



WSSC WATER
DELIVERING THE ESSENTIAL

Cornerstone Report

June 17, 2020

Key Updates - Post Production Center

- Release 1.2.1 was implemented on May 23, 2020 and resolved 2 high priority defects
- Release 1.3 is scheduled for implementation on 8/2/2020 which will resolve 16 incidents
- 194 defects remain fiscal year-to-date
 - 13 high priority
 - 62 medium priority
 - 119 low priority

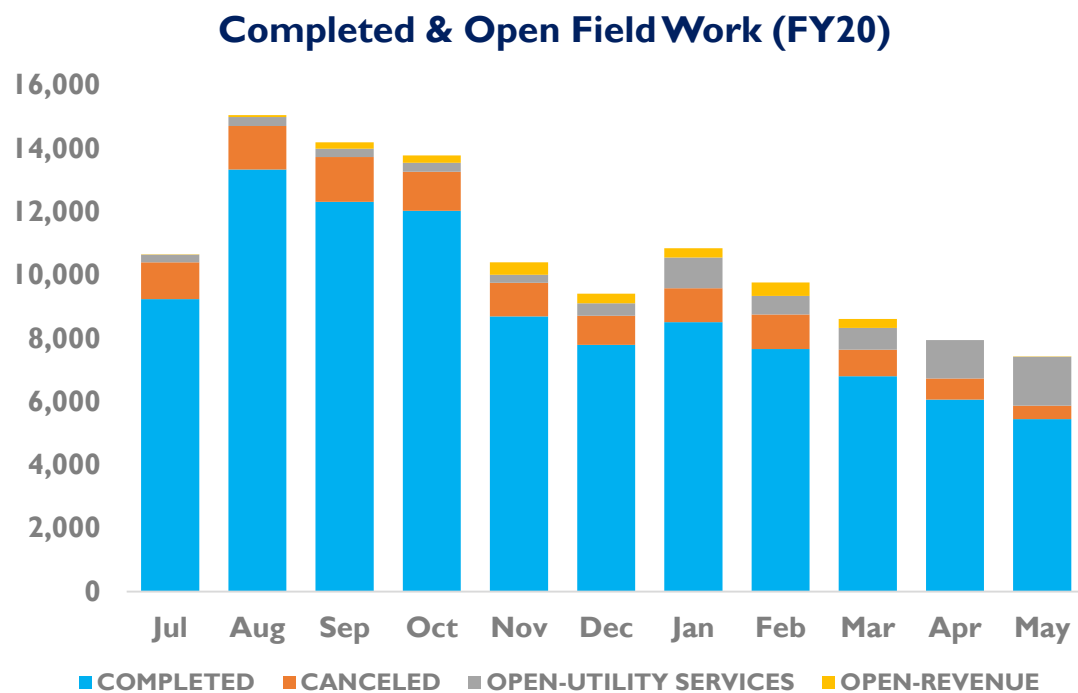
Technology Stabilization Metrics

Technical Scorecard			
Category	Measure	Description	Current Rating
System Stability	Component failures (Infrastructure)	Number of infrastructure components failures during last 30 days Allowed: 0 Actual: 0	Green
	Component failures (Application)	Number of application component failures during last 30 days Allowed: 0 Actual: 0	Green
	Production database availability	Number of unplanned database outages during last 30 days Allowed: 0 Actual: 0	Green
Release Mgmt.	Unplanned releases deployed	Number of unplanned releases deployed during last 30 days Allowed: 3 Actual: 1	Green

Technology Stabilization Metrics

Technical Scorecard			
Category	Measure	Description	Current Rating
Batch	Critical jobs system crash	Number of critical path processing crash during last 30 days due to technical issues: Allowed: 0 Actual: 0	Green
	Billing batch processing	Percent billing batch jobs completed within the predetermined batch window during the last 30 days: Allowed: 100% Actual: 100%	Green
	Critical path batch processing	Percent Critical Path Batch processing completed within the prescribed window during the last 30 days: Allowed: 100% Actual: 100%	Green
Defects	Severity I Defects Reported	Number of Severity I Incidents identified in last 30 days: Allowed: 0 Actual: 0	Green

Metric: Volume of Field Work



- **What is Field Work?** Meter repairs, resolving customer billing issues, turn-ons and revenue activities (turn-on/turn-offs, door hangers, verify disconnects), etc.
- **What is measured:** number of field work activities that have been completed, cancelled and are open as of 6/9
- **How is it used:** monitor the workload of field services and revenue staff
- **FY20 result:** uptick in Aug-Oct due to re-starting severance after C2M Go-Live, continuous improvement since the Fall

Organizational Development Next Steps

- Add additional field services performance measures
- Select targets for additional measures based on FY20 data
- Continue presenting during Cornerstone update

Key Updates - Cornerstone Release 2

Cornerstone Release 2 – Enterprise Asset Management (EAM)

- **Business Requirements Gathering (Phase I & 2): *Completed***
 - Utility Services
 - General Services
 - Production
 - Engineering & Construction
 - Asset Management
 - Customer Service
 - Procurement
 - Information Technology (IT)
 - Finance
- **Business Requirements Gathering (Phase 3):** Conduct requirements reconciliation between departments to identify redundancy by end of June 2020 – In Process

Key Updates – Cornerstone Release 2 Cont.

Cornerstone Release 2 – Enterprise Asset Management (EAM)

- **Next Step:** Due to competing priorities and limited resources, we have decided to archive Release 2 requirements for a future enterprise initiative after Phase 3 is completed and pursue the following separate solutions:
 - Production
 - Upgrade existing Work & Asset Management (WAM) solution 1.9.1.3
 - General Services
 - Developing a Fleet Asset Management solution
 - Engineering & Construction
 - Developing a Paving solution

Questions?

