

Enrolled 157-14
-PROPOSED RESOLUTION 157-14-

1
2
3 RECOGNIZE THE NEED FOR A TECHNOLOGY REVIEW PROCESS
4
5

6 WHEREAS it is in the best interest of Waukesha County to take advantage of emerging
7 technologies to better serve and inform the public, provide economies and efficiencies in County
8 operations and increase employee productivity, and
9

10 WHEREAS County technology projects are defined as those projects that utilize computerization
11 concepts and related technology that can involve informational or financial transactions, or
12 introduce new or changed business processes, and
13

14 WHEREAS a technology review process was developed in order to establish a well defined
15 process to evaluate the impacts of using emerging technologies to extend and improve services
16 available to Waukesha County residents, businesses, governments and other interested parties,
17 and
18

19 WHEREAS technology projects that will be subject to review include initiatives that require
20 Information Systems division resources or other departmental resources that may impact
21 countywide systems or infrastructures, including those projects already approved that are
22 undergoing scope changes or which require additional funding to continue, and
23

24 WHEREAS technology projects will be tied into the County's annual budget review process, and
25

26 WHEREAS a technology review committee workgroup comprised of employees from various
27 departments and technical backgrounds will provide guidance and assistance to the project
28 originator and will review projects for clarity and completeness, and
29

30 WHEREAS the department staff which has originated the project request will work together with
31 the technology review committee members and Information Systems division staff to review,
32 discuss and evaluate the project request to ensure the proper project definition and scope, that
33 best practices are considered, that operational as well as fiscal impacts and cost/benefits are
34 identified and analyzed, that process change management is analyzed, that workforce and human
35 resource issues are considered, and that other needs are determined, and,
36

37 WHEREAS a technology steering committee workgroup will be comprised of various
38 department heads, managers and a staff member from both the County Executive and Board
39 offices which will be responsible for providing technology review and project priority
40 recommendations to the County Executive for inclusion in the County budget.
41

42 THE COUNTY BOARD OF SUPERVISORS OF WAUKESHA COUNTY DOES RESOLVE
43 that the administrative Technology Review Process established for the purpose of evaluating,
44 prioritizing and recommending technology projects is approved.
45

46 BE IT FURTHER RESOLVED that County Board review of technology projects shall be
47 accomplished, as necessary, as projects are advanced as part of the annual budget review process
48 or by other authorizing legislation.

RECOGNIZE THE NEED FOR A TECHNOLOGY REVIEW PROCESS

Presented by:
Finance Committee

Approved by:
Executive Committee

Patricia A. Haukohl
Patricia A. Haukohl, Chair

James T. Dwyer
James T. Dwyer, Chair

James R. Behrend
James R. Behrend

Patricia A. Haukohl
Patricia A. Haukohl

Donald M. Broesch
Donald M. Broesch

Kenneth C. Herro
Kenneth C. Herro

absent
Genia C. Bruce

Walter L. Kolb
Walter L. Kolb

Joseph F. Griffin
Joseph F. Griffin

Richard L. Manke
Richard L. Manke

Joe C. Marchese
Joe C. Marchese

Duane E. Paulson
Duane E. Paulson

absent
Michael Sonnentag

Duane Stamsta
Duane Stamsta

The foregoing legislation adopted by the County Board of Supervisors of Waukesha County, Wisconsin, was presented to the County Executive on:

Date: 3-28-03, Kathy Nikolaus
Kathy Nikolaus, County Clerk

The foregoing legislation adopted by the County Board of Supervisors of Waukesha County, Wisconsin, is hereby:

Approved: ✓
Vetoed: _____

Date: 3-31-03, Daniel M. Finley
Daniel M. Finley, County Executive

**Technology Review Process
for
Technology Projects**

- I. Overview**
- II. Roles and Responsibilities**
- III. Explanation of the Technology Review Process**
- IV. Required Documentation for Technology Project Request**

Appendix A: Definitions

Appendix B: Technology Steering Committee and Technology Review Committee

Appendix C: Technology Review Process Flow Chart

Appendix D: Technology Review Timeline

Appendix E: Technology Project Review Form (T.P.R.F)

**Waukesha County
Technology Review Process
for
Information Systems Projects**

I. Overview

Purpose: To establish a process to evaluate the impacts of applying technology that extend, expand, or improve the services available to Waukesha County employees, residents, businesses, civic groups, or other interested parties.

The Technology Review process addresses the need for the County to review and prioritize appropriate technology projects for implementation. The review process offers a consistent framework for the County to develop and evaluate project requests. The review process is a method of identifying technical and organizational impacts related to technology projects. This process will not deal with detailed project design, engineering, coding, or implementation specifics.

County technology projects are defined as those projects that utilize computerization concepts and related technologies that can involve informational or financial transactions, or introduce new or changed business processes. Technology projects that are subject to review include initiatives that require Information Systems Division resources or other departmental resources, that provide the basis for capital projects, unscheduled technology requests, and/or those that might impact countywide systems, networks, or infrastructures. Projects that have already been approved and are undergoing scope changes or require increased funding must undergo this review process to continue. Questions regarding whether a project needs to go through the review process should be forwarded to the Chairperson of the Technology Review Committee (see Appendix B).

This process will be used to develop and advance project requests with the assistance of the Technology Review Committee and other identified persons for the purpose of submitting them for approval, prioritization, and inclusion in the budgeting process. For a complete description of the Technology Review Process, see Sections II: Technology Review Process, Section III: "Use of the Technology Project Request Form" and Appendix C: "Technology Review Process Flow Chart".

II. Roles and Responsibilities

Technology Steering Committee

The purpose of the Technology Steering Committee is to receive and evaluate completed project requests received from the Technology Review Committee. The Steering Committee is also responsible for providing technology review and project priority recommendations for the County budget review process. The County Technology Steering Committee is comprised of various department heads, managers, cabinet members, and staff from the County Executive's Office.

Technology Review Committee

The purpose of the Technology Review Committee is to provide guidance and assistance to the Project Originator (PO), if requested, and to review projects for clarity and completeness prior to forwarding project requests to the County Technology Steering Committee. The Technology Review Committee is comprised of staff from several departments with an understanding of what the effective utilization of technology means to specific departments and divisions, and includes technical and non-technical staff. This committee reports to the Technical Steering Committee

III. Technology Review Process

A general timeline for the Review Process is given in Appendix D.

Conceptual Approval by the County Executive's Office

When a department decides that it would like to embark on a technology project, the Project Originator (PO) will complete **Section I. Conceptual Overview** of the Technology Project Request Form (TPRF). (See Appendix E.) This section is forwarded to the County Executive's office.

Upon receipt of approval from the County Executive's office, the PO will forward the signed Section I of the TPRF to the Manager of the Information Systems Division of the Department of Administration to indicate an intention to proceed.

Completing the Remainder of the Request Form

The PO, in conjunction with Information systems is responsible for completing the remainder of the TPRF and submitting it to the Technology Review Committee for review. The PO must work closely with the Information Systems Division in developing the request. The PO is not required to meet with the Technology Review Committee while developing the request, but may contact the chair and request assistance.

Project Review/Approval

Once the request form is completed, the PO will contact the chair of the Technical Review Committee to schedule a review. The Technology Request will also be forwarded to the Budget Division for Cost and Benefit. The Technology Review Committee will make recommendations regarding the project. If the committee has concerns it will discuss them with the PO and make recommendations for changes or enhancements. The PO may either make the changes or request that the project be forwarded to the Technology Steering Committee as is.

The chair of the Technology Review Committee will then forward the completed form along with the Cost/Benefit analysis documents and with the committee's recommendations to the manager of the Information Systems Division. The Manager of Information Systems will batch project requests and present them to the Technology Steering Committee along with the a listing of already approved projects in priority order. The Technology Steering Committee will then add projects to the list and re-prioritize the list if necessary.

As part of the review by the Steering Committee, the Department of Administration will work with the Project Originator to determine whether the project should be included in the department's operating budget, or presented as a capital project.

Once prioritized, projects will enter the budget funding process.

The chair of the Technical Steering Committee will forward the prioritized requests to the County Executive's Office.

If the County Executive's Office denies the project, the TPRF will be sent back to the project originator with an explanation. If approved by the County Executive, the requests will then move on to the County Board for approval. Once approved by the County Board the project will be implemented as prioritized/scheduled.

IV. Use of the Technology Project Request Form

A TPRF will accompany project requests through the evaluation and budget approval process. The form consists of the following sections:

Section A – Conceptual Overview : Include a summary of the project. Summarize reasons for implementing the project, needs met by the project, anticipated costs/benefits, proposed solutions, and basic functionality. List year project should begin and year expected to be complete. Note and justify any project urgency. Identify the departments and/or divisions impacted/benefiting from the project. Also, include an explanation of how the project fits into the County's and departments strategic plan.

Section B – Scope Statement:

Identify the project's function and business and system requirements. Include the following: an outline of major project phases, the name of the department's project manager, and estimate timelines for completion.

Details regarding known current operating costs, development and implementation cost estimates, quantifiable cost savings or cost avoidance estimates, impact of customer satisfaction, or any other measurement for project success. Critical success factors should also be identified. Initial cost estimates may need to be obtained through the County's Information Systems Division staff or from an outside vendor.

Section C - Alternative Considerations: This summary must list alternative solutions or options available to the County. It should include an assessment of known alternate technical solutions, outsourcing, or no change from the current processes.

Section D - Funding Source:

This section must include a list of all known estimated costs and the total amount of funding being requested for the project. Identify "one time" versus "on going" cost estimates.

Section E - Other Requirements:

List any known specific legal, business, or other requirements for this project.

Identify the impact on existing and new workflows arising from the Technology project. Identify the staffing issues related to the Technology project including required skill sets, staffing levels, training, and change management.

Identify whether the Technology project violates existing County policies and standards, and assess the potential risks. Identify new policies or standards that need to be developed by the County.

Identify the technology and technical support impact of the Technology project, and to identify if the project conforms to County Information Technology standards.

Appendix A: Definitions

Technology Project—Projects utilizing computerization and/or web technologies that involve informational or financial transactions, or introduce new or changed business processes.

Technology Review Committee — This committee is responsible for receiving and coordinating project requests and for providing resources to project originators for developing project requests. The group is also responsible for forwarding completed project requests to the Technology Steering Committee.

Technology Steering Committee—The group is responsible for evaluating completed technology project requests and for making priority recommendations for the County budget review process.

Appendix B: Technology Steering Committee and Technology Review Committee

Technology Steering Committee

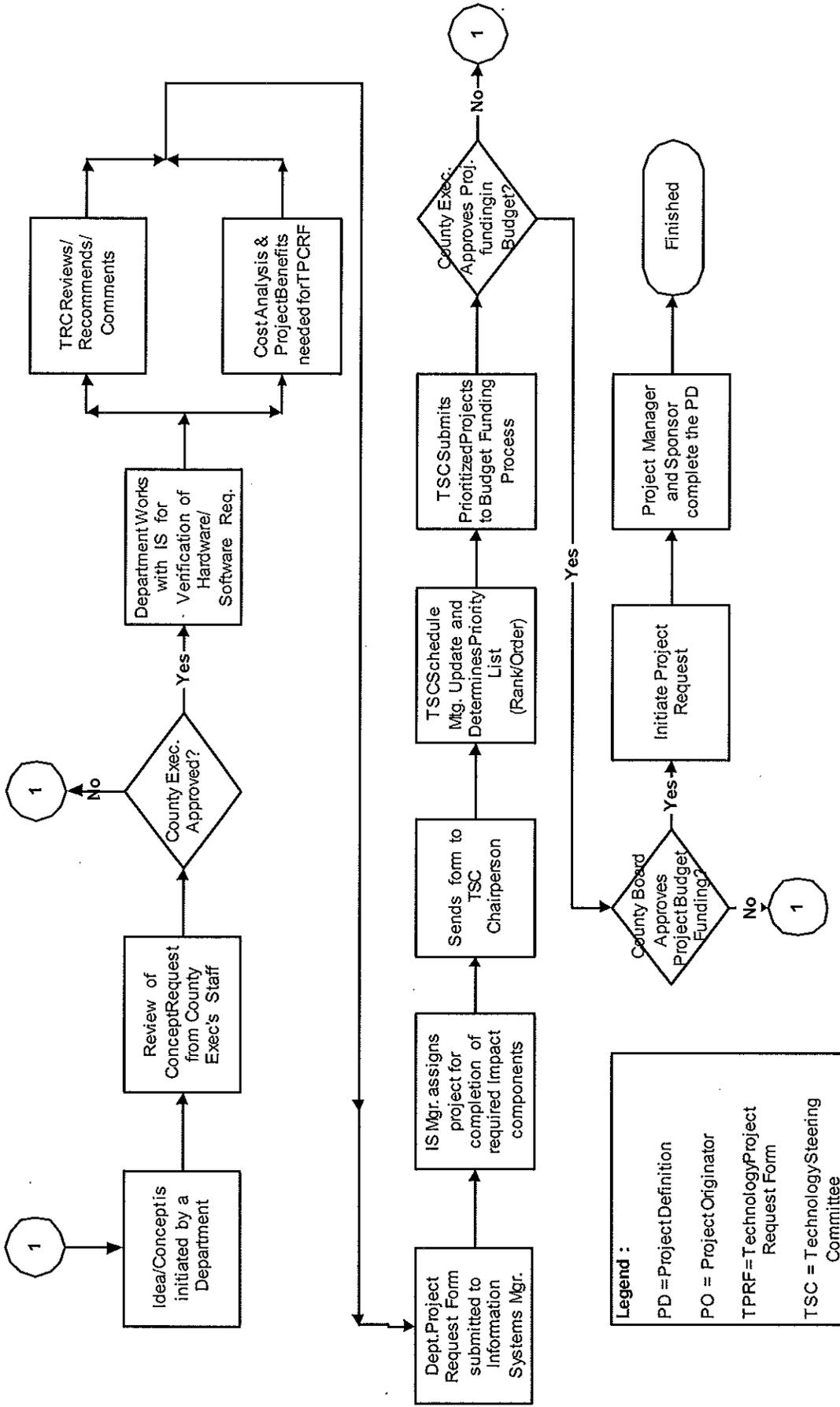
Shaver, Dale (Parks)*	dshaver@waukeshacounty.gov
Bellovary, Cathy (Aging)	cbellovary@waukeshacounty.gov
Biagioli, Mike (IS)	mbiagioli@waukeshacounty.gov
Bolte, Rich (Trans)	rbolte@waukeshacounty.gov
Cummings, Norm (DOA)	ncummings@waukeshacounty.gov
Evenson, Carolyn (COC)	cevenson@waukeshacounty.gov
Farley, Tom (Corp.Counsel)	tfarley@waukeshacounty.gov
Hasslinger, Michael (ROD)	mhasslinger@waukeshacounty.gov
Koth, Tom (Sheriff)	tkoth@waukeshacounty.gov
Mader, Mark (County Board)	mmader@waukeshacounty.gov
Margowski, John (Veterans)	jmargowski@waukeshacounty.gov
Nickolaus, Kathy (County Clerk)	knickolaus@waukeshacounty.gov
Reeves, Pamela (County Treasurer)	preeves@waukeshacounty.gov
Schuler, Peter (HHS)	pschuler@waukeshacounty.gov
Walsh, Meghan (County Exec)	mwalsh@waukeshacounty.gov

Technology Review Committee

Christman, Ann (HHS)	Achristman@waukeshacounty.gov
Casciato, Tony (IS)	Tcasciato@waukeshacounty.gov
Dahl, Larry (DOA)	Ldahl@waukeshacounty.gov
Diltmar, Don (ROD)	Ddiltmar@waukeshacounty.gov
Enloe, Dennis (DA)	Enloe.Dennis@mail.da.state.wi.us
Hans, Pete (HR)	Phans@waukeshacounty.gov
Kragenbrink, Dave (Courts)	Dkragen@waukeshacounty.gov
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Rauchle, Bob (DPW)	brauchle@waukeshacounty.gov
Witkowski, Linda (Budgeting)	lwitkowski@waukeshacounty.gov
Zastrow, Sue (HR)	szastrow@waukeshacounty.gov
Biagioli, Michael (IS) ex-officio member	Mbiagioli@waukeshacounty.gov

*Committee Chairperson

Waukesha County Technology Review Process Flow Chart



Legend :
 PD = Project Definition
 PO = Project Originator
 TPRF = Technology Project Request Form
 TSC = Technology Steering Committee

157-R-014

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left blank, per Mike
Biagioli.

157-R-014

Appendix D: Technology Review Timeline

Capital Projects	Technology Projects
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February

Week 1	Capital Year End	
Week 2		
Week 3	Committee Review	
Week 4		Call for Projects

March

Week 1		
Week 2		
Week 3		Conceptual Overview of TPRF Submitted to County Exec ¹
Week 4		Co Exec Preliminary OK

April

Week 1	Detps Begin Capital Project Forms	Dept Completes TPRF
Week 2		
Week 3		
Week 4		Completed TPRF's Submitted to TRC

May

Week 1		Technical Review Committee Meets
Week 2		
Week 3		
Week 4	Capital Projects Due	Technical Steering Committee Meets

June

Week 1	Capital Project Review	Project Funding Determined
Week 2		
Week 3		
Week 4		

July

Week 1		
Week 2	Co. Exec Review	
Week 3		
Week 4		

August

Week 1	Plan Finalized	
Week 2		
Week 3		
Week 4	Plan Issued	

¹ Departments may submit Conceptual Overviews at any time prior to this date. This is the final deadline for submitting for the given calendar year.

Appendix E

**WAUKESHA COUNTY
TECHNOLOGY PROJECT REQUEST FORM (T.P.R.F)**

Project Title: Click here and enter text

Project Originator's Name: Click here and enter text

Department/Location: Click here and enter text

E-Mail: Click here and enter text Telephone: Click here and enter text

Contact Name: Click here and enter text

Department/Location: Click here and enter text

E-Mail: Click here and enter text Telephone: Click here and enter text

Section A – Conceptual Overview:

Include a summary of the project. Summarize reasons for implementing the project, needs met by the project, anticipated costs/benefits, proposed solutions, and basic functionality. List year project should begin and year expected to be complete. Note and justify any project urgency. Identify the departments and/or divisions impacted/benefiting from the project. Also, include an explanation of how the project fits into the County's and departments strategic plan.

Click here and enter overview

- In Budget Cycle for Year: Click here and enter budget year
- Out of Cycle Request
- Out of Cycle Emergency Request

Date Submitted Click here and enter date

Approved Rejected

Approved By: _____

Date: _____

Submit this section to the County Executive's Office for approval and signature

Upon receiving approval, submit a copy of this signed form to the Information Systems Division Manager, Department of Administration

<i>For IS Division Use Only</i>	
Project Number:	

Project Title: Click here and enter text
Project Originator: Click here and enter text
Department: Click here and enter text

Section B – Scope Statement

Identify the project’s function and business and system requirements. Include the following: an outline of major project phases, the name of the department’s project manager, and estimate timelines for completion.

Enter details regarding known current operating costs, development and implementation cost estimates, quantifiable cost savings or cost avoidance estimates, impact of customer satisfaction, or any other measurement for project success. Critical success factors should also be identified. Initial cost estimates may need to be obtained through the County’s Information Systems Division staff or from an outside vendor.

Click here and enter text

Section C – Alternative Considerations:

List alternative solutions or options available to the County. This should include an assessment of known alternate technical solutions, outsourcing, or no change from the current processes.

Click here and enter text

Section D - Funding Source:

List all known estimated costs related to the project. Include the total amount of funding being requested for the project. Identify “one time” versus “on-going” cost estimates.

Click here and enter text

Section E - Other Requirements:

List any known specific legal, business, time constraints, or other requirements of this project.

Click here and enter text

V

DATE-03/25/03

(RES) NUMBER-1570014

1 K. HERRO.....AYE
 3 D. STAMSTA.....AYE
 5 J. MARCHESE.....AYE
 7 J. JESKEWITZ.....AYE
 9 P. HAUKOHL.....AYE
 11 K. HARENDA.....AYE
 13 J. MORRIS.....
 15 D. SWAN.....AYE
 17 J. BEHREND.....AYE
 19 M. SONNENTAG.....
 21 W. KOLB.....AYE
 23 P. PRONOLD.....AYE
 25 K. CUMMINGS.....AYE
 27 D. PAULSON.....AYE
 29 M. THOMAS.....AYE
 31 V. STROUD.....AYE
 33 D. PAVELKO.....AYE
 35 C. SEITZ.....AYE

2 R. THELEN.....AYE
 4 H. CARLSON.....AYE
 6 D. BROESCH.....AYE
 8 J. DWYER.....AYE
 10 S. WOLFF.....AYE
 12 J. GRIFFIN.....AYE
 14 J. LA PORTE.....AYE
 16 R. MANKE.....AYE
 18 D. FANFELLE.....AYE
 20 M. KIPP.....AYE
 22 G. BRUCE.....AYE
 24 A. SILVA.....AYE
 26 S. KLEIN.....AYE
 28 P. JASKE.....AYE
 30 K. NILSON.....AYE
 32 P. GUNDRUM.....AYE
 34 R. SINGERT.....AYE

TOTAL AYES-33

TOTAL NAYS-00

CARRIED X

DEFEATED _____

UNANIMOUS X

TOTAL VOTES-33