

# Customer Information System (CIS)

Project Update – April 15, 2019

# Customer Information System (CIS) - Project Status

## Analysis

- Review of system/process requirements
- **Status:** Completed

## Data Conversion

- Extraction and mapping of existing system data
- **Status:** Final stage of testing/refinements (>90% complete)

## Configuration

- Define and establish system settings, codes, procedures, etc.
- **Status:** Final stage of testing/refinements (>90% complete)

## Development

- Interfaces, Enhancements, Reports/Letters, etc.
- **Status:** Complete billing simulation requirements in 2-3 weeks

## Billing Simulation

- Parallel billing simulation with current CIS
- **Status:** Preparations initiated (schedule to start April 29)

## User Acceptance

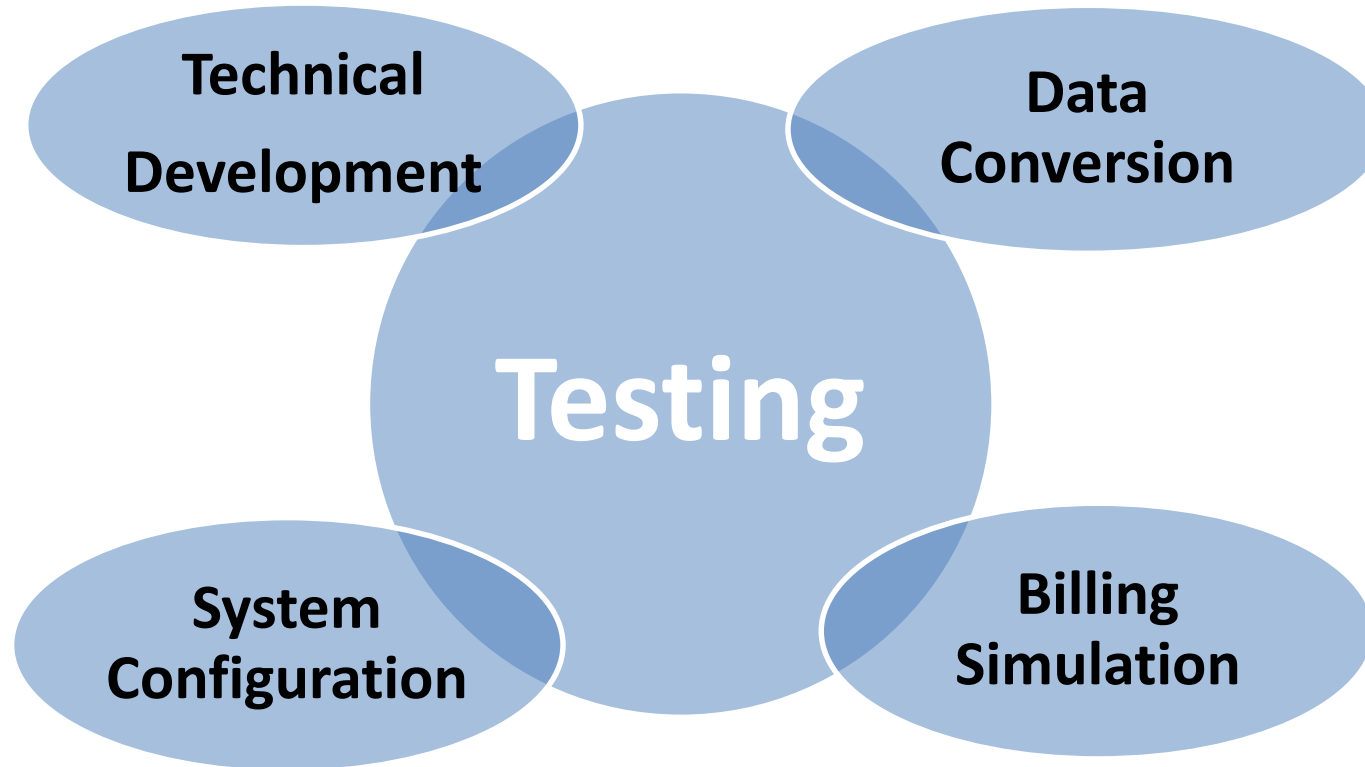
- Perform final test of all system requirements
- **Status:** Preparing testing requirements & training staff

## Deploy System

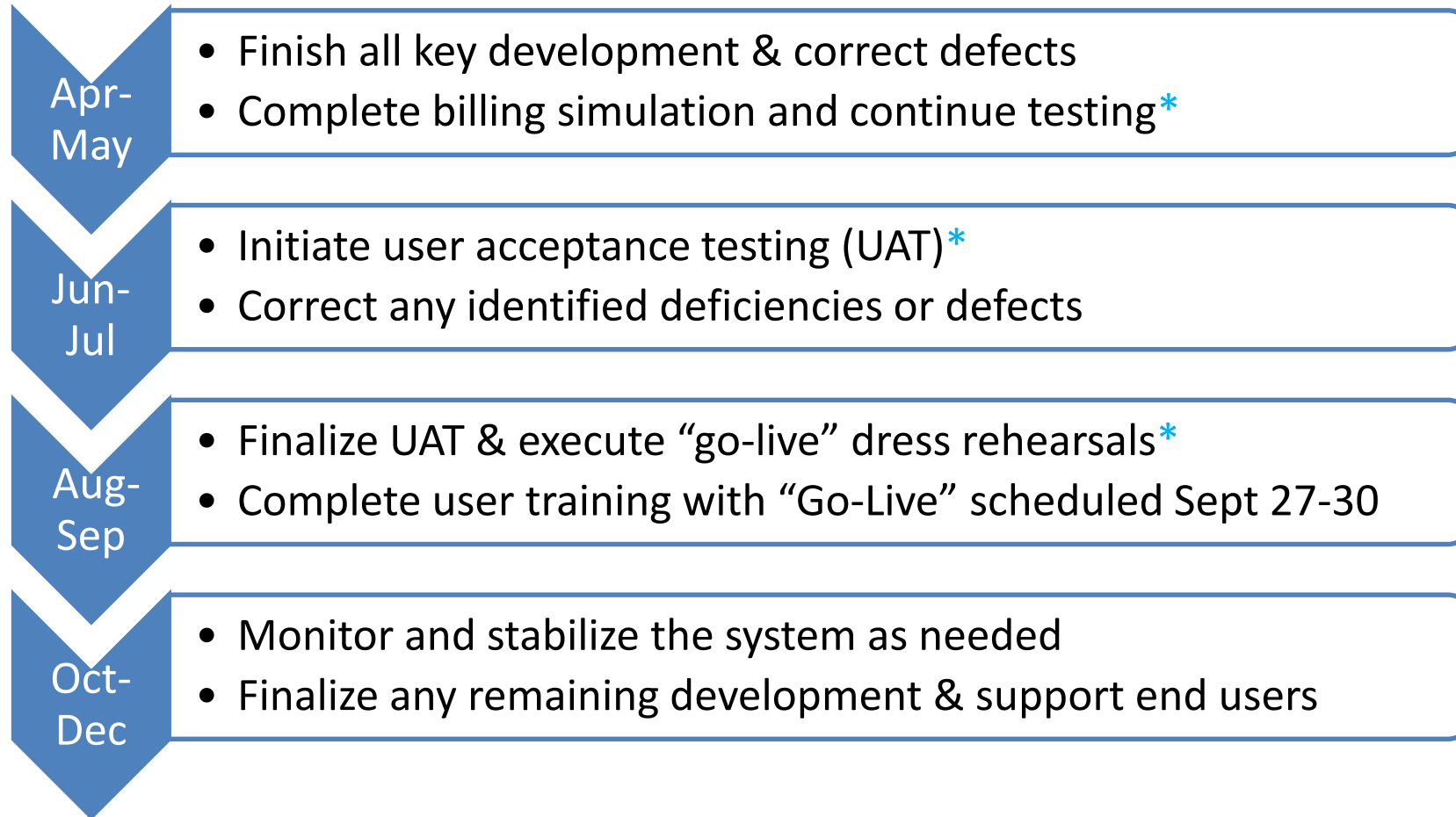
- Finalize cut-over strategy, training & perform dress rehearsal
- **Status:** Training users in advance of go-live target (Sept 27-30)



# Customer Information System (CIS) – Current Focus



# Customer Information System (CIS) – Upcoming Milestones



*\* - Customer Relations staff to provide testing support to help ensure scheduled “Go-Live” is successful, which is anticipated to temporarily reduce customer service levels during peak work load times*

# Customer Information System (CIS) – Testing Support Options

Options under review to help accommodate staff testing support



Further extend Customer Relations staff working hours during evenings/weekends



Coordinate Blue Heron Consulting support for District's extended hours



Limit back office support during non-peak work periods (*Tue-Wed mornings*)



Reduce or eliminate Customer Relations support for other District events



Potential to leverage past Customer Relations staff currently working in other departments

# CIS Project - Questions

