Monthly Water/Sewer Statements

October 2, 2012

Submitted by:

Kathy Koch & Julie Shervey

Presentation Agenda

- Current Status
- Next Milestones
- Project Budget Planned vs. Actual
- Project Schedule Planned vs. Actual
- Issues, Dependencies and Impacts
- Questions

TOC: Monthly Water/Sewer Statements Update

Current Status - Monthly Statements & Upgrade

- End user upgrade training was completed September 11-13, 2012
- Saturday, September 15th the upgrade started at 6:00 am and successfully completed at 7:30 pm
- BSD resources were onsite with Water Bureau Customer Service staff on Sept. 17th
- Five outstanding issues, not required for go-live, have been transferred to production support
  - 1 fix has been received and is being validated
  - 1 fix failed validation and is back with Cayenta
- 13 new production upgrade issues have been identified from September 16 through September 27. None of these issues are impacting rate payers.
  - 5 have been resolved
  - 3 scheduled for fixes in October
  - 5 are under review and being researched

TOC: Monthly Water/Sewer Statements Update

Current Status - Monthly Statements & Upgrade Continued

The project plan has been updated with development delivery dates

- Cayenta enrollment due October 1, 2012
- Revenue bill print due November 1, 2012
- BTS enrollment due November 1, 2012

TOC: Monthly Water/Sewer Statements Update

Current status - E-Bill Distribution

- Water Bureau is proceeding with this contract
- Procurement has delivered a revised contract for review. Review is due 9/27/12

TOC: Monthly Water/Sewer Statements Update

Next Milestones

	Planned	Actual
• Upgrade Training	9/10-14	9/11-13
• Implement Upgrade	9/15/12	9/15/12
• Cayenta enrollment (online and CSR) for Monthly Statements	10/1/12	
• Revenue bill print development	11/1/12	
• BTS online enrollment for Monthly Statements	11/1/12	

Project Budget

Item	Forecast	Actual	Balance	Notes
Labor				
Professional Services	$91,350	$78,585.57	$12,764.43	*Cayenta Work Order (upgrade & monthly billing)*
Other	$20,000	$5,808.00	$14,192.00	*Pacific Consulting Task Order*
Professional Services	$45,000	$9,990.00	$35,010.00	**Cayenta Work Order (FY 12/13)*
Contingency	$8,650	0.00	$8,650.00	
Total	$165,000	$94,383.57	$70,616.43	

Budget Variance: Describe budget variance cause and effect.

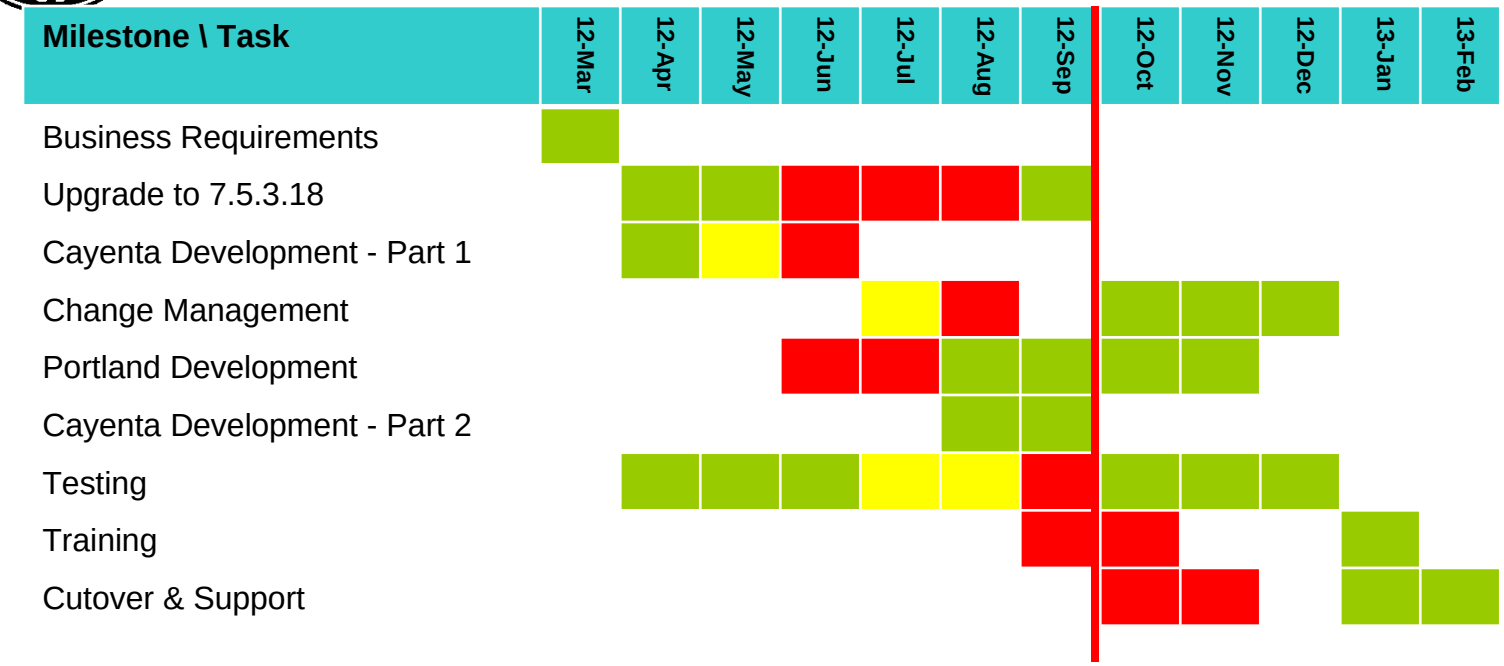
*Monthly billing voluntary enrollment enhancement (end user and Web). Work order to be paid from FY 12/13 budgeted professional services.

9/27/2012

Milestone Based Budget Performance

Project Milestones Project Start 1/09/12 Finish tbd	Milestone Dates	Budget at Completion BC	Actual Cost AC (as of 8/31/2012)	Actual Schedule Complete ASC	BPI = (AC/BC)/ ASC
Milestone 1 - Upgrade to 7.5.3.18 (revised go-live date from 7/14 to 9/15)	1/09/12 – 9/15/12	$35,950	$45,379.32	95%	1.33
Milestone 2 – Cayenta Development (Part 1 revised delivery date from 5/15 to 6/14)	4/02/12 – 6/14/12	$31,500	$32,156.25	100%	1.02
Milestone 3 – Portland Development & Testing	8/06/12 – 11/1/12	$16,900	$1,050	31%	.20
Milestone 4 – Cayenta Development (Part 2 Registration Process – online)	8/06/12 – 10/1/12	$45,000	$9,990.00	50%	.44
Monthly Statement Implementation (Cutover & Support)	Jan, ‘13	$7,000	$0.00	0%	0

Project Schedule



Legend:

Milestone tracking on schedule
Moderate risk of schedule variance
Known schedule variance

Schedule Variance: Project schedule now tracked against baseline adopted April 2012 (Proposed milestones above)

Issues, Dependencies and Impacts

- Development products from Revenue Bureau and BTS must be delivered according to schedule
- If delivered late, it will impact the implementation date for monthly statements

TOC: Monthly Water/Sewer Statements Update

Questions