Customer Information System - Update

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Customer Information System
Infor Public Sector (IPS)

Benefits

• User-friendly web based navigation
• Enhanced customer self-help on web portal & IVR
• Combined billing for customers with multiple meters
• One system to request permits/bill for all utilities
• Significant reduction in manual/paper-only processes
• More financial/ad hoc management reporting
• Future - expand functionality to improve processes
**Current State – WCIS**

- Billing
  - Permits created in separate system
  - Contract water accounts manually billed
- Customer Relationship Mgmt.
  - Service requests not fully automated
- Work Management Systems
  - Process requires 2 systems; WCIS to issue orders/Advantex to process orders
- Inventory/Meter Management
  - Minimal tracking functionality/features

**Future State – IPS**

- Billing
  - Permits created in IPS
  - Contract water billing automated
- Customer Relationship Mgmt.
  - Create /resolve service requests through automation
- Work Management System
  - One system to issue/process work orders
- Inventory/Meter Management
  - More robust/automated tracking
IPS Go – Live

Project Plan

Pre – Go Live Preparation

- System testing
- Parallel testing
- Guided testing
- User acceptance testing
- End to end process testing
- Financials testing
- Bill output testing
- Independent review – readiness assessment

Change Management

- Business continuity
- Education & awareness
- Employee engagement

Post Go – Live

- Post implementation review
- System maintenance & stability plan
- Early warning indicators
IPS Go – Live
Timeline

• February 29    IPS Code Freeze
• March 1 – 31   System setup & technical preparation
• April 1        Freeze WCIS at 5:00 PM
• April 1        Take customer portal offline 5:00 PM
• April 1-2      Migrate data to IPS after close of business
• April 3        Perform data validation in IPS
• April 4        Release IPS to production & customer portal back online
Questions