



CUSTOMER INFORMATION SYSTEM DISASTER RECOVERY PROJECT

Public Utilities Department

Board of Public Utilities
March 25, 2019



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OVERVIEW

1. Background
2. Project Objective
3. Cost Summary
4. Project Summary
5. Recommendations



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BACKGROUND

1. June 1, 2012 - Board approved replacement of RPU Customer Information System (CIS) Banner, with CIS enQuesta
2. February 17, 2015 - enQuesta went live
3. System lacks full redundancy/high availability and failover functionality



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BACKGROUND (con't)

4. May 16, 2018 - Concerns of disaster recovery risk presented to Operational Technology/Information Technology Oversight Steering Committee
 - a) Comprised of RPU and Innovation and Technology staff
 - b) Committee concurred to move forward with project
5. February 14, 2019 - Risk concerns and estimated project costs presented to Public Works (PW) management team
 - a) PW concurred with project concept and next steps



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PROJECT OBJECTIVE

1. Establish, as close as possible, a real-time disaster recovery site with a replicated CIS production environment at the Emergency Operations Center (EOC) to provide a continued operation of Customer Service, Billing and other RPU divisions with minimum downtime in case of a local disaster.



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COST SUMMARY

Summary Table by Category	
Category	Amount
Software/License	\$ 940,000.00
Hardware	\$ 258,000.00
Professional Services	\$ 260,000.00
IT Labor	\$ 250,000.00
RPU Labor	\$ 50,000.00
Total	\$ 1,758,000.00
Recurring (First Year Maintenance)	\$ 209,000.00
Total requested by Board	\$ 1,967,000.00



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PROJECT SUMMARY

1. To allow for uninterrupted utility services and to mitigate the potential of an extended period of downtime, it is recommended that RPU moves forward with the creation of a disaster recovery site for the CIS at the Emergency Operations Center
2. A supplemental appropriation of \$1,967,000 is needed to fully fund the project and will provide for a complete disaster recovery solution for the CIS



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RECOMMENDATIONS

That the Board of Public Utilities recommend that the City Council:

1. Conceptually approve the Customer Information System Disaster Recovery Project; and
2. Authorize a supplemental appropriation in the amount of \$1,967,000 from Electric Cash Reserves and appropriate expenditures to the Public Utilities Business Systems Support Division, Account No. 6004000-462305 to fund the Customer Information System Disaster Recovery Project for the purchase of software, hardware, and professional services.



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