Michele King

From:	paul goeltz [pgoeltz@gmail.com]
Sent:	Thursday, March 03, 2016 12:35 PM
To:	Cobagenda; Clerk of the Board
Subject:	march 8 item 8.1 board upgrade speaking on this item
Attachments:	062215 IT Ad Hoc Comm Agenda with rays input on matrix.pdf; JOE HANDOUT.PDF; SCVWD PGOELTZ 10 28 2014.PDF; scvwd ray 10 28 2014.pdf

Dear SCVWD honorable board chair, members and staff.
Boardroom Audio Visual Modernization Project Engineer's Report.

This is your old av Sr tech, if you have ever been hooded winked it's now, why do you think ray and i have been submitting papers on what kamenjati/fung/ravi.and ashu have done(stopped maintenance so the room will fail, paid contracts that have not been done just like rmc.)
has anyone from it staff told you about speaking into a microphone (have they let me explain it or ray, have you seen members of Congress speak on c span? they speak directly into the mic, if others are not speaking directly into the mic, that also means YOU will not be able to hear them)   not saying your wrong but staff has not instructed you on use, nor have they let ray fix problems. I was told when i was there not to talk to you about equipment.

The Stakeholders Matrix that is submitted for Item 8.1 for Board Meeting 3-8-2016 is from 12-6-2013. Where is the Stakeholders matrix mentioned in the Handout from the IT Ad Hoc Committee meeting June 22, 2015 item 5.2 (page 79) which is dated 4-1-15? Why is the updated version not submitted presently for the agenda item for the Board Members and Publics information? Agenda

http://valleywater.org/About/ITAdHocAgendaMinutes.aspx

I WILL COME TO ANY MEETING AND SHOW YOU THE EQUIPMENT, THE PURCHASE PAPERS, AND SUPPLY CONTRACTORS THAT WILL TELL YOU WE CAN SUPPORT THIS SYSTEM, OR WE INSTALLED THAT EQUIPMENT.
1. Has staff explained that the amx system can do voting, and request to speak as it does now. and that there is an open po with the programmer to have joystick control of ea camera,((but not done as GK stopped work/SEE EMAIL) Ask about the 10k of amx processing equipment gk had me buy before i retired/was forced out, but never installed)
2. HD is not the answer as most people do not have fast internet connections and its bells and whistles, flat panels, you have flat panels.
3. Has staff explained if you want to Skype you can do it now as the room is full of computers hooked to the system. all you need is a staff person to handle it, that's free, just download app, but you don't need Skype, you have a video conferencing system(tandberg now Cisco)(can handle ip, isdn and phone calls COST 77k$ per Larry wilson).

4. Has staff told you that people can already call in as we installed a state of the art digital video conferencing system, this equipment is still up to date.
5. Has staff been truthful in say the system is 100 % analog no i replaced 75% of the audio and video processing so it is digital, as is the recording of the meetings both video and audio. This system can also record committee meetings, just turn cameras, and start recording. this is also digital video record, and audio is also captured on sd cards. Also digital.
6. HAS staff explained to you that we can do split screens, we can enlarge images, we can send, hook up and piece of equipment that comes into that board room, from digital to analog.
7. Has staff explained what the district cost will be, you cannot get that room to be rebuilt on 700k plus add the engineer's cost, staff time already, and by the time the punch list is worked out it will be like the first board room where you sit costing over 2 million, you will want your own person running it not some temp/CONTRACTOR as is going to happen, but the sad thing is, yes its a nice room, but its not a room made for those types of meetings.
8. **This is my tax money just as much as yours, as Gary told ngoc why**

has nobody been fired, well why did George stop work in the board room, and not get fired? see the email in attachments.

why was George allowed to discuss with ray my marriage and medical problems, why is George allowed to take av techs around the lake to tell them how things will be?

why has George been allowed to manipulate the techs, contractors and his staff, they are afraid of him.

9. Has any of the staff told you that of 2 years ago the wireless microphone (frequencies) were sold by the FCC, which means that you could be fined, i told George of this before i left, as they did it with the original frequencies, so cell phones can have more bandwidth.

10. I enjoyed working here but when the av MANAGEMENT cannot do there job, this is what happens.

11. WHO IS PAYING FOR ELECTRICAL, WOODWORK, DRYWALL, PAINTING, BE SURE TO ADD THAT COST.

12. IF PHIL IS A CTS WHY DID HE NOT SEE THE WIRELESS MICS WERE NOT SOLD OFF 2 YRS AGO MY THE FCC, ADD ANOTHER 20K, FOR JUST 4 WIRELESS HANDHELDS AND LAVS?

13. Staff Training: Clear Presentations & Mic Technique x OK Training/procedural Issue, MAYBE STAFF TRAINING AND A COUPLE OF UPGRADES IS ALL YOU NEED. Also what wrong with the beyer goosenecks, its what the board wanted, and if told how to use them they work fine.

14. Simplify Rear Round Table MOUNT CEILING THIS EQUIPMENT WAS BOUGHT IN 2011.

15..Provide Better Lighting From Front, Side and Back of Subjects x OK New cameras will operate better in low light conditions, THE CAMERAS ARE FINE IS THE LIGHTING AS WAS TOLD TO TOM SPADA WHEN I WAS THERE.

16. I WILL NOT EVEN BOTHER GOING OVER THE MATRIX AS MOST IF NOT ALL OF THAT CAN HAPPEN NOW. IF YOU WOULD HAVE LISTEN TO THE AV TECH INPUTS (SEE HANDOUT), THEN MAYBE YOU MIGHT BE CLOSE. I WISH YOU LUCK. MOST IF NOT ALL OF THIS CAN HAPPEN NOW, HOWEVER YOU HAVE NOT GOT THE RIGHT COSTS, NOR THE RIGHT ENGINEERS, NOR HAVE YOU THOUGHT OF THE USER's, WHO STILL DON'T USE THE EQUIPMENT RIGHT. NOR HAVE YOU ASKED STAFF WHAT CAN THIS EQUIPMENT DO? HURRY YOU STILL HAVE TIME TO ADD TO THE COST, FIGURE THE ACOUSTICS OUT, AND ASK HOW DID WE GET ENGINEERS WITH NO BOARDROOM EXPERIENCE. Remember if you cannot grasp simple equipment, how will you manage higher tech?

Does staff and board read employee reports, or any of the tapes, PR's, expense reports etc. we have provided links rebuttals but the board, managers just disregard the info, and keep wasting tax money.

AS DUG MUIRHEAD SAID YES I SAW THE SYSTEM break, SO IT SHOULD BE REPLACED, WELL WHAT WAS THE CAUSE OF THAT, GEORGE KAMENJATI STOPPED ALL WORK IN THE ROOM SO THINGS WILL FAIL, HE WOULD NOT EVEN LET RAY GO PICK UP THE TECH DRAWINGS FROM ME AT HOME, NOR GET ALL THE KEYS.

HAVE YOU LOOKED AT RGD NOT ONE BOARD ROOM

THIS ROOM IS UNIQUE, ANYONE CAN BUILD A ROOM
BUT THEY HAVE NOT ONE BOARDROOM UNDER THERE BELT.

http://rgdacoustics.com/index.php/projects/commercial/
THEY MIGHT BE ACOUSTICAL ENGINEERS, BUT SO WAS MUZAK AND SLATER AND ASSOCIATES, AND LOOK WHAT YOU GOT IN 1999. THEY THEN SUB IT OUT TO A ONE MAN FIRM, THEN YOU HIRED GOELTZ TO FIX AND REPLACE MOST IF NOT ALL OF THE AUDIO AND VIDEO GEAR.

AS TO THE ENGINEER SAYING YOU WILL NEED 37 CONVERTERS IS JUST NOT TRUE, A TOP OF THE LINE CONVERTER CAN BE PLACED WITH THE TECH WHO WOULD HANDLE INPUTS OF VARIOUS DEVICES. AND A GOOD UNIT IN THE RACK TO HANDLE OTHER INPUTS IS ALL THAT IS REQUIRED.

THIS FIRM HAS BEEN PAID LIKE THE FIRST FIRM TO TELL THE IT DEPT AND YOU WANT YOU WANT, WHEN THIS IS INSTALLED IT WILL BE 5-10 YEARS OLD. and there is no guarantee that hdmi,sd or whatever will be in favor. Worry about the draught, add a couple of pieces and find out who stopped adding pieces so you can do a few of the things it cannot.

AND HAS THE ENGINEERS TOLD YOU HOW THEY PLAN TO USE THERE ACOUSTICAL EXPERIENCE, AND HOW THEY PLAN TO TRAIN THE END USER TO TALK INTO THE MICROPHONE, HAVE THEY ACCOUNTED FOR IMPROPER USE AND A BAD ROOM DESIGN?

And them pushing you on this hdmi/sunshine act, is 100% wrong, you still have very old legacy computer systems, that are contracted out. Again ask any local av company if this cannot be maintained and or repaired, it can, you do not need this level of upgrades, nor is 4k required, for the 100 people that watch.

AGAIN THIS COMPANY HAS BEEN PAID TO TELL YOU THIS BY NON OTHER THAN THE MANIPULATOR IN THE IT DEPT, AND UPPER STAFF.

again thank you
james/ paul goeltz

attachments

Attachment 2 Stakeholder Matrix MOST IF NOT ALL CAN HAPPEN NOW. and not the current one.

Handouts-Agenda Item 5.2 READ WERE THE AV TECH WAS INVOLVED, BUT DISMISSED
scvwd ray 10 28 2014 EMAILS

062215 IT Ad Hoc Comm Mins THE ONLY MEETING HELD and the asked for a 2nd meeting?? with rays input

scvwd ray RAYS REBUTTAL 10 28 14

SCVWD PGOELTZ 10 28 2014 SR AV TECH 10 28 14

http://scvwd.granicus.com/MediaPlayer.php?view_id=3&clip_id=962&meta_id=105367

paul addressing the board 12 2012 and hand out below title joe handout

http://cf.valleywater.org/About_Us/Board_of_directors/Board_meetings/_2012_Published_Meetings//MG47843/AS47844/AS47848/AI49234/DO49236/1.PDF

--
@pgoeltz
my only phone is 408 899 9692
Herr Paul Goeltz
Founder Paul's ARMY
Cookie Connection Master
Audio video guru
photography
Master traveler
MASTER CHILI & COOKIE MAKER

Santa Clara Valley Water District

June 19, 2015

MEETING NOTICE

INFORMATION TECHNOLOGY AD HOC COMMITTEE

Board Members of the Information Technology Ad Hoc Committee:
    Director Barbara Keegan
    Director Nai Hsueh
    Director Gary Kremen

 Staff Support of the Information Technology Ad Hoc Committee:
    Sudhanshu Tikekar, Deputy Administrative Officer, Information Technology Division
    Fang Lu, Senior Project Manager, Information Technology Division
    Phuong Trieu, Information Systems Unit Manager, Software Services Unit
    Frank Fung, Information Systems Unit Manager, Infrastructure Services Unit
    Lonnie Spin, Record and Library Services Unit Manager, Record and Library Services Unit
    Lydia Rossiter, Senior Management Analyst, Information Technology Division

The scheduled meeting of the Information Technology Ad Hoc Committee is to be held on
Monday, June 22, 2015, at 12:00 p.m. in the Headquarters Building Board Conference Room
A124 located at the Santa Clara Valley Water District, 5700 Almaden Expressway, San Jose,
California.

Enclosed are the meeting agenda and corresponding materials. Please bring this packet with you
to the meeting.

Enclosures

Santa Clara Valley Water District - Headquarters Building
5700 Almaden Expressway, San Jose, CA 95118
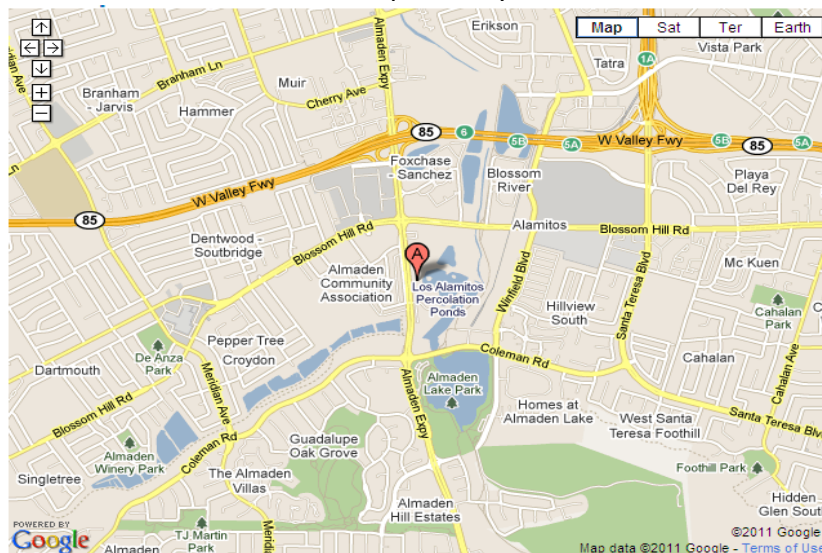
From Oakland:

- Take 880 South to 85 South
- Take 85 South to Almaden Expressway exit
- Turn left on Almaden Plaza Way
- Turn right (south) on Almaden Expressway
- At Via Monte (third traffic light), make a U-turn
- Proceed north on Almaden Expressway approximately 1,000 feet
- Turn right (east) into the campus entrance

From Morgan Hill/Gilroy:

- Take 101 North to 85 North
- Take 85 North to Almaden Expressway exit
- Turn left on Almaden Expressway
- Cross Blossom Hill Road
- At Via Monte (third traffic light), make a U-turn
- Proceed north on Almaden Expressway approximately 1,000 feet
- Turn right (east) into the campus entrance

From Sunnyvale:

- Take Highway 87 South to 85 North
- Take Highway 85 North to Almaden Expressway exit
- Turn left on Almaden Expressway
- At Via Monte (third traffic light), make a U-turn
- Proceed north on Almaden Expressway approximately 1,000 feet
- Turn right (east) into the campus entrance

From San Francisco:

- Take 280 South to Highway 85 South
- Take Highway 85 South to Almaden Expressway exit
- Turn left on Almaden Plaza Way
- Turn right (south) on Almaden Expressway
- At Via Monte (third traffic light), make a U-turn
- Proceed north on Almaden Expressway approximately 1,000 feet
- Turn right (east) into the campus entrance

From Downtown San Jose:

- Take Highway 87 - Guadalupe Expressway South
- Exit on Santa Teresa Blvd.
- Turn right on Blossom Hill Road
- Turn left at Almaden Expressway
- At Via Monte (first traffic light), make a U-turn
- Proceed north on Almaden Expressway approximately 1,000 feet
- Turn right (east) into the campus entrance

From Walnut Creek, Concord and East Bay areas:

- Take 680 South to 280 North
- Exit Highway 87-Guadalupe Expressway South
- Exit on Santa Teresa Blvd.
- Turn right on Blossom Hill Road
- Turn left at Almaden Expressway
- At Via Monte (third traffic light), make a U-turn
- Proceed north on Almaden Expressway approximately 1,000 feet
- Turn right (east) into the campus entrance

Santa Clara Valley
Water District
03/08/16

AGENDA
INFORMATION TECHNOLOGY AD HOC COMMITTEE
HEADQUARTERS BUILDING
BOARD CONFERENCE ROOM A124
5700 ALMADEN EXPY
SAN JOSE CA 95118

MONDAY, JUNE 22, 2015
12:00 P.M.

Time Certain
12:00 p.m.   1.   **Call to Order/Roll Call**

2.   **Time Open for Public Comment on Any Item Not on the Agenda**
Comments should be limited to two minutes. If the Committee wishes to discuss a subject raised by the speaker, it can request placement on a future agenda.

3.   **Introductions**

4.   **Elect Chair and Vice Chair**

5.   **Action Items:**
5.1 Overview of Information Systems Master Plan, Major Investments and Board Policies
Recommendation: This is an information only item and no action is required.

5.2   Technology Upgrade of the Boardroom (Audio/Visual System)
Recommendation: This is an information only item and no action is required.

5.3   Schedule Next Meeting (Committee Chair)

6.   **Clerk Review and Clarification of Committee Requests and Recommendations**
This is an opportunity for the Clerk to review and obtain clarification on any formally moved, seconded, and approved requests and recommendations made by the Committee during discussion of Item 5.

7.   **Adjourn:**

REASONABLE EFFORTS TO ACCOMMODATE PERSONS WITH DISABILITIES WISHING TO ATTEND COMMITTEE MEETINGS WILL BE MADE. PLEASE ADVISE THE CLERK OF THE BOARD OFFICE OF ANY SPECIAL NEEDS BY CALLING (408) 630-2277.

Meetings of this committee will be conducted in compliance with all Brown Act requirements. All public records relating to an open session item on this agenda, which are not exempt from disclosure pursuant to the California Public Records Act, that are distributed to a majority of the legislative body will be available for public inspection at the same time that the public records are distributed or made available to the legislative body, at the following location:

Santa Clara Valley Water District, Office of the Clerk of the Board
5700 Almaden Expressway
San Jose, CA 95118

INFORMATION TECHNOLOGY AD HOC COMMITTEE PURPOSE::

The Purpose of the Information Technology Ad Hoc Committee is to:

1. Review the recommendations of the Santa Clara Valley Water District Information Systems Master Plan of 2012,

2. Review major investments in information technology having District-wide impacts on service delivery, and

3. Recommend to the Board of Directors a policy for consideration on District information technology assets.

Santa Clara Valley
Water District
SM

Committee:	Information Technology Ad Hoc
Meeting Date:	06/22/15
Agenda Item No.:	4
Unclassified Manager:	Michele King
Email:	mking@valleywater.org

COMMITTEE AGENDA MEMO

SUBJECT: Election of Committee Chair and Vice Chair

RECOMMENDED ACTION:

Elect the Chair and Vice Chair

SUMMARY:

Per the Board Resolution, the duties of the Chair and Vice Chair are as follows:

The officers of each Committee shall be a Chairperson and Vice Chairperson, both of whom shall be members of that Committee. The Chairperson and Vice Chairperson shall be elected by the Committee, each for a term of one year commencing on January 1 and ending on December 31 and for no more than two consecutive terms. The Committee shall elect its officers at the first meeting of the calendar year. All officers shall hold over in their respective offices after their term of office has expired until their successors have been elected and have assumed office.

The Chairperson shall preside at all meetings of the Committee, and he or she shall perform other such duties as the Committee may prescribe consistent with the purpose of the Committee.

The Vice Chairperson shall perform the duties of the Chairperson in the absence or incapacity of the Chairperson. In case of the unexpected vacancy of the Chairperson, the Vice Chairperson shall perform such duties as are imposed upon the Chairperson until such time as a new Chairperson is elected by the Committee.

Should the office of Chairperson or Vice Chairperson become vacant during the term of such office, the Committee shall elect a successor from its membership at the earliest meeting at which such election would be practicable, and such election shall be for the unexpired term of such office.

Should the Chairperson and Vice Chairperson know in advance that they will both be absent from a meeting, the Chair may appoint a Chairperson Pro-tempore to preside over that meeting. In the event of an unanticipated absence of both the Chairperson and Vice Chairperson, the Committee may elect a Chairperson Pro-tempore to preside over the meeting in their absence.

BACKGROUND:

The District Act provides for the creation of advisory boards, committees, or commissions by resolution to serve at the pleasure of the Board.

Accordingly, the Board has established Advisory Committees, which bring respective expertise and community interest, to advise the Board, when requested, in a capacity as defined: prepare Board policy alternatives and provide comment on activities in the implementation of the District's mission for Board consideration. In

keeping with the Board's broader focus, Advisory Committees will not direct the implementation of District programs and projects, other than to receive information and provide comment.

Further, in accordance with Governance Process Policy-3, when requested by the Board, the Advisory Committees may help the Board produce the link between the District and the public through information sharing to the communities they represent.

The Board may also establish Ad-hoc Committees to serve in a capacity as defined by the Board and will be used sparingly.

ATTACHMENT(S):

None.

Santa Clara Valley
Water District
SM

Committee:	Information Technology Ad Hoc
Meeting Date:	06/22/15
Agenda Item No.:	5.1
Unclassified Manger:	Sudhanshu Tikekar
Email:	stikekar@valleywater.org

COMMITTEE AGENDA MEMO

SUBJECT: Overview of Information Systems Master Plan, Major Investments and Board Policies

RECOMMENDED ACTION:

This is an information only item and no action is required.

SUMMARY:

The IT Ad Hoc Committee was formed with the purpose of: 1) Reviewing the recommendations of the Santa Clara Valley Water District Information Systems Master Plan of 2012, 2) Reviewing major investments in information technology having District-wide impacts on service delivery, and 3) Recommending to the Board of Directors a policy for consideration on District information technology assets.

This memorandum is intended to provide an overview on the three topics and a starting point for discussions by the IT Ad Hoc Committee. Further discussion can be customized based on the kind of detailed information the Committee members request.

BACKGROUND:

History of the Information Systems Master Plan

Following the development of the District's asset management and life-cycle planning strategy, IT developed the Information Systems Master Plan (ISMP) in 2012. The objective of the plan was to create a long term plan for District's Information Technology with three key outcomes: Reduce Complexity, Reduce Redundancy, and Increased Integration. Additionally, it included an assessment of business risk exposure, benchmark analysis, and internal stakeholder outreach.

ISMP Findings and Recommendations
The ISMP is centered on seven key findings:
1. Unlike traditional infrastructure and real estate, the District does not treat information technology as a critical asset.
2. The District's IT infrastructure is not well positioned to quickly recover from a major disaster.
3. The District's application portfolio is complex, redundant, and not well integrated.
4. The District is not fully leveraging the capabilities of its critical software systems.
5. Many technology infrastructure components are aging or at end-of-life.
6. IT service delivery lacks sufficient structure and is somewhat reactive.
7. Critical skill gaps exist within IT.

Page 3

Based upon the above findings, the ISMP plan proposed a total of 32 recommendations:

A1	Enhance customer self service and customer relationship management (CRM) capabilities
A2	Enhance the water use efficieny rebate program database
A3	Implement cross platform methods for emergency and other customer communications
A4	Upgrade PeopleSoft
A5	Implement enterprise content management
A6	Expand the use of business intelligence for performance management
A7	Implement districtwide intranet portal
A8	Create a unified asset registry
A9	Enhance Maximo for districtwide asset and work management
A10	Implement Maximo for Transportation for fleet management
A11	Implement a future funding analysis application
A12	Implement GIS-enabled mobile work order management
A13	Implement enterprise case management
A14	Implement fee and easement
A15	Implement a water supply planning transactional database
A16	Implement an ecological monitory information management system (EM-IMS)
A17	Deploy the in-house developed mobile solution for asset inventory and condition assessment
A18	Replace fuel management system
A19	Implement data and information architecture standards and policies
TI1	Implement scheduled PC replacement
TI2	Improve current disaster recovery plans to better link to the District's overall continuity of operations plan
TI3	Secure a remote disaster recovery facility
TI4	Implement wireless for all major district locations
SD1	Realign district IT organizational structure
SD2	Implement a structured IT service methodology
SD3	Implement a structured system development life cycle (SDLC) methodology
SD4	Select preferred long-term application development platform(s)
SD5	Adopted targeted training plans for IT staff
SD6	Adopt an IT succession plan
DM1	Refine IT governance structures, processes and tools
DM2	Develop a GIS master plan
DM3	Implement mobile communication and computing strategy and policies

Further details on these recommendations can be found in Attachment #1.

Progress Following the ISMP

The IT Division began to implement recommendations immediately following the release of the ISMP. Overall, the District has completed 10 (31%) recommendations, 10 (31%) are in progress, 9 (29%) are proposed and 3 (9%) are pending due to dependencies. Attachment #2 provides details of each ISMP recommendation, description of work, and its project status.

The 32 recommendations fall into four broad categories as listed: Applications, Technical Infrastructure, IT Service Delivery, and IT Decision Making.

Applications
Of the total of 19 recommendations in this category, the District has completed 3 (16%). They are as follows:
1. Enhancing the water use efficiency program database (A2)
2. Creating a unified asset registry (A8)
3. Implementing the fee and easement system (A14)

There are 7 (36%) projects in progress, 6 (32%) are proposed and 3 (16%) are pending. They are as follows:
1. Enhance customer relationship management capabilities (in progress) (A1)
2. PeopleSoft Upgrade Project (in progress) (A4)
3. Expand the use of business intelligence for performance management (in progress) (A6)
4. Maximo enhancements for asset management (in progress) (A9)
5. Implement future funding analysis application (in progress) (A11)
6. Ecological Monitoring Information Management System (in progress) (A16)
7. Mobile Inventory Inspection System (in progress) (A17)
8. Implement cross platform systems for emergency/customer communications (proposed) (A3)
9. Implement enterprise content management (proposed) (A5)
10. Implement District wide Intranet Portal (proposed) (A7)
11. Implement GIS-enabled mobile work order management (proposed) (A12)
12. Implement enterprise case management (proposed) (A13)
13. Replace fuel management system (proposed) (A18)
14. Implement Maximo for Transportation and fleet management (pending) (A10)
15. Implement a water supply planning transactional database (pending) (A15)
16. Implement data and information architecture standards and policies (pending) (A19)

For a fuller description of the in progress, proposed, and pending projects please refer to Attachment #2.

Technical Infrastructure
Of the 4 recommendations in this category, the District has completed 1 (25%). It is as follows:
1. Implement scheduled PC replacement (TI1)

There are 2 (50%) are in progress, and 1 (25%) is proposed. They are as follows:
1. Improve current disaster recovery plans to better link to the District's overall continuity of operations plan (in progress) (TI2)
2. Implement wireless for all major District locations (in progress) (TI4)
3. Implement remote disaster recovery capabilities aligned with the updated disaster recovery plan (proposed) (TI3)

For a fuller description of the in progress, proposed, and pending projects please refer to Attachment #2.

IT Service Delivery
Of the 6 ISMP recommendations in this category, the District has completed 5 (83%) and 1(17%) is proposed. They are as follows:
1. Realigned District IT organizational structure (SD1)
2. Structured IT service methodology (SD2)
3. Structured system development life cycle methodology (SD3)
4. Selected long-term application development platform (SD4)
5. Adopted targeted training plans for IT staff (SD5)

The proposed initiative is to adopt an IT staff succession plan (SD6), which will be completed in FY 2016.

IT Decision Making
Of the 3 ISMP recommendations in this category, the District has completed 1. It is as follows:
1. Implement policies for Mobile Communication and Computing Strategy (DM3)

There is 1 project in progress, and 1 is proposed. They are as follows:
1. Refine IT governance structures, processes, and tools (in progress) (DM1)
2. GIS Master Plan (proposed) (DM2)

All the in-progress and proposed projects are to be completed in FY 2016-30 timeframe.

Investment Strategies

From FY 2010 to FY 2014, IT operating and capital expenditures have increased 46%. Of those expenditures, capital investments have increased from under $500,000 to over $2.5 million. Most of the expenditures in FY 2010 were related to replacing computers and network equipment.

After the ISMP finding that the District does not treat information technology as a critical asset, investments in IT assets have increased substantially. Compared to the $2.5 million spent in 2014, the budgets for FY 2015 and FY 2016 are $4.8 million and $5.2 million, respectively. Going forward, the IT budgets include regular infrastructure and software upgrades so that the District maintain its assets more effectively in line with the ISMP recommendations.

In order to create a clear framework for investments in IT moving forward, staff created a strategies document (Attachment #3) in coordination with the Chief Executive Officer. These strategies are divided into security, a comprehensive technology program, and employee training. Each strategy includes several tactics and all IT projects for the coming 15 years fit under one of these tactics.

The major components of these strategies include:
- A state-of-the-art security program to prevent cyber and network security threats, including:
  o **Vulnerability Assessment:** Conduct a network perimeter vulnerability assessment.
  o **Network Security Technologies**: Deploy the latest network security technologies.
  o **Advanced Network Traffic Analysis:** Deploy network traffic analysis systems.
  o **Advanced Authentication Technologies:** Deploy advanced authentication technologies for the network and applications.
- A comprehensive technology program to automate and streamline District business operations, including:
  o **Data Consolidation:** Deploy enterprise content management to consolidate the data footprint, enable business intelligence, and allow workflow automation.
  o **Timely Software Upgrades:** Upgrade software to current versions for stability and reliability.
  o **Revamped External Website:** Deploy a new website and interactive applications, online bill payment, and online permitting.
  o **Consolidated Applications:** Consolidate and replace redundant applications with more functional ones to improve data access and reliability
  o **Business Continuity Plan**: Plan and deploy remote capability for better disaster recovery.
  o **Infrastructure Upgrades:** Upgrade hardware as needed for better speed, stability and reliability.
  o **Project and Program Management:** Deploy a system that facilitates budgeting, project tracking, reporting and project change management.
- Robust employee training to leverage technology and attract potential recruits, including:
  o **IT Training Program:** Deploy a targeted IT training program.
  o **District-wide Outreach to Employees and Business Units**: Establish outreach to District employees and business units.
  o **IT Orientation for New Employees:** Provide IT sessions during new employee orientation.

Together, these strategies make up a comprehensive IT strategic plan that will guide IT activities for the next fifteen years.

Existing Board Ends Policies and Executives Limitations

Attachments #4 and #5 are the current Board Ends Policies and Executive Limitations.

As the Committee members are aware, the Ends Policies are broad and IT supports the operations for each of them. The Executive Limitations are more specific. IT initiatives, projects and programs typically address the asset management statements as there are no specific IT Executive Limitations.

The IT Ad Hoc Committee's purpose allows the members to recommendation policies to the Board of Directors for adoption.

ATTACHMENT(S):

Attachment 1: Information Systems Master Plan Progress
Attachment 2: Information Technology Strategies
Attachment 3: Board Ends Policies
Attachment 4: Executive Limitations
Attachment 5: PowerPoint presentation

Information Systems Master Plan
Progress

#	Project Description	Status	Notes
Applications			
1	Enhance Water Use Efficiency Program Database	**Completed**	Developed modules for Landscape Rebate Program, Residential Washer Program, WaterWise Water Conservation, Residential High-efficiency. Toilet Rebate.
2	Create a Unified Asset Registry	**Completed**	Asset registries in place for Watershed, Water Utility and Administration.
3	Implement Fee & Easement System	**Completed**	System implemented.
4	Enhance Customer Relationship Management Capabilities	**In Progress**	Coordinated with District Communications Unit on internet redesign to secure funding for external site design. Software Services is also implementing self service applications (GIS) to be moved to the new site when ready.
5	PeopleSoft Upgrade Project	**In Progress**	Software licenses purchased. Hardware and Storage being purchased. Technical project manager hired. Stakeholders workshops are being conducted. Upgrade Mission and Goals, and Roadmap being formed. Technical and implementation architectural design being initiated.
6	Expand the use of business intelligence for performance management	**In Progress**	Purchased business intelligence software to inform performance management. Training of staff has begun.
7	Maximo Enhancements for asset management	**In Progress**	1) Developed PeopleSoft / Maximo Timesheet interface 2) Developed PeopleSoft / Maximo Invoice Cost Tracking interface 3) Developed WUE Purchase Request Reconciliation Integration between Maximo, PeopleSoft and Quest PR system 4) Completed Maximo / SMP System Reconciliation Assessment 5) Completed CARA / ICAM System Stabilization project 6) Deployed role-based user Start Centers and KPI's 7) Further functional improvements will available after the Maximo upgrade proposed for FY16.
8	Implement Future Funding Analysis Application	**In Progress**	Vendor was selected. Target date is 7/2015 to complete installation and configuration of application.

Information Systems Master Plan
Progress

#	Project Description	Status	Notes
Applications			
9	Ecological Monitoring Information Management. System	**In Progress**	Completed Surface Water Quality Module. Users continue to load data into the new Surface Water module developed in FY14. The Environmental Mitigation and Monitoring Unit decided the next module will be Wildlife.
10	Mobile Inventory Inspection System	**In Progress**	Mobile solution has been deployed in Watersheds and Water Utility. Currently working with Water Supply to determine if they can benefit from a mobile system.
11	Implement cross platform methods for emergency and other customer communications	**Proposed**	Investigate mobile and emerging technologies.
12	Implement enterprise content management	**Proposed**	Data Consolidation Project proposed in FY16-20 Capital Improvement Program.
13	Implement District wide Intranet Portal	**Proposed**	Investigate MS Sharepoint /Oracle Portal /Open Source platform
14	Implement GIS-enabled	**Proposed**	Dependent on proposed Maximo upgrade in FY16.
15	Implement enterprise case management	**Proposed**	Proposed following Maximo upgrade.
16	Replace fuel management system	**Proposed**	Project owner is Equipment Management Unit. Software Services Unit will lend technical support when project is underway.
17	Implement Maximo for Transportation for fleet management	**Pending**	This project is dependent on the Maximo upgrade, which is budgeted for FY16.
18	Implement a water supply planning transactional database	**Pending**	Investigation of concept with business unit partners delayed by higher priority projects.
19	Implement data and information architecture standards and policies	**Pending**	Dependent on completion of A1, A5, A6 and A7

Information Systems Master Plan
Progress

#	Project Description	Status	Notes
Technical Infrastructure			
1	Implement scheduled PC replacement	**Completed**	Completed replacement of all district user primary PC's or laptops to current industry standard hardware and operating system. Replacements will occur on an ongoing basis.
2	Improve current disaster recovery plans to better link to the Districti's overall continuity of operations plan	**In Progress**	Key systems data mapping and prioritization documented. A draft of business continuity plan is in progress.
3	Implement wireless for all major district locations	**In Progress**	Completed installation of wireless network infrastructure at HQ, Admin, BHA, Crest, and Maintenance Shops. Installation of wireless networking for WQ lab, Maintenance, Maintenance Ready Room, and Admin Annex buildings planned for FY15.
4	Implement remote disaster recovery capabilities aligned with the updated disaster recovery plan	**Proposed**	Scheduled after the IT Disaster Recovery Plan is completed in FY 2016.

#	Project Description	Status	Notes
IT Service Delivery			
1	Realign district IT organizational structure	**Completed**	There is clarity in the IT organizational structure, roles and service definitions after renaming of the Units. The new names are Infrastructure Services, Software Services and Records & Library Services. Security Services group has been removed from the organization chart and the function will be added under Infrastructure Services.
2	Structured IT Service Methodology	**Completed**	Developed procedures and templates for project intake, project reporting, and service level agreements, developed Program Management web portal for tracking IMSD project.
3	Structured System Development Life Cycle Methodology	**Completed**	Developed Microsoft Project SDLC Templates for Software Projects and Hardware Projects.
4	Long-term Application Development Platform	**Completed**	Implemented decision on development platform for in-house developed applications.
5	Adopt Targeted Training Plan for IT Staff	**Completed**	5-year training plans developed for Administration, Infrastructure Services, Software Services, and Records & Library Services staff.

#	Project Description	Status	Notes
6	Adopt an IT succession plan	**Proposed**	The office of the CTO will start work on a formal succession plan in FY 16. IT anticipates a major turnover in staff in 4-7 years and the succession plan will address this turnover from a skill set perspective.

IT Decision Making			
1	Implement Mobile Communication & Computing Strategy & Policies	**Completed**	Policy for use of personal devices, stipend plan/procedures, and mobile device policy.
2	Refine IT governance structures, processes, and tools	**In Progress**	Technology Planning Group has been formed to initiate IT outreach. Multiple Divisions and Units have come forward to discuss their technology needs and IT is working to find technical solutions for those needs.
3	GIS Master Plan	**Proposed**	Development of GIS Master Plan is proposed in the FY16 operating budget.

INFORMATION TECHNOLOGY STRATEGIES

1. **Prevent cyber and network security threats to the SCADA network, systems, and operations; and business technology infrastructure.**

    i. **TACTIC 1:** Conduct network perimeter vulnerability assessment.
    ii. **TACTIC 2:** Develop and deploy state-of-the-art network security technologies.
    iii. **TACTIC 3:** Deploy advanced network traffic analysis systems to identify potential security threats.
    iv. **TACTIC 4:** Deploy advanced authentication technologies for network login.

2. **Invest in, develop, deploy, integrate, and maintain a comprehensive District-wide technology program to automate and streamlines business operations of the District for the benefit of the internal users, and the community.**

    i. **TACTIC 1:** Perform Data Consolidation of structured and unstructured data to reduce the data footprint of the District.
    ii. **TACTIC 2:** Upgrade existing software systems in a timely manner, and review new cloud based software solutions for enhanced feature sets, compatibility, and security.
    iii. **TACTIC 3:** Redesign the website to enhance user experience and provide interactive applications for easy access to data.
    iv. **TACTIC 4:** Develop and deploy a Customer Relationship Management System for improved customer service and engagement.
    v. **TACTIC 5:** Consolidate and streamline the District's complex applications portfolio.
    vi. **TACTIC 6:** Complete the Information Technology Business Continuity Plan with an IT Disaster Recovery Plan linked to the Continuity of Operations Plan (COOP).
    vii. **TACTIC 7:** Develop and deploy a comprehensive Geographic Information System (GIS) master plan.
    viii. **TACTIC 8:** Develop and deploy a comprehensive asset management and work order system.
    ix. **TACTIC 9:** Develop and deploy a District-wide Enterprise Resource Planning (ERP) system.
    x. **TACTIC 10:** Develop and deploy comprehensive technologies to support the Clerk of the Board.
    xi. **TACTIC 11:** Develop and deploy technologies for a streamlined records management system.
    xii. **TACTIC 12:** Develop and apply consistent policies, procedures & metadata for lawful and effective storage, retrieval & disposition of data assets.
    xiii. **TACTIC 13:** Develop, and deploy a District-wide Project Planning and Management system that facilitates budgeting, project tracking, reporting, and project change management.
    xiv. **TACTIC 14:** Maintain an up-to-date and secure SCADA system.

3. **Establish a comprehensive technology workforce development program.**
    i. **TACTIC 1:** Develop and deploy a business technology driven approach to workforce development

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   ii.   **TACTIC 2:** Develop and perform skill set assessment studies for employees to successfully support current, and future technologies of the District

Governance Policies
of the Board

III. Ends

Governance Policies
of the Board

III.   **ENDS**   **Page**

Governance Policies
of the Board

Title:	**Mission and General Principles**
Category:	**Ends**

Policy No. E-1	Adopted: June 15, 1999 Chair: Larry Wilson	Latest Revision: July 28, 2014 Chair: Tony Estremera

The Board of Directors revised and adopted this policy at its public meeting on the latest revision date.

District Mission

Provide Silicon Valley safe, clean water for a healthy life, environment, and economy.

General Principles

Accordingly, the Board of the District has adopted directions to the BAOs as to the intended results, organizational products, impacts, benefits, outcomes, recipients, and their relative worth (what good for which recipients at what costs). In implementing Board directions, staff will be guided by the following general principles:

1.1.   An integrated and balanced approach in managing a sustainable water supply, effective natural flood protection, and healthy watersheds is essential to prepare for the future.

1.2.   Effective public engagement in accomplishing the District mission is achieved through communication that involves the diverse community and key stakeholder groups in a transparent and open manner.

1.3.   Collaboration with government, academic, private, non-governmental, and non-profit organizations is integral to accomplishing the District mission.

1.4.   A net positive impact on the environment is important in support of the District mission and is reflected in all that we do.

1.5.   Recognize that District services are critical to the economic vitality of Silicon Valley.

Governance Policies
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Title:	**Water Supply (WS)**	
Category:	**Ends**	

Policy No. E-2	Adopted: January 18, 2005 Chair: Richard Santos	Latest Revision: August 20, 2012 Chair: Linda J. LeZotte
The Board of Directors revised and adopted this policy at its public meeting on the latest revision date.		

There is a reliable, clean water supply for current and future generations. *See BAO Interpretation*

Accordingly, the following goals and objectives are adopted:

WS GOAL

2.1. Current and future water supply for municipalities, industries, agriculture, and the environment is reliable.

WS Objective

2.1.1. Aggressively protect groundwater from the threat of contamination and maintain and develop groundwater to optimize reliability and to minimize land subsidence and salt water intrusion. *See BAO Interpretation*

2.1.2. Protect, maintain, and develop local surface water. *See BAO Interpretation*

2.1.3. Protect, maintain, and develop imported water. *See BAO Interpretation*

2.1.4. Protect, maintain, and develop recycled water. *See BAO Interpretation*

2.1.5. Maximize water use efficiency, water conservation, and demand management opportunities. *See BAO Interpretation*

2.1.6. Prepare for and respond effectively to water utility emergencies. *See BAO Interpretation*

Governance Policies
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WS GOAL

2.2.　Raw water transmission and distribution assets are managed to ensure efficiency and reliability.

WS Objective

2.2.1.　Raw water transmission and distribution assets are managed to ensure efficiency and reliability. *See BAO Interpretation*

WS GOAL

2.3.　Reliable high quality drinking water is delivered.

WS Objective

2.3.1.　Meet or exceed all applicable water quality regulatory standards. *See BAO Interpretation*

2.3.2.　Maintain effective relationships with the retailer and other stakeholders to ensure high quality, reliable drinking water. *See BAO Interpretation*

Governance Policies
of the Board

Title:	Natural Flood Protection (NFP)
Category:	Ends

Policy No. E-3	Adopted: December 21, 2004 Chair: Joe Judge	Latest Revision: July 22, 2013 Chair: Nai Hsueh

The Board of Directors revised and adopted this policy at its public meeting on the latest revision date.

There is a healthy and safe environment for residents, businesses and visitors, as well as for future generations. *See BAO Interpretation*

Accordingly, the following goals and objectives are adopted:

NFP GOAL

3.1.   Provide natural flood protection for residents, businesses, and visitors.

NFP Objective

3.1.1.   Protect parcels from flooding by applying an integrated watershed management approach that balances environmental quality and protection from flooding. *See BAO Interpretation*

3.1.2.   Preserve flood conveyance capacity and structural integrity of stream banks, while minimizing impacts on the environment and protecting habitat values. *See BAO Interpretation*

NFP GOAL

3.2.   Reduce potential for flood damages.

NFP Objective

3.2.1.   Promote the preservation of flood plain functions. *See BAO Interpretation*

3.2.2.   Reduce flood risks through public engagement. *See BAO Interpretation*

3.2.3.   Prepare and respond effectively to flood emergencies countywide to protect life and property. *See BAO Interpretation*

Governance Policies
of the Board

Title:	Water Resources Stewardship (WRS)	
Category:	Ends	
Policy No. E-4	Adopted: April 20, 2004 Chair: Joe Judge	Latest Revision: July 28, 2014 Chair: Tony Estremera
The Board of Directors revised and adopted this policy at its public meeting on the latest revision date.		

There is water resources stewardship to protect and enhance watersheds and natural resources and to improve the quality of life in Santa Clara County. *See BAO Interpretation*

Accordingly, the following goals and objectives are adopted:

WRS GOAL

4.1.   Protect and restore creek, bay, and other aquatic ecosystems.

WRS Objective

4.1.1.   Preserve creeks, bay, and ecosystems through environmental stewardship. *See BAO Interpretation*

4.1.2.   Improve watersheds, streams, and natural resources. *See BAO Interpretation*

4.1.3.   Promote the protection of creeks, bay, and other aquatic ecosystems from threats of pollution and degradation. *See BAO Interpretation*

4.1.4.   Engage and educate the community in the protection of water quality and stream stewardship. *See BAO Interpretation*

4.1.5.   Prepare and respond to emergencies that threaten local waterways. *See BAO Interpretation*

4.1.6.   To the extent within practicable control of the District, adopt a strategy to restore the salmonid fishery on identified salmonid streams within fifteen years of strategy adoption by creating suitable accessible spawning and rearing habitats.

Governance Policies
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WRS GOAL

4.2.   Improved quality of life in Santa Clara County through appropriate public access to trails, open space, and District facilities.

> **WRS Objective**
>
> 4.2.1.   Support healthy communities by providing access to additional trails, parks, and open space along creeks and in the watersheds. *See BAO Interpretation*
>
> 4.2.2.   Support healthy communities by providing appropriate public access to District facilities. *See BAO Interpretation*

WRS GOAL

4.3.   Strive for zero net greenhouse gas emission or carbon neutrality.

> **WRS Objective**
>
> 4.3.1.   Reduce greenhouse gas emissions to achieve carbon neutrality by 2020. *See BAO Interpretation*

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IV. Executive Limitations

Governance Policies
of the Board

IV.   EXECUTIVE LIMITATIONS   **Page**

Governance Policies
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Title:	General Principles	
Category:	Executive Limitations	
Policy No. EL-1	Adopted: June 15, 1999 Chair: Larry Wilson	Latest Revision: July 28, 2014 Chair: Tony Estremera
The Board of Directors revised and adopted this policy at its public meeting on the latest revision date.		

The Board Appointed Officers (BAOs) shall promote practices, activities, decisions, and organizational circumstances that are lawful and supportive of commonly accepted business and professional ethics. The BAOs shall foster the organization's credibility in ways that enhance the accomplishment of its mission. The BAOs shall operate consistently with the District Values Statement (GP-7). *See BAO Interpretation*

Governance Policies
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Title:	**Customer Relations**	
Category:	**Executive Limitations**	
Policy No. EL-2	Adopted: December 21, 1999 Chair: Larry Wilson	Latest Revision: July 28, 2014 Chair: Tony Estremera
The Board of Directors revised and adopted this policy at its public meeting on the latest revision date.		

The BAOs shall promote conditions, procedures, and decisions that fulfill reasonable customer expectations for good service, are safe, dignified, and nonintrusive. Customers include any persons conducting business or interacting with the District.

Further, a BAO shall:

2.1. Use application forms that elicit information for which there is a clear necessity. *See BAO Interpretation*

2.2. Use methods of collecting, reviewing, transmitting, or storing customer information that protects against improper access to the material elicited. *See BAO Interpretation*

2.3. Provide appropriate accessibility and privacy in facilities.

2.4. Establish with customers a clear understanding of what may or may not be expected from the customer service offered. *See BAO Interpretation*

2.5. Inform customers of this policy and provide a way for persons to be heard who believe they have not been accorded a reasonable interpretation of their protections under this policy.

2.6. Provide correspondence addressed to the Board to each Board member within 7 calendar days from receipt and respond within 14 calendar days of receipt. In those individual situations where it is not possible for the BAOs to respond completely to an inquiry, sending a response to the originator, acknowledging receipt of the inquiry, an explanation of actions being taken, and timelines for preparing the complete response, is acceptable for complying with this 14 day response time. *See BAO Interpretation*

Governance Policies
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Title:	Human Resources	
Category:	Executive Limitations	
Policy No. EL-3	Adopted: June 15, 1999 Chair: Larry Wilson	Latest Revision: July 28, 2014 Chair: Tony Estremera

The Board of Directors revised and adopted this policy at its public meeting on the latest revision date.

With respect to compensation and benefits, employment, and the treatment of employees and persons doing work for or on behalf of the District, a BAO shall:

Employee Relations

3.1. Operate with written personnel rules which: (a) clarify rules for employees, (b) provide for effective handling of grievances, and (c) protect against wrongful conditions, such as preferential treatment for personal reasons. *See BAO Interpretation*

3.2. Not retaliate against any employee.

3.3. Inform employees of their protections under this policy. *See BAO Interpretation*

3.4. Integrate, and operate within, written ethics policies and behavioral expectations that embody fairness, dignity and respect. *See BAO Interpretation*

3.5. Operate with written employee health and safety policies which (a) ensure that standards, programs, and procedures meet or exceed acceptable industry standards as written in state and federal regulations, and (b) ensure a healthful and safe work environment for all District employees. *See BAO Interpretation*

3.6. Subject to the District's Living Wage Policy, provide persons doing work for or on behalf of the District at least a living wage and reasonable time off. *See BAO Interpretation*

Recruitment and Employment

3.7. Retain no more than thirty-two (32) unclassified positions without Board approval. *See BAO Interpretation*

3.8. Present an appointment of a Chief-level employee to the Board for confirmation.

3.9. Not allow compensated employment by the District for any serving member of the Board of Directors and for one year following the end of the Board member's term of office.

Governance Policies
of the Board

3.10. Require pre-employment alcohol/drug testing only where mandated by State or Federal laws.

3.11. Not change his or her own compensation and benefits. *See BAO Interpretation*

3.12. Not promise or imply permanent or guaranteed employment. *See BAO Interpretation*

3.13. Consider attrition, pending retirement, employee retraining, and reduction in temporary or contract staff, prior to employee layoffs.

Succession Planning

3.14. Assure there are capable employees with knowledge and expertise in subject matter integral to the future of water resource management in Santa Clara County. *See BAO Interpretation*

3.15. Have no fewer than two other unclassified employees familiar with Board and BAO issues and processes in order to protect the Board from sudden loss of BAO services. *See BAO Interpretation*

Labor-Management Relations

3.16. Operate in an environment where there are good labor relations. *See BAO Interpretation*

3.17. Only negotiate terms for bargaining unit agreements within parameters set by the Board.

Governance Policies
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Title:	Financial Management
Category:	Executive Limitations

Policy No. EL-4	Adopted: September 28, 1999 Chair: Larry Wilson	Latest Revision: July 28, 2014 Chair: Tony Estremera

The Board of Directors revised and adopted this policy at its public meeting on the latest revision date.

Financial planning for any fiscal year shall be aligned with the Board's Ends, not risk fiscal jeopardy, and be derived from a multi-year plan. With respect to the actual, ongoing financial condition and activities, the BAOs shall provide for the development of fiscal sustainability. *See BAO Interpretation*

Further, a BAO shall:

Conditions and Activities

4.1. Expend only those funds that have been appropriated in the Operating and Capital budgets, reserves, and debt service.

4.2. Spend in ways that are cost-efficient. *See BAO Interpretation*

Planning and Budgeting

4.3. Include credible projection of revenues and expenses, separation of capital and operational items, cash flow, and disclosure of planning assumptions.

    4.3.1. Produce an annual Rolling Five-Year Capital Improvement Plan with the first year serving as the adopted capital budget and the remaining years in place as a projected capital funding plan.

4.4. Plan the expenditure in any budget period within the funds that are conservatively projected to be received or appropriated from reserves in that period.

    4.4.1. Demonstrate to the Board the planned expenditures for the identified and selected capital projects in the Rolling Five-Year Capital Improvement Plan are aligned with the Board's capital priorities.

    4.4.2. Not allocate state subvention reimbursements for use and/or spending.

4.5. Budget fund reserves at or above reserve policy minimums.

Governance Policies
of the Board

4.6. At least annually present the Board with information about the District's financial reserves and schedule an opportunity for the public to comment thereon.

Treasury, Investment and Debt Management

4.7. Not indebt the organization, except as provided in the District Act, and in an amount greater than can be repaid by certain, otherwise unencumbered, revenues within 90 days, or prior to the close of the fiscal year.

4.7.1. Not issue debt (long or short-term obligations that are sold within the financial marketplace) that conflicts with the District Act or the legal authority of the District without Board authorization;

4.7.2. Not issue debt without a demonstrated financial need;

4.7.3. Meet debt repayment schedules and covenants of bond documents;

4.7.4. Establish prudent District Debt Policies that are consistent with Board policies and provide guidance to employees in regards to administering the debt programs and agreements, including consideration for the appropriate level of debt for the District to carry and structuring debt repayment to address intergenerational benefits;

4.7.5. Be consistent with the District's Debt Policies and any addendums when issuing debt;

4.7.6. Maintain strong credit ratings and good investor relations.

4.8. Not use any unappropriated long-term reserves or undesignated fund balance.

4.9. Not invest or hold funds of the District in accounts or instruments that are inconsistent with the following statement of investment policies:

4.9.1. Public funds not needed for the immediate necessities of the District should, to the extent reasonably possible, be prudently invested or deposited to produce revenue for the District consistent with the Board Investment Policy and applicable law.

4.9.2. The Treasurer or his or her designee shall submit quarterly investment reports to the Board as specified under Government Code Section 53646.

4.9.3. No investments will be made in fossil fuel companies with significant carbon emissions potential. *See BAO Interpretation*

Governance Policies
of the Board

General Accounting

4.10.   Not invoice/charge or demand payment from water customers (raw, ground, treated, or recycled) of the District that is inaccurate, illegal, and inconsistent with District and Board policies.

4.11.   Not conduct unbudgeted interfund transfers in any amount greater than can be repaid by certain, otherwise unencumbered revenues within 90 days, or prior to the close of the fiscal year.

4.12.   Settle payroll and debts in a timely manner.

4.13.   Not allow tax payments or other government ordered payments or filings to be overdue or inaccurately filed.

4.14.   Pursue receivables after a reasonable grace period in a timely and business-like manner.

4.15.   Receive, process or disburse funds under controls which meet audit standards.

Governance Policies
of the Board

Title:	**Procurement**	
Category:	**Executive Limitations**	

Policy No. EL-5	Adopted: June 15, 1999 Chair: Larry Wilson	Latest Revision: July 28, 2014 Chair: Tony Estremera

The Board of Directors revised and adopted this policy at its public meeting on the latest revision date.

With respect to purchasing and contracts activities, use a fair, open and expeditious process and stay within the Board's authorized expenditures.

Further, a BAO shall:

5.1.   Not make a single purchase, contract, 3rd party claim settlement of liability, or any other financial commitment in amounts greater than the following, unless authorized by the Board. *See BAO Interpretation*

      5.1.1.   For Construction Contracts—$25,000.

      5.1.2.   For Consultant Service Contracts**—**$225,000.

            5.1.2.1.   For financial auditing services contracts, the term of the contract shall not exceed (5) fiscal year periods subject to audit and the contract shall not be awarded to the same auditing firm for consecutive terms.

      5.1.3.   For any other services, supplies and equipment, and other financial commitments—The amount specified in the Board-approved budget**.**

      5.1.4.   For Settlement of 3rd Party Claims—$50,000.

      5.1.5.   For Legal Services as determined necessary in the sole discretion of the District Counsel, including but not limited to: external legal counsel, expert consultants, expert witnesses, investigators, arbitrators, mediators, and other professionals, to provide services relating to, existing and potential, judicial, administrative, and alternate dispute resolution proceedings or legal matters of interest to the District - No limit; provided District Counsel informs the Board immediately of the retention of external legal counsel and the necessity therefore, pursuant to EL-7.11.

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5.1.6.   For Imported Water Management Contracts—No limit; the CEO will inform the Board on a timely basis of Imported Water Management Contracts executed.

5.1.7.   For Capital Construction Contracts—$100,000 in budget adjustments to capital projects within the same fund in the fiscal year.

5.2.   Not make a single purchase, contract, or any other financial commitment without a competitive procurement process, unless authorized by the Board or one of the following exemptions is applicable: *See BAO Interpretation*

5.2.1.   Financial commitments less than or equal to $25,000.

5.2.2.   Financial commitments resulting from an agreement with a governmental agency or regulated utility, including revenue and cost sharing agreements as well as grant matching fund commitments. This exemption does not apply to grant applications or agreements whereby the District receives federal funds.

5.2.3.   Financial commitments resulting from imported water management agreements, so long as the CEO informs the Board of the commitment on a timely basis.

5.2.4.   Financial commitments resulting from the purchase of services, supplies, and equipment that are essential to promptly attend to an emergency as defined in Public Contract Code Section 1102.

5.2.5.   Leases for District occupied facilities or payments for miscellaneous facility services, such as telephone, electricity, gas, and water, where rates or prices are fixed by legislation or by Federal, State, County or municipal regulations.

5.2.6.   Payments required by statute, regulation or ordinance.

5.2.7.   Rebates and refunds made pursuant to District water conservation rebate and refund programs.

5.2.8.   Payments to public utilities to relocate or install their utilities made necessary by District public work projects.

5.2.9.   Payments for legal services, so long as District Counsel informs the Board immediately of the retention of outside counsel and the necessity for such retention of outside counsel, pursuant to EL-7.11.

Governance Policies
of the Board

5.2.10. Procurements of education services from non-profit institutions, such as public schools or universities.

5.2.11. Procurements less than or equal to $50,000 if, within the period of 1 month, advertising or posting for identical services, supplies, and equipment have failed to secure responsive proposals and, in the opinion of the BAO or BAO's procurement designee, further advertising or posting will not alter this result.

5.2.12. Procurements less than or equal to $50,000 or consultant services contracts less than or equal to $225,000, so long as documented justification for the non-competitive procurement satisfies the standard specified in Executive Limitation 5.2.12.1 or 5.2.12.2 and such documented justification is submitted for review to the BAO or BAO's procurement designee, and is approved.

5.2.12.1. The best interest of the District cannot be served through a competitive procurement because only one firm exists that can provide the service, supply, or equipment, and there is not an available equivalent to meet the District's minimum needs. (sole-source)

5.2.12.2. The District's need for the service, supply, or equipment is of such an unusual and compelling urgency that the District would suffer substantial harm, unless it is permitted to acquire the service, supply, or equipment on a non-competitive basis. (single-source)

5.3. Not allow any sponsorship greater than $2,500, unless authorized by the Board. *See BAO Interpretation*

5.4. Not allow for any sponsorships, contributions, or memberships that do not have a nexus to the District's mission, vision or Board governance policies. *See BAO Interpretation*

5.5. Not allow the splitting of orders to avoid the limits set forth in EL-5. *See BAO Interpretation*

5.6. Not use consultant services if the work can be accomplished at the appropriate skill level by existing District employees. *See BAO Interpretation*

5.7. Consider the consultant's past performance history with the District prior to allowing the District to enter into a consultant agreement. *See BAO Interpretation*

5.8. Provide access to opportunities for small and local businesses in providing services to the District. *See BAO Interpretation*

Governance Policies
of the Board

5.9.   Operate with written purchasing policies and procedures relating to non-competitive acquisition practices, to avoid conflicts of interest, favoritism, and to assure legal and fiscal compliance. *See BAO Interpretation*

5.10.   Apply procurement policies and practices that support environmental stewardship to include extended producer responsibility and the reduction of hazardous and solid waste generation. *See BAO Interpretation*

Governance Policies
of the Board

Title:	Asset Management
Category:	Executive Limitations

Policy No. EL-6	Adopted: June 15, 1999 Chair: Larry Wilson	Latest Revision: July 28, 2014 Chair: Tony Estremera
The Board of Directors revised and adopted this policy at its public meeting on the latest revision date.		

The BAOs shall protect and adequately maintain corporate assets.

Further, a BAO shall:

6.1. Not unnecessarily expose the organization, its Board and employees to claims of liability.

6.2. Protect intellectual property, information, and files from loss or significant damage.

6.2.1. Retain records in accordance with Records Retention Schedules, as adopted by Board resolution, including:

6.2.1.1. Permanently retain the video recordings of the Board of Director meetings.

6.2.1.2. Permanently retain the audio recordings of the Board Committee meetings.

6.3. Prepare the organization to respond and recover from an emergency or disaster. *See BAO Interpretation*

6.4. Maintain an Asset Management Program. *See BAO Interpretation*

6.5. Protect water rights and rights of way. *See BAO Interpretation*

6.6. Maintain adequate insurance. *See BAO Interpretation*

Governance Policies
of the Board

Real Property

6.7.   Acquire, encumber or dispose real property interest, only when authorized by the Board or one of the following exemptions is applicable:

6.7.1.   The acquisition of real property interest is part of a Board-approved project, the purchase price does not exceed $500,000, and the acquisition meets the following criteria:

6.7.1.1.   The purchase price equals the statutory offer of just compensation established for the property interest by a State of California licensed appraiser; or

6.7.1.2.   The negotiated purchase price does not exceed 10% above said statutory offer of just compensation.

6.7.1.3.   To provide public transparency, the CEO will provide a written report to the Board, in open session, prior to acquisition, of anticipated properties to be acquired under EL-6.7.1. In addition, a summary of the properties that have been acquired under EL-6.7.1, including the respective statutory offer of just compensation and final negotiated values will be reported to the Board quarterly.

6.7.2.   The disposition is a temporary construction easement (TCE) held by the District on lands owned by others when the TCE is no longer needed.

6.7.3.   The execution of a correction deed is necessary.

6.7.4.   The acquisition or dedication is a permanent or temporary real property interest required to be purchased to meet District obligations to provide such interests under a contract eligible for federal cost-sharing, provided that such acquisitions otherwise meet the requirements of State law.

6.7.5.   The acquisition is a dedication of real property interests and acceptance of the dedication is not anticipated to subject the District to unreasonable liability.

6.7.6.   The encumbrance is a lease or rental agreement granting the District a possessory real property interests as a lessee or tenant and the District's total financial obligation under the Lease does not exceed the amount specified in the Board-approved annual budget for any such Lease.

6.7.7.   The disposition is a lease or rental agreement that: (a) conveys only possessory interests in District real property that the District has no need to use during the term of the Lease; (b) can unilaterally be terminated at the District's convenience by providing at least 90 days prior

Governance Policies
of the Board

notice; and (c) does not provide rights to construct any improvement whatsoever, without the tenant obtaining a written District permit issued pursuant to the District's permitting procedures.

6.7.8.   The encumbrance is a license or right-of-entry granting the District non-possessory real property interests.

6.7.9.   The disposition is a revocable license or right-of-entry that grants non-possessory real property interests so long as the term of any such license or right-of-entry does not exceed two years or the District reserves the right to revoke any such license or right-of-entry at will, and any such license or right-of-entry does not grant the right to construct any permanent improvement on District real property that is incompatible with District purposes.

Governance Policies
of the Board

Title:	Communication and Support to the Board
Category:	Executive Limitations

Policy No. EL-7	Adopted: June 15, 1999 Chair: Larry Wilson	Latest Revision: July 28, 2014 Chair: Tony Estremera

The Board of Directors revised and adopted this policy at its public meeting on the latest revision date.

The BAOs shall inform and support the Board in its work.

Further, a BAO shall:

7.1.   Inform the Board of relevant trends, anticipated adverse media coverage, or material external and internal changes, particularly changes in the assumptions upon which any Board policy has previously been established. *See BAO Interpretation*

7.2.   Inform the Board of the intent to approve a collaborative agreement and keep the Board informed on an ongoing basis.

7.3.   Inform the Board of the intent to undertake negotiation of any imported water management agreement connected with proposed land development or involving a private or non-governmental party and keep the Board informed of imported water management activities on an ongoing basis. *See BAO Interpretation*

7.4.   Marshal for the Board as many employee and external points of view, issues and options as needed for fully informed Board choices. *See BAO Interpretation*

7.5.   Deal with the Board as a whole except when (a) fulfilling informal or oral individual requests for information or (b) responding to officers or committees duly charged by the Board. Responses to formal "Board Member Requests" should be given to the entire Board. *See BAO Interpretation*

7.6.   Report in a timely manner an actual or anticipated noncompliance with any policy of the Board. *See BAO Interpretation*

7.7.   Supply for the consent agenda all items delegated to the BAOs yet required by law or contract to be Board-approved. *See BAO Interpretation*

Governance Policies
of the Board

7.8. Obtain the concurrence of the Chair of the Board of Directors, or the Chair's designee, prior to communicating a position on legislation:

  7.8.1. Inform the Board regarding positions on legislation communicated on behalf of the District no later than the next regularly scheduled Board of Directors meeting.

7.9. Respond to individual Board member requests and Board requests within 30 calendar days, except as follows: *See BAO Interpretation*

  7.9.1. For Board member and Board requests for information, a BAO shall respond within 30 calendar days of the initial Board member request. In the event that the responsible BAO determines that a Board request will require more than 30 calendar days to complete, the BAO shall inform the Board within 30 calendar days of receiving the request. Upon making this notification, the BAO shall also specify the expected completion date for the request.

  7.9.2. For Board member requests determined by a BAO to be non-routine and require redirection of District employees to the detriment of their normally assigned duties, the BAO shall agendize that request and report to the Board that fulfilling the request will require substantive work and request direction from the Board on whether to proceed with fulfilling the request.

7.10. Make available to the public agendas and employee reports, if available, containing recommendations about any item on the agenda of a regular public meeting of the Board, or of a public hearing conducted by the Board, or of a Board Standing or Ad Hoc Committee, no later than 10 days prior to the date of such a meeting or hearing except for the following reports, which shall be made available as soon as possible: *See BAO Interpretation*

  7.10.1. Reports relating to a contract award, if the contract has been considered at a prior Board meeting;

  7.10.2. Reports recommending Board action necessary to meet a legal deadline, including a deadline for a grant funding application;

  7.10.3. Reports conveying a recommendation from a Board committee;

  7.10.4. Reports recommending immediate Board action to address urgent health, safety, or financial matters identified in the report;

  7.10.5. Supplemental reports conveying additional information received after the initial report was released.

Governance Policies
of the Board

If a recommendation in an employee report is revised based upon direction from a member of the Board, the revision shall be disclosed in the applicable report.

7.11. Retain or employ adequate legal counsel to advise and represent the District and report to the Board the retention of employment of such counsel; inform the Board about threatened or pending litigation; or provide quarterly reports to the Board describing legal activity, status of litigation, cost of external legal counsel, and significant current and potential claims against the District.

7.12. Include in minutes of meetings of the Board, a report of the actions taken in closed session at that meeting in accordance with Section 54957.1 of the Government Code.

Governance Policies
of the Board

Title:	Inclusion, Equal Employment Opportunity, Discrimination/Harassment Prevention and Diversity	
Category:	Executive Limitations	
Policy No. EL-8	Adopted: August 3, 1999 Chair: Larry Wilson	Latest Revision: July 28, 2014 Chair: Tony Estremera
The Board of Directors revised and adopted this policy at its public meeting on the latest revision date.		

The BAOs shall promote conditions that ensure a work environment that is diverse and inclusive, free of discrimination and harassment, and that provides equal opportunity employment.

Further, a BAO shall:

8.1   Provide leadership in diversity and inclusion that is open, honest, and fair. Management and employees will demonstrate the highest standards of personal integrity, honesty, and conduct to inspire trust and foster collaboration with each other, customers, and the community.

8.2.   Not allow District's employees, agents, or contractors to discriminate, harass, or allow harassment against any applicant, employee, customer, or other person on the basis of sex (which includes pregnancy, childbirth, breastfeeding and medical conditions related to pregnancy, childbirth or breastfeeding), race, religion, color, national origin (including language use restrictions), ancestry, religious creed (including religious dress and grooming practices, political affiliation, disability (mental and physical, including HIV or AIDS), medical condition (cancer and genetic characteristics), genetic information, marital status, parental status, gender, age (40 and over), pregnancy, military and veteran status, sexual orientation, gender identity and gender expression, the exercise of family and medical care leave, the exercise of pregnancy disability leave, or the request, exercise, or need for reasonable accommodation.

With respect to employees, these requirements apply to employment actions which include, but are not limited to, the following: recruitment, hiring, employment, utilization, promotion, classification or reclassification, transfer, recruitment, recruitment advertising, evaluation, treatment, demotion, layoff, termination, rates of pay or other forms of compensation, and selection for professional development training (including apprenticeship).

8.3.   Require employees at all levels of District employment be aware that they share in the responsibility to ensure a work environment free of discrimination and harassment prohibited by this policy.

8.4.   Refer to Human Resources for discipline any manager or supervisor who is aware of unlawful harassment or discrimination by his or her employees, but fails to take appropriate action.

8.5.   Take positive and innovative action to provide equal opportunity.

Governance Policies
of the Board

      8.5.1   Assure that persons from all segments of our community are given a fair and equal opportunity to qualify for employment and advancement within the District's work force.

8.6.   Not allow potential barriers to employment of members of protected groups to exist within an individual BAO's authority.

8.7.   Consistent with legal requirements, assure that the District's work force fairly represents the composition of individuals in the available labor market who possess the requisite job skills.

8.8.   Operate in a manner that ensures that employees at all levels of District employment use sound personnel practices that apply equally to all.

8.9.   Ensure that all people are welcomed and included, and everyone is treated with fairness, dignity, and respect.

Overview of Information Systems
Master Plan, Investments & Policies

Sudhanshu "Ashu" Tikekar, Deputy Administrative Officer

Santa Clara Valley
Water District

Outline

- Plan Findings & Recommendations

- Investment Strategies

- Board Policies and Executive Limitations

Santa Clara Valley
Water District

2 | Overview of ISMP, Investments & Policies

Background

- District operates and maintain a large infrastructure

- Information Technology (IT) plays a key role

- District's lack of life cycle planning for IT

- ISMP outcomes:

  1. Reduce Redundancy

  2. Reduce Complexity

  3. Increase Integration

Santa Clara Valley Water District

3 | Overview of ISMP, Investments & Policies

ISMP Findings

1. Historically, the District has not treated information technology as a critical asset.

2. IT infrastructure lacks a business continuity plan to recover from a major disaster.

3. The IT application portfolio is complex, redundant, and not well integrated.

Santa Clara Valley
Water District

4 | Overview of ISMP, Investments & Policies

ISMP Findings

4. The District is not fully leveraging the capabilities of its critical software systems.

5. Many technology infrastructure components are aging or at end-of-life.

6. IT service delivery lacks sufficient structure and is somewhat reactive.

7. Critical skill gaps exist within IT.

Santa Clara Valley Water District

5 |

ISMP Recommendations

32 recommendations in 4 categories

1. Applications

2. Technical Infrastructure

3. IT Service Delivery

4. IT Decision Making

6 | Overview of ISMP, Investments & Policies

Santa Clara Valley
Water District

ISMP Progress since 2012

	Complete	In Progress	Proposed	Pending
Applications	3	7	6	3
Technical Infrastructure	1	2	1	-
IT Service Delivery	5	-	1	-
IT Decision Making	1	1	1	-

Santa Clara Valley
Water District

7 | Overview of ISMP, Investments &
Policies

Applications: Projects Completed

(A2) Enhance Water Use Efficiency rebate program database:

- Added Residential Washer Rebate module.

- Added Water Wise House Calls module.

- Added Residential / Non Residential High Efficiency Toilet (HET) Rebate module.

- Added Commercial Washer Rebate module.

(A3) Implement cross platform methods for emergency and other customer communications:

- Completed Flood Warning Webpage pilot project.

Santa Clara Valley
Water District

8 | Overview of ISMP, Investments & Policies

Applications: Projects Completed

(A8) Create a unified asset registry:

- In collaboration with District-wide Asset Management Unit (AMU), deployed Maximo Asset Hierarchy for Watershed and Water Utility.

(A9) Enhance Maximo for district wide asset and work management:

- In collaboration with AMU, implemented the Maximo Improvement Project.

- In collaboration with AMU, deployed role based user Start Centers and Key Performance Indicators (KPIs).

- Completed CARA/ICAM stabilization project.

- Implemented Maximo Timesheet Integration with PeopleSoft (for Operations & Maintenance Engineering and Watersheds Fields Operations).

- Completed Maximo upgrade from 7.1.1.4 to 7.1.1.13 (to prepare for the major upgrade to 7.5 in FY16).

9 | Overview of ISMP, Investments & Policies

**Santa Clara Valley
Water District**

Applications: Projects Completed

(A14) Implement Fee & Easement System:

- Completed the Fee & Easement system.

- Developed the Real Estate Services Unit system (RESUDB).

(A16) Implement an ecological monitoring information management system:

- Completed Surface Water Quality Module.

- Provided interface for loading of Water Temperature data.

(A17) Implement a watershed mobile asset collection application:

- Developed a GIS-based mobile Asset Inventory and Inspection system for Watershed.

- Developed a GIS-based mobile Inspection System for Water Utility.

- Developed and implemented a GIS-based mobile Violations application for Community Projects Review Unit (CPRU).

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10 | Overview of ISMP, Investments & Policies

Applications: Projects Completed

(SD4) Select preferred long term application development

platforms:

- Database Design: Oracle SQLDeveloper/ SQLModeler

- Interactive Development Environment: Oracle Application
  Express (APEX).

- Reporting: Oracle Business Intelligence Enterprise Edition
  (OBIEE).

- OS Platform: Windows and Linux.

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Water District

Applications: Proposed/In Progress

(A1) Enhance Customer self service and CRM capabilities

- Redesign External page in collaboration with Communication Unit (FY16)

- Research/Develop interactive applications and self service applications (Online Payment, Online Permits…) FY16

(A16) Implement an ecological monitoring information management system:

- Add Wildlife Module

(DM2) Develop a GIS Master Plan

- Prepare RFP for vendor selection

Santa Clara Valley
Water District

12 | IT Program Update

Applications: In Progress

PeopleSoft Upgrade & Expansion

- Project Manager on board

- Upgrade Roadmap formed

- Upgrade Steering Committee Formed

- Budget allocated for Upgrade

- High-Level Requirements done with HR, Finance, and Procurement

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Water District

Technical Infrastructure: Completed

Implemented 4 year PC replacement (TI1)

Implemented wireless networking (TI4)

Implemented mobile communications and computing strategy and policies (DM3)

Implemented microwave communications

Santa Clara Valley Water District

14 | Overview of ISMP, Investments & Policies

Technical Infrastructure: In Progress

- WU Wireless Networking (TI4)

- Standardize on current support technology

  Microsoft Office Software

  Legacy Microsoft Windows servers

  Directory Service

Santa Clara Valley
Water District

15 | Overview of ISMP, Investments &
Policies

IT Service Delivery

- Completed:

  - Realigned organizational structure

  - Structured service methodology

  - Structured system development life cycle methodology

  - Long-term application development platform

  - Adopted targeted training plans

- Proposed: Staff succession plan

**Santa Clara Valley
Water District**

IT Decision Making

- ## 3 Areas were identified in the plan

  - ### Policy for Mobile computing and communication (Completed)

  - ### Enterprise GIS Master Plan (FY 16)

  - ### Refine IT governance structure and processes (in progress)

Santa Clara Valley Water District

Investment Strategies

Operating Expenditures

Overview of ISMP, Investments & Policies

Santa Clara Valley Water District
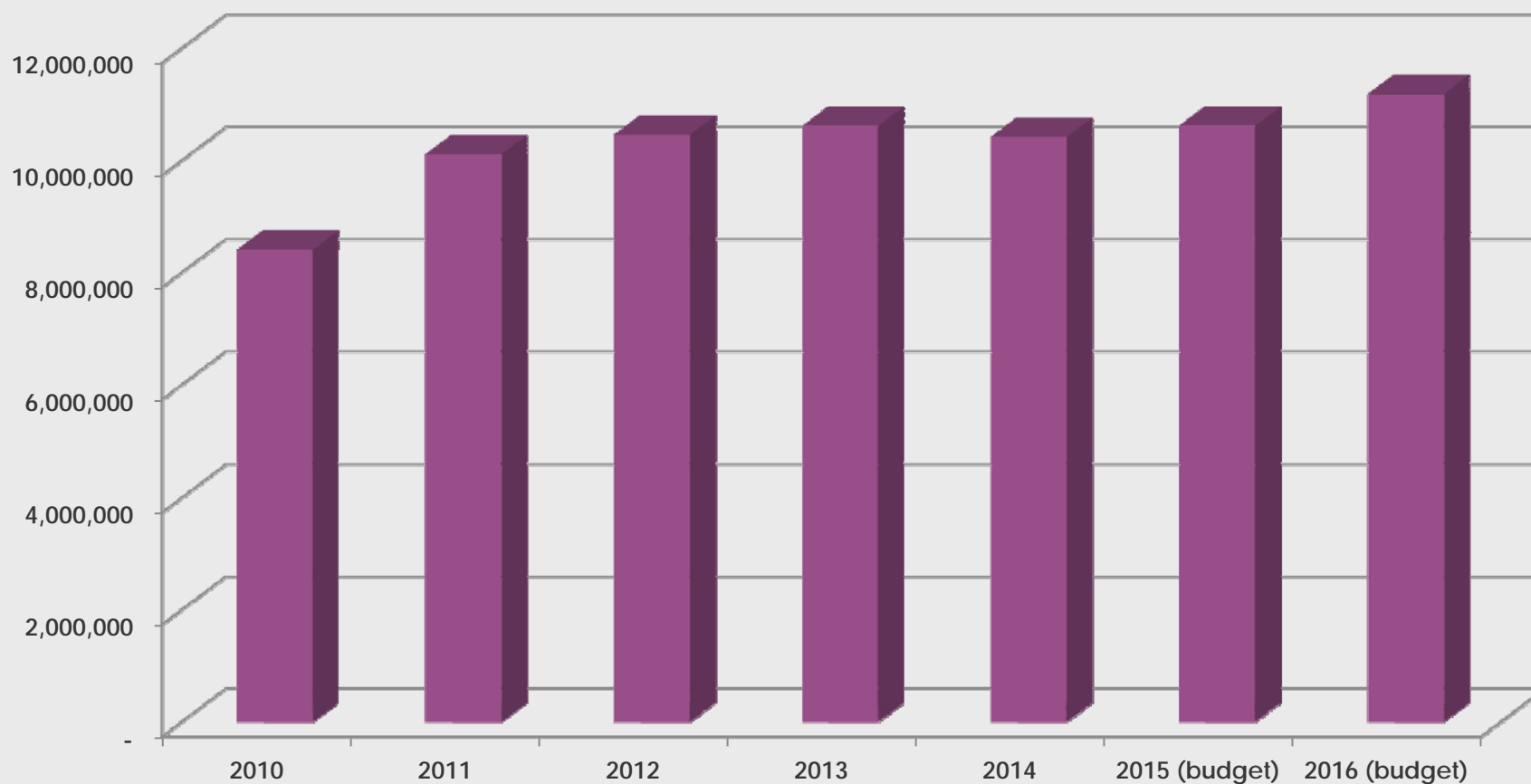
Investment Strategies

Capital Expenditures

Investment Strategies

Santa Clara Valley
Water District
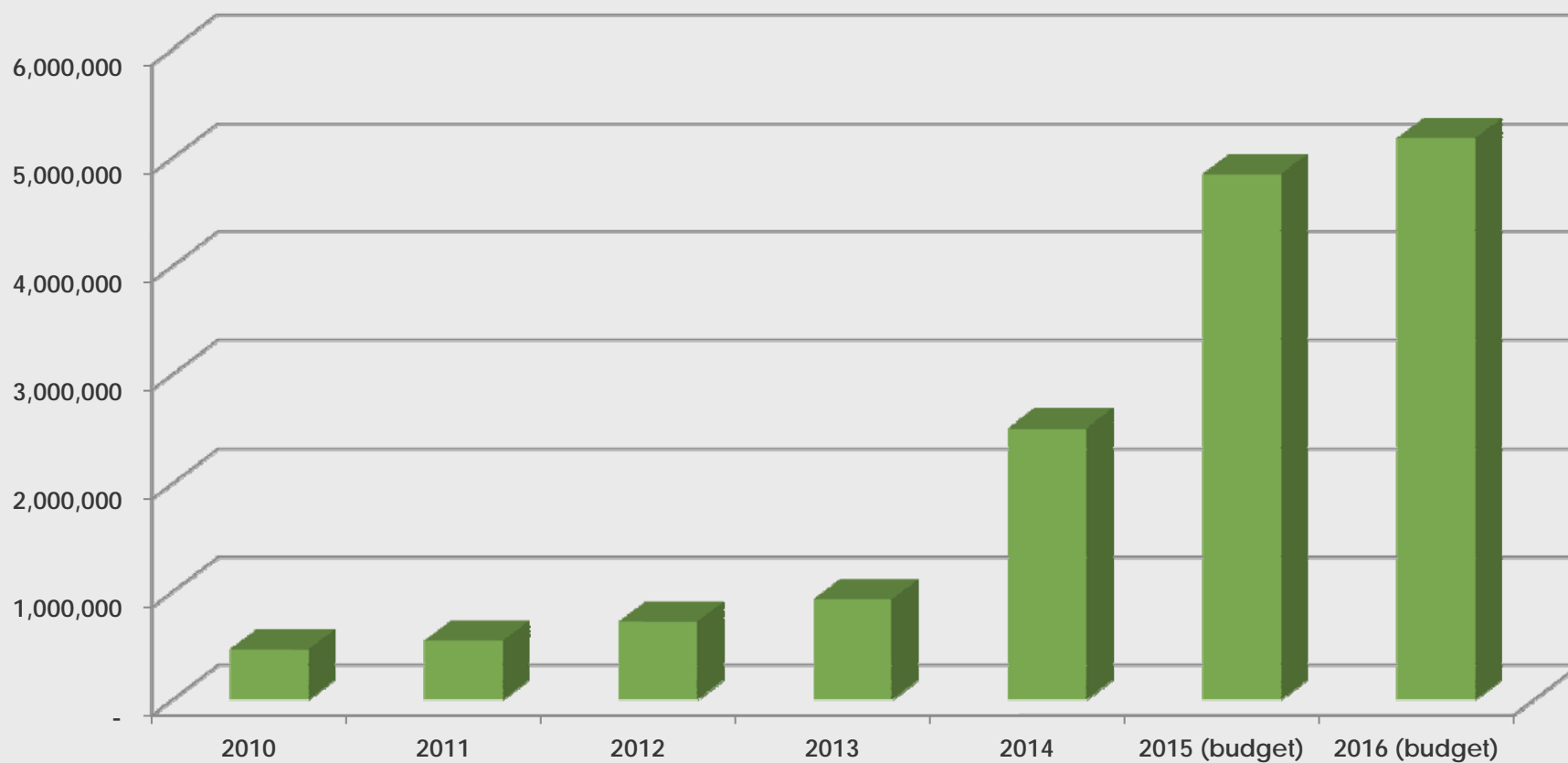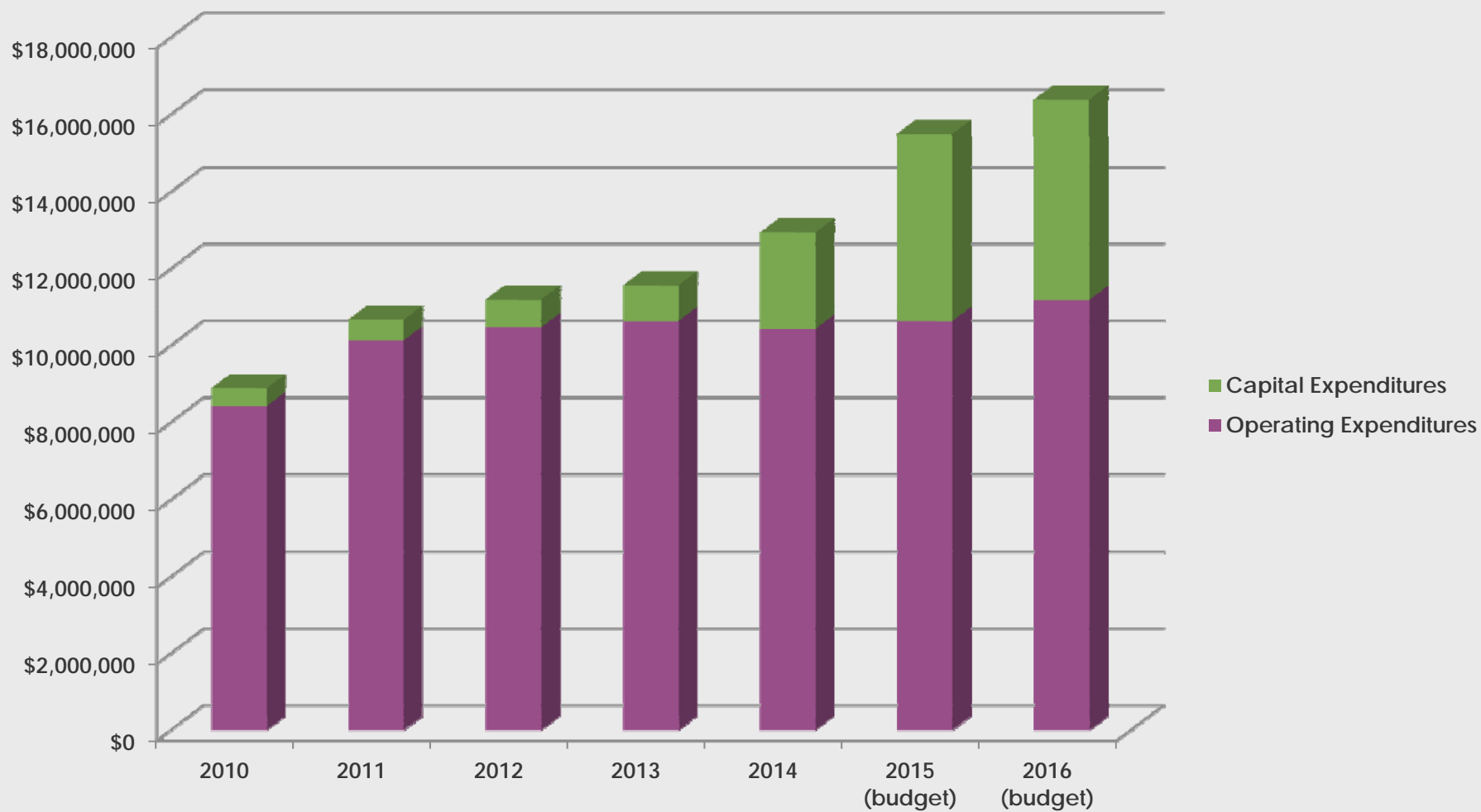
Investment Strategies

- Long-term strategies center around:

  - Security

  - Comprehensive Technology Program

  - Employee Training

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Investment Strategies: Applications

- Timely Software Upgrades: Software upgrades is part of a Capital project with funding available. Enterprise systems will be upgraded in a timely manner.

- Applications Consolidation: Redesign / replace redundant applications to improve data integrity and reduce footprint, maintenance & support.

- Redesign External Website: Responsive design, targeting mobile users. Include more GIS based, interactive applications.

Santa Clara Valley Water District

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Investment Strategies: Applications

- ERP PeopleSoft Upgrade

- Budget tool Upgrade

- IT Disaster Recovery initiative with plan and implementation

- New Project Planning and Project Management solution

Santa Clara Valley Water District

23 | Overview of ISMP, Investments & Policies

Investment Strategies: Technical Infrastructure

- IT/SCADA Cyber Security Vulnerability Assessment

- Campus Computer Network Upgrade

- WU Computer Network Upgrade

- Pacheco Pump Plant Voice and Data Modifications

- Unified Messaging

- Voice over IP (VOIP)

Santa Clara Valley Water District

24 | Overview of ISMP, Investments & Policies

Investment Strategies: Training

- ## Establish a comprehensive IT workforce development training program

  - ### Business technology driven

  - ### Consists of skill set assessment studies

  - ### Workforce is ready for the technologies of tomorrow

Santa Clara Valley
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Board Policies & Executive Limitations

- ## Board Policies

  - ### Safe, Clean Water

  - ### Reliable Supply

  - ### Healthy, Safe Environment

  - ### Water Resource Stewardship

- ## Executive Limitations

  - ### Most relevant is asset protection

26 | Overview of ISMP, Investments & Policies

**Santa Clara Valley
Water District**

Overview of ISMP, Investments & Policies

Questions & Answers

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![Santa Clara Valley Water District logo]

Committee:	Information Technology Ad Hoc
Meeting Date:	06/22/15
Agenda Item No.:	5.2
Unclassified Manger:	Sudhanshu Tikekar
Email:	stikekar@valleywater.org

COMMITTEE AGENDA MEMO

SUBJECT: Technology Upgrade of the Boardroom (Audio/Visual System)

RECOMMENDED ACTION:

This is an information only item and no action is required.

SUMMARY:

Boardroom audio visual is extensively used for the purpose of Board public meetings, general District and community events that are business, educational, outreach or celebratory in nature, and by District's departments, divisions and units for various group meetings. The system uses dated technology that does not meet the current digital and high definition broadcasting standards.

Staff has performed extensive additional review of the system along with a stakeholder input. In order to comply with the latest high definition broadcast standards, and features, staff recommends a major technology upgrade of the audio visual system in the Boardroom. The estimated project cost, including design, construction, staff labor, and contingency is $600,000.

The primary objectives for the technology upgrade are as follows:

A. Improve the Boardroom experience for the public by implementing a state-of-the-art audio visual system that is social media friendly.

B. Create a high quality, user-friendly AV system with enhanced capabilities for person(s) with disabilities.

C. The audio visual system should be able to support a virtual Boardroom that allows for virtual participation of the public and social media (Upon approval by the Board).

D. The system should be able to support an electronic voting (e-voting) system (Upon approval by the Board) in the near future.

E. Implement an end-to-end system that complies with the latest standards of high definition broadcast.

F. Based upon the stakeholder review, incorporate new features and enhancements to improve the experience of a Boardroom event.

BACKGROUND:

The current audio visual system was designed in 1997 and built in 2000. The core and the functionality of the system was analog-based. A minor retrofit was performed in 2006 to add additional features based upon user feedback.

The technology is obsolete, and very hard to support and maintain on a regular basis. The reliability of this out-dated system is unpredictable, and on many occasions it has experienced failures. Such failures sometimes have resulted in expensive repair costs, and potential delays in bringing the system online for the meetings. Another challenge Finding professional support for the existing system by mainstream vendors and manufacturers is also very challenging. The components of the system also do not meet the latest ENERGY STAR rating standards.

The new system will enhance transparency as recommended in the recent audit. It will also provide a better customer experience online when community members are viewing Board meetings remotely.

ATTACHMENT(S):
None

Handouts

Information Technology AD Hoc Committee

Agenda Item No: 5.2

Re: Committee Agenda Memo

Subject: Technology Upgrade of the Boardroom (Audio/Visual System)

Monday, June 22, 2015 at 12:00pm

Headquarters Building Board Conference Room
A124 located at the Santa Clara Valley Water District,
5700 Almaden Expressway, San Jose,
California

Ray Corral

Audio Visual Specialist

2004-Present.

To the Information Ad Hoc Committee:

I wanted to submit my comments for the record in regards to the Technology Upgrade of the Boardroom (Audio/Visual System). Having seen the memo a couple of days ago, I wanted to make sure that it is clear to where my position stands concerning the upgrade to the Audio/Visual System for the Boardroom. Since I have submitted documents in October 28, 2014 and in December 11, 2012 concerning the Board Room Upgrade I feel it is necessary for me to speak on this once again due to the memo's wording that to me is very misleading and I want to clarify since it is so similar to the proposal in October 28,2014

In the Summary where it is noted " *Staff has performed extensive additional review of the system along with a stakeholder input. In order to comply with the latest high definition broadcast standards, and features, staff recommends a major technology upgrade of the audio visual system in the Boardroom. The estimated project cost, including design, construction, staff labor, and contingency is $600,000.* " This is what I take issue with.

I was part of the " Staff" that did add my input for direction along with Danny Ortiz (A/V tech) . Lydia Rossiter and Sudhanshu Tikekar who were the Project Managers were in this meetings as well. My input (as well as input from Phil Ferlino, CTS *Senior Consultant*

Rosen Goldberg Der & Lewitz, Inc. Acoustical and Audiovisual Consultants) have been documented: Stake Holders Matrix 4-1-15/SCVWD Boardroom AV Discussion Meeting Summary along with the last upgrade of $92,650 from Spinitar. All these documents can be found here X:\IT_Support\AVmeetings\AV_System_Upgrade.

In no way did I nor Danny Ortiz recommend this latest proposal and the documentation supports this: "Staff has performed extensive additional review of the system along with a stakeholder input" Currently the A/V System can support what is needed – sans the High Definition push.

In addition from the memo: ***Background:*** *" The current audio visual system was designed in 1997 and built in 2000. The core and the functionality of the*
system was analog-based. A minor retrofit was performed in 2006 to add additional features based upon user
feedback. The technology is obsolete, and very hard to support and maintain on a regular basis. The reliability of this outdated
system is unpredictable, and on many occasions it has experienced failures. Such failures sometimes
have resulted in expensive repair costs, and potential delays in bringing the system online for the meetings.
Another challenge Finding professional support for the existing system by mainstream vendors and
manufacturers is also very challenging. The components of the system also do not meet the latest ENERGY
STAR rating standards.
The new system will enhance transparency as recommended in the recent audit. It will also provide a better
customer experience online when community members are viewing Board meetings remotely."

Where is the documentation to support these claims? I do take issue with this and have the same input/questions I have submitted prior; December 11, 2012 and October 28, 2015.

I still stand by these documents.

In closing I do recognize that some components do need to be replaced but I do not agree at the level it is being recommended. If it is decided that this will pass this proposal, I will continue to do my job as I have been for the last 10 years at the District supporting Audio Visual. I just wanted to make clear where I stand from this latest proposal.

Ray Corral

Audio Visual Specialist.

rcorral@valleywater.org

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Santa Clara Valley Water District

HANDOUT 1.4B - P. Goeltz

March 25, 2012

Paul Goeltz : Senior Information Technician

Ray Corral : Audio Visual Specialist

Dear Joe Judge

Paul: Here is the full report completed ,in which I emailed you Jan 2, 2012 where I said both Ray and I were working on for you. There are alot of discrepancies that should have a closer look into these, as I mentioned ...could be wrong or could be right. Close to completion of this document some other events took place that Ray became aware of and are included here. This report is highlighting the Boardroom, cancelled AV projects and unused parts, unnecessary spending under the direction of George Kamenjati and Frank Fung that impacts District public funds.

I'm going to start from this past October when I went on medical leave and there were projects in the Boardroom that Ray was to complete and work with the programmer like he has done in the past. George directed Ray thru email and reported out that I was not to be contacted unless thru H.R. When I first left for medical leave there were projects that were supposed to be completed by Ray and the programmer Stephen Anderson, who was paid by George 2 years ago. None of these took place : these include the Boardroom, Maple and B-108. The EOC seems very questionable also. I designed the a/v system for the EOC (design was approved by Extron) , ordered parts, control software and engineering contract. Not only was I taken off the project by George himself, I was to report to the a/v temp when I was allowed to return to work briefly, then they could not accommodate me on new hours. All parts for that project are still sitting in the Winfield warehouse. A redesign has happened with my initial design and parts scrapped, the result is increase in cost. I have had my phone taken away, email cut off, some emails not responded to from George and Frank, I was told if they could not find any work for me they could not accommodate me, all kinds of pushback (I had a email from George that listed job duties that contradicted their decision and was told by H.R. after forwarding that I could start the next day) I also emailed George at the very start of my medical leave if he wanted Ray to pick up the updated Boardroom blueprints which are updated with notes and for us to go over the projects so we can be on the same page and to work on the urgent items in the Boardroom that needed to

be taken care of, George never replied back to me. In the past when I been out both Ray and I were in contact when questions came up so we could be on the same page, I always answer my work phone (George took my phone away also) Ray has informed me that the new a/v temp has been working from the blue prints that are not updated, he got these from George himself when he was already aware that I have the updated correct ones. If there was any questioning that George had regarding projects a simple email or phone call should have happened as there was always communication from all of us prior.

From George Kamenjati: Annual work plan 2011

" Paul is the only person at the district who has complete understanding of the audio visual system in the boardroom, ranging from design and maintenance; he is the unit's main audio video technical reference"

" I assured him my appreciation of his technical talents, and he'll be a major factor in the successful upgrade to the aging Audio Visual system"

Bill Knoff : Annual Workplan 2005

"Paul has been and continues to be dedicated to customer service. He always stays on top of the audio/visual request"

Bill Knoff : Annual Evaluation 7/1/08-6/30/09

"Paul has an exceptional knowledge of the board room audio systems and has demonstrated this with being able to assist with troubleshooting some problems over the phone from memory."

Ray: I want to be upfront also about a situation that I was forced to get outside representation due to both George and Frank Fung and went up the chain of command to get resolve to no avail, so I hope that does not dilute this letter and only one needs to look at Georges management , PR forms the uncompleted work and purchased parts that are still sitting there and money spent- waste and careless spending. What is outlined here in regards to the audio visual system in the Boardroom as well as other av projects that have been cancelled and or not followed up by George himself, directly impact public district funds in the thousands of dollars all under George's direction.

What really was an eye opener to me last week after a mandatory meeting on 3-14-2012 between Frank Fung and myself where i got in trouble. After months and months of mind boggling questioning to myself and Paul Goeltz about why have projects been cancelled, that meeting shined a light on my questioning of thinking that George's decisions for a/v staff to not troubleshoot or repair even the smallest items or outstanding repair items that he was trying to make us look incompetent in our jobs (which still could be the case) but I firmly believe after that meeting with Frank, both George and Frank were letting the a/v system remain problematic so they could make sure that the A/V system upgrade would be approved.

Once again on 3-13-2012 there were some technical issues with the AV system, in the boardroom. I reported out like i usually do. George emailed Michelle King to let her know that the av budget did not got thru and that was forwarded to Beau, he responded how much ? Frank then sent the attachment for the amount of $325,000.00 and justification for the audiovisual system upgrade. It said that it was for the problematic system and was at the end of its life. I thought to myself what?? And that is not true.

The next day George emailed me and directed me not to cc anybody else besides him in regards to troubleshooting and assignments, after I had cced both Frank, Charles and Michelle King on March 13, 2012 about the recent tech problems since they are the ones who report out. I responded to him that I always cc people who need to know and since I disagree with him to contact H.R. and to let me know when. He responded that it would be insubordination if I do not follow his direction and I replied I understand that is why I want H.R. Involved. Frank was cc'ed on this and called for a mandatory meeting to which I responded I did not want to meet with him alone (due to past problems) and only with H.R. present, he said it was mandatory and so I met with him. He started out the meeting like he was going to give me my walking papers " this whole situation between you, George and myself is not working out ok, and there needs to be some changes" I said ok, and he continued that I have been argumentative with George and questioning him a lot. I said what specifically and he responded that the email I sent to Charles Wang were I asked for clarification that we would be troubleshooting now since we were directed by George not to troubleshoot or repair previously (this was sent in email and told verbally by George to a/v staff last year) that I did so to get George in trouble. I replied Charles was already in the email thread before I mentioned that, I then asked Frank did Charles not know that George had directed us not to repair or troubleshoot? He just got all flustered and said he is not going to discuss that with me. Half way thru the meeting he yelled at me (I reported this as people

heard outside his office- a co-worker told me he heard Frank). Towards the end of the meeting Frank said that he does not want to get any more emails from me regarding George anymore (I had sent a email to him the week before when there was a incident and got no reply from him- this was his response to that) he did not want me to cc him anymore in regards to av and that I was only to go thru George as I was directed by him (to point out the obvious if there are discrepancies with George it's going to stay with him if I only go thru him) I replied to him that the reason I do cc him is that he and Charles are the ones who report to staff to keep them updated why wouldn't you want to be included? he said no more and to send emails to George only. I also said that since he is the Unit manager these things should be a concern to him as George's is making bad decisions, he said no more and email George only. This is very odd as Bill Knoff/ Seth Johnson always kept staff updated with the AV system from Paul's input and mine. On 3-3/18/2012 George reported out at our av meeting to all that the av upgrade had been approved.

Months ago I had asked George in our 1on1 meeting if he is keeping staff updated on the av system since they were waiting to secure a a/v company to do maintenance as we are not to touch. He replied that Frank and Charles were the ones to be doing that and not him. I brought this up because we are the ones that people look at and question when problems arise in the boardroom (most recently Linda LeZotte, Richard Santos, Brian Schmidt and Sharon Judkins all for different av issues during our boardmeetings) Beau had asked me awhile back when are we getting the av system fixed as we are always having problems with it. I reported that out at that time with email. I emailed Frank after this meeting and explained this to him and also said I asked Michelle King if she had been kept updated and she said no. Frank responded that he and Charles would be putting a communique to staff. I just recently asked Michelle King again on 3-13-2012 if she has heard from them on the boardroom av status and she replied no. I am not sure if he only sent that to Sharon and Beau.. If not why is it that staff is not being updated by them??

### Below is some information on the Boardroom

4 AMX power management units were purchased to preserve the component life in the A/V rack, the a/v components were to be plugged into these units to power down nightly and on the weekends to reduce heat and wear and tear. These have been sitting upstairs for over 6 months or more. Stephen Anderson

was paid for this but told not to contact him by George. **(Pics below of AMX Power Management Units- upstairs in 2nd floor HQ)**


There was numerous parts purchased for Phase 2 and 3 for the Boardroom (cables, connectors, tools AMX parts) that was cancelled . **PTE camera controller** for our main camera was bought this is sitting in admin still, this was supposed to fix the camera issues we were having, Stephen was paid for this also. (Just recently because of not securing av company George finally had to contact him when we had issues)

Royal a vendor (*a Telecom company not a A/V company*) that was used to install some cables in the front and rear of boardroom pulled the cables after a job was cancelled, the cables are just lying behind the rack on the floor making it impossible to go behind the rack with out stepping on these . In the front of the rack there was a cable coiled up together with one that had a tear exposing the wire to the metal and when touching them it went cracking over the av system loudly (this was after we were asked to troubleshoot the system when the program audio would not work when some public speakers wanted to play a cd during one of our recent board meeting) we
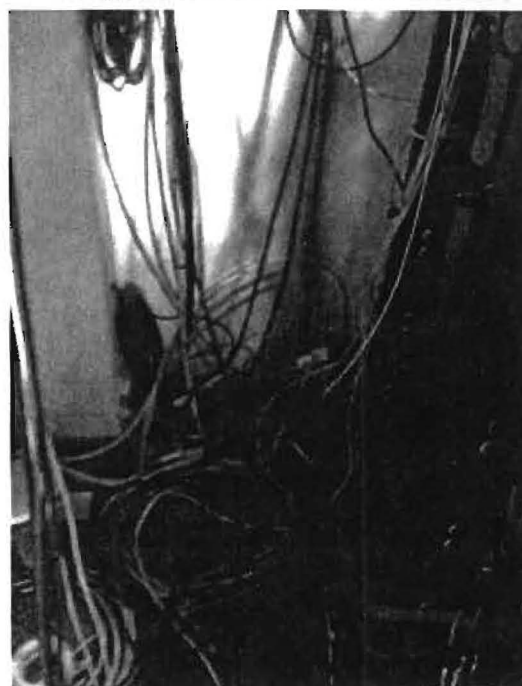
AV Rack right behind Dias

both reported these findings to George he seemed uninterested and to this day almost 4 weeks now it's still in this condition, and since last year when Royal did this work.


AV Rack right behind Dias
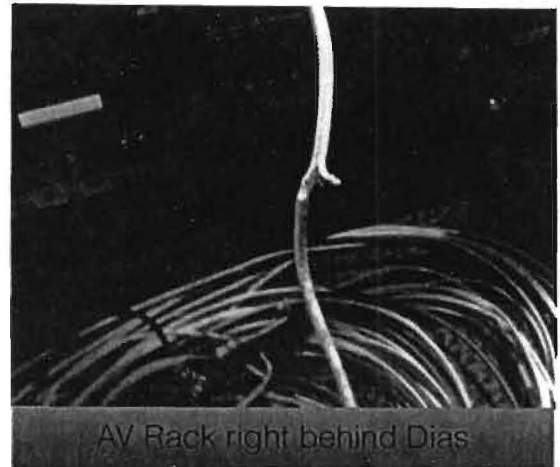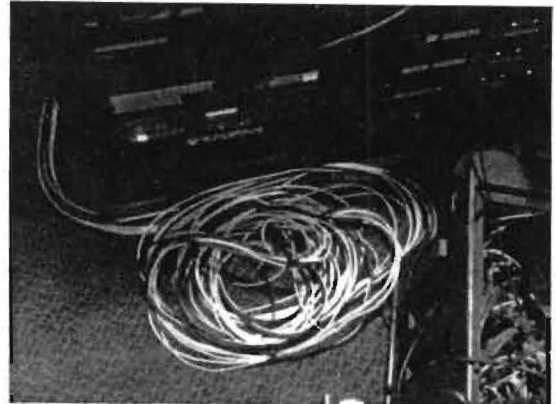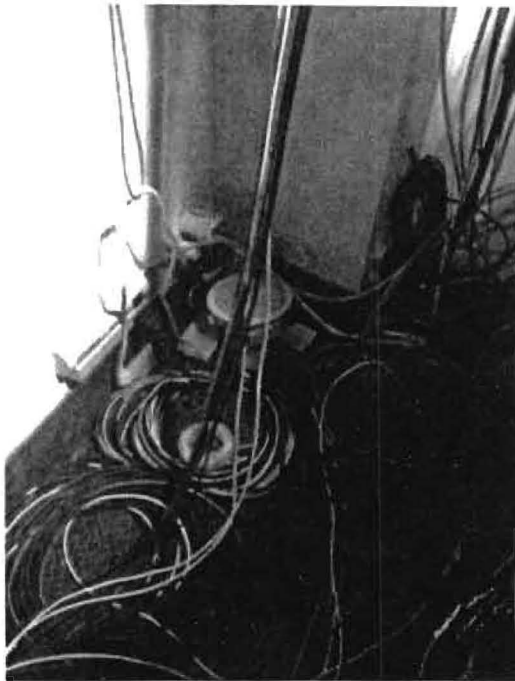
Here is a example of the new podium that we were asked by George to install, notice the cable Management, cables wrapped up and coiled nicely. But yet he takes no action on a/v rack. The podium was installed 3/15-16/2012 the new av temp did most of the work.

Riverview a A/V company that was finally secured had to come down twice within a week. The first time when I reported out the Assisted listening had went down, we were asked by George to

New podium

trouble shoot and I did with the software avoiding the rack due to it being a mess,
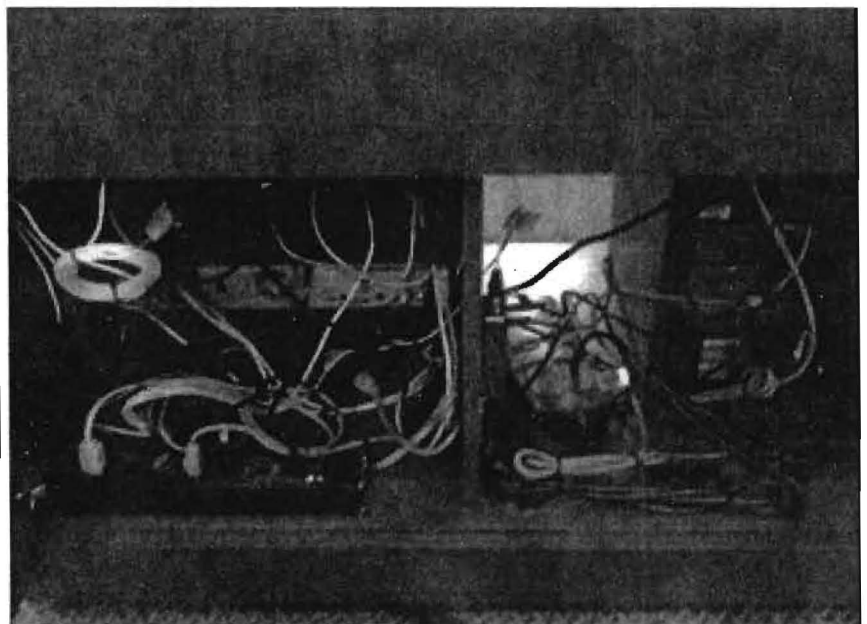
Mike the A/V temp troubleshooted the rack but came up with nothing. Riverview came out and a few hours later found out that the problem was 2 wires to the antennas we not plugged in (a simple secure connection was all that was needed) . The very next week they had to come down once more to fix the program audio (cd audio) and found that a RS232 connector that should be screwed in was disconnected. (**Antenna cable - Left, RS232 Cable- right)**

March 20, 2012 Riverview came down once again, one of the issues he came across was a video cable that was not plugged in, he said its very suspicious,
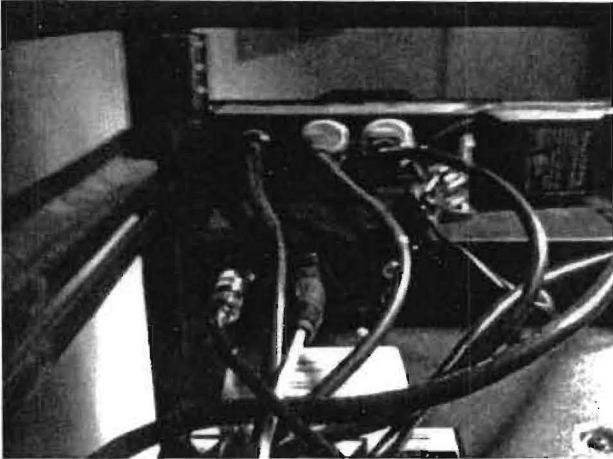
that this is the third cable he has found unplugged.

At the very end, he was was talking to us both and said that "there is a lot of configuration that can be used but you guys don't utilize about 80% of the system, there is a lot of redundancy with the system and he went on to say that a lot of these problems that we are having could be solved if there was communication between each other."

Paul: Redundancy like every staff and directors spot has a full av system that does not get used (this does not need to be replaced) training would be beneficial.

ED Giver - Installations Division Field Supervisor : Riverview Systems Group

(408) 702-5474

Spinitar who do a upgrade a couple of years ago to the Audio Visual system while Bill Knoff was Unit Manager, paid $60,000+... Why a upgrade so soon?

Paul- 30% of equipment in A/V rack is usable in a digital environment

- **AMX Power Management** bought not used. programmer pre-paid, no follow up

- **Vendors called** If general maintenance from onsite av staff would happen it would have prevented recent issues we were having including the following with Chair LeZotte mic (vendor found and cleaned the mic connectors *3-26-2012 updated just today at our Boardmeeting it occurred again and she was frustrated, so I figured I troublsehoot on the spot and did a simple procedure that seem to fix it, time will tell. I did so because we were live and in a situation.)* , Director Santos touch screen going off (I changed the sleep mode from 5 min. To 15 min)

- **PTE Camera controller** not installed, I have reported out camera issues recently, this would have prevented that. Controller and programmer work paid

- **Positrack camera controller** was purchased but cannot be used due to the PTE not installed

- **COB AV AMX Panel** still out and not returned Stephen Anderson has this

- **Log in code** written by Stephen Anderson las year-paid no work done

- **EOC** -Redesign and parts still sitting in warehouse to be returned, new design and new parts to be ordered.

- **Maple Room** cancelled last year by George, no reason given to this day, I emailed Penny Larussa and she was not aware and questioned why. If it was not for me inquiring it would not been addressed, it is now getting underway, still no acknowledge from George as why it was cancelled first place.

- **B-108** parts ordered work cancelled

- **Podium:** A brand new Boardroom podium was purchased instead of having our carpenter Scott McKnight who was originally scheduled by AV team to build one, George decided to purchase one instead.

- **Public Address Speaker** was purchased when I emailed it needs to be sent in for repair. Thousands were spent and we could have sent in for repair or purchased a battery as we did when the exact same speaker had issues. Paul had purchased a battery and installed it prior the price was around $300. Not only a repair would have been more cost savings to District, George did not need to purchase a new one as their was no urgency and we have other options, like the brand new speakers that were purchased (4 Mackie speakers are sitting in our warehouse unused) over a year ago.

- **3-26-2012.** Just today at our Boardmeeting when I came in after my training I was informed that our Sony DSR went down after a error occurred and would not start up so they swapped it out. He followed up with a email for me to look for a brand new one with extra capabilities, when I get a chance. Around 2 pm I was informed from the other av tech that George was already looking for one (he does this constantly, ask's me, then does it himself or intercepts av tickets to micromanage and take the lead) He is already to purchase a new one without me taking a look at it (even though we are told no troubleshooting). I have seen this error before and it clears up due to the tape not being put in properly (updated: 3-28, I got a chance to look at it, the tape was stuck, i recommend repair) We have 2 other DSR that do the same thing and no need to spend upwards of 4k or more for a new one with all the bells and whistles that he is asking for. All we do is record to the tape for backup if the Granicus system fails, if it does we capture the back up tape and transfer it to Granicus, if Granicus is successful which it is 99% of the time we just record over the tapes. There is no additional need for it to be on network etc. More unnecessary spending from him.

We have all the emails to backup what is written here and will compile them also. PR forms can be referenced with dollar amounts, dates and parts/service.

Not only has this put us in a position with having to deal with the av system in the boardroom, it has put the Directors and District Staff as well since they are the ones having to use it and I am pretty sure they are unaware of IT management directions.

					FY2013 UNMET NEEDS **SERVICES & SUPPLIES (S&S)**						
DIVISION	Division Priority # (1, 2, 3, etc.)	Unit	Unit Manager	Fund	ProjNo/Name	Acct/Acct Name	Type (Consultant/Temp/other)	Unmet Need Amt.	Description	Business Impact	Training Required
715	1	735	Frank Fung	11	60101011 / Audio Visual Maint / Support	6131 Computer Programming Services	Programming Services	10,000	Programming support for replacing audio- video system	This project provides for the programming, installation and replacement of the HQ boardroom audio-video (AV) system. The HQ boardroom AV system was built in 1999 and has reached its end of life. The business impact of not funding this project is failure of the board of directors to hold public meetings.	Yes
715	1	735	Frank Fung	11	60101011 / Audio Visual Maint / Support	6199 Other Professional Services	Professional services	125,000	installation services for replacing audio-video system		
715	1	735	Frank Fung	11	60101011 / Audio Visual Maint / Support	7043 Equipment-Computers	Hardware	200,000	Hardware for replacing audio-video system		
								$335,000	TOTAL requested Unmet Needs		

Ray Corral

From: Paul Goeltz
Sent: Thursday, October 06, 2011 12:02 PM
To: Ray Corral
Subject: FW: Prices on the upgrade

From: George Kamenjati
Sent: Thursday, September 08, 2011 2:22 PM
To: Paul Goeltz
Subject: RE: Prices on the upgrade

Let's meet tomorrow about this when you come back from the Library setup.

Does 10 AM work for you?

George Kamenjati
Please check for Audio Video resource availabilities on our Web-Calendar when planning for meetings or events. Make sure to reserve and submit your requests to the helpdesk at least 3 working days in advance. http://srv-oabustool/webcalendarav/
Our Equipment loaning site is http://srv-oatools/phpscheduleit/index.php
Our Service Center site is http://srv-oatools/MyHelpdesk/index.php

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From: Paul Goeltz
Sent: Thursday, September 08, 2011 2:19 PM
To: George Kamenjati
Subject: RE: Prices on the upgrade

Thanks George, I will take this info and come up with a (i.e. larger view) for you. Already based on having the equipment in 131, that will add a considerable cost. Does 131 have room for 3 racks, or do not worry about that? Any idea's you have please pass them along.
The links are for info only.

http://www.amx.com/products/categoryTouchPanels.asp
http://www.amx.com/products/Optima_HDMI.asp
http://www.amx.com/products/categoryMatrixSwitchers.asp
http://www.amx.com//techdocs/NI-X100.HardwareReferenceGuide.pdf
http://www.amx.com/products/categoryDigitalMediaSwitchers.asp
http://taiden.com/newEbiz1/EbizPortalFG/portal/html/index.html
http://www.taiden.com/newEbiz1/EbizPortalFG/portal/html/CategoryList.html?
http://taiden.com/newEbiz1/EbizPortalFG/portal/html/CategoryList.html?

http://www.amx.com/products/categoryArchitecturalConnectivity.asp
http://www.amx.com/products/categoryLightingControls.asp

http://www.amx.com/products/categoryDigitalSignage.asp
http://www.amx.com/products/categoryTelevisionDistributionSystem.asp
http://www.amx.com//techdocs/0332624.pdf

From: George Kamenjati
Sent: Thursday, September 08, 2011 11:20 AM
To: Paul Goeltz
Subject: RE: Prices on the upgrade

From: Paul Goeltz
Sent: Thursday, September 08, 2011 11:12 AM
To: George Kamenjati
Subject: RE: Prices on the upgrade

Why not put the equipment racks were they should go next to the user??

By user you mean administrator... which is you and ray correct?

Will there be a Heat issue? Do we need cooling there?.

Again your expertise is needed here,

Remember you are the senior tech.

As there will require lots of cable and extenders, to put them there. They should go behind the av area.

DVI, CAT 5, or HDMI with vga inputs?

You Decide what is best, you are the expert Senior tech. probably it will be a combination.

Again, if this is hard for you to figure out on your own, please let me know asap.

To summarize, I'm not asking you to DETAIL the design; for now I just need a MACRO view (i.e. larger view) of the system.

From: George Kamenjati
Sent: Thursday, September 08, 2011 10:38 AM
To: George Kamenjati; Paul Goeltz
Subject: RE: Prices on the upgrade

See responses under your emails

From: Paul Goeltz
Sent: Thursday, September 08, 2011 10:28 AM
To: George Kamenjati
Subject: RE: Prices on the upgrade

We have cable now? You want to keep that?
I rely on your expertise what is best, but I would say chose what best support Digital environment..

Are we taping to hard disk or tape?
I rely on your expertise what is best, but I would say recording on disk is best and faster.

So the equipment racks you want in 131?
Yes

The committee meetings that system must tie in also right?
Also tie in the Back office /conference of the Directors.

Pre function rid of the old crt or keep them
I rely on your expertise what is best, but I would say chose what best support Digital environment

From: George Kamenjati
Sent: Thursday, September 08, 2011 9:55 AM
To: Paul Goeltz
Subject: RE: Prices on the upgrade

You've been using the board room for many years, and you have an IDEA on what they want,   You would think it's that way, but unless you meet with the end users, you really have no idea?   I will try.

1- Of course no satellite,
2- For now let's focus on the Board room, we can Do the in between building later (provision for it)
3- Don't make it more complex than what it is.

Basically here what we need:

1- Digital / Ethernet based system to be located in room B-131
2- Boardroom coverage to include:
    a. Cameras
    b. Podium
    c. 9 Dias Seats
    d. 3 Chiefs seats
    e. 2 COB seats
3- Feed to IPTV and Granicus
4- Voting System.

The End user or stake holders will be engaged when the Consultant comes in.

I just need **approximate** list of hardware and cost.

When you make the list please put hyperlink to each product specs.

If this is something you can't do please let me know asap and I'll manage.

George Kamenjati

3

Please check for Audio Video resource availabilities on our Web-Calendar when planning for meetings or events. Make sure to reserve and submit your requests to the helpdesk at least 3 working days in advance. http://srv-oabustool/webcalendarav/
Our Equipment loaning site is http://srv-oatools/phpscheduleit/index.php
Our Service Center site is http://srv-oatools/MyHelpdesk/index.php

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From: Paul Goeltz
Sent: Thursday, September 08, 2011 9:43 AM
To: George Kamenjati
Subject: RE: Prices on the upgrade

I will try, but how to design a system without end user information, or what the room will look like.(podium, front/rear table) and many others. Digital cat 5, HDMI, DVI, which one,?? Bluetooth, recording, granicaus , the old system is sent through the building, MATV, CATV, cable or satellite? Displays, who gets pc's, there is so many variables .
Please don't assign tickets until then.

From: George Kamenjati
Sent: Thursday, September 08, 2011 9:16 AM
To: Paul Goeltz
Subject: RE: Prices on the upgrade

How about Friday 9/23 as a final dead line.

That will give me only one week to squeeze it in the first budget pass; I really do not miss out on the opportunity to have the upgrade into the budget.

George Kamenjati

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Our Service Center site is http://srv-oatools/MyHelpdesk/index.php

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From: Paul Goeltz
Sent: Thursday, September 08, 2011 9:12 AM
To: George Kamenjati
Subject: RE: Prices on the upgrade

George I have been working with Steve on BR issue's as you said that is first. And we had committee meetings yesterday today and tomorrow. I had some questions about what you want, which I had sent before, we are not going to ask the end user what they want need? Or we are just designing a room for digital use? What about recording, Bluetooth, and a host of other items. What do the directors want, how can a design happen if we don't know about the front table, rear table, podium etc. Next week is free except Monday am Steve is calling back in , and the 15th I can work on it but have to be with royal It took 3 straight days just to do EOC, and another to do changes. And more changes coming.

Amx and voting is for sure digital as in cat 5, DVI, HDMI or provisions for all??

From: George Kamenjati
Sent: Thursday, September 08, 2011 8:54 AM
To: Paul Goeltz
Subject: Prices on the upgrade

Paul, don't forget tomorrow's deadline to report on the cost to upgrade the A/V system.

George Kamenjati

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Our Service Center site is http://srv-oatools/MyHelpdesk/index.php

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From: Ray Corral <Ray-Corral@sbcglobal.net>
Subject: **Fwd: "Be Seeing You"... it means quite a lot...**
Date: December 9, 2012 4:04:34 PM PST

From: George Kamenjati
Sent: Friday, April 29, 2011 9:06 AM
To: Ray Corral; Dave Mahaffey
Subject: RE: "Be Seeing You"... it means quite a lot...

Ray, you've got a great pharmacy next door, take advantage of it; it will ease the hard time, and walls will be blurry in no time.

From: Ray Corral
Sent: Friday, April 29, 2011 9:04 AM
To: Beatriz Portugal; George Kamenjati; Information Technology Unit
Subject: RE: "Be Seeing You"... it means quite a lot...

Yeah.... Doing Hard Time for sure! Good thing I am a dreamer.

From: Beatriz Portugal
Sent: Friday, April 29, 2011 8:13 AM
To: George Kamenjati; Information Technology Unit
Subject: RE: "Be Seeing You"... it means quite a lot...

Quote from Red: (The Shawshank Redemption 1994)

These walls are funny. First you hate 'em, then you get used to 'em. Enough time passes, you get so you depend on them. That's institutionalized.

Prisoner 2201

From: George Kamenjati
Sent: Friday, April 29, 2011 8:07 AM
To: Information Technology Unit
Subject: RE: "Be Seeing You"... it means quite a lot...

I'm glad I have you as my cell mates for the next 5 years of so... your smiling faces make time goes faster.

Best regards
Prisoner 1737.

From: Steve Wing
Sent: Thursday, April 28, 2011 6:56 PM
To: All Users
Subject: "Be Seeing You"... it means quite a lot...

Paul Goeltz
615 Orvis ave
San Jose, CA

Dear Chair and fellow boardmembers and staff.

Paul Goeltz previous Senior IT/AV Technician. I'm here to discuss the proposed Audio/Visual system upgrade of $335k that was requested by Frank Fung and George Kamenjati, - with no input from existing A/V staff. In addition to that, the gross negligence from HR, Labor Relations and the Union. I have been under constant manipulation, lies and cover ups from Administration, IMD manager, IT Unit manager and Supervisor which went as far to disclose personal information and diagnose me with a disorder which I do not have, which is a issue to my long term disability. I know I was cut off and pushed out.

Mismanagement ultimately made me make the choice to finally medically retire, but be assured if I had been treated fairly per the SCVWD Policies, I would still be a employee today.

What I've been through this past 2 years is unacceptable.
Is this behavior from staff something that you as Boardmembers condone? even though you speak about no bullying/hostile work environment and the policies that are set fourth. Why is there such a disregard to the policies? From both Staff and IT Management? Are these policies ignored purposely to desperately cover up the truth at no cost? Which brings me back to the issue of the upcoming A/V upgrade that was requested by Frank and George.

Can any of you say that the boardroom needs this system upgrade of a tune of $335K which cost is expected to go up? Besides the minor technical glitches that could easily have been fixed by A/V Staff , but was directed not to troubleshoot or repair. I have always been available over the phone when I am out to give direction to a/v staff if there is a issue, however they were instructed by George Kamenjati to not contact me. Never has the no contact rule applied when I had been previously out.

 I don't see a need for a whole system upgrade.
Why did Frank and George requested ?
I have more emails and proof that shows their pattern mismanagement.

I have submitted paperwork to support what I am saying here today, including the report that was given to former CAO in July 2012 that details the Audio Visual system and personnel issues.. In addition a couple of red flag emails for you to see, which is just the tip of the iceberg, as I have more to submit.

Look at the av rack behind you does that look maintained?

Do you know that you could be using the voting system that was requested? the existing a/v system will support it.

I hope you as public servants ask questions since we are held responsible with public funds.

If I can be of any help please contact me.

Thank you Paul Goeltz

--
@pgoeltz
my only phone is 408 899 9692 home Google