



Agenda

- Key Updates – Post Production Center (PPC)
- Key Updates – Organizational Development (OD)



Key Updates – Post Production Center

- Release R1.4.1.0 was implemented on 12/5/20. This release resolved 3 defects.
- Next Release R1.5.0.0 is currently planned for 2/28/21 and will resolve 34 defects.
- 249 defects remain open
 - 23 high priority
 - 80 medium priority
 - 146 low priority
- Technology Stabilization Metrics
 - All technology metrics are Green

Key Updates – Post Production Center

Cornerstone Enhancement Project Updates:

- Fleet Asset Management
 - Estimated Cost: \$174,813
 - Target Implementation: 4/5/2021
 - Status: Currently in Planning Phase working with Procurement and GCO.
- Robotic Process Automation (Customer Service)
 - Estimated Cost: \$200,000
 - Target Implementation: 6/30/2021
 - Status: Currently in the Planning Phase working with Procurement

Key Updates – Organizational Development

“Stabilization” Has Many Perspectives



Information Technology Perspective: When the technology is implemented and functioning as designed and expected.



Customer Perspective: When services are provided as expected, bills are rendered accurately and timely, and someone is available to help with issues or questions.



Employee Perspective: When employees feel fully trained, confident in the process and technology, and can do their job without many issues, questions, and inconsistencies.



Business Unit Perspective: When business is meeting financial and operational targets (C2M Daily Dashboard).

Are We Stable?



Information Technology Perspective: When the technology is implemented and functioning as designed and expected.



With support
of Managed
Service Provider



Customer Perspective: When services are provided as expected, bills are rendered accurately and timely, and someone is available to help with issues or questions.



Employee Perspective: When they feel fully trained, confident in the process and technology, and can do their job without many issues, questions, and inconsistency.



With support of
Organizational
Development
and temporary
services



Business Unit Perspective: When business is meeting financial and operational targets (C2M Daily Dashboard).



Current State with Consultant Support

WSSC Water staff work with temps in Customer Service, IT's Managed Service Provider, Organizational Development

Technology

- Managed Service Provider (MSP) incident resolution using a collaborative process to prioritize needed fixes using Business criteria, and addressing Oracle issues and future releases
- IT - Quality assurance and business user acceptance testing
- Automation of work (Robotic Process Automation, re-configuration)

Process

- To-do processing
- Process documentation and modification
- Quality assurance

People

- Communicate process changes resulting from MSP releases
- Revise and provide needed training
- Data and reporting to understand root cause

Since Go-Live, Accounts Billed On-Time Improved & Above Target; Meeting Technology Metrics



Customer Perspective

KPI in *Commission Performance Report*:
Accounts billed on-time was 96% at
Go-Live and is now 99.6%, above target.



Business Perspective

Backlog of Customer Service To-Do's
reduced from 31,000 to 13,000. (This
number is never expected to be Zero
because new To-Do's generated daily).



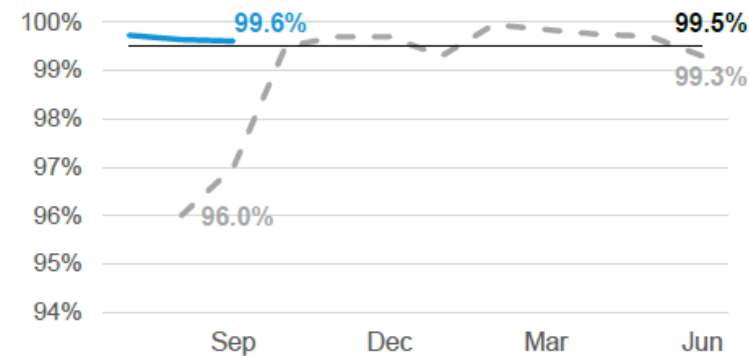
Employee Perspective

Billing team has doubled their resolution
proficiency since Go-Live.

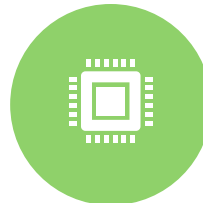
Deliver Safe, Reliable and Consistent Service

Accounts Billed On-Time

% of accounts billed on-time, within 15 calendar days
after billing window closes



Technology Perspective



- 245 OD system incidents resolved by IT
- Technology metrics in the green:
 - # of infrastructure component failures
 - # of application component failures
 - # unplanned database outages
 - # unplanned releases deployed

Continuous Improvement → Optimization

Transforming from stabilization to optimization is a long-term plan that includes continuous training, quality assurance, and review of performance & results



Next Steps

- Provide quarterly update on Technology, Employee and Business metrics following quarterly C2M technology release
 - Next Update: March 2020
- Continue to provide Customer metrics in monthly *Commission Performance Report*
 - Accounts Billed On-Time
 - Accounts/Amounts Past Due
 - Customer Call Center (Average Answer Speed and Calls Answered/Not Answered)
 - Water and Sewer Revenues

Questions?

