

# Detroit Water & Sewerage Department Policy & Procedure Review March 15, 2019



**Water & Sewerage  
Department**



## Agenda

Review P&P Progress

Board Policy Review

Customer Service

Information Technology

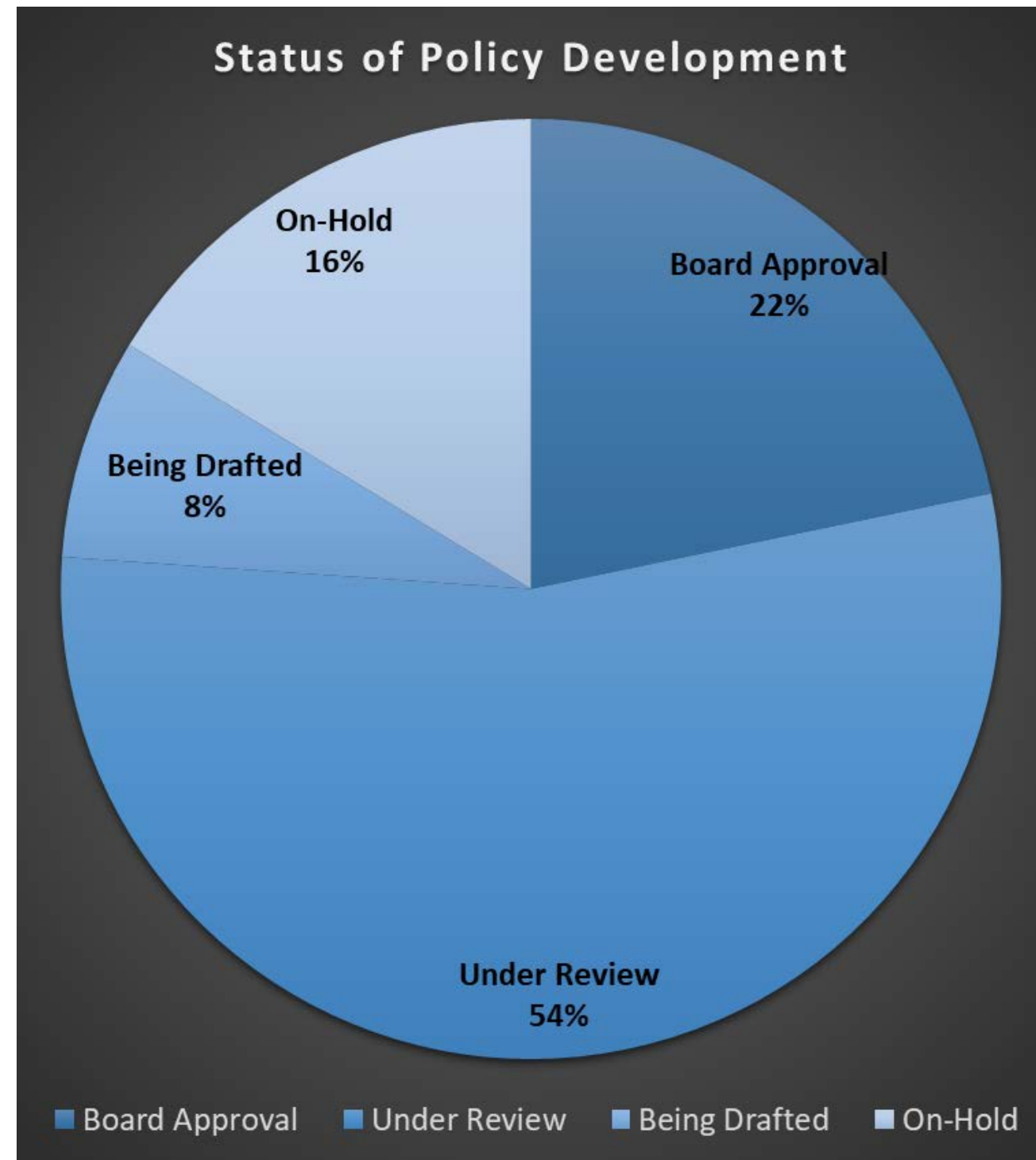
Security

Discussion & Questions

## Policy & Procedure Progress

### Key notes:

- HR policies to be reviewed with Ms. Thornhill
- Finance policies to be reviewed with finance team members
- Billing & Collections policies to be reviewed with billing and collections team members





# Customer Service



# Application for Service

## Key Policy Components

- > Defines the application for service process and requirements
- > Offers guidance on Identity Verification and Proof of Ownership or Authorization to Occupy
  - > Considers implications for Detroit Housing & Revitalization as well as the Land Bank
- > Requires establishment of AMR service
- > Defines Landlord and Tenant responsibilities



## Refunds & Adjustments

### Key Policy Components

- > Provides for the use of courtesy adjustments with proper approval
- > Limits courtesy adjustments based on customer's payment history
- > Establishes thresholds for approval of adjustments from CSS all the way to General Counsel or CFO
- > Establishes controls for issuance of refunds



## Call Intake & Quality Assurance

### Key Policy Components

- > Requires call center specialists (CSSs) to adhere to call center standards (i.e., desktop procedures)
- > Establishes quality assurance process where calls are monitored and feedback is provided for improvement



# Information Technology





# IT Governance

## Key Policy Components

- > Requires establishment of an IT Strategic Plan
- > Calls for IT policies to be reviewed periodically
- > Defines policies for assessing IT risk
- > Establishes centralized prioritization and oversight of IT projects and initiatives



# Hardware, Software & IT Procurement

## Key Policy Components

- > Requires adherence to the overall procurement policy
- > Requires IT purchases to be reviewed by ITS personnel
- > Establishes standardization for hardware, software and IT services through purchasing process
- > Imposes internal controls and monitoring of third party software and service providers



# Backup & Restoration

## Key Policy Components

- > Establishes requirement for frequency of backups
- > Establishes retention policy for backups
- > Provides for testing and monitoring of backups and recovery processes on a periodic basis
- > Defines criteria for a restoration request from a user department



# Disaster Recovery Plan

## Key Policy Components

- > Establishes that DWSD is a cloud first organization
- > Requires DWSD to enforce security and disaster recovery standards on providers
- > Requires IT to develop, maintain, and test a Org-Wide Disaster Recover Plan
- > Establishes service levels based on disaster/emergency type



# Information Security

## Key Policy Components

- > Provides for the formation of an Information Technology Leadership Board (ITLB)
- > ITLB is charged with developing an Information Security Program
- > Establishes procedures for access controls, network controls, handling of security incidents, and safeguarding information



# Password Standards

## Key Policy Components

- > Establishes policies for password strength
- > Requires passwords to be periodically updated
- > Restricts the use of shared accounts
- > Restricts storage/documentation of passwords (e.g., post-it note, file on desktop)



# Security



# Active Shooter

## Key Policy Components

- > Establishes DWSD's commitment to safety and policy of zero tolerance to acts of violence
- > Establishes policy for reporting of threats or suspicious behavior and involvement of First Responders and Law Enforcement
- > Designates use of the 'Run, Hide, Fight' model





# Emergency Response & Evacuation

## Key Policy Components

- > Requires semi-annual drills
- > Establishes key positions and responsibilities including that of the Emergency Floor Coordinator, Facilities Management, and Security
- > Establishes procedures for Evacuation and Sheltering in Place



# Use of Force

## Key Policy Components

- > Establishes criteria to notify the Detroit Police Department as soon as possible
- > Provides a continuum of responses, including:
  - > De-escalation through presence of an Officer
  - > Verbal communication
  - > Use of non-lethal physical force (soft to hard level techniques)
  - > Lethal force
- > Requires documentation and reporting of the incident



# Handcuffing & Restraints

## Key Policy Components

- > Establishes criteria to notify the Detroit Police Department as soon as possible
- > Establishes the criteria under which handcuffing may take place (i.e., if an individual has committed a felony)
- > Restricts the use of handcuffs in certain circumstances (e.g., pregnant persons)
- > Requires documentation of the incident



# Pepper Spray

## Key Policy Components

- > Establishes criteria to notify the Detroit Police Department as soon as possible
- > Establishes criteria for use of pepper spray
- > Requires inventory and inspection
- > Establishes procedures to monitor those that have been exposed and mitigate impacts (e.g., flush w/ water, exposure to wind)



# Trespassing

## Key Policy Components

- > Establishes criteria to notify the Detroit Police Department as soon as possible
- > Establishes the right to deny access
- > Requires DWSD to provide notice to persons whose entry to DWSD property may be illegal, unreasonably disruptive, or harmful



# Parking

## Key Policy Components

- > Establishes process through which authorization may be obtained
- > Requires display of a placard and restricts sharing and counterfeits
- > Provides for shuttle service for off-site parking

Questions?



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Thank you!



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