



● ITSP Quarterly Board Report (period ending June 2012)

Summary

This report provides a quarterly update on progress to implement Metropolitan’s Information Technology Strategic Plan (ITSP) and on information technology (IT) activities for the period ending June 30, 2012. There were a number of important milestones achieved during the period that are summarized in this report. Key milestones for the upcoming quarter ending September 30, 2012 include completing the rollout of Oracle 11.5.10 Upgrade; completing initial user-acceptance testing as part of the e-Discovery project; completing remediation on the highest priority items as part of the SCADA cyber security assessment; continuing the design and development of the cloud-based Environmental and Safety Management Information System; and initiating the construction phase for the microwave network upgrade to enhance communication reliability.

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 was updated in 2010 based on 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.

Detailed Report

Attached are highlights of progress and major milestones reached on IT projects / initiatives during the period of April 1 through June 30, 2012. The projects are categorized by business driver as follows:



IT STRATEGIC PLAN

- Enhanced Reliability** – Enhance system reliability
- Improved Water Quality** – Ensure water quality excellence
- Enhanced Cyber Security** – Effectively manage and safeguard assets
- Productivity / Cost Efficiency** – Improve process efficiency and effectiveness

Enhanced Reliability:

Through 4th Quarter

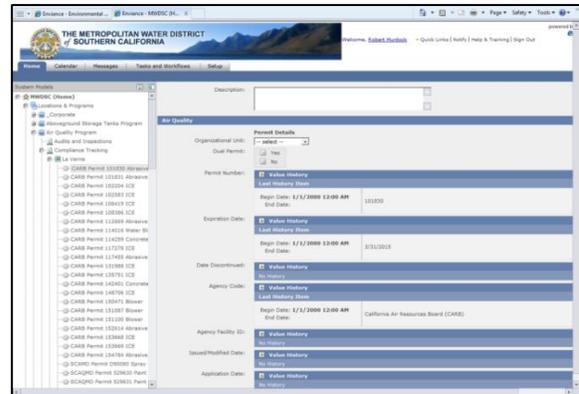
	FY Budget: \$9.78 M FY Expended: \$2.21 M
<p>Key Accomplishments Included:</p> <p>Completed Testing as part of Oracle Financial System 11.5.10 Upgrade</p> <ul style="list-style-type: none"> ▪ The Oracle financial system is comprised of software modules, many of which are critical in supporting Metropolitan's business/operation. The purpose of this software version upgrade to version 11.5.10 is to ensure reliability as vendor support for the existing version of Oracle is set to expire. ▪ During the period, IT staff along with key users from the CFO's Office completed the testing of the modules and workflow within the Oracle Financial system. To avoid potential interruptions associated with year-end transactions and related activities, the Oracle upgrade is scheduled for rollout to production in August. <p>Conducted On-Going Emergency Preparedness</p> <ul style="list-style-type: none"> ▪ To ensure effective IT recovery capabilities in the event of an emergency, staff regularly conducts disaster recovery (DR) tests and exercises. This on-going effort enables Metropolitan to continually refine procedures and provide up-to-date training to IT emergency response personnel. <ul style="list-style-type: none"> ▪ Performed 2012 Golden Guardian Exercise as part of California's Catastrophic Earthquake Response Plan. For this DR exercise, the Information Technology Section conducted a simulated activation of the IT Incident Command Post. This exercise provided important training to the IT incident management team to ensure key members are familiar with procedures and understand their roles and responsibilities in the event of a disaster. The exercise was successfully completed and met all key objectives. ▪ Supported Annual Union Station Power Shut Down. In conjunction with the required annual testing of the Fire Life Safety System at the Metropolitan Headquarters Building, IT staff successfully tested "fail-over" capability by bringing up selected systems/applications at Metropolitan's remote DR site. <p>Continued Design and Development of the new Cloud-Based Environmental and Safety</p>	<div data-bbox="857 457 1442 699" style="text-align: center;">  </div> <div data-bbox="850 814 1446 1209" style="text-align: center;">  </div> <div data-bbox="850 1346 1446 1705" style="text-align: center;">  </div>

Management Information System (EMIS)

- Currently in development is a new external cloud-based system for Water System Operations' Safety and Environmental Section (SES) to enhance the tracking and monitoring of compliance activities related to air quality, wastewater, hazardous materials and waste, fuel and chemical storage tanks, and safety requirements. The new system support SES staff to enhance the management of various health and safety related permits under the purview of numerous regulatory agencies.
- During the period, staff conducted end-user training for SES on the new Hazardous Waste Management module; performed user-acceptance testing and made final preparations making the Waste module ready for deployment. In addition, staff refined business requirements and initiated design of the Compliance Tracking module which is scheduled to continue into next quarter. Implementation of the EMIS system (comprised of five modules) will be rolled out as part of a phased approach. Once fully deployed, the new comprehensive EMIS system will enhance the management of various health and safety related permits under the purview of numerous regulatory agencies.

Began User-Acceptance Testing as part of the Electronic Discovery (E-Discovery) Project

- A new E-Discovery Management System is currently in the pre-deployment phase. The e-Discovery software tools for Legal will enhance Metropolitan's efficiency and effectiveness in responding to discovery and public records request.
- To date, staff completed the migration and archiving of emails for the majority of users who are currently on legal hold to the new central storage area. Emails for additional 400 users who have large/extensive email records were also archived. During the period, user acceptance test was performed for the functionality related to responding to E-Discovery and public records requests, as well as legal review of emails and attachments. Testing is scheduled to complete next period followed by a commissioning workshop with Legal staff in preparation for rolling out the first phase of the system.



Other Key Activities and Accomplishments

- During this period, staff completed a competitive RFP selection process and will make a recommendation for award of contract to the Board in August. This construction contract is a part of the Wide-Area-Network (WAN) Infrastructure Upgrade project. This project will improve the reliability of the communications and data link between the Colorado River Aqueduct facilities, the Operations Control Center in Eagle Rock, and Metropolitan’s headquarters building in Los Angeles. The construction phase of the project is scheduled to complete in the second half of fiscal year 2012-13.
- As a part of Metropolitan’s Communication Strategy and Emergency Response Plan, staff completed the acquisition of X.W. radio frequencies as previously authorized by the Board. In the prior period, the Federal Communications Commission approved Metropolitan’s application request for the planned acquisition of X.W. radio frequencies. After a comprehensive review and due diligence process, staff completed the acquisition phase as part of the Emergency Radio Communications Project.
- For rehabilitation and upgrades of the control and electrical protection systems at the Wadsworth Pumping Plant, staff executed two Board authorized agreements. The two completed agreements provide for specialized technical consultant services and for owner’s engineering services to Metropolitan. The preliminary design effort will establish detailed requirements for upgrading the control system including hardware and software, network communications, electrical protection, vibration monitoring, and pump/generator power control. The project kicked-off according to plan with the preliminary design phase scheduled to complete in the second half of fiscal year 2012-13.

The fiscal year variance between budgeted and expended dollars is primarily due to projects being deferred to allow additional time to investigate alternative approaches and other cost-effective options.



<p style="text-align: center;">Enhanced Cyber Security:</p>	<p style="text-align: center;">Through 4th Quarter FY Budget: \$0.61 M FY Expended: \$0.24 M</p>
<p>Key Accomplishments Included:</p> <ul style="list-style-type: none"> ▪ During the period, a specialized IT security consultant firm completed a vulnerability assessment of Metropolitan’s Supervisory Control and Data Acquisition (SCADA) system. The SCADA system is comprised of field instrumentation, hardware and software, and is used by Water System Operations to monitor and control important water system-related processes for conveyance, treatment, and distribution. ▪ A draft assessment report was completed and submitted to selective/authorized IT Security and SCADA personnel for initial review. <p>Continued Security Initiatives and Best Practices</p> <ul style="list-style-type: none"> ▪ In support of evolving technologies and changing business needs, the IT Security Team is currently assessing Mobile Device Management (MDM) software for Metropolitan’s computing environment. With increasing number of wireless devices (e.g. Smart Phones, tablets and laptops), and the technical complexity associated with the different types of operating systems (e.g. Android, BlackBerry, iOS and Windows), the specialized software is required to allow IT staff to efficiently manage security of mobile devices connecting to our networks. ▪ As a part of the evaluation phase, staff will assess various MDM software products that best meet Metropolitan computing environment needs. Once evaluation phase is completed, staff will present to management the plan for implementing MDM capabilities along with deployment options. <p>Other Key Activities and Accomplishments</p> <p>Expenditures in the Enhanced Cyber Security category were lower than original plan. The variance result from the rigorous and lengthy due-diligence selection process of a specialized security consultant. All projects are projected to complete within Board approved budgets.</p>	<div style="text-align: center;">  </div> <div style="text-align: center; margin-top: 20px;">  </div> <div style="text-align: center; margin-top: 20px;">  </div>

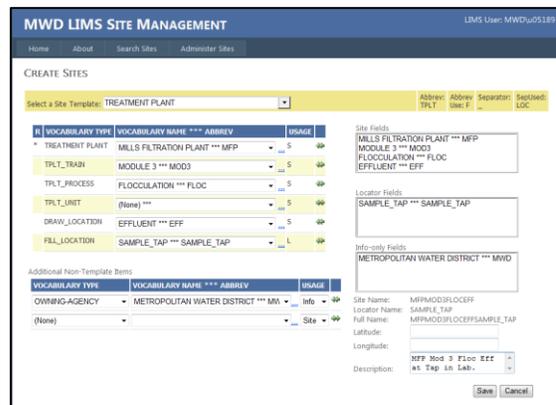
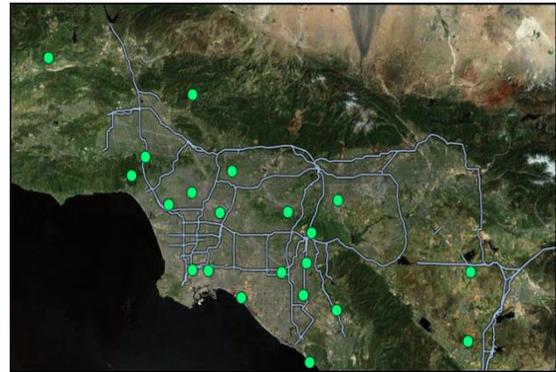
Through 4th Quarter
FY Budget: \$0.09 M FY Expended: \$0.26 M

Improved Water Quality:

Key Accomplishments Included:

- Programming upgrades for software applications that support Metropolitan’s water quality (WQ) treatment, monitoring, and compliance reporting are required on an on-going basis. Modifications are typically needed as a result of changing regulatory compliance requirement, and other treatment process modifications. Key activities for fiscal 2012-13 include:
 - Replaced end-of-life servers used to house important water quality data. During the period, IT staff completed the configuration and testing of storage server(s) for the Water Quality Section. With the new data storage environment ready, IT staff will coordinate with WQ staff to migrate the data to the new server so the end-of-life servers may be decommissioned.
 - Developed a new web-application for WSO to enhance the tracking and capture of water sampling data. During the period, staff completed sample location module enhancements as part of the Laboratory Information Management System.
 - Completed according to the plan the roll out of the new Water Quality Monitoring and Rapid Event Detection System providing real-time monitoring and notification to WQ staff.
 - Completed planned upgrades to the Interim Enhanced Surface Water Treatment Rule (IESWTR) Application Upgrade. IESWTR is used by Metropolitan for California surface water filtration and disinfection treatment regulations compliance reporting.
 - Completed planned Water Quality Lab Sheet upgrades used for compliance data collection and reporting.

Expenditures for the Improved Water Quality category were slightly higher than planned for the fiscal year. This variance stem from final acceptance and payment for the completion of the Water Quality Monitoring and Rapid Event Detection System project as some planned expenditures for fiscal 2010/11 were carried into fiscal year 2011/12. All projects are projected to complete within Board approved budgets.



<p>Productivity / Cost Efficiency:</p>	<p>Through 4th Quarter FY Budget: \$0.23 M FY Expended: \$0.01 M</p>
<p>Key Accomplishments Included:</p> <p>Initiated Upgrades for the WorkTech Timekeeping System to Web-Based 5.1 Version</p> <ul style="list-style-type: none"> Staff initiated an upgrade to Metropolitan’s time keeping system to WorkTech version 5.1 as part of deploying smart technology and innovative business services to enhance efficiency. This web-based upgrade will keep software and maintenance current along with providing the foundation that allows IT to deploy new capabilities. For example, IT is looking into the functionality of allowing managers the ability to approve time via mobile devices in the future. Testing of the web-based version upgrade is scheduled to complete next period followed by training sessions for employees in August. <p>Other Key Activities and Accomplishments</p> <ul style="list-style-type: none"> As a part of the PC Replacement project (PCRP), staff completed the Workforce Technology Needs Assessment and gathered user requirements tailored to meet different work requirements. In May, staff updated the Organization, Personnel and Technology Committee on approach, and options being evaluated. During the period, IT rolled-out a new wireless network (Wi-Fi service) for devices such as iPhones, iPads, and Andriod tablets. The new Wi-Fi network will be accessible by all Metropolitan employees who register and agree to comply with applicable policies and administrative codes. IT Section’s conducts on-going efforts to deliver cost-effective services. For example, staff looked for ways to reduce cost such as renegotiating software maintenance agreements. These cost savings related efforts have resulted in approximately \$95,000 savings annually. <p>Expenditures for the Productivity / Cost Efficiency category were under-budget for the fiscal year. A variance this category result from revised plans which include: the deferral of the Ozone capital project, a slight deferral of selected new capital projects to investigate alternative approaches and other cost-effective options, and the Lease Management project which was revised from a capital project to an O&M project utilizing a cloud-based solution.</p>	<div data-bbox="870 422 1438 617" style="border: 1px solid black; padding: 5px;"> <p>WorkTech 5.1 web version is coming soon! Please refer to the attached flyer for complete WorkTech 5.1 training session information.</p>  <p>If you have any additional questions, email Payroll Business from Outlook.</p> </div> <div data-bbox="870 730 1430 1039" style="border: 1px solid black; padding: 5px;">  </div> <div data-bbox="865 1155 1430 1354" style="border: 1px solid black; padding: 5px;">  <p>IT Bulletin Brought to you by Information Technology Services</p> <p>New wireless network (Wi-Fi service)</p> </div>

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