



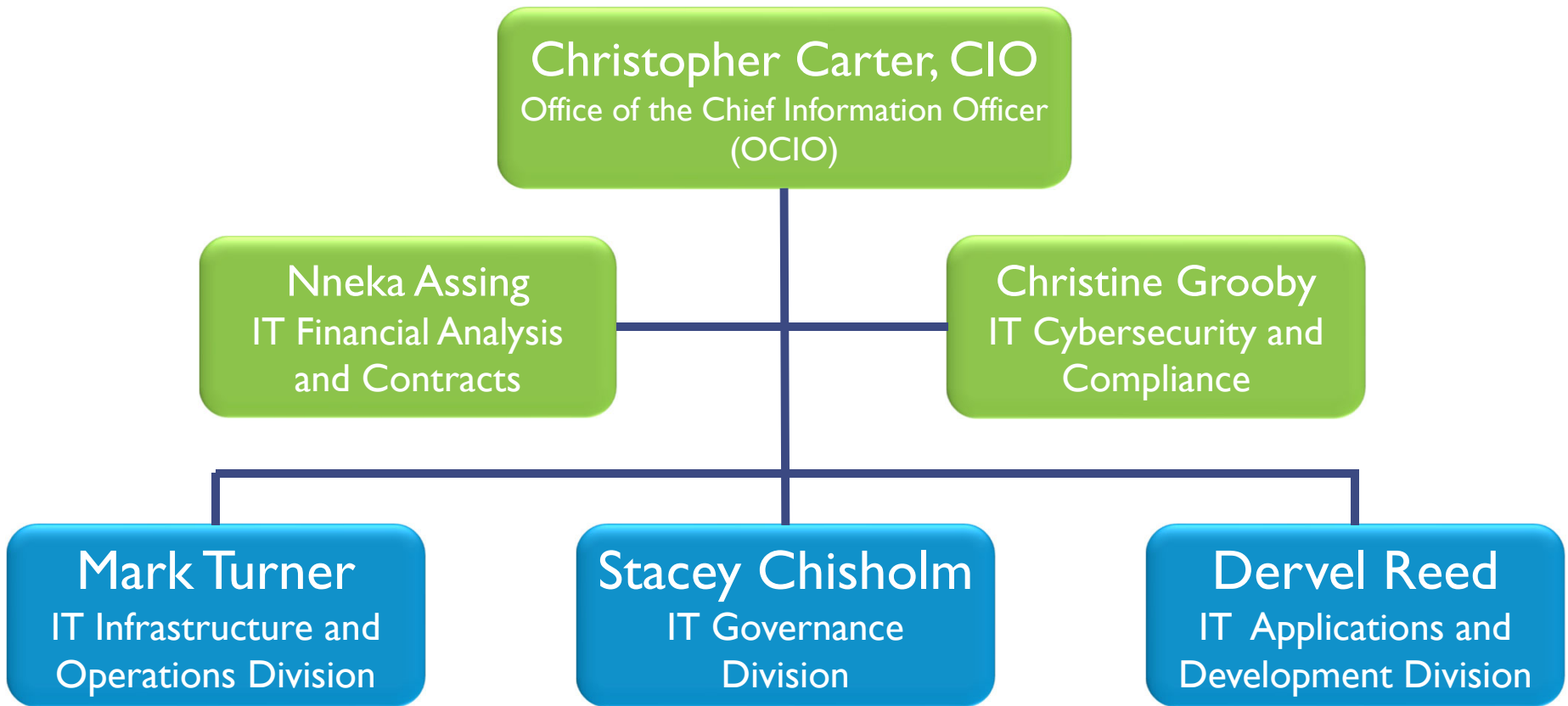
Information Technology Quarterly Update

January 15, 2020

Agenda

- IT Department Overview
- Information Technology Business Planning
- WSSC Water Two-Year Technology Business Planning Cycle: A Six-Step Process
- Manage Active Projects to Strategic Priorities
- Information Technology Assessment Findings
- Improvement Initiatives
- Questions

IT Department Overview



Information Technology Business Planning

- Planning for a Technology Roadmap based on an overall digital strategy
- Document As-Is Architecture by April 2020
- Develop the To-Be Architecture July 2020
- Enable “Portfolio of Requirements” approach to developing Enterprise Projects
- Reactivation of projects based on digital strategy and requirement priorities
- Manage procurement and invoices for optimal financial management
- Leverage Consulting and Technical Services (CATS) contracting vehicle

Information Technology Business Planning Cont.

- Facilitate engagement with IT Partners to focus on Business Missions, and connect with stakeholders
- Collaborate with the Strategy and Innovation Office to develop the Digital Strategy and drive smart technology modernization
- Simplify and optimize infrastructure and applications for high performance IT Services
- Incorporate security early in the lifecycle, and develop an Authority To Operate (ATO) methodology

WSSC Water Two-Year Technology Business Planning Cycle: A Six-Step Process

Step 1: Develop the IT Business Plan

Step 2: Translate the Business Plan

Step 3: Plan Operations

Step 4: Execute Processes and Initiatives

Step 5: Monitor & Learn

Step 6: Test & Adapt Business Plan

Manage Active Projects to Strategic Priorities

Enhance Customer Experience

- New Logo – Rebranding – Phase I
- Website Redesign

Optimize Infrastructure

- Advanced Meter Infrastructure Phase I (AMI)
- Boil Water Alert
- C2M Performance Dashboards Phase 2
- e-Permitting Phase II
- Laboratory Information Management System (LIMS)
- Migration off 2008 Server – Phase I and Phase 2
- Potomac Water Filtration Discharge Monitoring Report
- Retiree Payroll Pension
- RGH Data Center Redesign III
- Sites Wi-Fi Network Upgrade and Expansion
- Warehouse Document Management System
- WSSC Compliance Module

Transform Employee Engagement

- Integrated Workspace Management System

Spend Customer Dollars Wisely

- Western Union NextGen Platform



Information Technology Assessment Findings

- Update Information Technology Procurement and contracting procedures and training to ensure best use of our contracting vehicles and budget
 - Collaborate with Strategic Sourcing to ensure best practices are followed
 - Process budgeted invoices timely to take advantage of payment discounts
- Ensure management responses to prior Inspector General audit findings are implemented consistently – in Process
- Validate Information Technology Security compliance with applicable regulations and security standards for Privacy, Health, and Credit Card
- Follow National Institute of Standards and Technology (NIST) Cybersecurity Framework for protecting resources

Improvement Initiatives

- Focus on accountability and customer service in the IT Department to ensure that Projects and Services required by the business are “always on tap” and readily available
- Engage with IT Partners across WSSC Water to understand how IT can support “mission essential functions” to maintain our excellent record of Zero Water Quality violations and providing essential services
- Support innovations and optimizations that enable other departments to perform their functions
- Enhance WSSC Water Cybersecurity scores, profile, and resilience
- Increase efficiencies through providing data and analytics tools for better decision making. (i.e. - Asset Management, Strategic Sourcing, Procurement repository, Cybersecurity, Mobility devices, etc.)

Questions?

