



DETROIT  
**Water & Sewerage  
Department**

# enQuesta Upgrade Project

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**Dan Rainey, Chief Information Officer**

October 2019

# Why Upgrade enQuesta?

- The **enQuesta Upgrade** is necessary for several reasons
  - *Last upgrade was in 2013*
  - *Can not get some of our business needs met with current system*
  - *Need to improve our **customer's experience***
- The **enQuesta Upgrade** will improve **customer experience** by:
  - *Implementing optimized business processes*
  - *Improving the usability of the system*
  - *Resulting in quicker, more accurate answers to customer inquiries*



**Kickoff**  
Nov 2019



**Business Process Review**  
Nov. thru March 2020



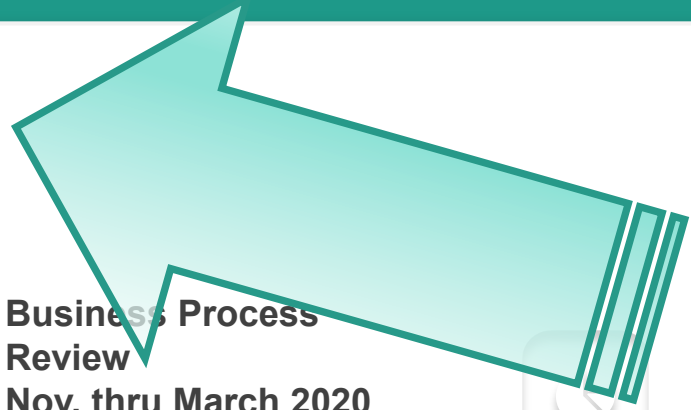
**Data Cleanse & Review**  
April thru Nov. 2020



**Testing & Training**  
Sept thru March 2021



**Production**  
March thru June 2021



# enQuesta Project Timeline



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# Proposed Format of Report Out

- Where we are in the project
  - *One of five areas*
- Communication items
  - *Meetings, newsletters, change orders*
  - *Plan for next month*

# Proposed Format of Report Out

- Risk Management items
  - *Identification of risks and related mitigation strategies*
- Adherence to Scope, Time and Money
  - *Critical path review*
  - *Milestones review*

# Feedback / Questions

# Report Out

- We are in the project Kickoff stage
- Communication items
  - *Deliverables*
    - ✓ Stakeholder Newsletter
    - ✓ Business Strategy Document
    - ✓ Roles and Responsibilities Matrix
    - ✓ SOW and contract approved and out for signatures
  - *For Next Month*
    - ✓ Kick off schedule
    - ✓ Preliminary Critical Path

# Report Out

- Adherence to Scope, Time and Money
  - *Critical path review*
    - ✓ N/A
  - *Milestones review*

Phase	Description	Start	Finish
1	Kickoff	11/1/2019	11/15/2019
2	Business Process Review & Redesign	11/15/2019	03/31/2020
3	Data Cleanse and Build	04/01/2020	10/31/2020
4	Testing and Training	09/01/2020	02/28/2021
5	Go Live & Closure	03/01/2021	06/01/2021



# Report Out

- Risk Management items
  - *Identification of issues and risks and related mitigation strategies*
    - ✓ 89 issues or “pain points” identified
    - ✓ Each issue has a Current State, Future State, DWSD Comments and S&S Comments column
    - ✓ S&S will review this with subject matter experts and use as input into Business Process Review and Redesign

# Questions?