



Post-Implementation Review of the Building Code Automation System at the Permitting, Licensing, and Consumer Protection Division

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EXECUTIVE SUMMARY

This report presents the results of our post-implementation review of the Building Code Automation System used by the Permitting, Licensing, and Consumer Protection Division (PLCP).

The Building Code Automation system was custom designed and developed by Computronix (CX) for PLCP at a cost of approximately \$1.6 million. CX developed the system using their Public One-Stop Service System (POSSE) product. POSSE provides a flexible platform for the custom development of specific functionality based on design requirements established by the user.

Findings resulting from our review are principally categorized within the following two areas:

- System design and implementation
- Operations and maintenance of the system

The system design and implementation issues result from deficiencies in the system design. The CX system design was approved by staff before commencement of system implementation. The delivered system functions as designed. However, PLCP staff subsequently determined the design specifications omitted desirable processing functionality and management reports.

Concerns related to the operations and maintenance of the system include:

- Control weaknesses - Access and programmed code change controls are not adequate to protect system and data integrity.
- Excessive use of system utilities - Supplemental internal controls are necessary to compensate for processing difficulties encountered by PLCP staff using the system. PLCP staff frequently finds it necessary to interrupt system routines in the course of routine permit processing.
- Vendor support - From a perspective of continued operations, both the POSSE application and database software components are behind current vendor releases.

As a result of the above, the PLCP Building Code Automation System operates with a lesser degree of effectiveness and efficiency than originally anticipated. Furthermore, the current use of the system indicates a lack of programmed controls and flexibility that reduces PLCP's ability to rely on the system and fulfill transaction processing needs.

