Monthly Project Cornerstone Update

Commission Meeting
May 15, 2019

Accomplishments

- MWM end user training pilot completed Monday April 29.

- Daily Operational Readiness Testing (ORT) updates provided.
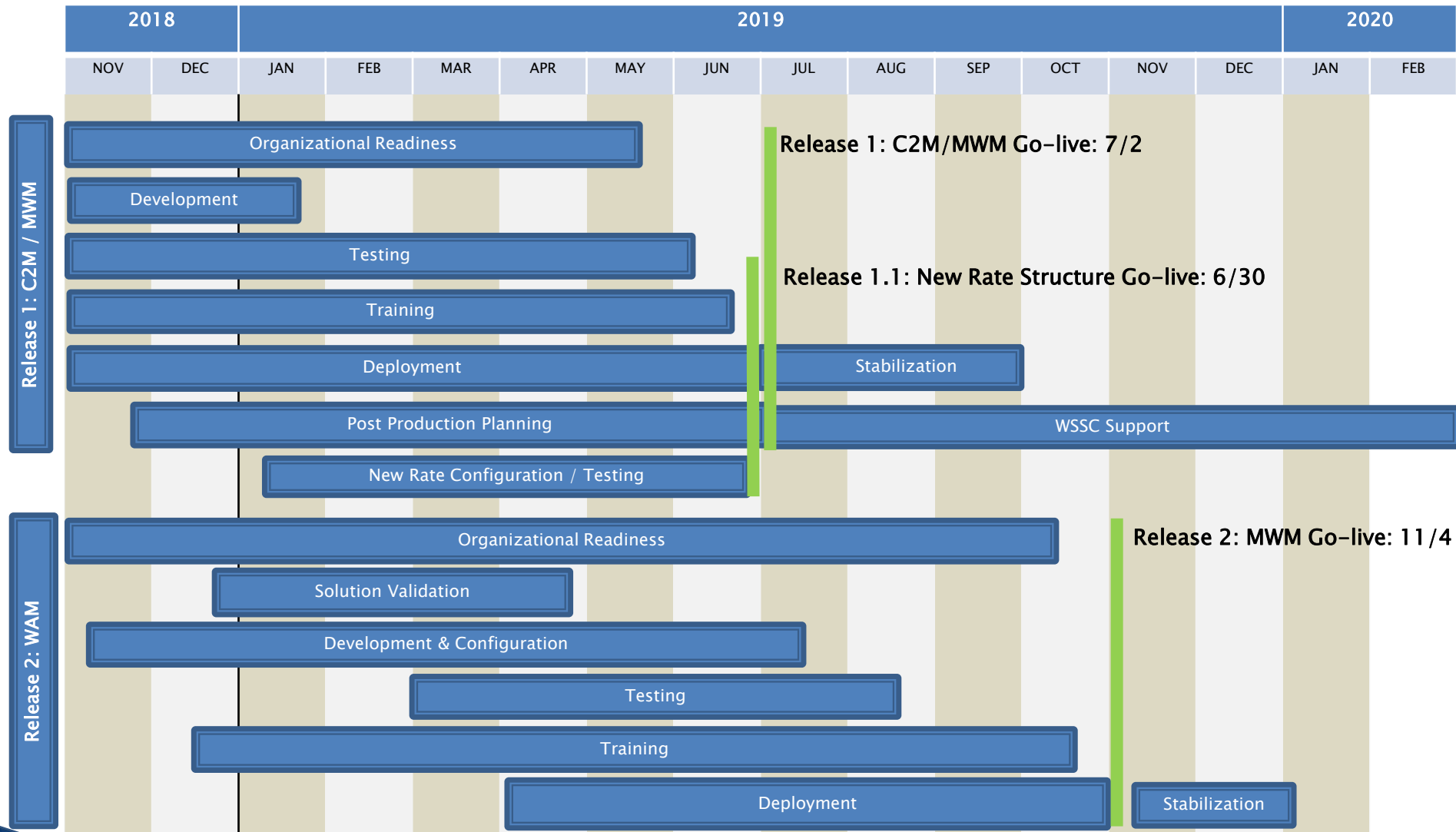
- Workarounds and high-level to-dos are being defined.

Key Project Updates

- Release One is yellow for budget and risk, but on track for July 2nd, hitting all milestones.

- Release Two is red for risk and yellow for budget and schedule.

- Release Two budget is being reevaluated by the project team to ensure there are sufficient resources to meet the November 4th go-live schedule and for post go-live stabilization.

- Rate calculation between CSIS & C2M has successfully completed 2 iterations. A 3rd iteration is underway.

- ORT to be extended to give business more time to prepare.

What to Expect After Go Live

▸ The technical solution for C2M is ready for go-live on July 2, but the impact on existing business processes will be significant.

▸ Additional customer calls are expected to resolve billing issues.

▸ Extended time will be needed to work out billing, service, and other customer related issues.

▸ Have increased resources to prepare for go-live and assessing the level of "bubble staffing" needed to support increased workload.

▸ Conducted recent discussions with Arizona Public Service Electric Company on their Oracle Billing implementation and confirmed that post go-live operational impacts are challenging.

Project Cornerstone Schedule

2018		2019												2020	
NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB

Release 1: C2M / MWM

- Organizational Readiness
- Development
- Testing
- Training
- Deployment
- Stabilization
- Post Production Planning
- WSSC Support
- New Rate Configuration / Testing

Release 1: C2M/MWM Go-live: 7/2

Release 1.1: New Rate Structure Go-live: 6/30

Release 2: WAM

- Organizational Readiness
- Solution Validation
- Development & Configuration
- Testing
- Training
- Deployment
- Stabilization

Release 2: MWM Go-live: 11/4