

# 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**

# Identify & Access Management



- » 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 1<sup>st</sup> 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.

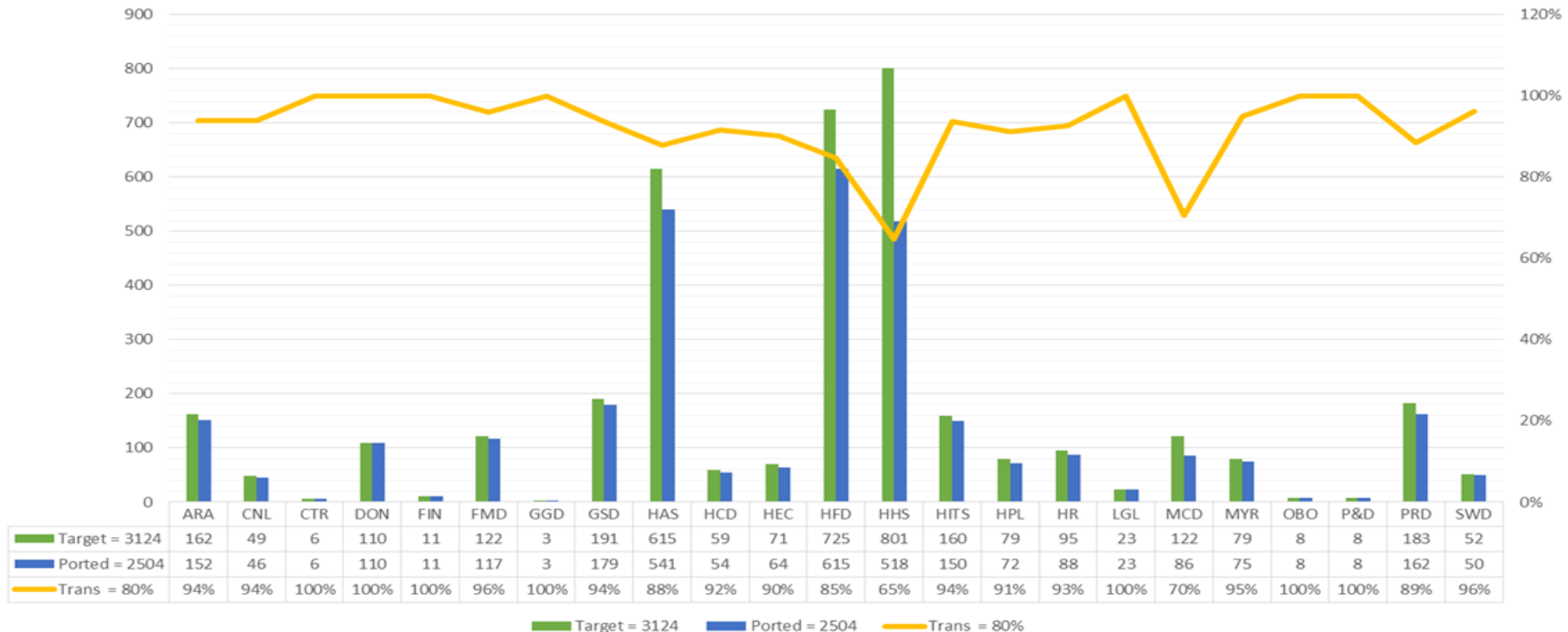


# Verizon Wireless Upgrade Project



- » 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



# Data Center Consolidation Update



- » 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**



## 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.)