

Marina Coast Water District

Technology Plan

Appendix 2015 for
FY 2015-2016



Prepared for the
Marina Coast Water District Board of Directors

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Executive Summary

The District Technology Plan (DTP) Appendix outlines the tasks and funding requirements associated with meeting the goals described in the DTP for fiscal year 2015-2016. Budgetary requirements are also presented for each Category.

The District currently has a Local Area Network (LAN) and a Wide Area Network (WAN) between the Beach and Ord Community offices thru recently upgraded 10M fiber-optic lines.

Most of the objectives listed under “Billing/Financial Needs” in the DTP have been completed. Focus remains on automating additional functions and processes, and replacing and consolidating the old hardware as listed in the DTP.

The objectives under “Technology Maintenance” form the basis of a long-term program that ensures the maintenance of existing District technology through the continued incorporation of improved hardware and software, and the enhanced ability of staff to use the technology. Planned replacement of outdated and aged hardware and software will keep the District systems effective.

While training is budgeted as part of District operations, training costs are referenced in the DTP for a comprehensive look at costs associated with District Technology.

The objectives listed under “Communications and System Augmentation” focus on the assessment of the current communications technology and any augmentations needed.

Document Storage System (DSS) implementation began in FY 2010-2011. The DSS helps the District towards green sustainability practices. The DSS system saves the District substantial time and money. In addition, it creates improved customer service, efficient collaboration between departments, sharing of information internally and externally, easier document storage and retrieval, and reduced storage space.

The objectives listed within the category “Document Storage System” will be achieved FY 2015-2016.

Category: LAN Implementation
Proposed FY 2015-2016 Budget: 0

The implementation of a Local Area Network (LAN) has greatly benefited the District. This LAN has enabled staff to share computer resources and network printers and other functions among staff members. The LAN has enabled the District staff members to communicate with one another via electronic mail, thus reducing the use of paper to move documents from one location to another, as well as increasing staff response time. Both sites are protected with firewalls within a dedicated Virtual Private Network.

The LAN enables the District to save money on needed software, as network licenses are purchased at a lower cost than multiple stand-alone packages; and to run the billing/financial software and provide access to staff.

Goal and Long- and Short-Term Objectives

Improving the Internet access speed for the Ord Office:

Connection between two offices is now established through fiber-optic lines (approx. 10Mps speed). Since this line carries both access to the servers at the beach office and provides Internet access, the speed slows down periodically due to congestion caused by high demand Internet traffic (webinars, video streaming, etc.) *Completed FY 2014/2015*

Installation of a new fiber-optic Internet connection with 10Mbps band-width eliminated the need for the recently installed DSL service for both the Beach and the Ord offices, in addition to the existing two T-1 lines.

Category: Billing/Financial Needs
Proposed FY 2015-2016 Budget: \$20,000

This category addresses the need to upgrade the application system that maintains billing and financial data. With the implementation of this goal, the District will maintain the integrated system for billing/financial needs, the meter reading system, the back-flow system, and the automated work order process system to track customer requests. These systems are critical for District operations and the information they produce is relied upon heavily for key analysis. The implementation of this system has greatly improved the ability of the District to provide timely and quality services to customers. The Customer Internet Account program has enabled District customers to access their account information online, pay bills using credit cards, and input service requests over the Internet.

The current Billing/Finance System contains the following features:

- Process credit cards via the Internet
- Merge and automate Work Order Process
- Merge and automate Back Flow Process
- Attach parcel maps to individual customer account (GIS)

Goal and Long- and Short-Term Objectives

- *Improving the billing/financial application beneficial to the District*
 - Implement Springbrook work order module for better tracking and billing of development projects.
 - Implement Springbrook human resources module to establish and maintain employee database for better tracking and reporting.
- *Upgrade the billing and financial software to the latest web-based version (V7) – FY 2014-2015- April, 2015*

Proposed Costs for FY 2015-2016

Expense Type	Estimated Cost	Comments
Billing and Financial Software upgrade	\$15,000	Included in capitalized equipment budget
Staff training on and new modules	\$5,000	Staff training included in budgeted operating costs

Category: Technology Maintenance
Proposed FY 2015-2016 Budget: \$44,000

To sustain the efficiency and effectiveness of the District's technological systems, hardware and software upgrades and additions will be required. If ongoing systems maintenance is not a priority, District systems will gradually become less effective. Objectives for planned computer replacements and desktop-operating system changes are presented below.

Goals and Long- and Short-Term Objectives

- *Improve productivity by replacing outdated hardware technology*
 - Upgrade or replace 25% of PCs connected to LAN each year
 - Upgrade and maintain file server performance
 - Upgrade or replace output devices: printers, etc.
 - Perform a needs analysis annually to determine budgetary framework – *Ongoing*
 - Upgrade uninterrupted power supply (UPS) backup system
 - Obtain a Plotter/Scanner to enable Engineering/O&M Departments to store plans and maps electronically and for in-house printing

- *Improve productivity by replacing outdated software technology*
 - Maintain compatibility of desktop operating systems – *Ongoing*
 - Perform a needs analysis annually to determine budgetary framework – *Ongoing*
 - Upgrade server operating system (OS) software

- *Improve and maintain computer training opportunities*
 - Identify District staff training needs – *Ongoing*
 - Develop training plans – *Ongoing*
 - Develop matrix showing benefits of technology training - *Ongoing*

Based on a needs analysis performed by the District's Information Technology consultant, the District replaced/consolidated aging server hardware with the latest technology hardware and software for a robust and safer computing environment in FY 2011-2012. Replacement of the application server for Laserfiche and Finance (Springbrook) is proposed for FY 2015-2016.

Proposed Costs for FY 2015-2016

Expense Type	Estimated Cost	Comments
Upgrade/Replace PCs and monitors	\$6,000	Replacement of 4 PCs with monitors & MS Office Software included in operating budget.
Application Server for Laserfiche DSS and Finance Server	\$24,000	Included in the capitalized equipment budget.
CMMS/SpringBrook Custom program development	\$5,000	Ongoing custom program adaptation to the new server environment
Network equipment and peripherals replacements	\$4,000	For broken network equipment and peripherals included in operating budget.
Network Server software upgrades	\$5,000	Antivirus and other server software upgrades included in operating budget

Category: Communications and System Augmentations
FY 2015-2016 Budget: \$10,000

The District attempts to keep abreast of innovative communication technologies and strives to implement them to effectively communicate with the public and other agencies. Throughout the life span of any system, additions or upgrades are necessary to sustain productivity. In addition to LAN system maintenance, other improvements will increase efficiency and decrease staff costs.

The District has the following communications enhancements in place:

- FAX server
- Voice Over Internet Protocol (VOIP) phone system, and expansion of the District’s Internet presence.
- Expansion of the Internet presence includes real-time customer account information, and online payment options.
- Board Room presentations with the recently purchased laptop and projector

In order to achieve the District’s Strategic Plan Goal 4.2, this DTP Appendix includes resources to investigate appropriate social media to maximize communication with the public so that the District can establish and maintain a positive reputation.

Proposed Costs for FY 2015-2016

Expense Type	Estimated Cost	Comments
Consultant Services	\$10,000	To research and implement appropriate social media for public outreach

Category: Document Storage System
Proposed FY 2015-2016 Budget: \$10,000

A Document Storage System includes the strategies, methods and tools used to capture, manage, store, preserve, and deliver documents related to organizational processes. DSS tools and strategies allow the management of an organization's unstructured information, wherever that information exists. It reduces or eliminates the need for paper documents and allows for remote access of documents by employees. The DSS will help the District move towards green sustainability practices. The DSS systems will save the District substantial time and money. In addition, it will enhance customer service, efficient collaboration between departments, sharing of information internally and externally, easier document storage and retrieval, reduced storage space, and other benefits.

Laser Fiche Document Management/Storage System provides the following capabilities:

- Improve efficiency of document access
- Allow for remote document access
- Reduce storage space required to store paper files
- Enhance customer service, improved collaboration

Goals and Long- and Short-Term Objectives

- *Laser Fiche development*
 - Full implementation and use of the DSS throughout the District – FY 2015-2016.

Proposed Costs for FY 2015-2016

Expense Type	Estimated Cost	Comments
Laser Fiche Development	\$10,000	Implementation and set-up costs.

Summary

Summary of FY 2015-2016 Budget: \$84,000

Category Type	Estimated Cost	Operating Budget	Capitalized Equipment Budget
	\$0	\$0	\$0
Billing/Financial Needs	\$20,000	\$5,000	\$15,000
Technology Maintenance	\$44,000	\$20,000	\$24,000
Communications & System Augmentations	\$10,000	\$10,000	\$0
Document Storage System	\$10,000	\$10,000	\$0
TOTAL:	\$84,000	\$45,000	\$39,000

This Appendix 2015 represents a comprehensive plan with identified funding requirements necessary for the continued implementation of the District Technology Plan for FY 2015-2016. The approval and implementation of this appendix document will support the District's efforts of technology maintenance; technological enhancements to improve staff efficiency while continuing to better respond to the needs of the public.

APPENDIX A

MCWD NETWORK SERVERS

Mar-15

SERVERS	PurchDt	Model	CPU	Mem	Hdisk C	Hdisk D	OS	War Status
MCWDSRV2-SpringBrook 6.05	May-07	PE2950 - 64bit	Xeon 5160 3.1GHz (2)	8GB	20/.5Gb	558/50Gb	W2003R2SP2	Out of Warranty
MCWDSRV5 - Terminal Svcs	Feb-08	PE860 - 32bit	Xeon X3220 2.4Ghz	4GB	31/19Gb	200/167Gb	W2003R2SP2	Out of Warranty
MCWDSRV6 - LaserFiche	Sep-09	R710 - 32bit	Xeon E5530 2.4Ghz (2)	16GB	40/2.5Gb	433/403Gb	WinEnt07SP2	Out of Warranty
SBS - FileServer/Exchange Email	Feb-12	R710 - 64bit	Xeon E5650 2.66GHz (2)	32Gb	146/20Gb	900/400Gb	SBS2011	Feb-17
APPS - CitiWorks/Terminal/Finance	May-12	R720 - 64bit	Xeon E5-2650 2.0GHz (2)	64Gb	146/40Gb	900/300Gb	Win2008R2SP1	May-17

Appendix B**MCWD Computer List**

Mar-15

Name	Group	Description	Type	Manufact	Purchase Date
ORD-JACKSON	\Ord Office	Dimension 4600	Workstation	Dell Inc.	5/28/2004
ORD-GREEN	\Ord Office	Dimension 3000	Workstation	Dell Inc.	12/26/2004
<u>MCWD-LAB</u>	<u>\Beach Office</u>	<u>Dimension 3100</u>	<u>Workstation</u>	<u>Dell Inc.</u>	<u>7/3/2006</u>
MCWD-LAB Intern	\Beach Office	Dimension 3100	Workstation	Dell Inc.	7/3/2006
<u>MCWD-GUEST</u>	<u>\Beach Office</u>	<u>Dimension 3100</u>	<u>Workstation</u>	<u>Dell Inc.</u>	<u>7/3/2006</u>
ORD-ROSALES	\Ord Office	Dimension 3100	Workstation	Dell Inc.	7/3/2006
MCWD-EPONS	\Beach Office	Optiplex 755	Workstation	Dell Inc.	6/10/2008
ORD-DUPLISSIE	\Ord Office	Optiplex 755	Workstation	Dell Inc.	6/10/2008
ORD-WEST	\Ord Office	Optiplex 755	Workstation	Dell Inc.	6/10/2008
ORD-ST INTERN4	\Ord Office	Optiplex 755	Workstation	Dell Inc.	6/10/2008
ORD-ST INTERN1	\Ord Office	Optiplex 755	Workstation	Dell Inc.	6/10/2008
ORD-MAGDALENO	\Ord Office	Optiplex 755	Workstation	Dell Inc.	6/14/2008
ORD-NGUYEN	\Ord Office	Optiplex 755	Workstation	Dell Inc.	6/16/2008
MCWD-KIEFERT	\Beach Office	Optiplex 780	Workstation	Dell Inc.	10/16/2009
MCWD-PAYNE	\Beach Office	Optiplex 780	Workstation	Dell Inc.	10/16/2009
ORD-RUSSELL	\Ord Office	Optiplex 780	Workstation	Dell Inc.	10/26/2009
MCWD-RISO	\Beach Office	Optiplex 780	Workstation	Dell Inc.	10/26/2009
MCWD-SUPPPORT	\Beach Office	Optiplex 780	Workstation	Dell Inc.	10/26/2009
ORD-RODRIGUEZ	\Ord Office	Optiplex 780	Workstation	Dell Inc.	10/26/2009
ORD-FOSTER	\Ord Office	Optiplex 780	Workstation	Dell Inc.	10/26/2009
ORD-CADIENTE	\Ord Office	Optiplex 780	Workstation	Dell Inc.	10/26/2009
ORD-PREMUTATI	\Ord Office	Optiplex 790	Workstation	Dell Inc.	5/25/2011
MCWD-FRONTDESK1	\Beach Office	Optiplex 790	Workstation	Dell Inc.	6/10/2011
ORD-KELSEY	\Ord Office	Optiplex 790	Workstation	Dell Inc.	6/10/2011
ORD-SFOGEL	\Ord Office	Optiplex 790	Workstation	Dell Inc.	6/14/2011
MCWD-FRONTDESK2	\Beach Office	Optiplex 790	Workstation	Dell Inc.	6/16/2011
ORD-DISTRICTENG	\Ord Office	Optiplex 790	Workstation	Dell Inc.	6/20/2011
MCWD-DERBIN7	\Ord Office	Optiplex 7010	Workstation	Dell Inc.	3/13/2012
ORD-HATFIELD	\Ord Office	Optiplex 790	Workstation	Dell Inc.	3/30/2012
MCWD-MONTANTI	\Beach Office	Optiplex 7010	Workstation	Dell Inc.	8/13/2012
ORD-YBARRA7	\Ord Office	Optiplex 7010	Workstation	Dell Inc.	8/13/2012
ORD-PINEDA7	\Ord Office	Optiplex 7010	Workstation	Dell Inc.	8/13/2012
ORD-KNIGHT7	\Ord Office	Optiplex 9010	Workstation	Dell Inc.	8/15/2013
ORD-LORD7	\Ord Office	Optiplex 9010	Workstation	Dell Inc.	8/15/2013
ORD-SPIRO7	\Ord Office	Optiplex 9010	Workstation	Dell Inc.	8/15/2013
ORD-TRUE7	\Ord Office	Optiplex 9010	Workstation	Dell Inc.	8/15/2013
ORD-DISTRICTENG	\Ord Office	MacBook	Workstation	Apple	3/1/2014
ORD-Acct Asst	\Ord Office	Optiplex 9020	Workstation	Dell Inc.	7/23/2014
ORD-CORREA7	\Ord Office	Optiplex 9020	Workstation	Dell Inc.	7/23/2014
MCWD-BARKHURST7	\Beach Office	Optiplex 9020	Workstation	Dell Inc.	7/23/2014
MCWD-GManager7	\Beach Office	Optiplex 9020	Workstation	Dell Inc.	7/23/2014