



DRAFT

Customer Information System - Update

Presented by: Sherri Winslow
Sr. Assistant Director
Resource Management Division/UCS

**CITY OF HOUSTON
PUBLIC WORKS
& ENGINEERING
UTILITY
CUSTOMER
SERVICE**



Customer Information System Infor Public Sector (IPS)

Benefits

- User-friendly web based navigation
- Enhanced customer self-help on web portal & IVR
- Combined billing for customers with multiple meters
- One system to request permits/bill for all utilities
- Significant reduction in manual/paper-only processes
- More financial/ad hoc management reporting
- Future - expand functionality to improve processes

Current State – WCIS

- Billing
 - Permits created in separate system
 - Contract water accounts manually billed
- Customer Relationship Mgmt.
 - Service requests not fully automated
- Work Management Systems
 - Process requires 2 systems; WCIS to issue orders/Advantex to process orders
- Inventory/Meter Management
 - Minimal tracking functionality/features

Future State – IPS

- Billing
 - Permits created in IPS
 - Contract water billing automated
- Customer Relationship Mgmt.
 - Create /resolve service requests through automation
- Work Management System
 - One system to issue/process work orders
- Inventory/Meter Management
 - More robust/automated tracking

IPS Go – Live Project Plan

Pre – Go Live Preparation

- System testing
- Parallel testing
- Guided testing
- User acceptance testing
- End to end process testing
- Financials testing
- Bill output testing
- Independent review – readiness assessment

Change Management

- Business continuity
- Education & awareness
- Employee engagement

Post Go – Live

- Post implementation review
- System maintenance & stability plan
- Early warning indicators

IPS Go – Live

Timeline

- February 29 IPS Code Freeze
- March 1 – 31 System setup & technical preparation
- April 1 Freeze WCIS at 5:00 PM
- April 1 Take customer portal offline 5:00 PM
- April 1-2 Migrate data to IPS after close of business
- April 3 Perform data validation in IPS
- April 4 Release IPS to production & customer portal back online

Questions

