

FY 2022-23 & FY 2023-24 COIT Scoring Form

Criteria	Excellent Looks Like...	COIT Comments	Member Comments
Problem Definition (User Research, Alternatives)	<p>User issues and journey well understood. Strong quantitative measures used to identify specific problems. Equity analysis incorporated in problem definition.</p> <p>Current state measures already being used to inform design.</p>		
Strategic Alignment & Project Benefits (Strategic Priority, Quantifiable Impact)	<p>Strong alignment with Mayoral and Department priorities, including advancing City and Department equity goals.</p> <p>Project will transform service experience for both users and employees.</p>		
Development Plan & Change Management (Role of the Business, Prototyping)	<p>Business processes mapped out, changes already taking place before technology solutions.</p> <p>CM is paired tightly with user-testing & feedback loops.</p>		
Architecture Review (Data, Security)	<p>New solution architecture defines policies, procedures, new hardware, software and data components & integration to existing system and application components.</p> <p>Strong alignment to CCSF standards, policies and enterprise shared services models.</p>		
Department Capacity (Planning, Staffing)	<p>Strong definition of roles and responsibilities between department staff and vendor. Staffed appropriately.</p> <p>Projects have been a model for implementation practices.</p>		

Financial Match	Regulatory Considerations