

**COUNTY OF MILWAUKEE
INTEROFFICE COMMUNICATION**

Date: July 20, 2017

To: Supervisor Theodore Lipscomb, Sr., Chairman, County Board of Supervisors

From: Laurie Panella, Chief Information Officer, DAS - Information Management Services Division

Subject: Passive Review Item from the Chief Information Officer, Information Management Services Division on a professional service contract amendment with Northwoods Software Development, Inc. (**REVISED REPORT - PASSIVE REVIEW; INFORMATIONAL ONLY UNLESS OTHERWISE DIRECTED BY THE COMMITTEE.**)

Request

The Department of Administrative Services – Information Management Services Division (DAS-IMSD) respectfully requests passive review of Amendment 3 to the Northwoods Software Development, Inc. Professional Service Agreement. Amendment 3 increases the value of the Professional Service Agreement by \$19,880.00, for a total contract amount not to exceed \$214,965, to compensate Northwoods for the activation and configuration of the Titan Identity Federation (TIF) module to enable Single Sign-On (SSO) for Milwaukee County's intranet site and fund additional change orders, as required.

Background

In July of 2016, DAS-IMSD entered into a professional services contract with Northwoods Software Development, Inc. to provide professional services for the redesign and rebuild of the County's websites (internet and intranet).

SSO was not within the scope of the Request for Proposal for Capital Project WO632 – Internet/Intranet Redesign/Rebuild. SSO provides the ability for a Milwaukee County employee to automatically and securely log-in to Milwaukee County's intranet. As long as the employee is on a computer within our domain, SSO bypasses the need to re-enter his or her user identification and password.

During the requirements gathering phase of the project, it became clear that SSO would substantially contribute to the success of the new Intranet. Milwaukee County staff frequently cited the need to log-in twice to access the Intranet as one of the primary reasons they did not utilize the Intranet. Milwaukee County staff are not unique in demonstrating unwillingness to log-in to a website twice – in a poll performed by Blue

Research, 92% of internet users would rather leave a website than attempt to reset or recover log-in information. The addition of SSO will provide an improved user experience and remove a roadblock to staff utilization of the new Intranet to its fullest potential.

SSO may also:

- reduce opportunities for forgotten passwords, thus reducing the number of password reset requests processed by DAS-IMSD's Service Desk, and subsequently reducing costs;
- improve customer satisfaction by making the sign-on process faster and easier;
- boost productivity by reducing log-in times and time spent mitigating failed log-in attempts; and
- increase the use of the new Intranet by Milwaukee County staff, ensuring that maximum benefit is obtained from the investment in this project.

Amendment 3 to Northwoods Professional Services Agreement expands the original Scope of Work to include the activation of the TIF module and configuration of the module for use in Milwaukee County's environment.

Additionally, DAS-IMSD expects to receive future change order requests from project stakeholders and/or from Northwoods during the course of the project. To account for these unknown future change order requests, DAS-IMSD may spend up to an additional \$19,880 between activation of the TIF module and future change orders.

Recommendation

The Chief Information Officer of the Department of Administrative Services – Information Management Services Division respectfully requests passive review of the Amendment 3 to the Northwoods Software Development, Inc. Professional Service Agreement. Amendment 3 increases the value of the Professional Service Agreement by \$19,880.00, for a total contract amount of \$214,965.00, to compensate Northwoods for the activation and configuration of the TIF module to enable SSO for Milwaukee County's intranet site and fund additional change orders, as required.

Fiscal Impact

A fiscal note form is attached.

The cost for the addition of SSO may vary based on the needs of the City of Milwaukee. The City of Milwaukee maintains an intergovernmental cooperation agreement with Milwaukee County that includes the hosting of the City of Milwaukee's internet and intranet sites on Milwaukee County's instance of Titan. The maximum spend of the proposed Amendment will not exceed \$214,965.00.

Capital Project WO632 – Milwaukee County Internet/Intranet Redesign/Rebuild includes a contingency fund of approximately \$100,000 not otherwise allocated to project resources. The additional cost will be drawn from this contingency fund. Any funds not utilized will be returned to the contingency fund.

Approved by:



Laurie Panella, DAS-IMSD
Chief Information Officer

cc: County Executive Chris Abele
Raisa Koltun, Chief of Staff
Supervisor Peggy West, Chair, Finance and Audit Committee
Supervisor Sheldon Wasserman, Vice-Chair, Finance and Audit Committee
Kelly Bablitch, Chief of Staff, County Board of Supervisors
Teig Whaley-Smith, Director, Department of Administrative Services
Steve Kreklow, Policy, Strategy and Budget Administrator, DAS
Steve Cady, Research & Policy Director, Comptroller's Office
Janelle Jensen, Committee Clerk, Finance and Audit Committee
Lara Lukasik, Fiscal Analyst, Policy, Strategy and Budget Office