



# DiversitySF

Advocating Small Local Businesses



## BACKGROUND

The San Francisco Human Rights Commission (HRC) is mandated under Administrative Code Chapter 14B to ensure non-discrimination and contracting opportunities for small local businesses. The HRC monitors compliance with the City's Local Business Enterprise (LBE) program goals and oversees the City-wide Surety Bonding and Financial Assistance Program. Pursuant to the aforementioned Administrative Code, the HRC is required to produce regular reports of timely information. However, the lack of City-wide processes and technology systems prevents HRC from fulfilling this responsibility.

## NEEDS ASSESSMENT SCOPE

The goal of this phase of the project will be to conduct a needs assessment resulting in a recommendation report. The recommendation report will evaluate the various options available to the HRC: (1) Status quo (2) Existing city technologies (3) Acquire commercial off the shelf technology (COTS). The second phase of the project will seek to implement the recommendations.

The current scope of the project will fulfill the following:

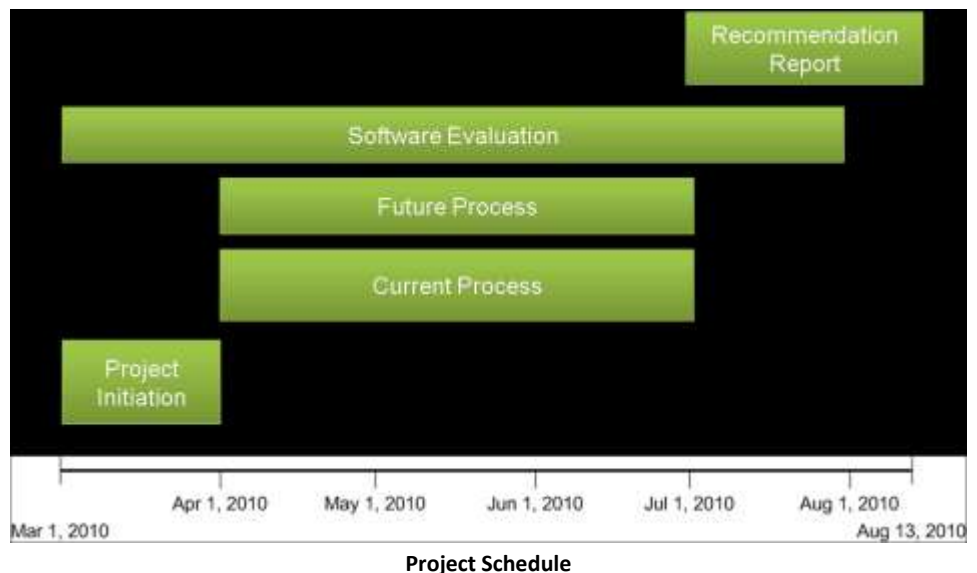
1. Document current process/procedures related to Admin Code 14B
2. Create to-be process/procedures related to Admin Code 14B based on industry best practices
3. Compare technology options: (1) Status quo (2) Existing city technology (3) Acquire commercial off the shelf technology (COTS).
4. Recommend a technical course of action based on business needs

## SCHEDULE

The overall project is divided into two major phases.

**Needs Assessment Phase** includes all activities related to defining the requirements for the future application:

- Business Requirements Gathering
- Business Process Analysis
- Business Process Recommendations
- Software evaluation & selection



**System Build Phase** includes all activities related to building the application to meet the requirements collected in the prior phase:

- System Planning
- Application Development and Configuration
- Data Migration
- Integration
- Reports / KPIs/ Inbox Development
- Testing
- Migration of configured Application and Data
- Operational Support (ie. training)



# DiversitySF

Advocating Small Local Businesses



## RESOURCES

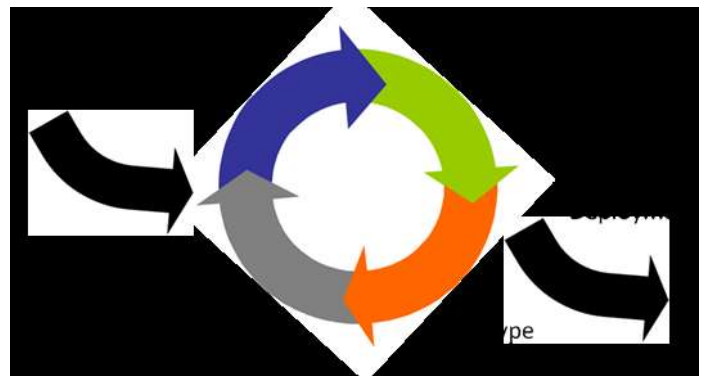
Role	Name	Project Responsibilities
<b>Project Committee</b>	Theresa Sparks Boris Delepine Jon Walton (DT) Gina Tomlinson (DT) Jay Nath (DT)	<ul style="list-style-type: none"> <li>• Provide project vision</li> <li>• Review overall project progress</li> <li>• Provide guidance on critical project issues that have been escalated without resolution</li> </ul>
<b>Project Manager</b>	Boris Delepine Jay Nath (DT)	<ul style="list-style-type: none"> <li>• Manage day-to-day project tasks, resources, schedule, budget</li> <li>• Manage and coordinate all external resources to complete all task and activity and associated documentation</li> <li>• To identify and manage any potential risk, issues or delays that may impact the project and communicate to project team</li> <li>• Quality management of deliverables</li> <li>• Providing performance progress reporting around task and activities</li> <li>• Capturing, issuing and managing change control throughout the duration of the project</li> <li>• Contingency planning and management</li> <li>• Document management of all templates, documents and diagrams</li> <li>• Vendor partner management</li> </ul>
<b>Business Analyst</b>	Alaric Degrafinried Alissa Black (DT)	<ul style="list-style-type: none"> <li>• Liaison between the Subject Matter Expert and project team</li> <li>• Provide support on all activities throughout the project</li> <li>• Act as technical Subject Matter Expert for the existing systems</li> </ul>
<b>Subject Matter Expert</b>	TBD	<ul style="list-style-type: none"> <li>• Provide consulting level guidance on industry best business practices</li> <li>• Recommend future state business processes that follow industry best practices</li> <li>• Understand existing HRC business processes</li> <li>• Understand relevant legislation/administrative code</li> <li>• Lead requirement workshops</li> <li>• Prioritize requirements for software selection</li> <li>• Assist with software selection report</li> <li>• Review and update draft current and future states processes</li> <li>• Contribute to and review Recommendation Report</li> </ul>

## METHODOLOGY

The project will be a collective effort between HRC and DT. Application development will utilize an “agile” approach where the emphasis is placed on ensuring that the team has multiple opportunities to provide feedback on the end product early on.

The advantages of this approach are as follows:

- Able to quickly respond to changes
- Decreases the time between requirements gathering and demonstration of the software product, and ensures requirements are still valid
- Allows users to visualize the future product, resulting in more substantial discussion and requirements
- Cyclic testing decreases significant testing effort prior to release



Agile Development Methodology