

# **Houston Information Technology Services (HITS)**



**Transportation, Technology and  
Infrastructure Committee  
September 11th, 2014 – 9AM**

**Charles Thompson, Director/CIO**

# AGENDA



- » CSMART Re-Cap
- » CSMART Implementation
  - > Testing
  - > Accomplishments to Date
  - > Work Under Way
- » What is my customer expecting?
- » Go-Live....
- » Questions that come to mind
- » Next Steps & Action Items
- » Questions



# CSMART Re-Cap



- In the Beginning
  - CoH ITD – ‘Software Factory’
  - One “Big Go Live”
- HITS & MCD become partners
  - Fixed Price Contract
  - Independent Verification & Validation – (IV&V)
  - Phase I
  - Phase II
  - Run & Maintain
- Instituted Industry Best Practices & Protocols



# Testing

- Unit Testing
- Feature Testing
- End to End Functionality Testing (Scenario based)
- Data Conversion, Validation, Verification & Testing
- Performance Testing
- User Acceptance Testing
- Why we use best practices in testing...



# Accomplishments to Date



- **824** application features planned for Phase 1 Go-Live; there are Two Phases planned for the complete solution
- **427** planned features completed prior to converting to a fixed price contract (**2.22.2013**), **395** planned features remained to be developed.
- As of 9/5/14 – **348** of the **395** planned features have been developed, tested and accepted.
- **39** of the **47** planned features remain to be tested and accepted.
- **8** of the **47** planned features still remain in the development process.
- **94%** of planned features complete (**777 of 824**)



# Work under way



## - Testing

- Third Party Performance Testing starts (9.15.14) by Carahsoft (VIP)
- User Acceptance Testing starts (10.6.14) using over **700** test scripts

## - Training

- Initial End User (Completed).
- Follow-up training is being scheduled.

## - Data Conversion

- 13 months of Courtview data and images converted
- Data and images are in the process of being validated and verified.
- After successful validation, convert previous **8** years of Courtview Data.
- **60 million** images and documents
  - (**6 – 8** weeks of processing).



# What is my customer expecting?



- A Solution that Works!
- A Solution that has more capabilities than the current product.
- A Successful Go-Live that minimizes impact on Court Operations!



## Go Live....



- Business requirements mandate a 3 day window for cut-over from Courtview to CSMART, that minimizes the impact on day to day court operations



# Questions that come to mind



- Q: Does the amended plan add any costs to the contract?
  - A: No, the contract was converted to fixed cost (**2.22.2013**).
- Q: Does the amended plan add value?
  - A: Yes, it is customer focused to ensure that there is minimal disruptions at “GO-LIVE”.
  - A: We stay the course on the protocols of development, test, remediate defects, re-test and then accept.



# Next Steps & Action Items



- » Working the amended plan.
- » If requested by Chairman, monthly TTI Committee information briefings.
- » Individual Council Member meetings when requested.





# Questions