

FY 2023-24 & FY 2024-25 COIT Project Evaluation Form

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

Financial Match	Regulatory Considerations

