Houston Information Technology Services (HITS)

Transportation, Technology and Infrastructure Committee
June 11, 2015
Agenda

- CSMART
  - What have we done
  - What will we do now & next
- Questions
- Major Projects Update
What have we done?

» CSMART – Go-Live April 2, 2015
  > Defect triage immediately after go-live
» Extended Post Go-Live Warranty Period *
» Extended Stabilization Period after Warranty Period *
» Stabilization of CSMART integration with internal & external systems
  > KUDOS – Judge Hartle and MCD Team for staggering features release

* At no costs to the city – Kudos to our Partner: Sogeti
What will we do now & next?

» Utilize the Incident Tracking & Defects Resolution process to optimize Run & Maintain

» Continue Daily Calls with Triage and Formal Change Control Processes

» Continue the planned staggered integration of CSMART interfaces and processors with other internal & external systems to ensure system & data integrity

» Prioritize Phase II features & functions – with no impact on day to day operations
Questions?
Major Project Updates

- Identity & Access Management – IAM
- Verizon Wireless Device Migration
- Voice over IP – VoIP
- SAP Manager Self Service - MSS
- Data Center Consolidation
More than 88% of all City employees have registered to use self password reset capabilities.

Synchronization of passwords for SAP and ESS is underway, targeting mid summer completion.

ONE user ID and ONE password across SAP, ESS, Kronos, and Learning Management (Talent).

Change one password every 90 days for these applications.

Departmental applications targeted for 1st half of 2016.
Voice Over IP Project Update

- Approximately 70% of all City phones deployed
- Final department deployment (HPD) in progress
- 11 Service Desks and Call Centers converted
- Cisco Emergency Responder (E-911) deployment in progress
- Session Initiation Protocol (SIP) project in progress for telecommunication circuits replacement
  > Anticipate cost reductions in long distance and cost shifts overall.
Verizon Wireless Upgrade Project

- Over 3,124 cell phones transitioned (HPD not included)
- 25% discount to City of Houston employees
- Final department deployment (PWE) planning in progress

Phone Activation By Department
as Of: 5 June 2015
Fannin and Cyrus One Data Centers fully operational

- Critical systems running in new Data Centers: CSMART, 311, FireHouse, SharePoint, BARC, Exchange, Cisco Voice Over IP Systems, Enterprise GIS, Active Directory Services, Backup systems, new security systems (Hexis G)

- Several more system migrations in progress e.g. (SAP)

Departmental or Facility Migrations:

- Dart – 100% complete
- Lubbock – 50% complete – December 2015
- Walker – 75% complete – September 2015
- HEC – SAP is the only remaining system – December 2015
- HHS – In progress – September 2015
- Library – In progress – October/November 2015
- Parks – In progress – October 2015
SAP ESS/MSS

Employee Self Service / Manager Self Service

» All City employees migrated away from ChoiceLinx to SAP ESS system
» ESS system now has functional mobile and web front end
» SAP ESS used successfully for last Citywide Open Enrolment which completed in April
» SAP MSS (Manager Self Service) integration in progress

> Benefits
  • Automation of HR Processes minimizes risk of intentional and unintentional errors
  • Allows proper and safe delegation of Manager Activities to the business
  • Consistent enforcement of business rules for hiring; onboarding and off boarding
  • Speeds up HR processes (e.g. hiring, organizational change etc.)