



RIVERSIDE PUBLIC UTILITIES

Board Memorandum

BOARD OF PUBLIC UTILITIES

DATE: MARCH 25, 2019

ITEM NO: 13

**SUBJECT: CUSTOMER INFORMATION SYSTEM DISASTER RECOVERY PROJECT –
SUPPLEMENTAL APPROPRIATION IN THE AMOUNT OF \$1,967,000**

ISSUE:

Recommend that the City Council approve a supplemental appropriation of \$1,967,000 for the purchase of software, hardware, and professional services associated with the Riverside Public Utilities Customer Information System Disaster Recovery Project.

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.

BACKGROUND:

On June 1, 2012, the Board of Public Utilities (Board) approved replacing the Riverside Public Utilities (RPU) customer information system (CIS), Banner, with a new system, enQuesta, which went live on February 17, 2015. Since going live with enQuesta, approximately \$360 million in annual charges have been processed through the system with more than 400,000 services being billed monthly.

On May 16, 2018, concerns of disaster recovery risk were presented to the Operational Technology/Information Technology Oversight Steering Committee, which is comprised of RPU and Innovation and Technology (IT) staff. The most feasible way to mitigate the potential risk would be to move forward with a mitigation plan to create a near real-time disaster recovery site at the Emergency Operations Center. The plan addresses all components of the CIS necessary to allow for continued operations of the Customer Service and Billing Division's duties, as well as continued operations for any subsequent divisions to which information is shared and/or processed through the CIS. The Committee offered their support and concurred that there was a need to move forward with the CIS Disaster Recovery Project.

Additionally, this project coincides with greater efforts towards a more resilient Riverside and the need for disaster preparedness and continuity of Government throughout the City.

DISCUSSION:

The system's lack of redundancy and fail-over functionality in case of corrupted data, or if for any reason the system was to experience an extended period of downtime, such as that caused by a natural disaster, flooding or fire, would have unavoidable negative impacts to RPU's revenue stream. The negative impacts would also be felt by the residents and businesses of the City to the extent that the City would not be able to process customer inquiries, move in/move out requests, accept payments, or address billing issues.

This has grown more apparent as CIS has been stabilized over the last several months. While IT has been able to provide redundancy on the database level and a "work-around" fail-over functionality on the application side since the system went live in 2015, that is not sustainable for the long term. As a result, the need to create a permanent post-production off-site safe house is now required. Since the project is estimated to take 24 months to complete, it would not be prudent to postpone this necessary redundancy until the new budget cycle of fiscal years 2020/21 – 2021/22 as that would further delay initiating the project for another 15 months.

RPU, working with IT, proposes to create a disaster recovery site for the CIS at the Emergency Operations Center minimize service disruption to utility billing services and to mitigate the potential of an extended period of downtime. The estimated cost breakdown is as follows:

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 Request	\$	1,967,000.00

Public Works Department

RPU currently bills for sewer and refuse services on behalf of the Public Works (PW) Department. On February 14, 2019, RPU presented these risk concerns and the plan to address them with the estimated project cost to the PW management team. The team concurred with the overall concept of the CIS Disaster Recovery Project and with RPU taking next steps. Once implemented, RPU will work with PW to determine the best method to allocate the cost of the recovery system implementation.

Next Steps

Once funding is secured, staff will follow Purchasing Resolution No. 23256 to procure the necessary hardware, software, and any ancillary purchases, as well as develop a full project plan that outlines each phase of the project. This project will be a collaborative effort between RPU and IT. Staff will return to the Board for consideration of the project plan, work order approval, and any Professional Service Agreements associated with implementing and maintaining the proposed disaster recovery solution. Once approved, it is estimated that the project will take 24 months to implement.

FISCAL IMPACT:

The total estimated cost of the CIS Disaster Recovery Project is \$1,967,000. The requested supplemental appropriation would move funding from cash reserves to the Public Utilities' Business Systems Support Division, Account No. 6004000-462305. Adequate cash reserves are available to fund this supplemental appropriation in the Electric Unrestricted, Undesignated Reserve Account 0000510-101000.

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Approved by: Todd M. Corbin, Utilities General Manager
Approved by: AL Zelinka, FAICP, City Manager
Approved as to form: Gary G. Geuss, City Attorney

Concurs with: George Khalil, Chief Innovation Officer
Concurs with: Kris Martinez, Public Works Director

Certifies availability of funds: Aileen Ma, Interim Utilities Assistant General Manager/Finance & Administration

Attachment: Presentation