RRIO – Draft High-Level Implementation Plan

Q1 2013 | Q2 2013 | Q3 2013 | Q4 2013

RFP and System Selection

- Write RFP; define vendor/software selection criteria
- Select vendor/system and negotiate contract

Public Facing: Outreach, Stakeholders, Training

- Create detailed outreach plan
- Plan and coordinate stakeholder meetings
- Develop fee proposal & work with stakeholders, Finance
- Create weighted checklist and obtain public comment
- Build training for landlords, inspectors

- Project manage outreach activities
- Finalize Training for landlords, inspectors and begin delivery
- Finalize web activities and messages

Process Design

- Confirm process inventory
- Begin detailed process design for non-system processes
- Create inventory of procedures, policies, forms, letters, director's rules to be written and begin writing

Finalize Procedures Etc

- Design detailed processes for system-related
- Finalize writing procedures, policies, forms, letters, director's rules
- Create helpdesk support materials

Fees & Costs

- Finalize cost/capacity/fee model
- Finalize best-guess costs from vendors
- Draft budget proposal

System Implementation

- Implement system(s) for property registration, inspector registration, inspections, fees (including property database)