COUNTY OF SAN MATEO
INFORMATION SERVICES DEPARTMENT

DATE: September 18, 2001
HEARING DATE: October 2, 2001

TO: Honorable Board of Supervisors

FROM: Luther Perry, Director Information Services

SUBJECT: eGovernment Project Quarterly Report

RECOMMENDATION
Approve second quarter status report from the Information Services Department (ISD) for the eGovernment project.

Background

Your Board approved at your August 7, 2001, meeting the first quarterly status report for the eGovernment project. In that report we listed eGov objectives and major policy issues. We also presented the internal project organization was and its relationship to the County community. Finally we provided a detailed project plan of the first quarter's activities.

Summary of First Quarter's Accomplishments

- Approval of the first quarter's report by Executive Council and Board of Supervisors.
- Staffing and creation of the Web Management Committee responsible for Web standards and the "look and feel" of the County's web site. Those members are:
  - ◊ Lee Buffington - Tax Collector / Treasurer
  - ◊ Maureen Borland - Director Human Services Agency
  - ◊ Loren Buddress - Chief Probation Officer
  - ◊ Reyna Farrales - Deputy County Manager
  - ◊ Luther Perry - Chief Information Officer
- Completed staffing strategy for all workgroups and specifically staffed both the Content Organization workgroup and the Infrastructure workgroup.
- Completed our review of other government agencies to seek and identify best practices, things not to do, and potential areas of collaboration. This consisted of 12 in-depth interviews.

- ♦ Completed a draft document reviewing web site human factors and usability for our current site, and recommendations for the new web site. This was performed by an accredited usability expert. The usability review encompassed areas of general ease of use, site navigation, web page GUI format and ADA/Section 508 compliance. The recommendations identified user groups of the site, listed baseline GUI requirements and identified requirements for ADA/Section 508 compliance for the new site. It also reviewed 11 other government sites, noting things to do and things not to do.

Tasks In Process

- Creation of the design for the technical infrastructure required to support the new site and services.
- Creation of the design to support the static content of the new site.
- An RFP for a vendor to aid County staff in the development of "look and feel" and navigation structure for the new site.

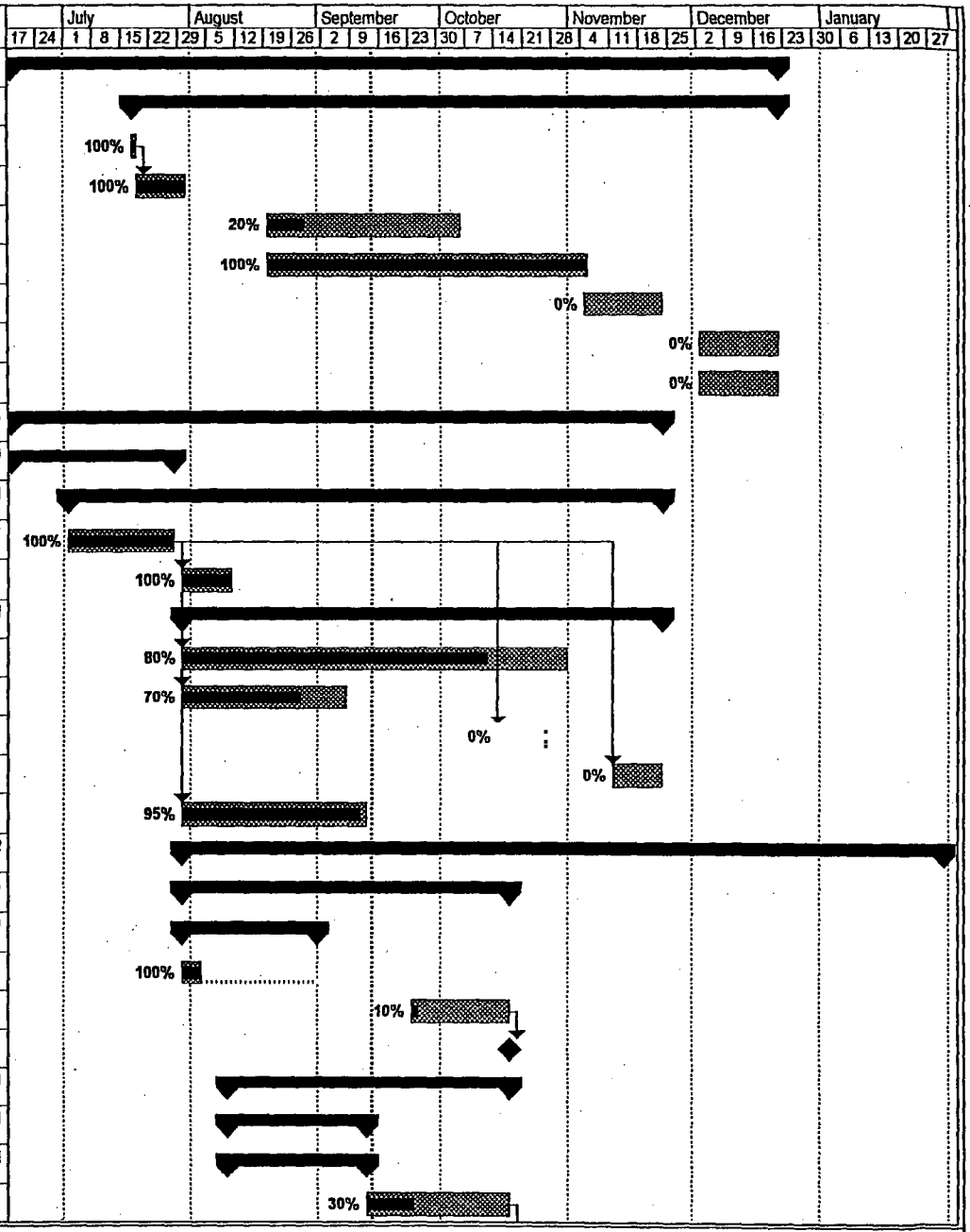
Second Quarter Tasks

- ▸ Completion of the design for the technical infrastructure and significant progress in its implementation.
- ▸ Completion of the design to support static content and significant progress in its implementation.
- ▸ Approval from the Web Management Committee of the "look and feel" and navigation structure of the new site.
- ▸ Initiation of conversion efforts of the existing site to the new structure.
- ▸ The initiation of activities to form the Applications, Forms and GIS workgroups. This will include the identification of pilot projects for each of these workgroups

LP:lp

Attachment: Project Plan Details, Quarters 1 and 2 combined

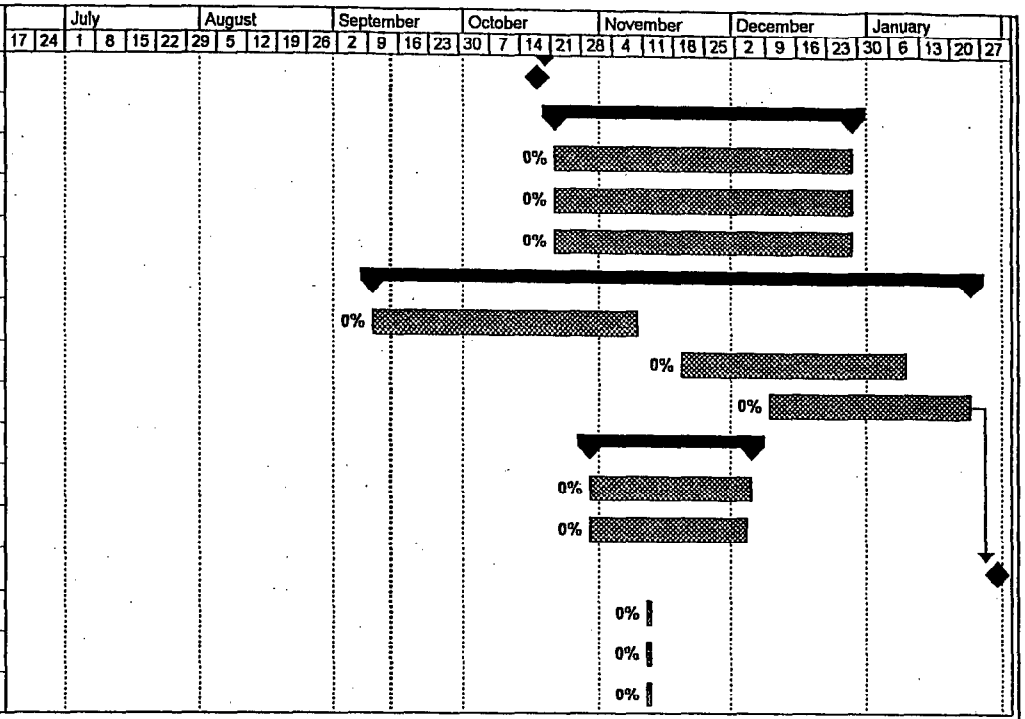
ID		Task Name	Start	Finish
1		**Phase I - Startup**	**Mon 6/18/01**	**Fri 12/21/01**
2		**Develop project plan**	**Wed 7/18/01**	**Fri 12/21/01**
3	✓	Produce first three months task list	Wed 7/18/01	Wed 7/18/01
4	✓	Finalize first three month plan	Thu 7/19/01	Mon 7/30/01
5		Produce detail project plan -Infrastructure WC	Mon 8/20/01	Fri 10/5/01
6	✓	Produce detail project plan -content management WC	Mon 8/20/01	Mon 11/5/01
7		Produce detail project plan -applications WC	Mon 11/5/01	Fri 11/23/01
8		Produce detail project plan -forms WC	Mon 12/3/01	Fri 12/21/01
9		Produce detail project plan -GIS WC	Mon 12/3/01	Fri 12/21/01
10		**Build project team**	**Mon 6/18/01**	**Fri 11/23/01**
11		**Define project organization**	**Mon 6/18/01**	**Fri 7/27/01**
16		**Staff project team**	**Mon 7/2/01**	**Fri 11/23/01**
17	✓	Define skills requirements	Mon 7/2/01	Fri 7/27/01
18	✓	Assess internal staff	Mon 7/30/01	Fri 8/10/01
19		**Obtain staff**	**Mon 7/30/01**	**Fri 11/23/01**
20		Infrastructure workgroup	Mon 7/30/01	Wed 10/31/01
21		Content organization workgroup	Mon 7/30/01	Fri 9/7/01
22		Individual applications workgroup	Mon 10/15/01	Fri 10/26/01
23		Forms process workgroup	Mon 11/12/01	Fri 11/23/01
24		GIS applications workgroup	Mon 7/30/01	Wed 9/12/01
25		**Phase II - Implement infrastructure & new web site**	**Mon 7/30/01**	**Thu 1/31/02**
26		**Develop Infrastructure Architechure**	**Mon 7/30/01**	**Wed 10/17/01**
27	✓	**Develop requirements**	**Mon 7/30/01**	**Fri 8/31/01**
28	✓	Search for existing models	Mon 7/30/01	Fri 8/31/01
29		Develop and evaluate alternative architectures	Mon 9/24/01	Wed 10/17/01
30		Finalize infrastructure architecture	Wed 10/17/01	Wed 10/17/01
31		**Develop content organization Architecture**	**Fri 8/10/01**	**Wed 10/17/01**
32	✓	**Develop requirements**	**Fri 8/10/01**	**Wed 9/12/01**
33	✓	**Search for existing models**	**Fri 8/10/01**	**Wed 9/12/01**
39		Develop and evaluate alternative architecture	Thu 9/13/01	Wed 10/17/01



Project: First project plan
Date: Fri 9/14/01

Task
Progress
Milestone
Summary
Rolled Up Task
Rolled Up Milestone
Rolled Up Progress
Split
External Tasks
Project Summary

ID		Task Name	Start	Finish
40		Finalize content management architecture	Wed 10/17/01	Wed 10/17/01
41		**Implement Infrastructure**	**Mon 10/22/01**	**Fri 12/28/01**
42		Purchase and implement Communication components	Mon 10/22/01	Fri 12/28/01
43		purchase and implement Server components	Mon 10/22/01	Fri 12/28/01
44		Purchase and implement Web server	Mon 10/22/01	Fri 12/28/01
45		**Develop site look and feel and structure**	**Mon 9/10/01**	**Thu 1/24/02**
46		Site Design	Mon 9/10/01	Fri 11/9/01
47		Site development Development	Tue 11/20/01	Wed 1/9/02
48		Site Testing and Evaluation	Mon 12/10/01	Thu 1/24/02
49		**Implement Site support tools**	**Tue 10/30/01**	**Wed 12/5/01**
50		Purchase & Install Content Management System	Tue 10/30/01	Wed 12/5/01
51		Purchase and Install Portal System	Tue 10/30/01	Tue 12/4/01
52		Implement new site	Thu 1/31/02	Thu 1/31/02
53		Phase III Implement custom applications	Mon 11/12/01	Mon 11/12/01
54		Phase IV Implement form Applications	Mon 11/12/01	Mon 11/12/01
55		Phase V Implement GIS applications	Mon 11/12/01	Mon 11/12/01



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Task | Summary | Rolled Up Progress | Project Summary
Progress | Rolled Up Task | Split
Milestone | Rolled Up Milestone | External Tasks