

# Monthly Project Cornerstone Update

**Commission Meeting  
August 21, 2019**

# Key Project Updates

- ▶ **Release One (R1) – Customer to Meter (C2M) & Mobile Workforce Management (MWM)**
  - Hypercare completed on schedule – 8/2/2019
  - Hands-on support to employees continues
  - Three successful updates to C2M/MWM since Go-Live
  - Initial stabilization on target to be completed 9/30/2019
  - Full stabilization on target to be completed 12/31/2019
    - Dependent on funding request approval
  - Major issues identified after Go-Live have been successfully resolved
  - Issue remediation still in progress

# Key Project Updates, contd.

## ▶ Release One (R1) – C2M & MWM

- Business user experience has steadily improved since July Go-Live:
  - Field activity management and backlog
  - Meter reads within cycle
  - Percentage of bills using actual reads
- Business rapid response team continues to work on finding and implementing resolutions
- Resource capacity to handle the workload of the new system is an on-going concern

# Release 1 Contract Request

- ▶ **Requesting contract authority approval for BOA 1111 (\$3.5M) for the following reasons:**
  - Extension of the stabilization phase from 90 to 180 days post Go-Live
    - Additional funding will be used to retain a sub-set of project resources to support the extended stabilization phase to ensure a stable platform and system
  - No new funds - Additional funding request will be managed within the FY20 budget

# Key Project Updates

## ▶ Release Two (R2) – Work and Asset Management (WAM) & MWM

- R2 is paused for the following reasons:
  - Stabilization of R1 is the priority
  - Capturing lessons learned from R1 to implement moving forward
  - Project team is reviewing and refining business requirements for R2
  - Market research is being conducted to identify other potential solutions

A word cloud shaped like a water droplet, with the word "WATER" in the largest, bold, blue font at the center. Other prominent words include "SIMPLY", "FOCUS", "INFRASTRUCTURE", "QUALITY", "CONNECTION", "DIVERSITY", "POTOMAC", "PATUXENT", "TRIADELPHIA", "WATERSHED", "RESERVOIR", "WORLD-CLASS", "HEALTHY", "ENERGY", "SAFETY", "ACCOUNTABILITY", "CUSTOMER SERVICE", "RESOURCE RECOVERY", "ROCKY GORGE", "FINANCIAL STABILITY", "SUPPLIER DIVERSITY", "MONTGOMERY COUNTY", "SOURCING", "SUSTAINABILITY", "STRATEGIC", "COMMUNITY", "OUTREACH", "ENVIRONMENTAL STEWARDSHIP", "TEAMWORK", "CONSERVATION", "AZALEA GARDEN", "PRINCE GEORGE'S COUNTY", "EMPLOYEE ENGAGEMENT", "EXCELLENCE", "COST EFFECTIVENESS", "POTOMAC", "CHESAPEAKE BAY", "TRANSPARENCY", "INSPIRE", "RECOVERY", "STAKEHOLDERS", "BRIGHTON DAM", "ECONOMIC DEVELOPMENT", "WATERSHED", "COMMUNITY", "#H2OPEOPLE", "CHILDREN'S WATER FESTIVAL", "SECURITY", "BIO ENERGY", "WORK SERVE THRIVE", "FOG", "RESERVOIR", "WORLD-CLASS", "HEALTHY", "ENERGY", "SAFETY", "ACCOUNTABILITY", "CUSTOMER SERVICE", "RESOURCE RECOVERY", "ROCKY GORGE", "FINANCIAL STABILITY", "SUPPLIER DIVERSITY", "MONTGOMERY COUNTY", "SOURCING", "SUSTAINABILITY", "STRATEGIC", "COMMUNITY", "OUTREACH", "ENVIRONMENTAL STEWARDSHIP", "TEAMWORK", "CONSERVATION", "AZALEA GARDEN", "PRINCE GEORGE'S COUNTY", "EMPLOYEE ENGAGEMENT", "EXCELLENCE", "COST EFFECTIVENESS", "POTOMAC", "CHESAPEAKE BAY", "TRANSPARENCY", "INSPIRE", "RECOVERY", "STAKEHOLDERS", "BRIGHTON DAM", "ECONOMIC DEVELOPMENT", "WATERSHED", "COMMUNITY", "#H2OPEOPLE", "CHILDREN'S WATER FESTIVAL", "SECURITY", "BIO ENERGY", "WORK SERVE THRIVE", "FOG", "RESERVOIR", "WORLD-CLASS", "HEALTHY", "ENERGY", "SAFETY", "ACCOUNTABILITY", "CUSTOMER SERVICE", "RESOURCE RECOVERY", "ROCKY GORGE", "FINANCIAL STABILITY", "SUPPLIER DIVERSITY", "MONTGOMERY COUNTY", "SOURCING", "SUSTAINABILITY", "STRATEGIC", "COMMUNITY", "OUTREACH", "ENVIRONMENTAL STEWARDSHIP", "TEAMWORK", "CONSERVATION", "AZALEA GARDEN", "PRINCE GEORGE'S COUNTY", "EMPLOYEE ENGAGEMENT", "EXCELLENCE", "COST EFFECTIVENESS", "POTOMAC", "CHESAPEAKE BAY", "TRANSPARENCY", "INSPIRE", "RECOVERY".

# Questions?