

ISMP Update to Board

June 27, 2017



Agenda

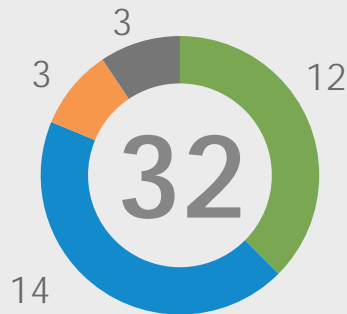
- ▶ ISMP Recap
- ▶ Project Status Overview
- ▶ Projects Completed through FY2017
- ▶ Timeline for Remaining Projects
- ▶ Project Dive: ERP Update
- ▶ Project Dive: Application Portfolio Management

ISMP Recap

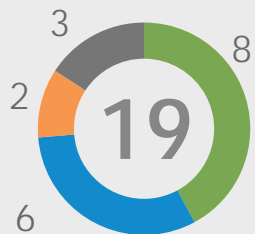
- ▶ ISMP delivered in July 2012
- ▶ Goals:
 - Accountable IT governance
 - Transparent customer service
 - Business continuity
 - Workforce efficiency
 - Asset management
 - Proactive IT service
- ▶ 32 projects identified in four areas:
 - Applications
 - Technical infrastructure
 - Service delivery
 - Decision making

ISMP Status Overview through FY2017

ISMP Portfolio Status



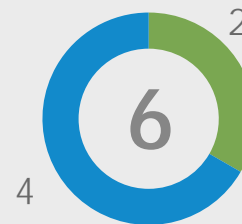
Applications



Technical Infrastructure



Service Delivery



Decision Making



Legend ■ Completed ■ In Progress ■ Planned ■ Under Evaluation

Projects Completed through FY2017

Applications

- Enhance customer self-service through District's website and customer relationship management (A1)
- Enhance the water use efficiency rebate program database (A2)
- Implement districtwide intranet portal (A7)
- Create a unified asset registry (A8)
- Implement a future funding analysis application (A11)
- Implement fee and easement (A14)
- Deploy in-house developed mobile solution for asset inventory and condition assessment (A17)
- Replace fuel management system (A18)

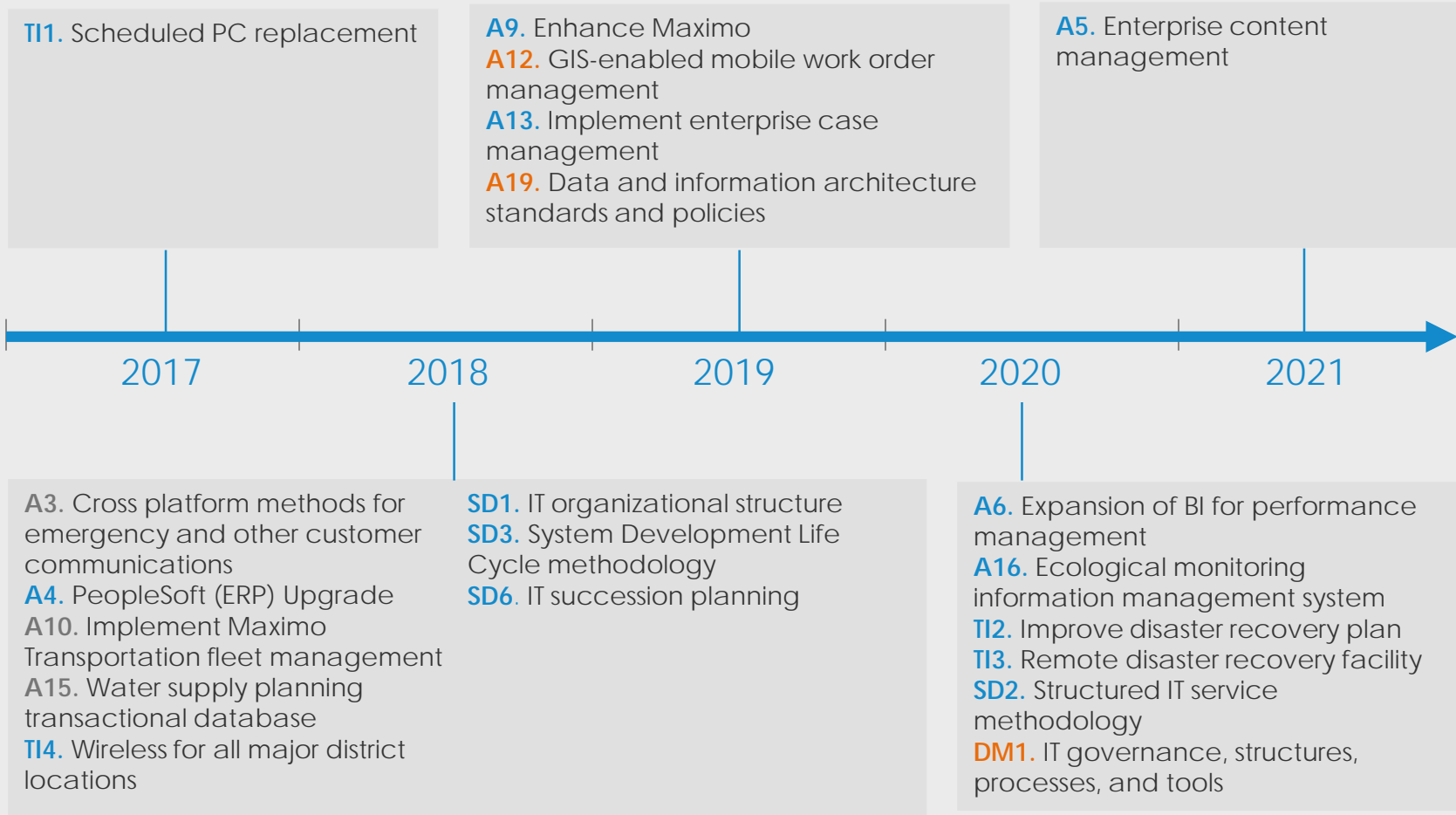
Service Delivery

- Select preferred long-term application development platform(s) (SD4)
- Adopt targeted training plans for IT staff (SD5)

Decision Making

- Develop a GIS master plan (DM2)
- Implement mobile communication and computing strategy and policies (DM3)

Estimated Completion for Remaining Projects



Legend ■ In Progress ■ Planned ■ Under Evaluation

A4. PeopleSoft (ERP) Upgrade

Project Manager : Fang Lu

Project Status:

Conducting an ERP assessment study.

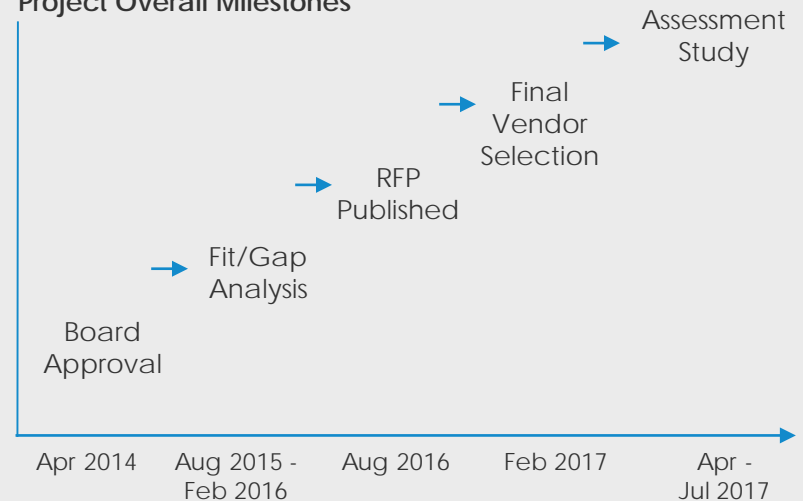
Assessment Study Objectives:

1. Identify the effectiveness of the current Upgrade approach in meeting the business needs of the District.
2. Provide a comprehensive ERP Marketplace Assessment and trends for similar sized public and private organizations.
3. Identify the major options: PeopleSoft upgrade, other. Includes researching Oracle, SAP, other major viable products.
4. Provide an executive summary of options and recommendations for an alternative approach to the upgrade of PeopleSoft.
5. Develop a recommended course of action.

Upcoming Milestones:

1. Kickoff – April 27th
2. Survey Questionnaire Completion – May 12th
3. Option Formation: Different ERP Strategy Options – June 9th
4. Market Analysis – June 23rd
5. Costing: Different Options for Total Cost of Ownership Estimate – June 23rd
6. Final Report – July 7th
7. Presentation to the Board – July/Aug

Project Overall Milestones



Project Cost:

- Project funding to date: \$15.3M
- Budget remaining: \$11M
- Additional funding request for FY19: \$2.8M
- Total expect project cost: \$18.1M

Application Portfolio Management

- ▶ Provide a common, comprehensive, up-to-date understanding of all District applications, users, and dependencies.

- ▶ Benefits to District:
 - ▶ Improve projects planning and management of technical changes
 - ▶ Identify system redundancies
 - ▶ Reduce project costs
 - ▶ Proactively discover compliance and security risks

Application Portfolio Illustration

