city launch with FileLocal ONLY IF Everett successfully completes the production testing, including live bank testing, no later than July 6, 2016.

1. If the condition is met, the Executive Board's "Conditional Go" decision is a de facto "Go" decision and the project implementation will proceed according to section 6A of this report.
2. If the condition is not met, the Executive Board's "Conditional Go" decision is a de facto "No Go" decision and the project implementation will proceed according to launch scheduling alternative selected by the Executive Board.

Launch Scheduling Alternatives (an alternative MUST be selected if the Executive Board selects either 6B or 6C):

☐ Request that Everett launch in the next quarterly release window on the cities' release calendar

☐ Request that Everett negotiate a special window on the cities' release calendar to launch

7. Executive Board Decision

Question: Should the City of Everett move forward with their plans to launch with FileLocal on July 12, 2016?

Municipality	Name	Answer
City of Bellevue	Toni Battersby	
City of Everett	Susy Haugen	
City of Seattle	Glen Lee	
City of Tacoma	Andrew Cherullo	

Appendix: Supporting Project Documentation

A. City Readiness Checklist for Everett: City of Everett Readiness Checklist

B. PCG FileLocal Everett Readiness Report v 1.0: PCG FileLocal Everett Readiness Report

C. Everett Testing Summary Report: FileLocal: Testing Guide: Everett UAT Results June 2016