

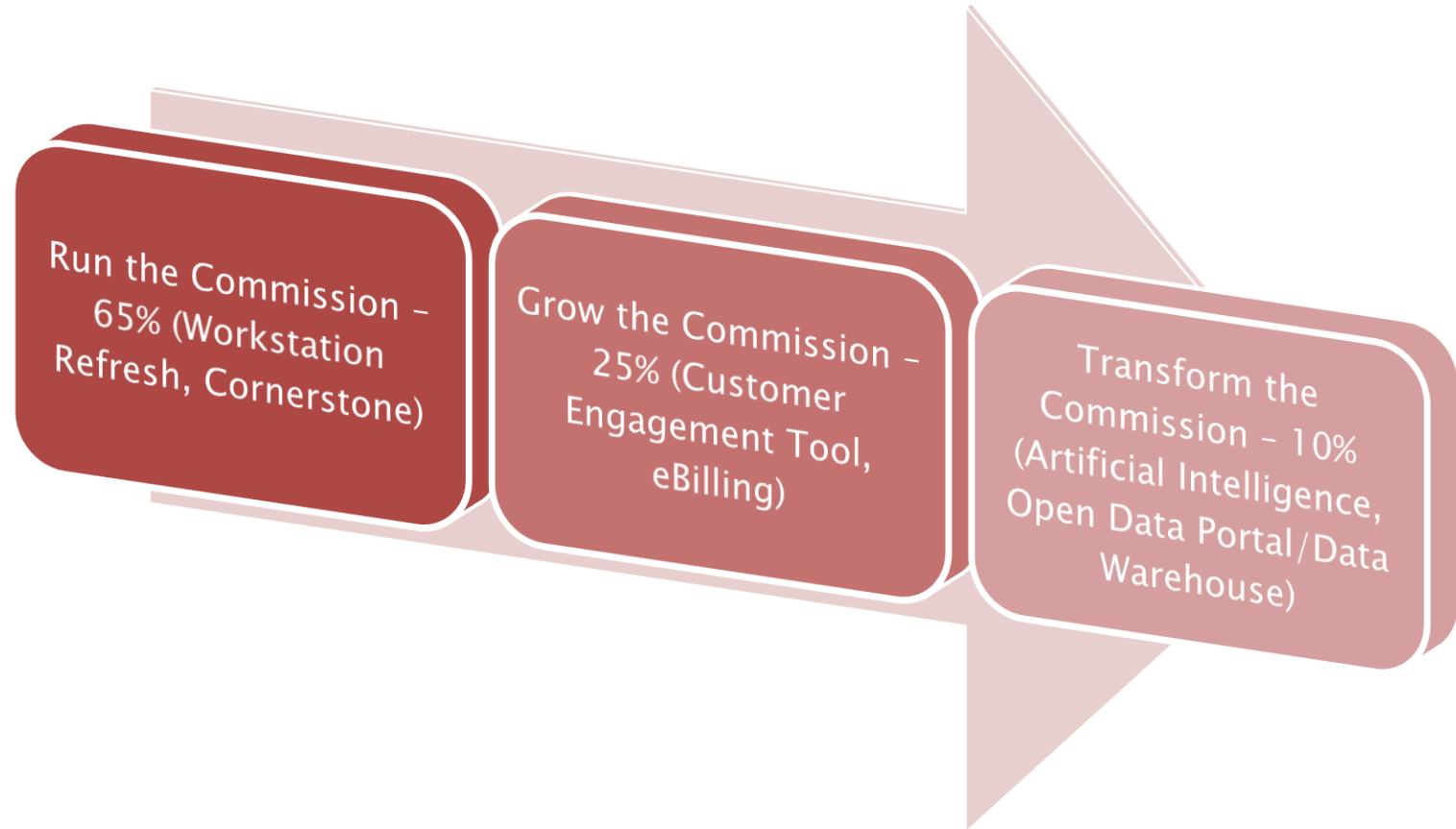
Quarterly IT Update

Commission Meeting
April 17, 2019

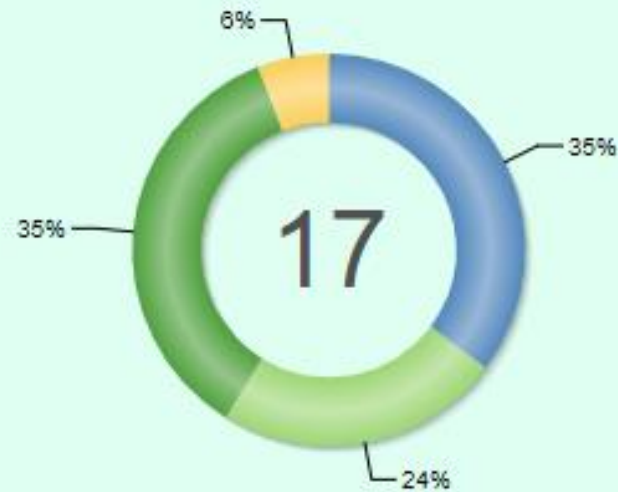
Need to Know

- ▶ Consulting and Technical Services (CATS)
 - Three Active Task Orders
 - Application Support
 - IT Managed Services
 - Project Cornerstone Post-Production Support
- ▶ Wi-Fi Deployment Project Underway
- ▶ Oracle E-Business Suite (EBS) Stabilization Project Completed
- ▶ Enterprise Security System (ESS) Phase III Underway

Project Classifications



IT PMO Update



Projects by Strategic Priority

Strategic Priority

- Achieve Business Process Excellence & Maintain Financial Stability
- Enhance Customer Experience & Community Engagement
- Improve Infrastructure
- Inspire Employee Engagement

Deferred Projects

1. Enterprise Content Management
2. Identity & Access Management
3. Customer Engagement Tool
4. Retiree Payroll
5. Data Warehouse
6. Human Resources Information System Enhancements
7. Customer Resource Management Oracle EBS Upgrade
8. Lab Information Management System
9. IT Business Process Reengineering

Protect Our People, Infrastructure, Systems and Resources –
End-User Security Awareness

- ▶ **73%** of staff have completed 75% of the required monthly training
 - **24%** of staff have completed 100% of the training
- ▶ **27%** of staff are below 25% completion
 - **13%** of staff have completed 0% of the training

Inspire Employee Engagement – Women in IT Day

Celebrated on Friday, March 29th



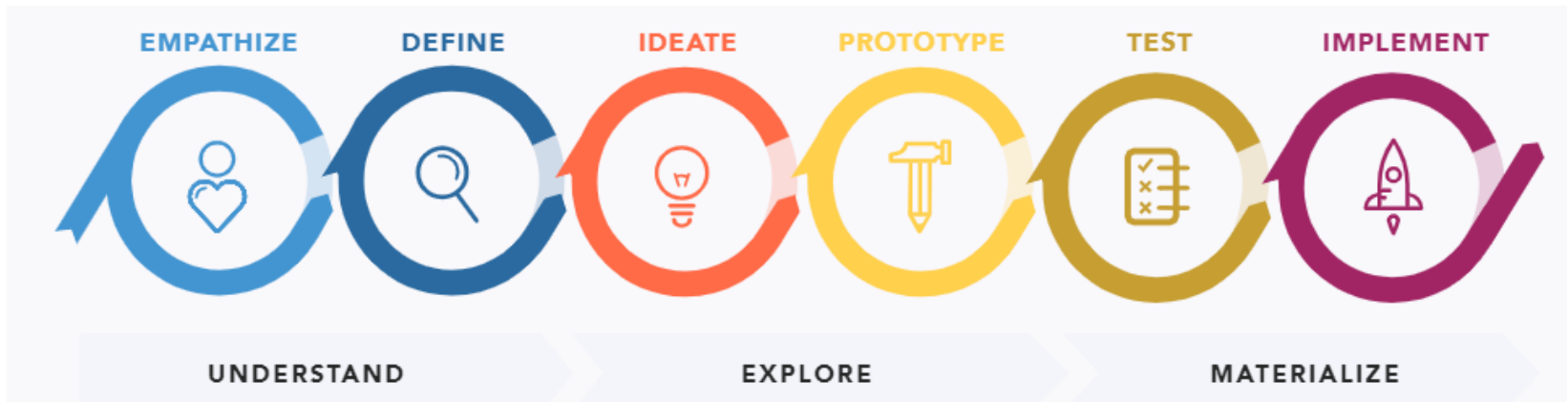
Improve Infrastructure –

Laptop Deployment Schedule

Deployed	Still to Deploy
Information Technology	Finance (in Progress)
Communications	Engineering and Construction (in Progress)
Human Resources	Commissioner's Office
Customer Service	General Services (Non-RGH)
General Counsel	Production
Inspector General	Utility Services
OSDI	Consolidated Lab
Procurement	
GM Office	
EEO	
Asset Management	
General Services (RGH Employees)	

Enhance Customer Experience and Community Engagement – Website Redesign Schedule

Our website redesign vendor, Taoti, is using the Design Thinking model. We are finishing the Empathize phase.



Achieve Business Process Excellence and Maintain Financial Stability – Business Process Analysis

Current FY19 project plan includes the following departments:

- Information Technology
- Customer Service
- Finance
- Procurement
- Human Resources
- Police & Homeland Security
- General Counsel
- OSDI
- Ethics
- EEO
- Intergovernmental Relations
- Internal Audit

Questions

