



IT ROAD MAP



DIGITAL
TRANSFORMATION



INNOVATION

Experience the future of technology where cutting-edge innovation meets real-world impact.

This event will highlight key technological advancements that support WSSC Water in its mission to drive solutions enhancing Excellence in Customer Service, Business Efficiency, and Financial Stability.

CONTACT US

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IT SYMPOSIUM

"Making I.T. happen"

This event will showcase technological advancements primarily focused on Digital Transformation and Artificial Intelligence, among other innovations.

ARTIFICIAL INTELLIGENCE

- Predicting Part Numbers
- Water Main break forecasting
- Call Volume Analysis
- Sentiment Analysis
- Service Now AI Chat with Agent zero
- Copilot Integration with WSSC WATER Website

INNOVATION

- Shutdown Simulation Tool
- Digital Twin
- Synthesia
- Push to Talk Radio
- Test Automation
- Augmented Reality - vGIS
- Site Selection - Disc golf

DATA ANALYTICS

- Water Data Hub
- CIP Dashboard
- Power BI Dashboards

ENHANCE CUSTOMER EXPERIENCE

- iOS Mobile App updates
- Refund Request
- Fire Hydrant Meter Rental
- Surfly Co-browsing Agent tool
- Get Current 2.0
- New Intranet - The Hub
- Vehicle Take Home
- IVRS Natural Language speech recognition
- Avaya - Voice Message to Email

EMERGING TECHNOLOGY

- Microsoft Azure Cloud Data Centers (Private cloud infrastructure)
- Microsoft 365 Apps and Services, Copilot

SUSTAIN INFRASTRUCTURE

- Nutanix and Broadcom, VMware
- Isilon Data storage technologies

ENVIRONMENT PROTECTION

- Drought
- Water Quality
- Lead Pipe Abatement
- Patuxent TAC tool

ASSET MAINTENANCE

- EGIS
- Integrated WO Viewer

INFRASTRUCTURE MODERNIZATION

- Water Tank Rehabilitation
- Splash screen upgrade
- New Laptop refresh

ENHANCE WORKFORCE EXPERIENCE

- Teams Room Collaboration
- Windows Hello
- Microsoft 365

IN THE PIPELINE

- City Works
- Electronic Invoicing
- GIS Field Maps
- Fire Hydrant Inspection System