



# Information Technology Update

**Dan Rainey, Chief Information Officer**

**April 4, 2018**

# The Role of IT at DWSD

- Provide a safe, secure and reliable computing environment
- Manage the “IT Dial tone”
- Provide expertise in data integration, GIS, and in the provisioning of information
- Provide leadership in using technology as a leverage point for change and optimization
- Provide expertise in business process improvement, change management, project management and vendor engagement



# Our One Page Plan

Top 1-3 “conditions for declaring victory” for me (or whoever has my current role) on June 30, 2022.

- **“No Wrong Door”** DWSD’s customers have access to the information and services they need, at their convenience.
  - **“Map Everything”** DWSD speaks to its stakeholders through live, interactive maps showing planned and ongoing projects, service disruptions and our stories.
  - **“One Innovation and Technology Team”** Employees, customers and partners are part of the team that brings innovation and technologies into DWSD’s departments; IT is now integrated into the DNA of DWSD.
- 
- **Develop an integrated DWSD business/technology strategy**
  - **We have established that Oracle Cloud is the primary platform for DWSD’s critical applications by implementing 3 or more key systems**
  - **Implement Phase I of GLWA separation plan**
  - **We’ve improved our transparency position as an organization as evidenced by completion of the three bullets on the right**
  - **We’ve successfully completed our portions of all City of Detroit projects and successfully implemented +80% of DWSD’s enterprise projects**

# Vision and Culture

# Vision

DWSD IT will be a benchmark IT organization and engine that drives effectiveness by delivering a portfolio of services that:

- Increases Efficiency
- Enhances Productivity
- Improves Water and Sewage Service Quality
- Improves Customer Service

IT will provide these services by focusing on continuous improvement of its people, processes and technologies.

# Industry Leadership and Recognition

# DWSD IT – Industry and Community Leadership

## SAG AWARD SPECIAL ACHIEVEMENT IN GIS • 2016

Award Presented to

**Detroit Department of  
Innovation & Technology–  
Fire Department and  
Water & Sewage Department**

*Jack Dugan*  
Founder and President, Esri



## ORACLE CLOUD PLATFORM INNOVATION TRANSFORM DATA MANAGEMENT

Oracle  
Excellence  
Awards



DETROIT  
Water & Sewerage  
Department  
MYTHICS

- Needed to build an independent IT organization to service +650,000 customers
- Solution powered by Oracle Exadata Cloud Service, Oracle Database Cloud Service, Oracle Database Backup Service, Oracle Integration Cloud, Oracle SOA Cloud Service, Oracle Storage Cloud Service, BI Cloud Service
- **Reinvest CapEx savings** to improve customer service with 32 payment kiosks throughout the City
- **Enhanced web portal** for proactive customer interactions, and new mobile customer service application
- With Cloud first strategy, **anticipate reduction in predictable IT costs by 10%**

Detroit CIO Executive Summit

November, 2018

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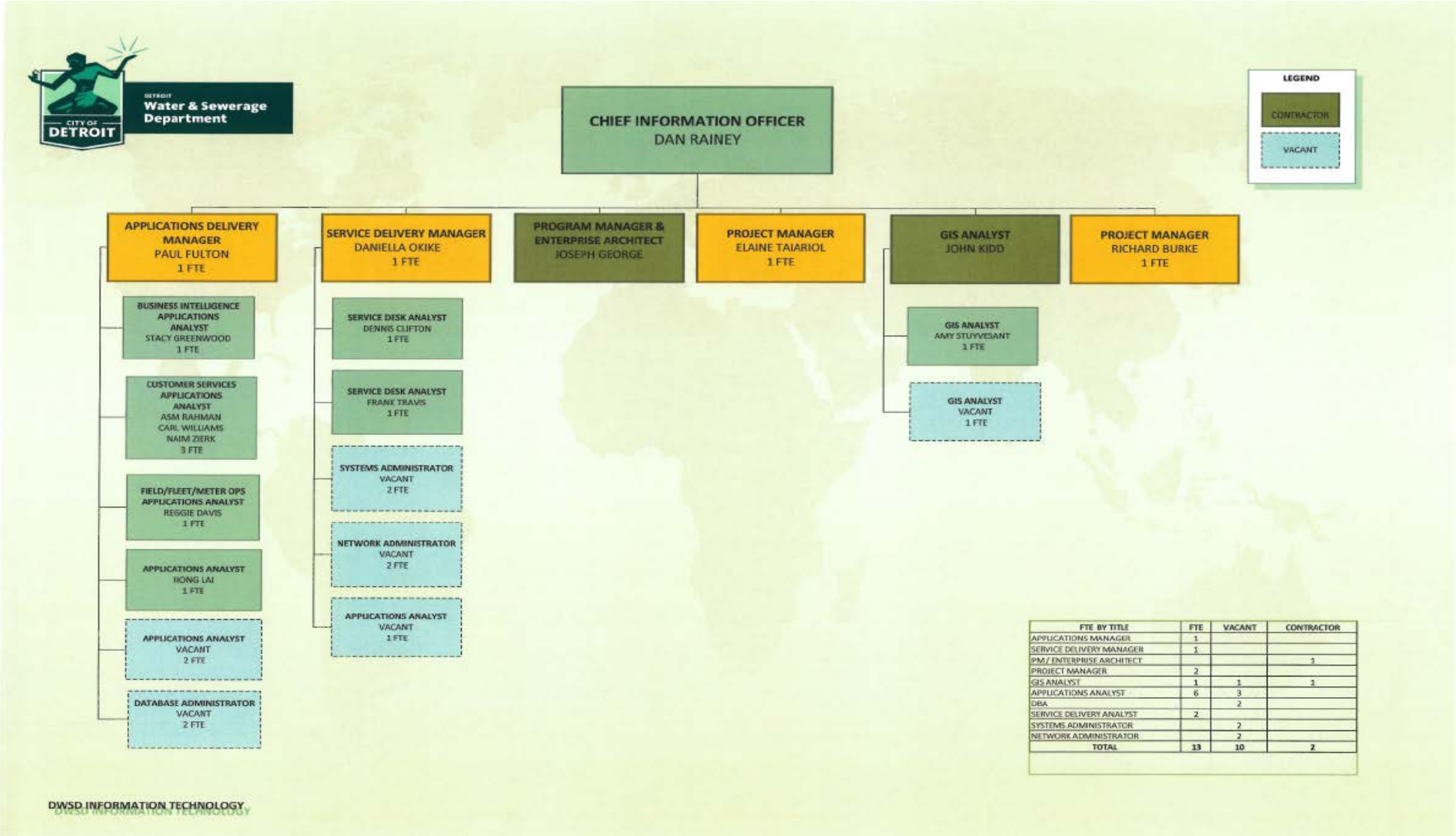
**PAUL FULTON**  
IT APPLICATIONS MANAGER  
DETROIT WATER AND SEWERAGE DEPARTMENT



# Staffing

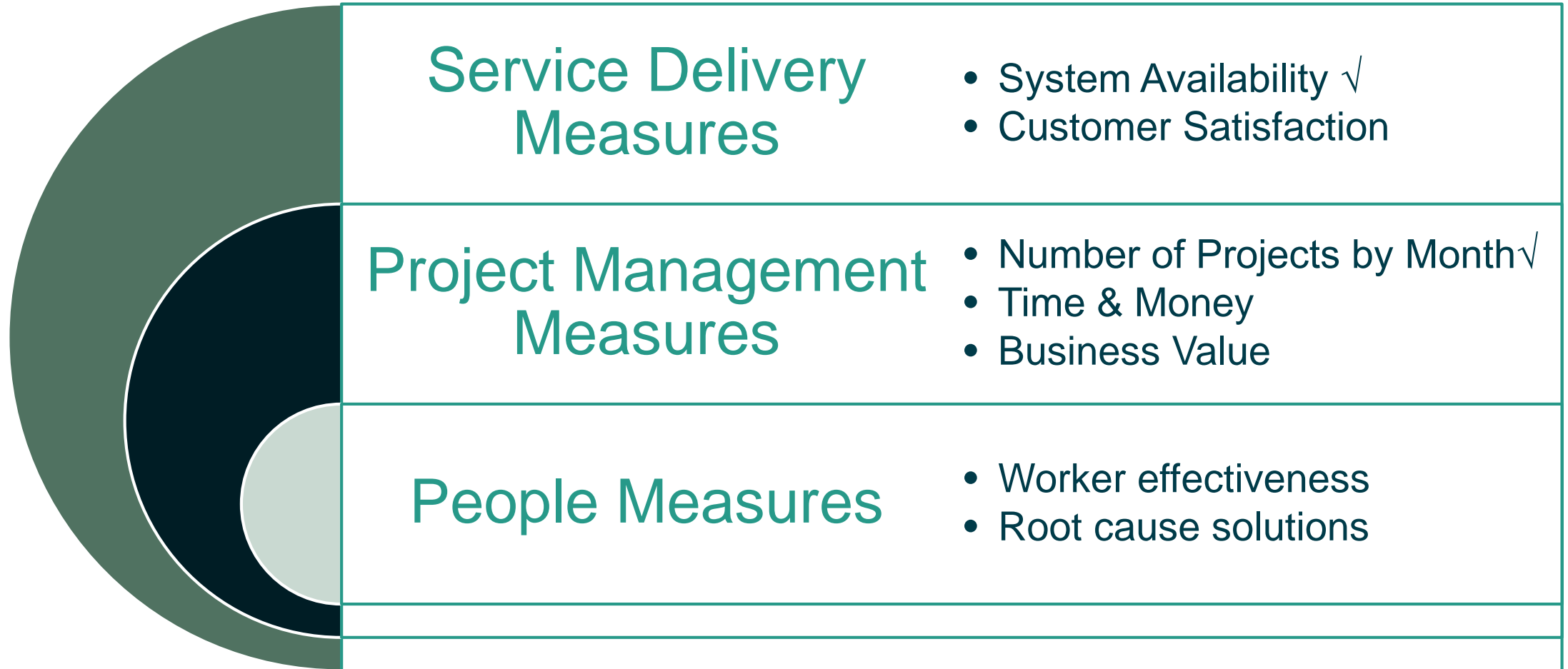


# Organization Chart










# Metrics

# Metrics












# Core Systems Update







# Core Systems Update – Financial, HR & Enterprise

System	Purpose	State	Plan
Oracle Cloud Finance	Public financial management system		Upgrade to new releases every 6 – 8 mos.
PPS	Legacy HR/Payroll		Move to UltiPro
WorkBrain	Timekeeping		Reconfigure to work w/UltiPro
Box.com	Document management & storage		Good
Smartsheet	Project & process management		Good
Lucidchart	Flowcharting		Good
Legistar	Legislative process mgmt.		Good

# Core Systems Update – Customer Service

System	Purpose	State	Plan
Enquesta	Customer Information and Billing		Upgrade to new release
Inovah	Cashiering		Move to DivDat Point of Sale
InvoiceCloud	Payment Processing		Move to DivDat Payment Processing
Selectron	IVR		Leave GLWA's phone system for Cloud
Online Utility Exchange	Identity Verification		Good
Customer Portal	Web payments		Phase II Planning
DivDat	Payment Processor & Kiosk		Good
Utilitec	E-Statement & Mailing		Good
Innovis	Portal's Identity Verification		Good

# Core Systems Update – Field Services and Meter Operations

System	Purpose	State	Plan
Itron	Automatic meter reading		Upgrade to new release
WAM	Work & asset management		Move to CityWorks
GeoNexus	Integrates GIS and WAM		Eliminate with move to CityWorks
ServiceLink	Mobile workforce management		Replace with CityWorks
AssetWorks	Fleet & Fuel management		Good
ESRI	Geographic Information Systems platform		Good – Moving to City of Detroit

# Shared Services



# Shared Services

To address the fact that most of the core IT services provided by DWSD prior to the bifurcation were being transferred to the GLWA, a five year plan was developed to:

- Develop a roadmap to manage the expectations of all stakeholders around the transition of IT services between GLWA and DWSD.
- Transition the DWSD off of GLWA IT infrastructure and on to the appropriate target environment (This is now Oracle's Cloud Services)
- Provide uninterrupted core IT services through a set of comprehensive shared services where GLWA is the Provider and DWSD is the Subscriber.
- Manage the “bump” in costs during the transition by targeting efforts strategically minimizing increases and disruptions.

# Shared Services

IT SHARED SERVICES	Jul 1 2017 through Jun 30, 2018	Jul 1 2018 through Jun 30, 2019	Jul 1 2019 through Jun 30, 2020	Jul 1 2020 through Jun 30, 2021	Jul 1 2021 through Jun 30, 2022
ITS-001 Retail AMR	\$ 334,405	\$ -	\$ -	\$ -	\$ -
ITS-002 Customer Service Technology Suite	\$ 367,243	\$ -	\$ -	\$ -	\$ -
ITS-003 See Click Fix	\$ 191,622	\$ -	\$ -	\$ -	\$ -
ITS-004 WAM	\$ 1,055,067	\$ 1,128,922	\$ 1,207,946	\$ 646,251	\$ -
ITS-005 Mobile Workforce Management	\$ 429,064	\$ 459,098	\$ 491,235	\$ 262,811	\$ -
ITS-006 ESRI-GIS	\$ 738,966	\$ 790,693	\$ 100,000	\$ 50,000	\$ -
ITS-007 DADS	\$ 146,729	\$ 157,000		\$ -	\$ -
ITS-008 Tibco	\$ 127,681	\$ 136,619	\$ 146,182	\$ 78,207	\$ -
ITS-009 Infrastructure	\$ 2,849,868	\$ 3,049,359	\$ 3,262,814	\$ 1,745,605	\$ -
Total Shared Services	\$ 6,240,644	\$ 5,721,690	\$ 5,208,177	\$ 2,782,875	\$ -
Oracle Cloud	\$ -	\$ 1,400,000	\$ 1,400,000	\$ 1,400,000	\$ 1,400,000
Staff	\$ 185,000	\$ 720,000	\$ 720,000	\$ 720,000	\$ 850,000
Contract Help	\$ -	\$ 2,000,000	\$ 1,400,000	\$ 800,000	\$ 700,000
Maintenance & Support	\$ -	\$ 300,000	\$ 450,000	\$ 550,000	\$ 1,400,000
	\$ 185,000	\$ 3,020,000	\$ 2,570,000	\$ 2,070,000	\$ 2,950,000
Total Shared Services/Infrastructure	\$ 6,425,644	\$ 10,141,690	\$ 9,178,177	\$ 6,252,875	\$ 4,350,000
	\$ 593,266	\$ 4,309,312	\$ 3,345,799	\$ 420,497	\$ (1,482,378)



# Transition to Cloud

# DWSD = Cloud First



Lucidchart



INFRASTRUCTURE

PLATFORM

SOFTWARE

DATA

SERVICE



AUTONOMOUS

ORACLE®  
Cloud Platform

SELF-REPAIRING

SELF-DRIVING

SELF-SECURING

INTEGRATED



Office 365

divdat

INTELLIGENT

CLOUD FIRST

EMERGING TECHNOLOGY

cityinsight.



ArcGIS Online

SECURE



UltiPro®



# Questions?