ENQUESTA CIS PROJECT UPDATE

Board of Public Utilities

December 4, 2015

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enQuesta CIS Project Status

enQuesta Go-Live
February 17, 2015

INITIATE → PLAN → EXECUTE → MONITOR & CONTROL → CLOSE OUT

a. Monitoring performance of the system
b. Identifying system issues / incorrect data
c. Initiating corrective and preventive actions
d. Addressing customer concerns

MAIN FOCUS – STABILIZING THE SYSTEM!

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System Benefits

1. 98% of all payments are now real-time

2. More timely processing of revenue

3. Implemented check 21

4. Real-time mobile field services suite

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System Benefits

5. Enhanced web features

6. Improved collections process

7. Enhanced budget billing process

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Outstanding Issues

1. Process Tracking & Automation (scheduler)

2. Solar Billing

3. Sewer and Sanitation
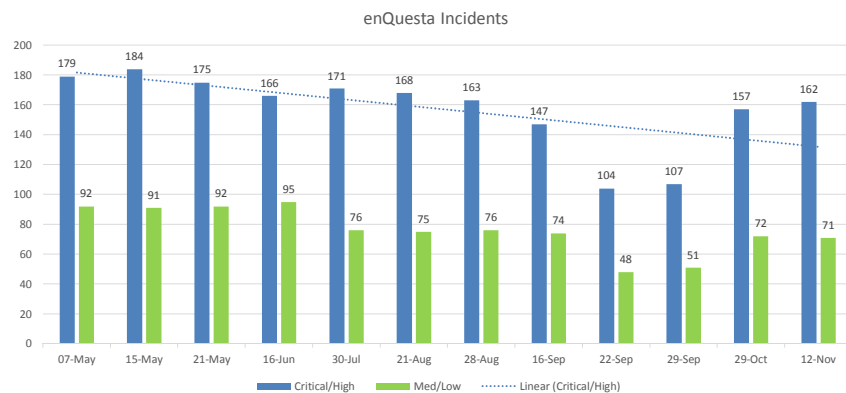
4. Reports & Executive Dashboards

5. Hotfix / Code Delivery Method

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Outstanding Issues

6. Documentation / Operations Manual

7. Server Re-start

8. System Safeguards

9. Lack of Quality Assurance

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Open Issues

enQuesta Incidents

Legend: Critical/High — Med/Low — Linear (Critical/High)

Data points (Critical/High): 07-May 179, 15-May 184, 21-May 175, 16-Jun 166, 30-Jul 171, 21-Aug 168, 28-Aug 163, 16-Sep 147, 22-Sep 104, 29-Sep 107, 29-Oct 157, 12-Nov 162

Data points (Med/Low): 07-May 92, 15-May 91, 21-May 92, 16-Jun 95, 30-Jul 76, 21-Aug 75, 28-Aug 76, 16-Sep 74, 22-Sep 48, 29-Sep 51, 29-Oct 72, 12-Nov 71

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Resolution

1. Escalated to CEO of Harris Computers
2. In person meeting on October 14 to address all concerns
3. Received plan to resolve all immediate issues by January 31, 2016

HARRIS

Systems & Software

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Next Steps

- Continued coordination with Harris Computers / Systems & Software to resolve all issues by January 31, 2016

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Next Steps

- Following January 31, 2016 - Transition from project to maintenance agreement
  - Remaining project staff currently projected to phase off by January 31, 2016
  - Complete knowledge transfer to operations staff

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Budget Update

Total Board Approved CIS Work Order #1104202   **$9,932,417**

Board	Category	Budget	Actuals
6/1/2012	AAC PO	$2,746,084	$2,535,412
6/1/2012	Systems Software, Inc. PO	$5,423,200	$4,300,279
6/1/2012	ACS - IT Hardware and Storage	$770,000	$755,453
6/1/2012	Other Expenses (Kubra, etc.)	$260,716	$93,363
9/5/2014	Group Mobile PO	$85,813	$85,434
9/19/2014	CSR Computer Upgrade/Replacement	$97,104	$97,104
12/12/2014	Milestone PO	$549,500	$444,843
TOTAL WORK ORDER #1104202 (as of 9/30/15):		**$9,932,417**	**$8,311,888**
% Spent			**84%**

Staff Labor and Overhead*		$2,905,138	**$2,905,138**

*Approved in conjunction with annual budget

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Recommendation

- That the Board of Public Utilities receive and file this project update.

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