



Cornerstone Report

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November 20, 2019

# Key Updates

- **Post-Production Center – Cornerstone**
  - **Accomplishments/Updates:**
    - Seven successful releases to Customer-to-Meter (C2M) and Mobile Workforce Management (MWM) since Go-Live on July 2, 2019
    - Two additional releases planned for the remainder of 2019
    - Quarterly releases will begin starting calendar year 2020
    - Defect/incident prioritization has been transitioned to the Organizational Development team
  - **Challenges:**
    - We continue to monitor the performance of C2M/MWM during this stabilization phase

# Organizational Development Moving Forward

## People

- We have identified 200+ hours of training needs for end users

## Addressing Challenges

- Quality assurance process being deployed for billing
- User acceptance testing by business users
- Streamline prioritization of business needs for IT
- Developed and reporting success measures for customer experience, operational excellence and financial results

## Technology

- Exploring the utilization on Robotic Process Automation throughout WSSC Water

# Key Updates

## Release Two (R2) – Enterprise Asset Management

- Requirements Gathering Update (As of October 15, 2019)

Business Partners	Percent Complete
Cornerstone R2 Requirements Initiative	<b>Average - 54% *</b>
Utility Services	50%
Engineering & Construction	54%
General Services	54%
Production	59%

*\* The Cornerstone R2 Requirements Initiative includes: cross-functional requirement analysis and consolidation/ formatting of the final requirements specification.*

### Next Steps

- Cross-functional requirement analysis expected to be completed by the end of November 2019
- Completion and delivery of the final business requirements due December 31, 2019

# Questions?

STAKEHOLDERS SECURITY BIO ENERGY  
 BRIGHTON DAM COMMUNITY #H2OPEOPLE  
 ECONOMIC DEVELOPMENT WATERSHED  
 TRIADDELPHIA PATUXENT  
 COST EFFECTIVENESS POTOMAC  
 EXCELLENCE PRINCE GEORGE'S COUNTY  
 EMPLOYEE ENGAGEMENT CONSERVATION AZALEA GARDEN  
 CHILDREN'S WATER FESTIVAL SIMPLIFY  
 WORK SERVE THRIVE FOCUS  
 RESERVOIR FOG HEALTHY ENERGY SAFETY  
 WORLD-CLASS CHESAPEAKE BAY TRANSPARENCY  
 INFRASTRUCTURE QUALITY ACCOUNTABILITY  
 INSPIRE CUSTOMER SERVICE RESOURCE RECOVERY  
 INNOVATION DIVERSITY ROCKY GORGE  
 RELIABLE STEM FINANCIAL STABILITY  
 COMMUNITY OUTREACH SUPPLIER DIVERSITY  
 MONTGOMERY COUNTY  
 T. HOWARD DUCKETT STRATEGIC SOURCING SUSTAINABILITY

