Customer Information System (CIS)

Project Update – April 15, 2019
# Customer Information System (CIS) - Project Status

<table>
<thead>
<tr>
<th>Stage</th>
<th>Description</th>
<th>Status</th>
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<tbody>
<tr>
<td><strong>Analysis</strong></td>
<td>• Review of system/process requirements</td>
<td>• Status: Completed</td>
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<tr>
<td><strong>Data Conversion</strong></td>
<td>• Extraction and mapping of existing system data</td>
<td>• Status: Final stage of testing/refinements (&gt;90% complete)</td>
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<tr>
<td><strong>Configuration</strong></td>
<td>• Define and establish system settings, codes, procedures, etc.</td>
<td>• Status: Final stage of testing/refinements (&gt;90% complete)</td>
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<tr>
<td><strong>Development</strong></td>
<td>• Interfaces, Enhancements, Reports/Letters, etc.</td>
<td>• Status: Complete billing simulation requirements in 2-3 weeks</td>
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<tr>
<td><strong>Billing Simulation</strong></td>
<td>• Parallel billing simulation with current CIS</td>
<td>• Status: Preparations initiated (schedule to start April 29)</td>
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<td><strong>User Acceptance</strong></td>
<td>• Perform final test of all system requirements</td>
<td>• Status: Preparing testing requirements &amp; training staff</td>
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<tr>
<td><strong>Deploy System</strong></td>
<td>• Finalize cut-over strategy, training &amp; perform dress rehearsal</td>
<td>• Status: Training users in advance of go-live target (Sept 27-30)</td>
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Customer Information System (CIS) – Current Focus

- Technical Development
- Data Conversion
- System Configuration
- Billing Simulation
Customer Information System (CIS) – Upcoming Milestones

Apr-May
- Finish all key development & correct defects
- Complete billing simulation and continue testing*

Jun-Jul
- Initiate user acceptance testing (UAT)*
- Correct any identified deficiencies or defects

Aug-Sep
- Finalize UAT & execute “go-live” dress rehearsals*
- Complete user training with “Go-Live” scheduled Sept 27-30

Oct-Dec
- Monitor and stabilize the system as needed
- Finalize any remaining development & support end users

* - 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