FileLocal

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Executive Board:

Andy Cherullo, Chair
City of Tacoma

Jan Hawn
City of Bellevue

Susy Haugen
City of Everett

Glen Lee
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Executive Board Agenda
Special Meeting – Go/No Go Decision

January 19, 2016

SEATTLE MUNICIPAL TOWER CONFERENCE ROOM 4080
SEATTLE, WA

1. **CALL TO ORDER**
   A. Introductions
2. **PUBLIC COMMENT***
3. **OTHER BUSINESS**
   A. Bellevue Launch Go/No Go Discussion (report attached) **Page 2**
4. **NEXT MEETING:**
   A. Executive Board Meeting: January 25, 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 BELLEVUE

DATE: JANUARY 19, 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 Bellevue ready to launch with FileLocal in January 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.

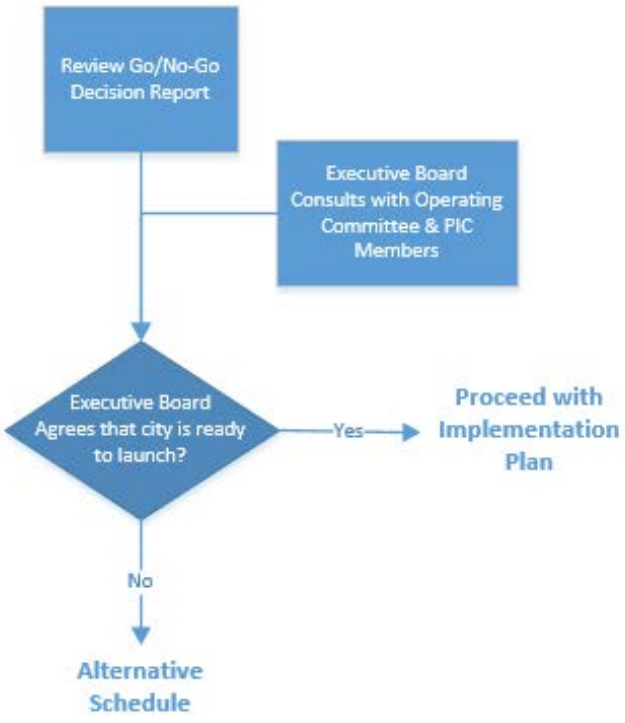
3. Decision Process

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 Soft Launch
83% of Total Phase 1 Requirements Have Been Satisfied

Module	Status	Requirements to be Delivered by Early Flights Plan/Actual	Requirements to be Delivered by Final Flight Plan/Actual	Primary Reason for Final Flight Additional Requirements
Accounts	101%	60/61	21/21	Reflects difficulty visualizing requirements until basic functionality was delivered
License	100%	36/36	15/15	Reflects difficulty visualizing requirements until basic functionality was delivered
Tax	101%	27/28	49/49	Complex forms with high variability across cities
Payments	100%	40/40	0	
Reporting	100%	20/20	0	
Communications	100%	23/23	1/1	
Data Interchanges	100%	29/29	19/19	Changes to Accounts, License, Tax, and Payments necessitated changes to web services
Help	102%	38/39	28/28	Changes to Accounts, License, Tax, and Payments necessitated changes to Help
Operations (inc. security)	102%	51/52	13/13	Security platform upgraded and audit identified additional areas for improvement
General Usability	100%	9/9	1/1	Includes first set of ADA enhancements
Non-Functional	100%	46/46	4/4	
Extendibility	100%	3/3	0	
Total Phase 1 Soft Launch	101%	**382/386**	**151/151**	

A. System Security Report Summary

Leviathan will continue to monitor the progress of the security changes in the system and is scheduled to conduct a final code review and penetration test prior to the final release this year. Leviathan has no concerns with a small beta launch to a limited set of customers for the Bellevue launch.

B. 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.

C. PCG City Readiness Report

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

D. Development and Testing Results

Bellevue successfully tested web service connections to FileLocal during the Bellevue's prelaunch, and live bank tests.

E. Training and Communication

Invitation letter mailed out to a small group of businesses, including only those doing business in Bellevue.

Bellevue customer service and tax team will receive training January 20, 2016.

F. 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 January 2016 in meetings with the individual task owners.

Milestone	Status	Comments
Launch Timeline		Pending favorable resolutions to the items of concern, all of Bellevue's participants are committed to meeting a January 25th 2016 launch date.
Contracts/ Agreements		Bellevue has reviewed the city SLA and will send the signed SLA to the FileLocal Agency before their launch date.
Technology		Bellevue's technology has been setup and is ready to support a move to production.
City Processing		Issues with city processing have been resolved. Final validation of required fixes is underway and will be completed prior to launch.
Customer Service		Bellevue's customer support management has reviewed the Help Desk support plan and confirms that Bellevue'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 has been completed by Bellevue.
Treasury		Bellevue's treasury department has no further questions or outstanding items related to the FileLocal launch.
Overall Rating		The City of Bellevue 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 Bellevue: HTTPS://APP.BOX.COM/FILES/0/F/1392736582/1/F_39802701953

5. CONCERNS

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

A. **Code version compatibility**: Bellevue will launch with their Release 2 code and FileLocal will move to Release 3 code in February.

6. Results of Decision

This section presents the course of action from of making either a "Go" decision or a "No 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 following list of alternatives to set direction for the implementation project team.

The Executive Board should select all that apply from the following:

Launch scheduling:

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

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

7. Executive Board Decision

Question: Should the City of Bellevue move forward with their plans to launch with FileLocal on January 25, 2016?

Municipality	Name	Answer
City of Bellevue	Jan Hawn	
City of Everett	Susy Haugen	
City of Seattle	Glen Lee	
City of Tacoma	Andrew Cherullo	

Appendix: Supporting Project Documentation

A. Functional API Report – summary of full launch CR

Remaining Requirements
17% of Total Phase 1 Requirements Remain

Module	Phase 1 Remaining	Primary Focus of Remaining Requirements
Accounts	19	Enhance experience for preparers, user can close a business, edit consolidation information
License	6	Everett GBL renewal, enhance printing options, expand upload and attachment options, support regulatory licenses
Tax	14	MATC, enhance form setup, support uploading tax forms and attachments
Payments	0	Payments for regulatory licenses
Reporting	5	Analytics capability, additional views of Payment Batch Report
Communications	16	Client emails for preparers, configurable 'notification ribbon', additional email options, inter-city and eGov communications
Data Interchanges	3	Interface to DOR, support 2-way file attachments with city SOR
Help	14	Additional methods for SME to create/upload help articles and users to access help
Operations (inc. security)	16	Streamline flow for Seattle and Tacoma GBL renewal, security enhancements
General Usability	15	Additional ADA coverage, user can 'save' every page
Non-Functional	0	
Extendibility	0	Support processing and storage of additional file types, interface to new system types (e.g. IVR)
Total Remaining	**108**	
Total Remaining as % of Total	**17%**	

B.

PCG FileLocal Bellevue Readiness Report v 1.0: https://app.box.com/files/0/f/6070156890/1/f_49359771458