

### Program #15023 - MCDA Technology Upgrade - Email Systems and Public Records

3/2/202

Department:District AttorneyProgram Contact:Ross LamberthProgram Offer Type:Innovative/New ProgramProgram Offer Stage:As Requested

Related Programs:

Program Characteristics: One-Time-Only Request, Out of Target

### **Executive Summary**

This project intends to significantly update and improve MCDA's Email Systems and Public Records Requests (PRR) processes and allow secure document, email, and calendar collaboration between MCDA staff and between MCDA staff and Multnomah County staff by moving our email and calendaring to Google Workspace.

## **Program Summary**

For over a decade, MCDA has relied on MCSO to share their email server, providing MCDA with basic email and calendar functionality. Primarily due to MCDA's outdated strategies for archiving email, and the recent increase in PRR that have brought these issues to the forefront, this strategy is no longer tenable as MCDA has limited ability to update and modify MCSO's email server and any changes directly affect MCSO's environment. Any changes MCDA makes puts MCSO's email speed and stability at risk.

In addition to fundamentally improving our email functionality and ability to respond to PRR in a timely manner, Google Workspace comes with a huge and varied application suite, used for over a decade at Multnomah County, which is expected to increase productivity and collaboration within MCDA and between MCDA and Multnomah County in many additional ways. It is also intended that as a part of this project initiative, MCDA IT will work with Multnomah County IT to add interfaces between MCDA's implementation of Google Workspace and other Multnomah County systems such as Workday and Active Directory (AD), utilizing the previous experience and successes Multnomah County IT has had in implementing these interfaces for their operations.

The primary budget request is for 1.50 limited duration project management support focused on documenting existing business processes, change control, and user support/training that is required to make such fundamental changes to business critical processes such as email and calendaring.

MCDA also intends to utilize the project managers to audit and update MCDA "groups" not only within Google Workspace (ex: email distribution lists) but also other places where a refresh of how "groups" are defined and utilized would improve operational efficiency and security (ex: AD, Microsoft file shares, role based permissions in other apps such as Alfresco & CRIMES).

Performance Measures								
Measure Type	Primary Measure	FY20 Actual	FY21 Budgeted	FY21 Estimate	FY22 Offer			
Output	Email & Calendar migrated to Google Workspace.	N/A	N/A	N/A	100%			
Outcome	Employees trained in use of Email & Calendar.	N/A	N/A	N/A	150			
Output	MCDA & Mult County staff able to share Calendars.	N/A	N/A	N/A	100%			
Outcome	Employees trained in use of Collaborative Documents.	N/A	N/A	N/A	100			

#### **Performance Measures Descriptions**

These measures are intended to indicate success in migrating MCDA's current email system to Google's higher-functionailty Workspace environment.

# Revenue/Expense Detail

	Adopted General Fund	Adopted Other Funds	Requested General Fund	Requested Other Funds	
Program Expenses	2021	2021	2022	2022	
Personnel	\$0	\$0	\$221,115	\$0	
Total GF/non-GF	\$0	\$0	\$221,115	\$0	
Program Total:	\$0		\$221,115		
Program FTE	0.00	0.00	0.00	0.00	

Program Revenues						
Total Revenue	\$0	\$0	\$0	\$0		

# **Explanation of Revenues**

# **Significant Program Changes**

Last Year this program was: