Memorandum

On the evening of Thursday, August 4, the Information and Technology Services (ITS) Department, along with Development Services (DEV) and the City's vendor, Avolve, began work to re-platform and upgrade the electronic plan review and submission system, ProjectDox, from version 9.1 to version 9.2. ProjectDox is the City's electronic plans system where residents and businesses electronically upload plans and documentation associated with building permit requests. City staff reviews the electronic plans and provides automated direct communications to the permit applicant through the system.

As part of the upgrade to ProjectDox 9.2, the software application was moved from an on-premises application operated out of the City's data center to a Software-as-a-Service (SaaS) application hosted by the application vendor. This change provides greater stability and improved performance for users by simplifying the technical architecture. Additionally, the upgrade provides improved workflows and greater usability for both internal and external users.

The combined City project team completed validation testing of the upgraded ProjectDox system on Sunday, August 7, and the new system was available for users beginning this morning at 8:00 a.m. (Go-Live). While the transition was successful, there is a known and documented issue with the upgraded software that may have an impact on a subset of users until the issue is resolved. The issue impacts only current, pending permit applications and will not affect newly submitted requests.

The issue occurs because the City's vendor has not completed the synchronization of data to the new system. As a result, if a user attempts to access a file or document on a project, they may receive an error message indicating the item is not available. The user will receive this error message on a subset of items until the system synchronization has been completed. The error message does not prevent users from taking other actions in the system. The synchronization is ongoing, and the vendor estimates that it will be fully completed by the end of the day on Tuesday, August 9, at which time the issue will be resolved.

In the interim, the City will provide information to ProjectDox users on the issue and provide them instructions for reporting the problem. Upon report, ITS will work with the system vendor to manually synchronize the files to the project. The vendor is providing a dedicated resource to expedite these requests.

Status Update on the Upgrade of the Development Services Electronic Plan Review System

ITS will continue to monitor the progress of the vendor in resolving this final issue and will work with DEV on assessing system performance and documenting and resolving any other issues that may arise following ProjectDox 9.2 going live.

If you have any questions, please contact me or Bill Zielinski, Chief Information Officer.

Jack Ireland
Chief Financial Officer

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T.C. Broadnax, City Manager	Majed A. Al-Ghafry, Assistant City Manager
Chris Caso, City Attorney	M. Elizabeth (Liz) Cedillo-Pereira, Assistant City Manager
Mark Swann, City Auditor	Robert Perez, Assistant City Manager
Bilierae Johnson, City Secretary	Carl Simpson, Assistant City Manager
Preston Robinson, Administrative Judge	Genesis D. Gavino, Chief of Staff to the City Manager
Kimberly Bizor Tolbert, Deputy City Manager	Directors and Assistant Directors
Jon Fortune, Deputy City Manager	