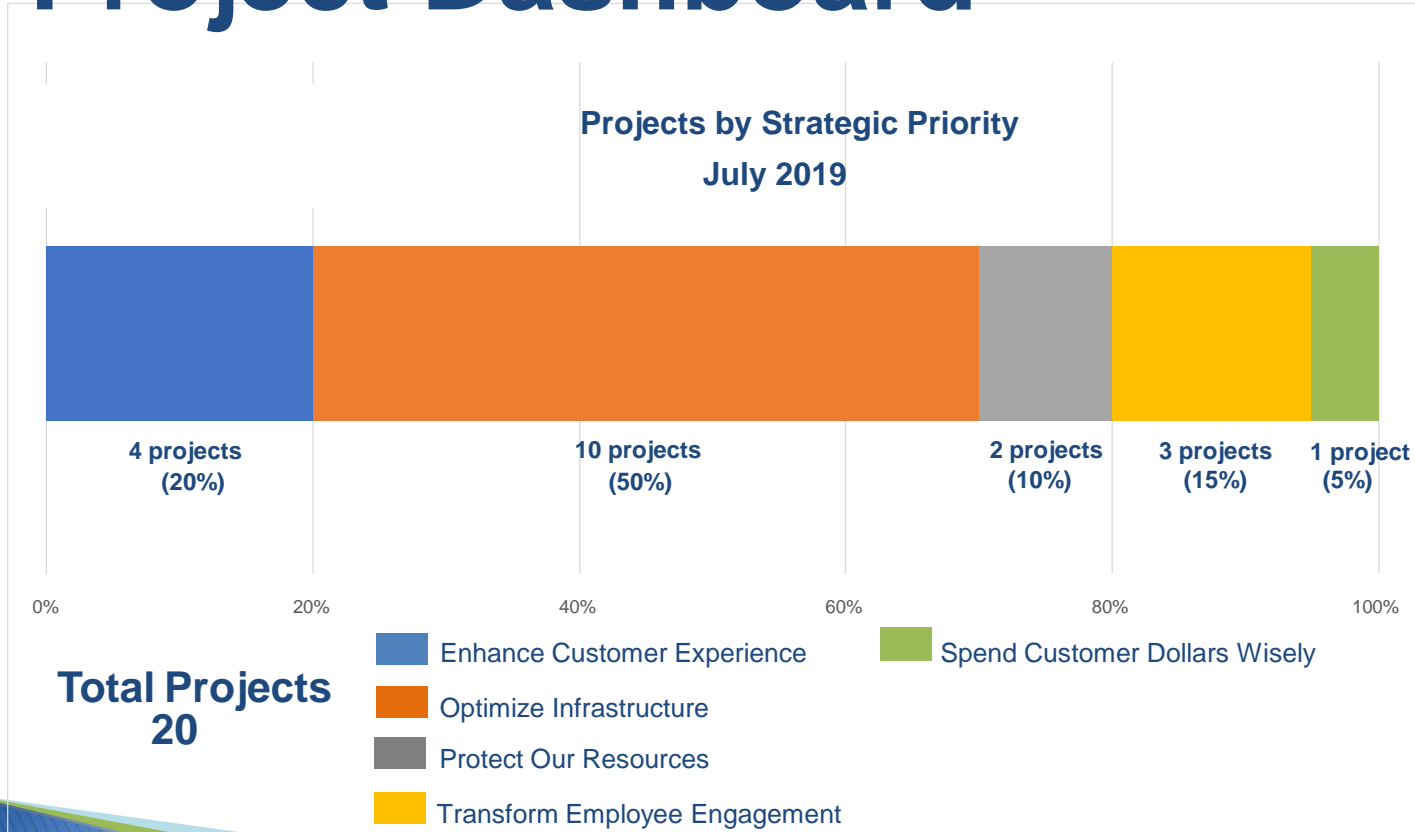


IT Update Commission Meeting

July 17, 2019

Project Dashboard



Project Updates

Presented During April's Quarterly Review

- ▶ Website Redesign
 - 12% complete
 - IT, Communications, and Procurement working on additional requirements
 - Visual identity approval may impact project
 - Soliciting additional customer feedback as requested by Communications

- ▶ Laptop Deployments
 - 92% complete
 - Remaining 8% to be deployed by 07/31

- ▶ End-User Security Awareness
 - 1,852 WSSC employees registered for Security Awareness Training
 - Average completion rate through July 1, 2019 is 89%

Optimize Infrastructure

▶ Advance Metering Infrastructure (AMI)

- IT Project Management Office (ITPMO) collaborating with Utility Services Division (USD) on tracking, standardization of project oversight, and systems requirements review to ensure business needs are properly captured
- Request For Proposal (RFP) currently under review by Procurement and GCO and is expected to be advertised by end of July
- Project on track
- No major threats, risks or issues at this time

Spend Customer's Money Wisely

▶ Consulting and Technical Services (CATS)

- Heightened focus on vendor management and oversight to maximize WSSC's ROI by engaging with three managed service providers:
 - Application Support – **Delmock Technologies**
 - Award Amount: \$3.8M
 - Expiration: 6/12/2021
 - IT Managed Services – **Emagine IT, Inc.**
 - Award Amount: \$5.1M
 - Expiration: 6/12/2021
 - Project Cornerstone Post Implementation – **Oakland Consulting**
 - Award Amount: \$6.3M
 - Expiration: 6/12/2021

Protect Our Resources

- ▶ **Enterprise Security Systems (ESS) – Phase III**
 - 97% complete
 - Project remains on track
 - Final sites been integrated into the ESS system
 - Central Ave – Pumping Station
 - Anacostia - Depot
 - Wheaton – Pumping Station
 - Brighton Dam
 - Targeted close out date 07/30
 - No threats, risks or issues at this time

Transform Employee Engagement



IT Governance “WE” Luncheon

Project Cornerstone
“Go Live”
Pep Rally



IT International
Day



Administrative
Professionals
Day



Deferred Projects

- ▶ Substantial number of projects deferred due to Project Cornerstone
 - Contractor Performance Evaluation Tool
 - Customer Engagement Tool
 - Identified Content Management
 - Electronic Signature
 - Laboratory Services Environmental Monitoring Tool
- ▶ Projects noted above will be re-evaluated for strategic fit, operational needs and funding by senior leadership



Questions?