

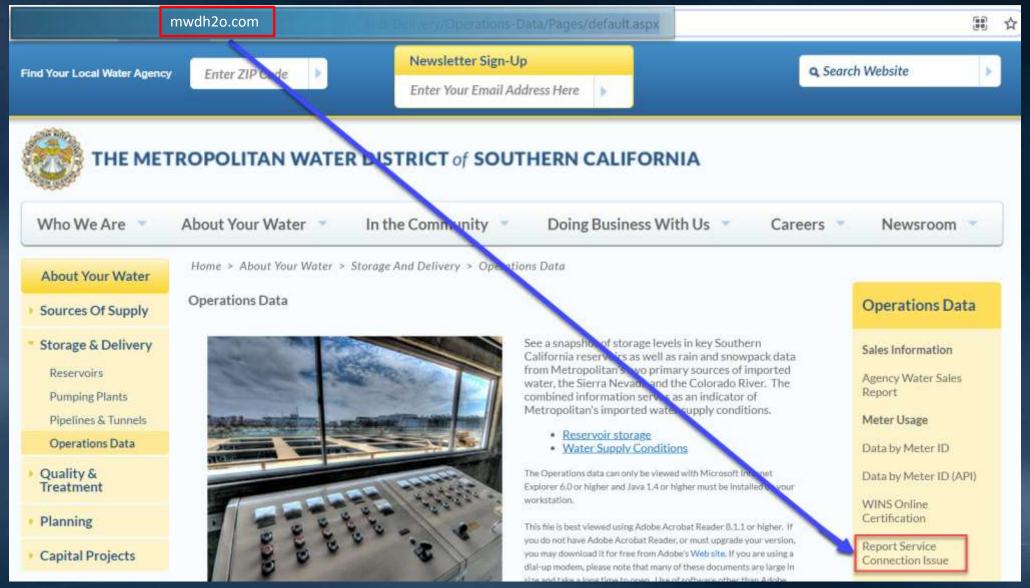
# Information Technology Manager's Report

Organization, Personnel and Technology Committee Item 7b
June 8, 2021

### Service Connection Portal

- The Service Connection Portal is a means for member agencies to report any service connection issues like calibration errors, billing errors, shutdown outages, high/low flow charges, etc. through a web portal
  - Old Method Phone Calls
    - May not reach the right person
    - Delays
    - No documentation
  - New Method Web Portal
    - Secure access, designed as part of WINS; accessible from mwdh2o.com
    - Familiarity of interface for member agencies
    - Easy to use
    - Routing to the right team based on category type of the issue
    - Quick acknowledgement via email
    - Documented
    - View status updates
    - Builds knowledge-base for service connection issues

# Service Connection Portal Access

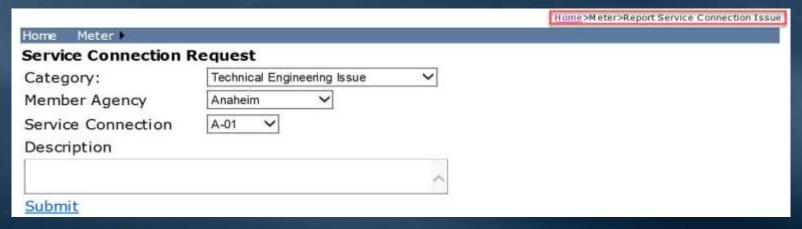


#### **Service Connection Screens**

Ease of use – Clearly labelled menu items in the web portal app



Simple Request Form for submitting by choosing type of issue

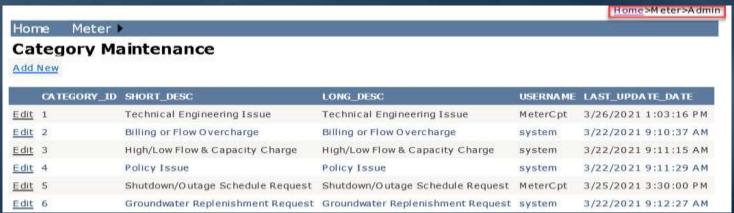


#### Service Connection Screens

Status can be viewed from a single screen



Categories can be managed easily



## Service Connection Screens

Assigning right team/people to each category



OP&T Committee Item 7b Slide 6 June 8, 2021

