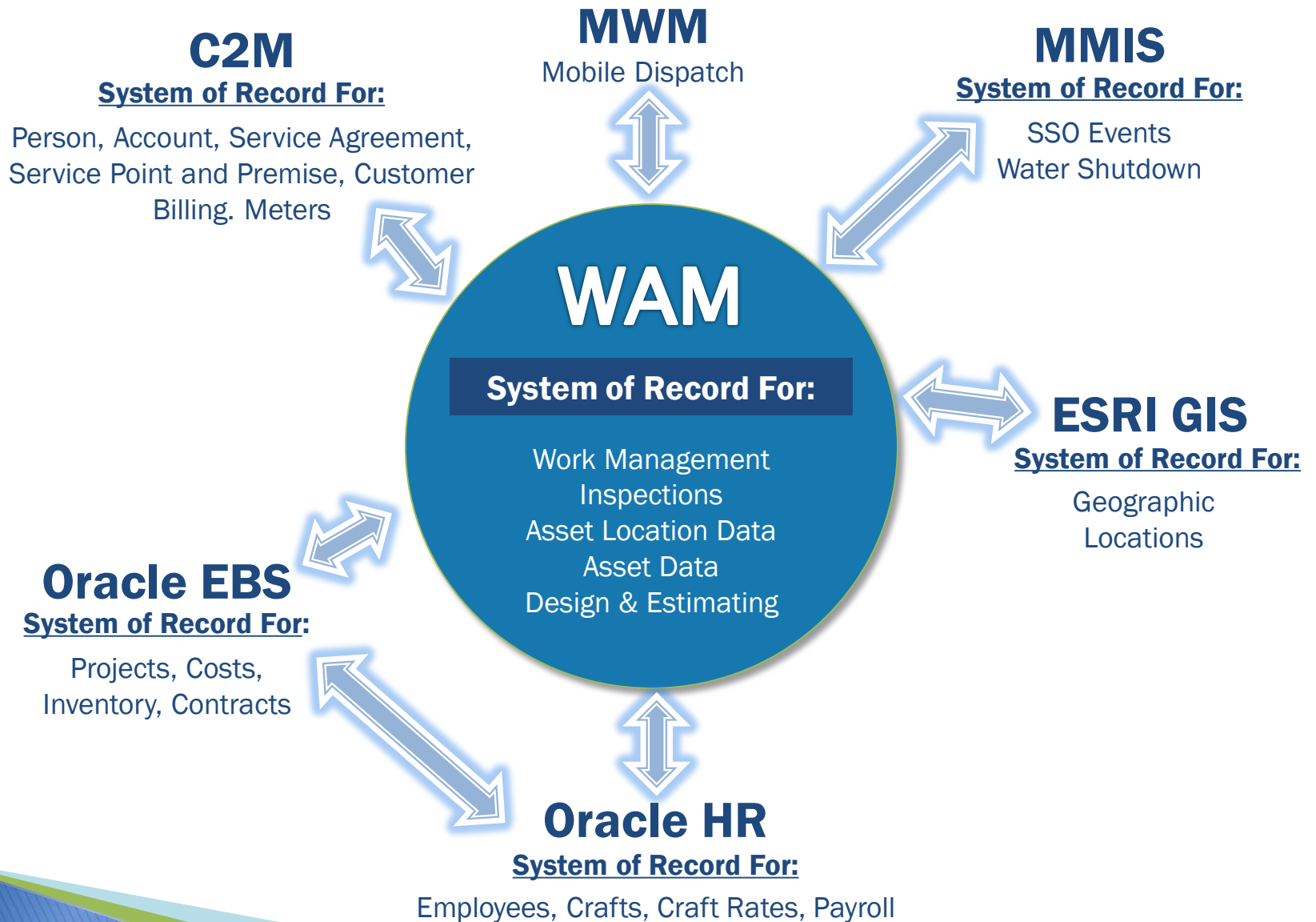# Work Asset Management (WAM)/Mobile Workforce Management (MWM) Initiative Overview

Commission Meeting
September 20, 2017

Where Does WAM|MWM Fit?

C2M
System of Record For:

Person, Account, Service Agreement, Service Point and Premise, Customer Billing. Meters

MWM
Mobile Dispatch

MMIS
System of Record For:

SSO Events
Water Shutdown

WAM

System of Record For:

Work Management
Inspections
Asset Location Data
Asset Data
Design & Estimating

ESRI GIS
System of Record For:

Geographic
Locations

Oracle EBS
System of Record For:

Projects, Costs,
Inventory, Contracts

Oracle HR
System of Record For:

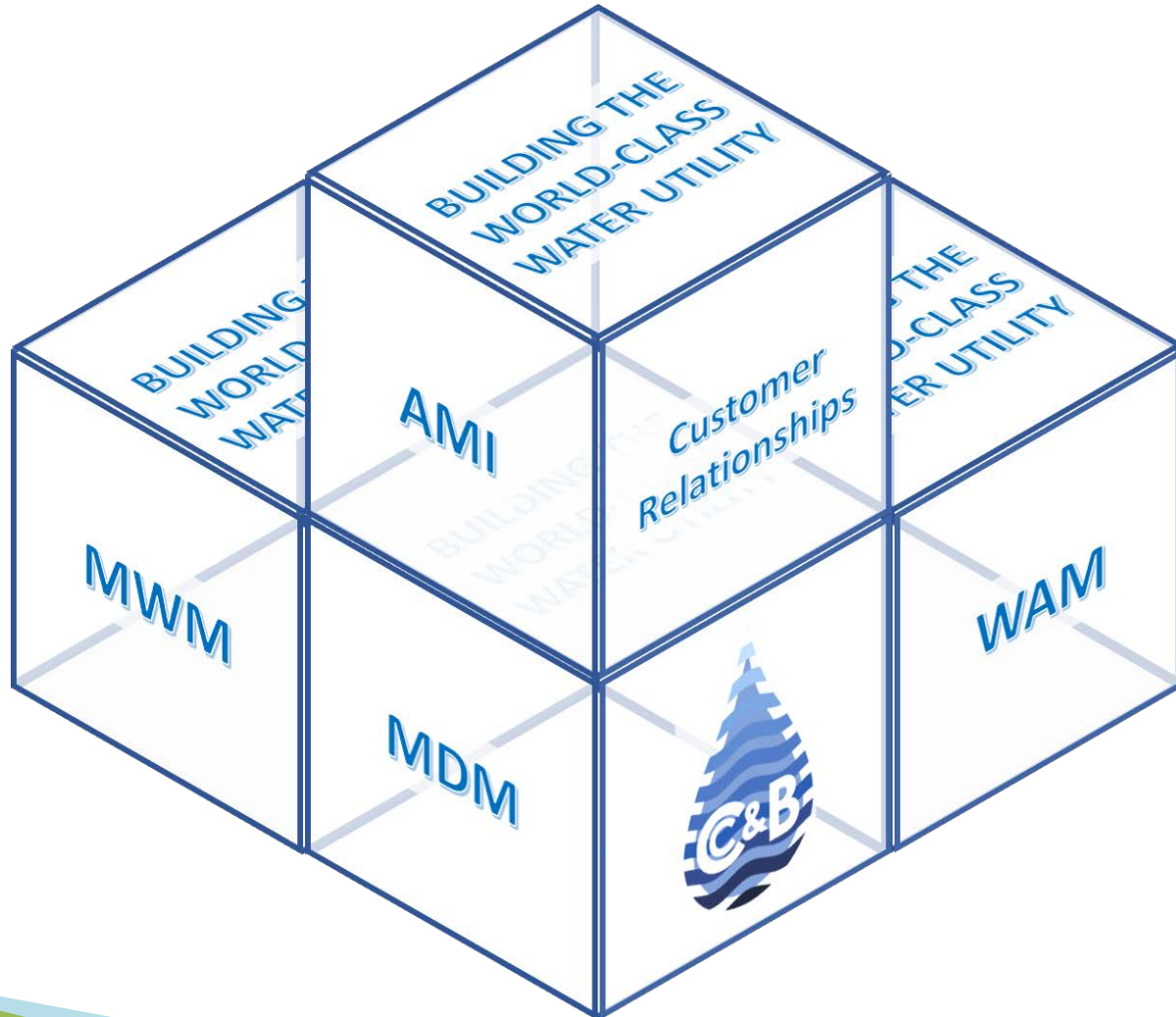Employees, Crafts, Craft Rates, Payroll

WSSC
Where Water Matters

Project Cornerstone

- WSSC uses multiple work order and management systems:
  - Oracle Mobile Workforce Management system (MWM),
  - Oracle Work and Asset Management (WAM),
  - Customer Connect/Field Service System, and
  - Maintenance Management Information System (MMIS) a legacy system
- Scope of this change order will consolidate multiple work order management systems and standardize all processes
- Integration is required for C2M to function properly and will allow WSSC to better serve customers by automatically generating requests for work
- Provide Customer Service Representatives the ability to track work requests and respond to customers' inquiries

Building for the Future…

Glossary

- AIA – Application Integration Architecture

- BI – Business Intelligence (Analytics)
- CC&B – Customer Care and Billing
- CSS – Customer Self Service
- CX – Customer eXperience
- DaaS – Data as a Service
- DMS – Distribution Management System
- DSM – Demand Side Management
- DSS – Digital Self Service
- EE – Energy Efficiency
- ETL – Extract Transform and Load
- IaaS – Infrastructure as a Service
- MDM – Meter Data Management
- MWM – Mobile Workforce Management
- NMS – Network Management System
- OAMPOU – Oracle Application Management Pack for Oracle Utilities
- OATS – Oracle Application Testing Suite

- ODM – Operational Device management
- OFTAPOU – Oracle Functional Testing Advanced Pack for Oracle Utilities
- OFSC – Oracle Field Service Cloud
- OEM – Oracle Enterprise Manager
- OMS – Outage Management System
- OOW – Oracle OpenWorld
- OUA – Oracle Utilities Analytics
- OUF – Oracle Utilities Application Framework
- PaaS – Platform as a Service
- SaaS – Software as a Service
- SGG – Smart Grid Gateway
- SOA – Service Oriented Architecture
- SOM – Service Order Management
- UGBU – Utilities Global Business Unit
- UPK – User Productivity Kit
- URM – Utility Reference Model
- WAM – Work and Asset Management

What's Next?

WSSC

Where Water Matters

COMMISSION PACKAGE

ACTION REQUESTED:

Purpose of Commission Package: The purpose of this Commission Package is to request approval to award Change Order No.1 to Contract No. 7220, Customer to Meter (C2M) to Oracle Utility Group in the amount of $12,000,000.00. Change Order No. 1 will replace the current three (3) work order management systems (WMS) with one system that will be integrated into the C2M product.

Basis of Award: N/A

PROJECT OVERVIEW:

WSSC is implementing Customer to Meter (C2M) system. Currently, WSSC uses three (3) work management systems: Oracle Mobile Work Management system (MWM), Oracle Work and Asset Management (WAM), Customer Connect/Field Service System, and Maintenance Management Information System (MMIS) a legacy system. The scope of this change order will integrate the three (3) WMS into only one (1) work order management system and standardize all processes. This integration is required for C2M to function properly and will allow WSSC to better serve customers by automatically generating requests for work orders to the work order management system, as well as provide Customer Service Representatives the ability to track work requests and respond to customers' inquiries.

CONTRACT DATA:

CONTRACT NO. :	7220	**CUMULATIVE CONTRACT AMOUNT:**	$21,000,000.00
CONTRACT TERM:	TWO (2) YEARS	**ORIGINAL CONTRACT AMOUNT:**	$9,000,000.00
OPTION TERM:	N/A	**CONTRACT TYPE:**	PROFESSIONAL SERVICES
PROCUREMENT TYPE:	EXEMPTION	**OSDI CONCURRENCE:**	☐ YES ☒ NO
PROJECT LOCATION:	☐ MONTGOMERY COUNTY ☐ PRINCE GEORGE'S COUNTY ☒ BOTH		

AWARDEE INFORMATION:

AWARDEE:	ORACLE UTILITY GROUP, 303 PARISH WALK, ELGIN, SC 29045
CHANGE ORDER AMOUNT:	$12,000.000.00
PAST PERFORMANCE:	☒ SATISFACTORY ☐ NO PAST PERFORMANCE

CHANGE ORDER HISTORY:

CHANGE ORDER NO.	AMOUNT OF CHANGE	CUMULATIVE AMOUNT
ORIGINAL	$9,000,000.00	$9,000,000.00
CHANGE ORDER NO. 1	$12,000,000.00	$21,000,000.00
CUMULATIVE TOTAL OF CHANGE ORDERS		$12,000,000.00

☐ Denotes Commission Approval Required

STATEMENT OF DETERMINATION AND FINDINGS

BASED UPON A THOROUGH REVIEW AND ANALYSIS OF THE CONTRACTOR'S PROPOSAL AND ALL OTHER SUPPORTING DOCUMENTATION SUBMITTED BY THE CONTRACTOR, AND IN CONJUNCTION WITH THE DUE DILIGENCE PERFORMED BY THE PROCUREMENT OFFICE, I CERTIFY THAT THE AWARD OF CHANGE ORDER NO. 1, TO CONTRACT NO. 7220 IS RELEVANT, FAIR AND REASONABLE, AND IN THE BEST INTEREST OF THE COMMISSION. TO THE BEST OF MY KNOWLEDGE AND BELIEF ALL APPLICABLE REGULATORY AND STATUTORY PROVISIONS WERE ADHERED TO WHEN DETERMINING AWARD. ZINA WILLIAMS-FOOTE/ZWF _____ BUYER INITIALS

Vennard W[signature] / 8/29/17

Vennard Wright
Chief Information Officer   Date

Carlnetta S. Curry[signature] / 8/30/2017

Carlnetta S. Curry   Date
Contracting Officer Representative,
Division Manager

[signature] / 08/30/17

Thomas J. Street   Date
Deputy General Manager

[signature] / 08/30/17

Carla A. Reid   Date
General Manager/CEO

☐ This is to certify that the Washington Suburban Sanitary Commission on this date voted to approve the above action.

☐ This is to certify that the Washington Suburban Sanitary Commission on this date voted to approve the above action with the following stipulations:

_____

_____

☐ This is to certify that the Washington Suburban Sanitary Commission on this date voted not to approve the above action.

_____ / _____
COMMISSION   Date