

Houston Information Technology Services (HITS)



Transportation, Technology and
Infrastructure Committee
December 10th , 2014 – 2PM

AGENDA



» **CSMART**

- » Voice Over IP/Call Center Upgrade Project
- » INFOR aka 'City Source'
- » Update of City Website – Mobile Houstontx.gov
- » Questions

Major Milestone Update



- » Required infrastructure for go-live in place - 11.24.2014
- » Data Validation:
 - > 3 years – two cycles completed - 11.26.2014, versus one cycle
 - > 8 years – conversion started - 12.1.2014
- » User Acceptance Testing (UAT) – started 12.1.2014
 - > Using 3 year validated data
 - > As of this 12.5.14, no new issues have been found
 - > Continual performance testing throughout UAT
 - > Third Party Performance Testing – 1.26.2015
- » Go-Live Date – 4.2.2015

Our Next Work



- » UAT has three cycles (iterations) – started 12.1.2014
- » Finalize Go-Live & Cutover Activities – 12.19.2014
- » 8 Year Data & Image Conversion/Validation – 12.1.2014 – 3.21.2015
- » Third Party Performance Testing – 1.26.2015
- » MCD Round-up - 2.20.2015 – 3.15.2015
- » MCD Round-up data validation – 3.15.2015 – 3.20.2015
- » Go-Live – 4.2.2015

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Voice over IP – Call Center Project



- » 8,541 Voice IP Phones have been deployed
 - > 51 locations have been cut over
 - > 11 Help/Service Desk and Call Centers have been cut over
 - > 16,210 phones completed by 6.30.2015 - (7,669 remain to be installed)
- » Cisco Emergency Responder (CER) in the process of being implemented. This is E-911.
- » Session Initiation Protocol (SIP) project – for telecommunication circuits replacement. Anticipate cost reductions in long distance.

Next Steps



- » Redundant data center configuration for business continuity of Telephony – Complete.
- » Major Call Center Upgrades – HR, 311 and PW&E – target completion 6.30.2015
- » Ensure business continuity & disaster recovery as we enter major event season for 2015.



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History



- » Between 2008 – 2014, HAS, HPD and PW&E purchased and implemented various modules of the INFOR solution specific to their department needs.
- » May 2014 the City purchased the INFOR Enterprise License Agreement for use by:
 - > ARA, DON, FIN, FMD, GSD, HAS, HFD, HHS, HITS, HPD, MCD, Parks, PD&D, PW&E, SWD
- » Request for Proposal (RFP) released in June 2014, to secure professional, consulting and implementation services for the INFOR software

Opportunities



- » Right-sourcing as a combination of internal & external resources for implementation & ongoing support
- » Leverage, share and grow the implementation expertise of HAS, HPD, PW&E and HITS.
- » Implementation strategy that will yield increased customer service, an accelerated timeline and cost avoidance.

Next Steps



- » Finalize scope with selected RFP proposer
- » Develop project & implementation plan
- » Develop metric based cost allocation methodology
- » Bring contract back to City Council
- » Start the accelerated implementation with periodic reports to TTI, as requested or needed.

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HOUSTON CITY COUNCIL

The City Council is the City's legislative body, with the power to enact and enforce all ordinances and resolutions. Eleven Council Members are elected from districts and five are elected at-large, by all voters of the City.

The sixteen members of Council, along with the Mayor, act only by ordinance, resolution or motion. They adopt and may alter the annual budget and confirm the Mayor's appointments. Council is responsible for the appropriation and issuance of bonds, the awarding of contracts and the approval of City expenditures over \$50,000. Council may lease or dispose of the City's real estate and may levy assessments against property. Council determines its own rules of procedure, and its meetings are open to the public.

Sixteen Council Members are elected every two years, in odd-numbered years. Council Members are limited to serving three terms of two years each, with each term beginning on January 2 of the even-numbered year. Five Council Members are elected At-Large, or city-wide, while the other eleven are elected to geographic districts of

City Council Members

CITY COUNCIL HOME PAGE

DISTRICT A - BRENDA STARDIG

DISTRICT B - JERRY DAVIS

DISTRICT C - ELLEN COHEN

DISTRICT D - DWIGHT BOYKINS

DISTRICT E - DAVE MARTIN

DISTRICT F - RICHARD NGUYEN

DISTRICT G - OLIVER PENNINGTON



ABOUT HOUSTON



Alive with energy and rich in diversity, Houston is a dynamic mix of imagination, talent and first-class attractions that makes it a world-class city. Home to a vibrant economy, beautiful surroundings and a population full of optimism and spirit, it's no wonder that Houston is a popular international destination. In this section we provide you with options that will give you a good idea of what Houston is all about. You can also view our Calendar of Events to see more than 400 events in the Houston area throughout the next 12 months.

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Questions