

Rancho Murieta
Community Services District

Technology Master Plan

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Master Technology Plan

- Initiated by Board of Directors Strategic Planning Workshop (2003)
- Released Request for Proposal – June 2004
- Selected COMSYS to develop plan – Aug 2004
 - Conducted interviews
 - Identified solutions
 - Made recommendations

Strategic Plan

1. Provide Needed Community Services
2. Optimize the Level of Services
3. Employ a Quality Workforce
4. Maintain Good Relationships
5. Handle Finances Effectively

Through Technology, the District will...

1. Provide the best customer service
2. Maintain stable rates
3. Ensure continuous improvement in quality and productivity
4. Minimize growth of District staff

Technology Strategic Goals

1. Minimize paper processes
 - Deploy appropriate technology and applications
 - Preference for web-based applications
2. Maximize employee productivity
 - Use technology to minimize staff growth
 - Provide employees with the tools and information **where they use it**
3. Enhance customer service and accessibility
 - Provide a single point of contact for all requests
 - Provide services through the web
 - Improve communications through Internet and Intranet
4. Manage data for maximum benefit
 - Standardize databases and implement a reporting platform
5. Keep private information secure

Current Environment

Security

- Patrol Officers in office for paperwork
- Call Gate Officers for information
- Hours to summarize incident information from paper files

Utilities

- Handwritten Work Orders
- Return to office for drawings
- Return to plant for work orders
- Problems with Preventative Maintenance

Admin

- Residents and developers can call from 8-12 and 1-5.
- Minimal email or web access

Future Environment

Security

- Patrol Officers in the community accessing security information
- Incident tracking input and data in the field
- Can query historical incident information from database
- Expanded capabilities through video cameras

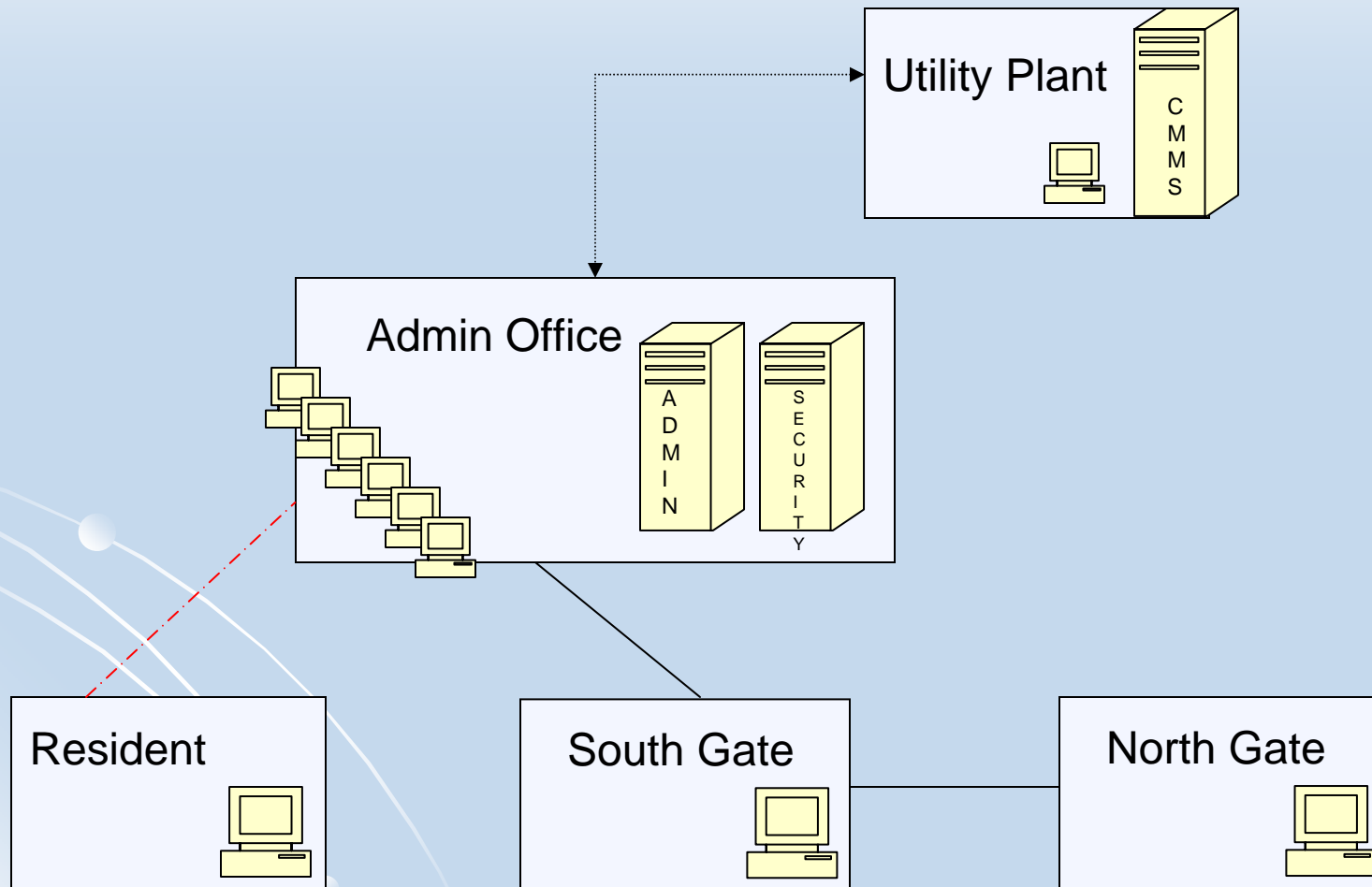
Utilities

- Work Orders created or completed anywhere over wireless network
- Electronic drawings with work orders
- Preventative Maintenance scheduled & tracked
- Remote monitoring and control
- On-demand meter reading

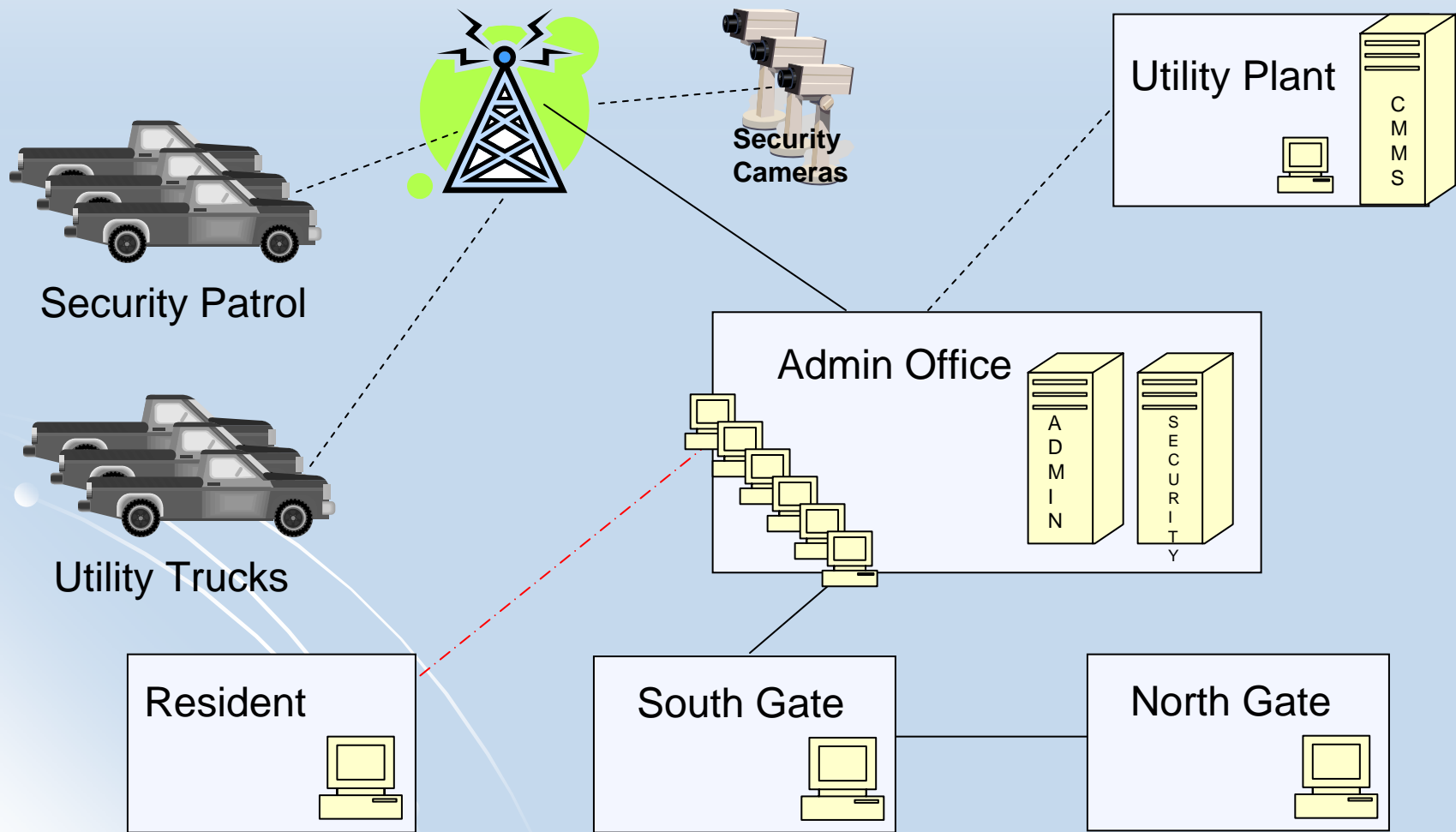
Admin

- 24/7 Call center service through phone, email, internet
- Internal intranet

Current Technology Infrastructure



Future Technology Infrastructure



Current Applications

Administration

- Great Plains – Accounting
- Utility Star Platinum – Utility Billing
- Sensus Vehicle Read – Drive-by meter reading
- Aestiva – Purchasing

Security

- ABDI – Resident Information & Security
- ScanCheck – Gate Monitoring

Utility

- Qqest – Maintenance Management System

Residents

- www.ranchohurietacsd.com

Employees

- MS Office, Internet

Board of Directors

- Paperless Communication

Report Card

A-

B-

D

B+

C

A

Future Applications

Administration

- Great Plains – Accounting
- Utility Star Platinum – Utility Billing - Add web-based Bill-Pay capability
- Sensus Vehicle Read – Consider upgrading to “Fixed Based”
- Aestiva - Purchasing

Security

- ABDI – Enhance Incident Tracking Capability
- ScanCheck – Gate Monitoring

Utility

- Replace Maintenance Management System

Residents

- www.ranchomurietacsd.com
- 24/7 Access through Email, Web or Phone

Employees

- MS Office, Internet
- Off-site/after-hours access to server and applications
- Employee Intranet with employee, pay, and benefits information

Board of Directors

- Paperless Communication

Priorities

1. Computerized Maintenance Management System (CMMS)
2. Wireless network to make data available in the field
3. SCADA (to monitor and control utility operations)
4. Geographic Information System (GIS) & Drawings Management
5. Automated incident tracking in ABDI, the resident security package
6. Install Sensus “Fixed Base” wireless meter reading technology for new development
(Upgrade existing meters to Fixed Base when cost effective)

Additional Projects:

- Service Order / Customer Service
- Employee Intranet
- Enhanced database management & reporting
- Web-based bill-pay capability

Schedule

Fiscal Year	Project Tasks
2005/6	Begin development of CMMS RFP
	Evaluate and select Wireless vendors
	Initiate GIS project to obtain first layer
	Implement Automated ABDI Incident Tracking
	Evaluate Fixed Base meter reading for new development
2006/7	Implement CMMS, possibly with GIS integration
	Develop GIS capability with hardware/software/analyst
	Wireless Network Site Survey
	Implement Chosen Wireless Solution
	Rollout field access to CSD data (mobile computing)
	Implement centrally monitored SCADA for Water Plant
	Implement Fixed Base system for new development
2007/8	Create additional GIS layers
	Design CSD-wide SCADA/Control System and central monitoring site
2008/9	Begin Implementation of CSD-Wide SCADA and control center
2009/10	Evaluate feasibility for additional wireless opportunities
	Evaluate retrofitting existing meters to Fixed Base

Capital Costs

Technology Project	FY 2005-06	FY 2006-07	FY 2007-08	FY 2008-09	FY 2009-10	Total
Wireless Network	45,000	240,000				285,000
ABDI Enhancements	5,000	55,000				60,000
CMMS	10,000	155,000	40,000			205,000
AutoCAD & GIS	20,000	45,000	80,000			145,000
SCADA		*	*	300,000	300,000	600,000
Sensus Fixed Base	5,000		225,000		550,000	780,000
Totals	85,000	495,000	345,000	300,000	850,000	2,075,000

Conclusions

1. Technology Master Plan

- Maximize Customer Service
- Minimize costs & staff growth
- Optimize reporting
- Enhance security

2. Annual Review

- Update needs
- Reprioritize
- Revise budget

Conclusions

3. Organizational Infrastructure

- IT Management
- Enhance Technology Skills
 - Project Management
 - Network Support and Security
 - Database and Report Development
- Ensure Adequate Training & Support for Employees
- Strengthen Policies and Procedures
 - Acceptable Use
 - Security
 - Privacy
- Appoint Data Security Officer



Questions

