



**TECHNOLOGY, TRAINING &
CONTINUOUS IMPROVEMENT**

DevHub Refresh and Easier Uploads Projects Update

**DRAC Process Improvement Technology Subcommittee
August 17, 2023**



**Bureau of
Development
Services**

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Agenda

- Projects Overview – Outcomes and Benefits
 - Introducing DevHub Refresh
 - Review Easier Uploads
- Combining DevHub Refresh and Easier Uploads Projects
 - Why did we combine these projects?
 - Timeline Update
- DevHub Refresh Demo
- Next Steps



Projects Overview: Outcomes and Benefits

Introducing DevHub Refresh

Review Easier Uploads



DevHub Refresh: Project Outcomes and Benefits

- For Customers,
 - Refresh the portal with a modern design
 - Looks closer to the new Portland.gov website
 - Improve user experience and user interface overall
 - Navigation simplification
 - Mobile-ready
 - Better Web Content Accessibility ([WCAG 2.0](#)) compliance
 - Starting with some conditional logic to require information only when relevant and necessary
 - Processing on some pages will be faster
 - Improved:
 - Property Selection
 - License Verifications
 - Trade Fixture Dynamic Display
 - Permit Application Recap for Review and Edit



DevHub Refresh: Project Outcomes and Benefits

- For DevHub Workstream,
 - Improved underlying architecture
 - Ease future maintenance and development
 - Updated Product Stack includes build in WCAG compliance
 - Better error logging and site event display for issue investigation
 - Backend Permit Flows build in linear fashion to support and speed up maintenance, updates, and improvements
 - Text, labels, field locations, help text, required field can be done by Business Systems Analysts
- For Staff Supporting Customers,
 - Reduce support for portal-related customer issues
 - Improved turnaround time on DevHub related requests



Easier Uploads: Project Outcomes and Benefits

- For Customers,
 - Links to upload corrections do not expire
 - Transparency – ability to download City’s checksheets
 - Transparency – ability to confirm corrections uploaded
 - DevHub becomes a more complete tool, no need to separately use HCP Anywhere
- For Permitting Staff,
 - Removes time spent creating, emailing, deleting HCP Anywhere links
 - Fewer calls from customers wondering if/when corrections were uploaded
- For Management / Reporting / Performance Measurement,
 - Automating first review window may allow customers to submit corrections sooner



Combining DevHub Refresh and Easier Uploads

Project Outcomes

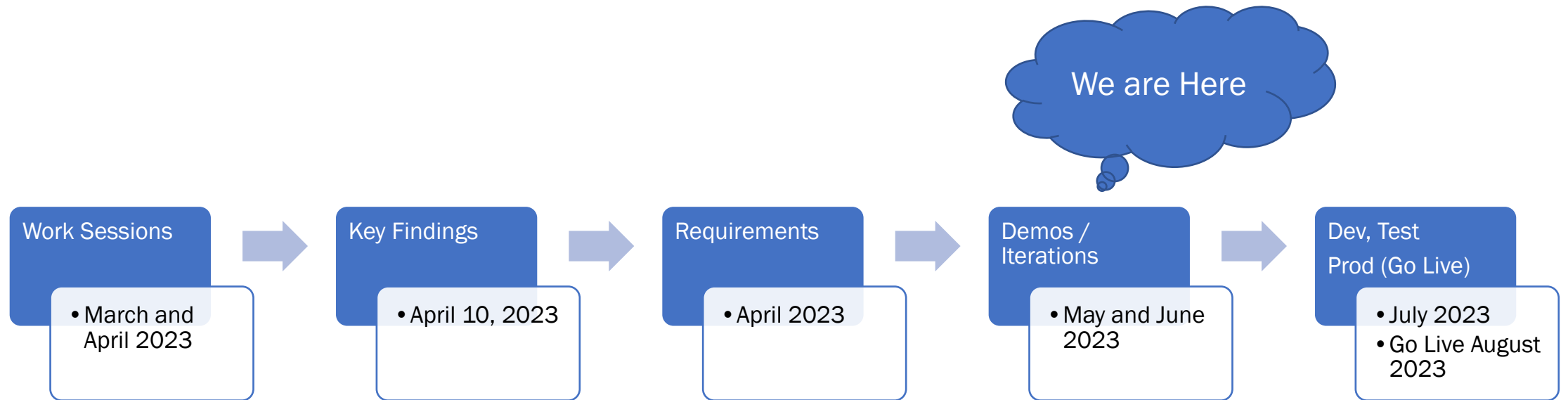
Project Benefits



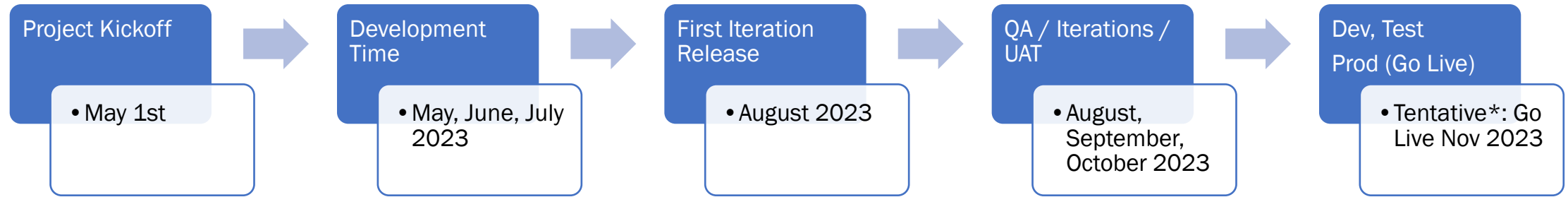
Why did we combine these projects?

- Initially we were aiming to release Easier Uploads sometime in August
- As we moved through the project engagement alongside the DevHub Refresh the following became clear:
 - Our timeline for the release of the refresh was the 3rd week in October. If we released Easier Uploads in August we would be making major system updates in August and then again in October
 - Customer impact: Two phases of change
 - Duplicate work for our Communications and Training Teams
 - Two separate rounds of engaging with our business partners and external customer partners for testing/training/UAT
 - Redoing work in refreshed portal

Previous Easier Uploads Phase 1 Timeline



DevHub Refresh Easier Uploads Combined Timeline



Original Easier Uploads Timeline



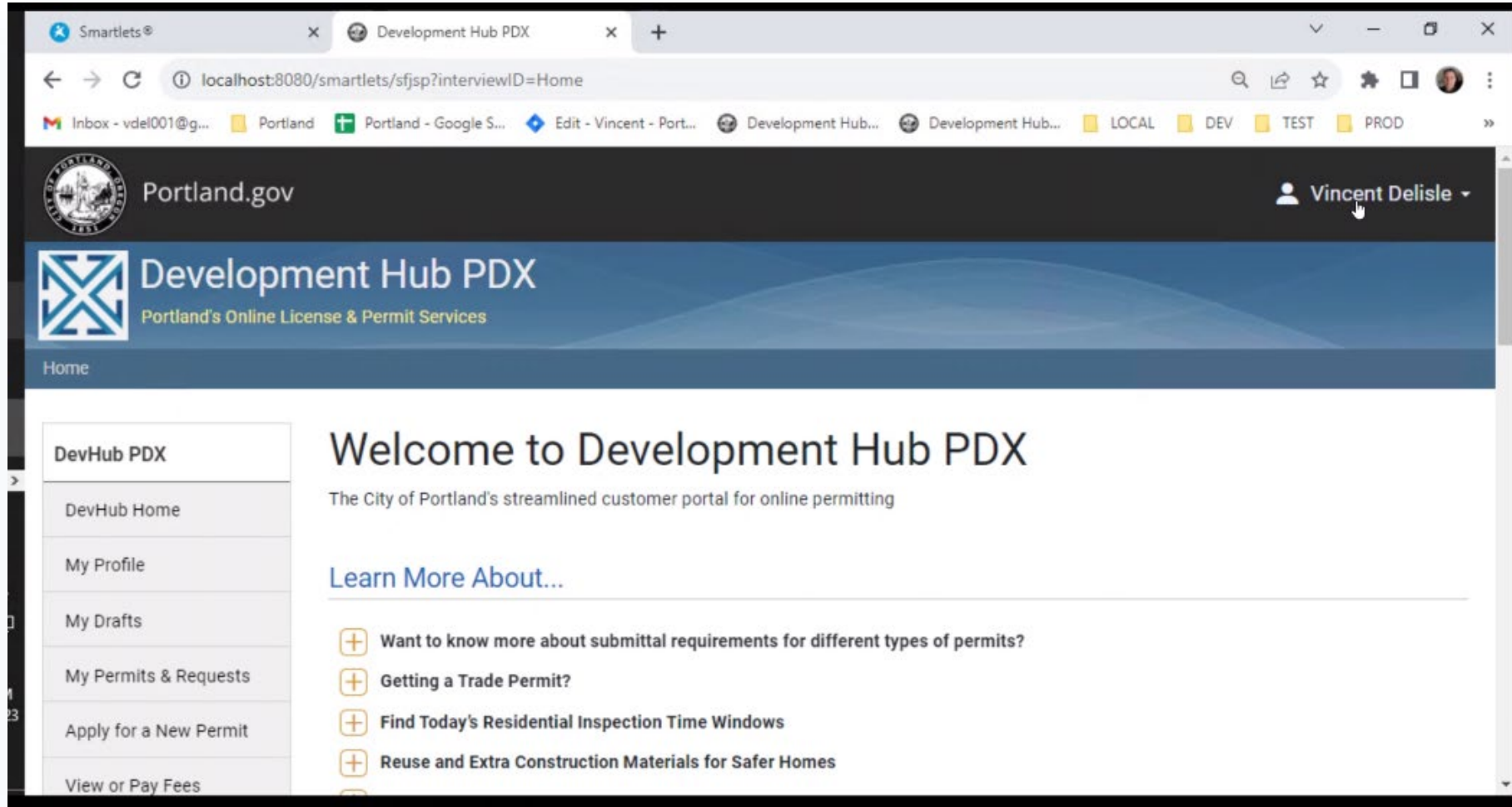
July: Combined Timelines

*Our timeline with our vendor had the first iteration release on August 2nd and a go-live of October 19th. We now have access to a partial iteration which should have functionality completed by August 30th. We are anticipating that our go-live will change to the 2nd or 4th week of November



DevHub Refresh Demo

Demo Screenshots: Homepage



Demo Screenshots: Homepage Continued

The screenshot shows a web browser window with the following details:

- Browser tabs: Smartlets®, Development Hub PDX
- Address bar: localhost:8080/smartlets/sfjsp?interviewID=Home
- Browser extensions: Inbox - vdel001@g..., Portland, Portland - Google S..., Edit - Vincent - Port..., Development Hub..., Development Hub..., LOCAL, DEV, TEST, PROD
- Left sidebar menu (DevHub PDX):
 - DevHub Home
 - My Profile
 - My Drafts
 - My Permits & Requests
 - Apply for a New Permit
 - View or Pay Fees
 - My Bills
 - Upload Corrections
 - Help and FAQs
- Main content area:
 - My Permits & Requests** (Image: magnifying glass over keyboard)
 - View and manage past and current permits
 - Schedule inspections
 - Submit documents
 - ...
 - Apply for a New Permit** (Image: hand clicking 'Submit' button on keyboard)
 - Apply for building permits
 - Apply for trade permits
 - Apply for urban forestry permits
 - ...
 - View or Pay Fees** (Image: hand holding credit card over laptop)
 - Search for invoices
 - Search for permit fees
 - Make payments
 - ...

Demo Screenshots: Property Search

The screenshot displays a web browser window with the URL `localhost:8080/smartlets/sfjsp?interviewID=SelectAProperty`. The page title is "SELECT A PROPERTY". On the left, a sidebar menu for "DevHub PDX" includes links for Home, My Profile, My Drafts, My Permits & Requests, Apply for a New Permit, View or Pay Fees, My Bills, Upload Corrections, and Help and FAQs. The main content area features an information box with instructions: "Select the property where the work will be performed. To select a property, start typing any address information in the auto-complete box below until you see the address of the desired property. Use the 'Search by Address' or 'Search by Property ID' if you can't find the property you are looking for." Below this, there is a search input field labeled "Address (required)" containing the text "123". A dropdown menu shows a list of suggested addresses in Portland, Oregon, including "1230 E BURNSIDE ST, PORTLAND 97214", "1231 NW OVERTON ST, PORTLAND 97209", "1233 NW NORTHRUP ST, PORTLAND 97209", "12318 SE STEPHENS ST B, PORTLAND 97233", "7123 SW 29TH AVE, PORTLAND 97219", and "3123 NE 67TH AVE, PORTLAND 97213". Two buttons, "Search by Address" and "Search by Property ID", are located to the right of the information box.

Demo Screenshots: My Permits Results

The screenshot displays a web browser window with the URL `localhost:8080/smartlets/sfjsp?interviewID=MyPermits&workspace=main`. The page title is "MY PERMITS & REQUESTS". A sidebar on the left lists navigation options under "DevHub PDX", with "My Permits & Requests" selected. The main content area features a filter bar with buttons for "Active", "Opened", "Closed", "Requested", and "View All". Below this, the "Active Permits" section shows a table of permits with columns for Permit #, IVR #, Description, Address, and Status. Two permits are listed, both with a status of "Issued".

MY PERMITS & REQUESTS

Select the type of permits or requests you would like to see.

[Click here for additional help...](#)

Active Opened Closed Requested View All

Active Permits

Show 10 entries Search:

Permit #	IVR #	Description	Address	Status	
2023 028562 000 00 OF	4911158	Online Pruning Permit - Pruning - Right-of-way	1312 SE PINE ST , PORTLAND	Issued	Select
2023 028553 000 00 OF	4911149	Online Pruning Permit - Pruning - Right-of-way	4881 SE 63RD AVE , PORTLAND	Issued	Select

Demo Screenshots: My Permits Permit Detail



The screenshot shows a web browser window with the following details:

- Browser tabs: Smartlets®, Development Hub PDX
- Address bar: localhost:8080/smartlets/sfjsp
- Navigation: Back, Forward, Refresh, Home, Search, Star, Settings, Profile
- Account/Environment: Inbox - vdel001@g..., Portland, Portland - Google S..., Edit - Vincent - Port..., Development Hub..., Development Hub..., LOCAL, DEV, TEST, PROD

The main content area is titled "APPLICATION DETAILS" and contains the following information:

Application Type	IVR Number	View Processes / Schedule an Inspection
Electrical Permit - Residential 1 & 2 Family - Addition/Alteration/Replacement	4910364	View Processes / Schedule an Inspection
Address	Status	Pay Fees
4821 NE KILLINGSWORTH ST PORTLAND, OR 97218-1936	Fees Due	Return
Description	Application Date	
Install A/C Circuit & Disconnect.	2023-04-03	
Condition(s)	Issued Date	
Prior to starting work on your site, you are responsible for verifying and complying with Zoning Code regulations (such as setbacks, screening and historic/design regulations). A land use review may be required. View the zoning code online (http://www.portlandonline.com/zoningcode). speak to a DSC Planner. or call 503-823-7526.	2023-04-03	
	Expiry Date	
	2023-09-30	



Next Steps

- Firm up project timeline
 - We need to see what functionality is available on Wednesday, August 30th and will work with the vendor that week to update the timeline
- Identify who from the Process Improvement Technology Subcommittee has availability to participate in training and feedback sessions
 - These sessions will include customer users walking through features of the portal and providing feedback
 - This feedback will be used to inform customer communications and training materials
 - Feedback will be captures for consideration for future iterations of DevHub
- Time commitment is likely:
 - 2 to 4 hours in September or October



Thank You!

Questions?