

- Information Technology Strategic Plan (ITSP) – Quarterly Report for the period ending June 2006

Summary

This report provides a quarterly update of the Information Technology Strategic Plan (ITSP) and information technology (IT) activities in general for the period ending June 2006. There were a number of important milestones achieved during the period that are summarized later in this report.

The ITSP provides a roadmap to guide the investment and deployment of information technology at Metropolitan over the next three to five years. The plan is updated periodically in light of changing business needs and technologies. The goal of the plan is to leverage information technology investments to increase long-term reliability, while improving Metropolitan’s overall efficiency and effectiveness. Oversight of IT investments is provided by the IT Guidance Committee consisting of senior management, and the Capital Investment Plan (CIP) Evaluation Team as part of the annual CIP planning process.

Attachments

Attachment 1 provides a summary of Board actions, appropriation and expenditure status for the ITSP programs through June 30, 2006.




Detailed Report

IT Strategic Plan by Business Driver

Below are highlights of progress and major milestones reached for IT projects / initiatives during the period of April 1st through June 30, 2006. The projects are categorized by business driver as follows:



IT STRATEGIC PLAN
<p>Enhanced Reliability – enhance system reliability</p> <p>Improved Water Quality – ensure water quality excellence</p> <p>Enhanced Cyber Security – effectively manage and safeguard assets</p> <p>Productivity / Cost Efficiency – improve process efficiency and effectiveness</p>

Enhanced Reliability:	Fiscal Year 2005-06 Budget: \$ 6.74 M Expended: \$ 3.97 M
<p>Key accomplishments included:</p> <p>Initiated deployment of New Voice Mail System</p> <ul style="list-style-type: none"> ■ Metropolitan’s 16-year-old Phonemail system is being replaced with a new Voice Mail system. The project includes the replacement of end-of-life system at 15 locations. ■ During the period, upgrades were completed at Hinds, Iron Mountain, Eagle, Gene, Weymouth, Eagle Rock, Mills, DVL, Skinner, Lake Mathews and Diemer. In addition, staff provided technical training for Voice Mail administrators. ■ The upgrades for the remaining sites, Jensen and Union Station, are scheduled to complete in the first quarter of fiscal year 2006-07. <p>Initiated procurement for Phase One IT Network Upgrade</p> <ul style="list-style-type: none"> ■ Phase I of the IT Network Upgrade is a part of a comprehensive effort to ensure continued reliability of the Information Technology infrastructure used to run core business applications. The objective of Phase I of the IT Network Upgrade project is to increase the capacity of Metropolitan’s local area network and to replace end-of-life network equipment at the field facilities and headquarters. ■ During the period, procurement of hardware (i.e. network routers and switches) was initiated. <p>Developed a Web-based Prototype of a State Water Order Tracking System</p> <ul style="list-style-type: none"> ■ The system is being developed by IT staff to support Metropolitan’s State Water Project order process and to help track the associated water deliveries. ■ During the period, a prototype of the system was completed and delivered for use by Metropolitan staff involved in the State Water order process. 	<div style="text-align: center;">  <p>Photomail Equipment</p> </div> <div style="text-align: center;">  <p>Networking Equipment</p> </div> <div style="text-align: center;">  <p>Prototype State Water Order System</p> </div>

Completed SCADA Software Upgrade

- The Supervisory Control and Data Acquisition (SCADA) system is used by operators to monitor and control Metropolitan’s water conveyance, distribution and treatment processes.
- During the period, Metropolitan’s SCADA software was upgraded to the latest version at all treatment plants, the Operations Control Center at Eagle Rock, and the Colorado River Aqueduct pumping plants.

Implemented Enhanced SCADA Disaster Recovery Capability

- During the period, an enhanced SCADA disaster recovery capability was implemented and tested. This enhanced capability supports rapid reconfiguration of the system to switch over from damaged SCADA computers (servers) at one or more local Metropolitan facilities to backup computers at remote locations connected over the network.

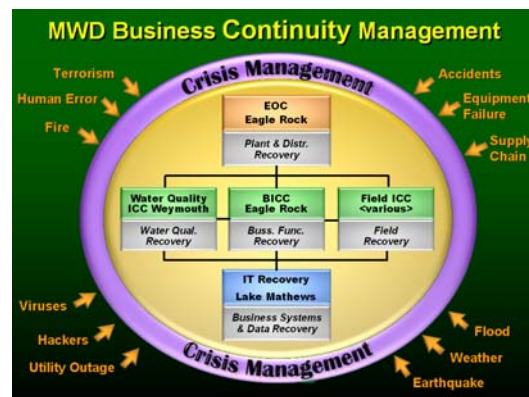
Business Continuity / Disaster Recovery Test of Financial Systems

- During the period, a large-scale business continuity test was successfully completed. The test involved simulating the loss of the Union Station facility; recovering/restoring critical financial systems and data at Metropolitan’s backup data center; relocating Finance staff to work from La Verne rather than at our Union Station facility; and providing the relocated staff with access from La Verne to the financial systems running at Metropolitan’s backup data center.



Expenditures in the Enhanced Reliability category were less than budgeted for fiscal year 2005-06. A decision was made to phase in two major projects (Automated Meter Reading and Real Time Operating System) to monitor consultant progress prior to full scale implementation. This resulted in expenditures for these projects being lower than originally projected during fiscal year 2005-06.



Server Equipment



Business Continuity Testing

<p align="center">Improved Water Quality:</p>	<p align="center">Fiscal Year 2005-06 Budget: \$ 171.2 K Expended: \$ 133.0 K</p>
<p>Key accomplishments included:</p> <p>Skinner Treatment Plant</p> <ul style="list-style-type: none"> ■ The Skinner Oxidation Retrofit Program (ORP) is a large capital program to add ozonation to the Skinner Treatment Plant. A major component of this program includes design, programming, and installation of hardware and software to control the ozone process. ■ During this period, IT staff completed SCADA instrumentation layouts and software configuration to enable development of software and design of operator graphic screens. ■ As part of the Skinner Expansion No. 4, a new Washwater Reclamation plant is being constructed which will pump reclaimed washwater to the new plant inlet control structure. As a key part of the expansion project, IT provides the control system and integration with the SCADA system. ■ During this period, IT staff reviewed contractor wiring diagram submittals for accuracy and adherence to specification requirements. <p>Diemer and Weymouth Treatment Plants</p> <ul style="list-style-type: none"> ■ The Diemer and Weymouth Oxidation Retrofit Programs are large capital programs to add ozonation to the treatment plants. A major component of these programs include design, programming, and installation of hardware and software to control the ozone processes. ■ During this period, IT staff continued to support ORP design efforts for the Diemer and Weymouth treatment plants. IT staff reviewed pertinent construction design drawings for accuracy and adherence to specifications for the Weymouth site. <p>Overall, expenditures in the Improve Water Quality category were within budget. Expenditures were on target for the fiscal year 2005-06.</p>	 <p align="center">Skinner Treatment Plant</p>  <p align="center">Weymouth Treatment Plant</p>

<p align="center">Enhanced Cyber Security:</p>	<p align="center">Fiscal Year 2005-06 Budget: \$ 341.8 K Expended: \$ 479.8 K</p>
<p>Key accomplishments included:</p> <p>Continued Cyber Security Enhancements</p> <ul style="list-style-type: none"> ■ During the period, IT staff continued to work on implementing recommendations to strengthen Metropolitan’s cyber security based on a recent assessment by the consulting firm KEMA. ■ In addition, the following activities occurred during the period: <ul style="list-style-type: none"> ■ Initiated pilot rollout of the self-service password reset capability for the expense reporting application. The capability was previously rolled out for the network login as well as three other major applications. ■ Provided IT security orientation for all Metropolitan new hires. ■ As part of the ongoing security awareness effort, staff published monthly cyber security tips on Metropolitan’s internal website (intranet). <p>Overall, expenditures in the Enhanced Cyber Security area were higher than projected. The expenditure variance resulted from some costs being incurred in fiscal year 2005-06, which were planned in the prior year for two security projects. The two projects were the Security Administration / Password Reset and the Information Security Assessment / Remediation.</p>	<div data-bbox="987 359 1328 863" data-label="Image"> </div> <p align="center">Cyber Security</p> <div data-bbox="875 1022 1427 1434" data-label="Image"> </div> <p align="center">Security Tips on Metropolitan’s Intranet</p>

<p align="center">Productivity / Cost Efficiency:</p>	<p align="center">Fiscal Year 2005-06 Budget: \$ 6.22 M Expended: \$ 2.54 M</p>																																																																																																																			
<p>Key accomplishments included:</p> <p>Human Resources IT Improvements</p> <ul style="list-style-type: none"> One of the initiatives to improve HR services is to implement a tool for self-service on-line job applications. When fully deployed, this will allow both internal and external applicants to submit job applications on-line over the Internet. The self service capabilities will lead to increased productivity by reducing the data entry time, thus freeing Human Resource’s staff to concentrate more effort on recruitment activities. When fully deployed, the estimated savings are projected to be over \$100,000 annually through staff redeployment. During the period, staff continued to work in the development and testing phases. Online resume submission is currently in the final stages of testing. Production implementation is scheduled for first quarter of fiscal year 2006-07. <p>Completed Electronic Document Management System (EDMS) Upgrade</p> <ul style="list-style-type: none"> EDMS is Metropolitan’s Electronic Document Management System, which provides a controlled, central repository for the District’s key business documents (Board documents, budgets, drawings, contracts, correspondence, etc.). This initiative is to upgrade EDMS servers, operating systems, databases, and application software to current versions. During the period, staff completed the EDMS software and hardware upgrade, and user training. Key benefits of the upgraded system include improved system reliability and performance, continued vendor support, local printing of drawings, and integration with Metropolitan’s Enterprise Geographic Information System. 	<div data-bbox="873 415 1425 779" data-label="Image"> </div> <p align="center">Peoplesoft Self-Service</p> <div data-bbox="863 976 1435 1365" data-label="Image"> <table border="1"> <thead> <tr> <th>Name</th> <th>Title</th> <th>Release</th> <th>Check Date</th> <th>Current User</th> </tr> </thead> <tbody> <tr> <td>Board Meetings</td> <td>95719191</td> <td></td> <td></td> <td>Admin</td> </tr> <tr> <td>Board Report Office</td> <td>95719198</td> <td></td> <td></td> <td>Admin</td> </tr> <tr> <td>Construction Technical Report</td> <td>95719199</td> <td></td> <td></td> <td>Brown/Man (J387C)</td> </tr> <tr> <td>Corporate Resources</td> <td>95719199</td> <td></td> <td></td> <td>Admin</td> </tr> <tr> <td>Corporate Profiles</td> <td>95719199</td> <td></td> <td></td> <td>Admin</td> </tr> <tr> <td>Employment</td> <td>95719197</td> <td></td> <td></td> <td>Admin</td> </tr> <tr> <td>Employment</td> <td>18029194</td> <td></td> <td></td> <td>BAK (L04)</td> </tr> <tr> <td>General Strategic Development</td> <td>05380693</td> <td>Change proposals.doc</td> <td>12/9/2005 1:07:00 PM</td> <td>u38147</td> </tr> <tr> <td>Human Resources</td> <td>05380673</td> <td>Change_Sup.doc</td> <td>12/9/2005 1:48:00 PM</td> <td>u38147</td> </tr> <tr> <td>Legal Documents</td> <td>05380706</td> <td>Envs_Legals_2006.doc</td> <td>2/27/2006 12:57:30 PM</td> <td>u37566</td> </tr> <tr> <td>Legal Documents</td> <td>05380692</td> <td>Final Logbook 5-01.doc</td> <td>5/4/2006 11:00:00 AM</td> <td>u37502</td> </tr> <tr> <td>Legal Documents</td> <td>05380647</td> <td>Final Strategic Report to Public Works.doc</td> <td>12/21/2004 8:40:00 AM</td> <td>u37711</td> </tr> <tr> <td>Legal Documents</td> <td>05380679</td> <td>Job_Deskman.doc</td> <td>9/16/2005 8:29:00 AM</td> <td>u38039</td> </tr> <tr> <td>Legal Documents</td> <td>05380691</td> <td>Justification for Cash & Accounts.doc</td> <td>2/27/2006 4:05:00 PM</td> <td>u37502</td> </tr> <tr> <td>Legal Documents</td> <td>05380742</td> <td>Meeting_Sup.doc</td> <td>1/19/2006 10:55:00 AM</td> <td>u38703</td> </tr> <tr> <td>Legal Documents</td> <td>06482062</td> <td>Proposed Change Control Authority.doc</td> <td>7/7/2006 9:04:00 AM</td> <td>u38703</td> </tr> <tr> <td>Legal Documents</td> <td>06482064</td> <td>TRACKING SHEET .doc</td> <td>7/7/2006 9:23:42 AM</td> <td>u38703</td> </tr> <tr> <td>Legal Documents</td> <td>05380646</td> <td>TRACKING SHEET .doc</td> <td>1/6/2006 3:10:00 PM</td> <td>u38704</td> </tr> <tr> <td>Legal Documents</td> <td>05380162</td> <td>Legal.doc</td> <td>10/6/2004 11:40:00 AM</td> <td>u38446</td> </tr> <tr> <td>Legal Documents</td> <td>05380145</td> <td>TRACKING SHEET .doc</td> <td>7/26/2006 2:45:00 PM</td> <td>u37711</td> </tr> <tr> <td>Legal Documents</td> <td>05380352</td> <td>Transportation Plan - Improvements Program.doc</td> <td>7/26/2006 10:02:00 AM</td> <td>u38706</td> </tr> <tr> <td>Legal Documents</td> <td>05380671</td> <td>Meeting_Report.doc</td> <td>12/9/2005 1:50:00 PM</td> <td>u38147</td> </tr> </tbody> </table> </div> <p align="center">EDMS Web-Based System</p>	Name	Title	Release	Check Date	Current User	Board Meetings	95719191			Admin	Board Report Office	95719198			Admin	Construction Technical Report	95719199			Brown/Man (J387C)	Corporate Resources	95719199			Admin	Corporate Profiles	95719199			Admin	Employment	95719197			Admin	Employment	18029194			BAK (L04)	General Strategic Development	05380693	Change proposals.doc	12/9/2005 1:07:00 PM	u38147	Human Resources	05380673	Change_Sup.doc	12/9/2005 1:48:00 PM	u38147	Legal Documents	05380706	Envs_Legals_2006.doc	2/27/2006 12:57:30 PM	u37566	Legal Documents	05380692	Final Logbook 5-01.doc	5/4/2006 11:00:00 AM	u37502	Legal Documents	05380647	Final Strategic Report to Public Works.doc	12/21/2004 8:40:00 AM	u37711	Legal Documents	05380679	Job_Deskman.doc	9/16/2005 8:29:00 AM	u38039	Legal Documents	05380691	Justification for Cash & Accounts.doc	2/27/2006 4:05:00 PM	u37502	Legal Documents	05380742	Meeting_Sup.doc	1/19/2006 10:55:00 AM	u38703	Legal Documents	06482062	Proposed Change Control Authority.doc	7/7/2006 9:04:00 AM	u38703	Legal Documents	06482064	TRACKING SHEET .doc	7/7/2006 9:23:42 AM	u38703	Legal Documents	05380646	TRACKING SHEET .doc	1/6/2006 3:10:00 PM	u38704	Legal Documents	05380162	Legal.doc	10/6/2004 11:40:00 AM	u38446	Legal Documents	05380145	TRACKING SHEET .doc	7/26/2006 2:45:00 PM	u37711	Legal Documents	05380352	Transportation Plan - Improvements Program.doc	7/26/2006 10:02:00 AM	u38706	Legal Documents	05380671	Meeting_Report.doc	12/9/2005 1:50:00 PM	u38147
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Completed Telecommunication Cost Review

- Metropolitan launched a comprehensive review of all telecommunication lines and the associated costs. The goal was to look for ways to reduce costs while still providing the necessary communication services.
- Inception to date, Metropolitan-wide cumulative total of one-time credits received through the telecommunications cost review was \$243,000. The estimated ongoing annual savings is \$1,002,000.
- During the period, the IT telecommunication cost review effort was completed and closed.

In addition, IT staff assisted Engineering in recovering \$391,000 in refunds from Verizon for overcharges to the San Diego 6 Engineering project.

Overall, expenditures were below budget in the productivity/cost efficiency category during the fiscal year, as some projects expected to begin were deferred to focus available resources on the highest priority efforts. Examples of projects that were budgeted but did not start in fiscal year 2005-06 include Phase II of the Human Resources IT Improvement project, the fleet management system project and the water billing system upgrade.



Telecommunication

Board Report (Information Technology Strategic Plan (ITSP) – Quarterly Report for the period ending June 2006)

Attachment 1

Summary of Board actions: The following table provides a summary of ITSP Board actions from February 2002 through June 2006.

Board Action Date	Appropriation No.	Description	Appropriation	Expenditure (Through June 30, 2006)
October-02	15397	Control System Enhancement Program (CSEP)	\$ 11,000,000	\$ 4,131,018
February-03	15406	Laboratory Information Management System (LIMS)	\$ 1,175,000	\$ 1,015,696
May-03	15408	Maintenance Management System (MMS)	\$ 605,000	\$ 493,798
July-03	15411	Oracle E-Business Suite & Grants Management	\$ 4,038,230	\$ 3,571,595
September-03	15376	Enterprise GIS Project	\$ 4,377,000	\$ 3,882,200
October-03	15411	Peoplesoft Self Service Modules	\$ 1,850,000	\$ 1,534,902
April-04	15376	IT Infrastructure Program	\$ 5,603,000	\$ 5,141,426
July-04	15378	IT Security Program	\$ 925,000	\$ 678,382
February-06	15376	Phase I - IT Network Upgrade	\$ 3,340,000	\$ 1,491,401
February-06	15397	Energy Management System (EMS) Phase II	\$ 963,000	\$ 65,919
March-06	15397	Programmable Logic Controller (PLC) Phase II	\$ 1,160,000	\$ 35,760
			\$ 35,036,230	\$ 22,042,097

Board and Committee actions:

- During this period, the Asset and Recreation Committee recommended approval of the following projects in the June 2006 meeting: Phase One of the Two-Way Radio System Project and upgrade of the current water billing system
- There were no IT-related action items for the full Board during the reporting period.