Monthly Water/Sewer Statements

September 16, 2013

Submitted by:

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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

- Acceptance Testing is complete
  - Two issues were raised
    - Cancel/Rebill issue was reported, fixed, and validated
    - Bill Inquiry display within Cayenta Utilities – a change has been requested. Cayenta has an estimated delivery date of September 18

- Other Issues
  - A test environment defect is causing automated functions of Clean River Rewards Program and the Greenbucks Program to fail. There are manual workarounds, but should not be needed in production.
  - Updates to the back of collection notices are in progress
  - Corrections are in progress to bill print where an account has 17 meters to display
  - Cayenta is working on a defect in the scenario where a monthly statement billing is put on hold, and does not release when the hold is removed. There is a manual workaround to this issue.

– Training end users – September 9 through September 27
  - Training classes are scheduled Monday – Friday for three weeks
  - 55 end users from Water Bureau Customer Services will be trained
  - Make-up and refresher classes can be scheduled the week of September 30th

– Cutover is scheduled for October 5, 2013

TOC: Monthly Water/Sewer Statements Update

Next Milestones

	Planned	Actual
• Acceptance Testing	8/19/13	8/19/13
• Final Acceptance	9/06/13	9/09/13
• Training end users	9/9-10/4/13	
• Cutover	10/5/13	

Project Triple Constraint Tracking

	Initial Estimate at TOC Intake as of date: 12/2/2011	**Planned at Baseline** date: 6/29/12	**Current Revision** date: 4/15/2013
Expected Completion	June 1, 2012	January, 2013	October, 2013
Confidence Level	Very Low	Low	Medium
Budget	$100,000	$160,000	$270,000
Confidence Level	Low	Low	High
Scope Stability Confidence Level	Very Low	High	High

Initial Estimate: The estimated schedule (including completion date), project budget and scope as reported at TOC intake

Planned at Baseline: The project baseline is the planned schedule, project budget and scope once the project has been fully defined. The baseline is generally set before project execution begins.

Current Revision: If changes are approved to the project baseline, the updated project schedule and budget must be reported in the Current Revision category above.

Confidence Level:

Very High 85-95% - Extremely low likelihood of missing current schedule, budget and scope targets.
High 70-84% - Low likelihood of missing current schedule, budget and scope targets.
Medium 50-69% - Moderate likelihood of missing current schedule, budget and scope targets.
Low 30-49% - High likelihood of missing current schedule, budget and scope targets.
Very Low 10-29% - Extremely high likelihood of missing current schedule, budget and current scope targets.

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Project Budget

Item	Forecast	Actual	Balance	Notes
Professional Services	$91,350	$91,350	$0	*Cayenta (upgrade & monthly billing)*
Other	$40,000	$33,228	$6,772	*Pacific Consulting amended work order for $20k Dec 2012*
Professional Services	$45,000	$45,000	$0	**Cayenta Work Order (FY 12/13)*
Professional Services	$54,000	$49,386	$4,614	*Cayenta Amended work order Oct 2012*
Professional Services	$39,990	$0	$39,990	*Cayenta Work Order April 2013*
Total	$270,340	$218,964	$51,376	

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.

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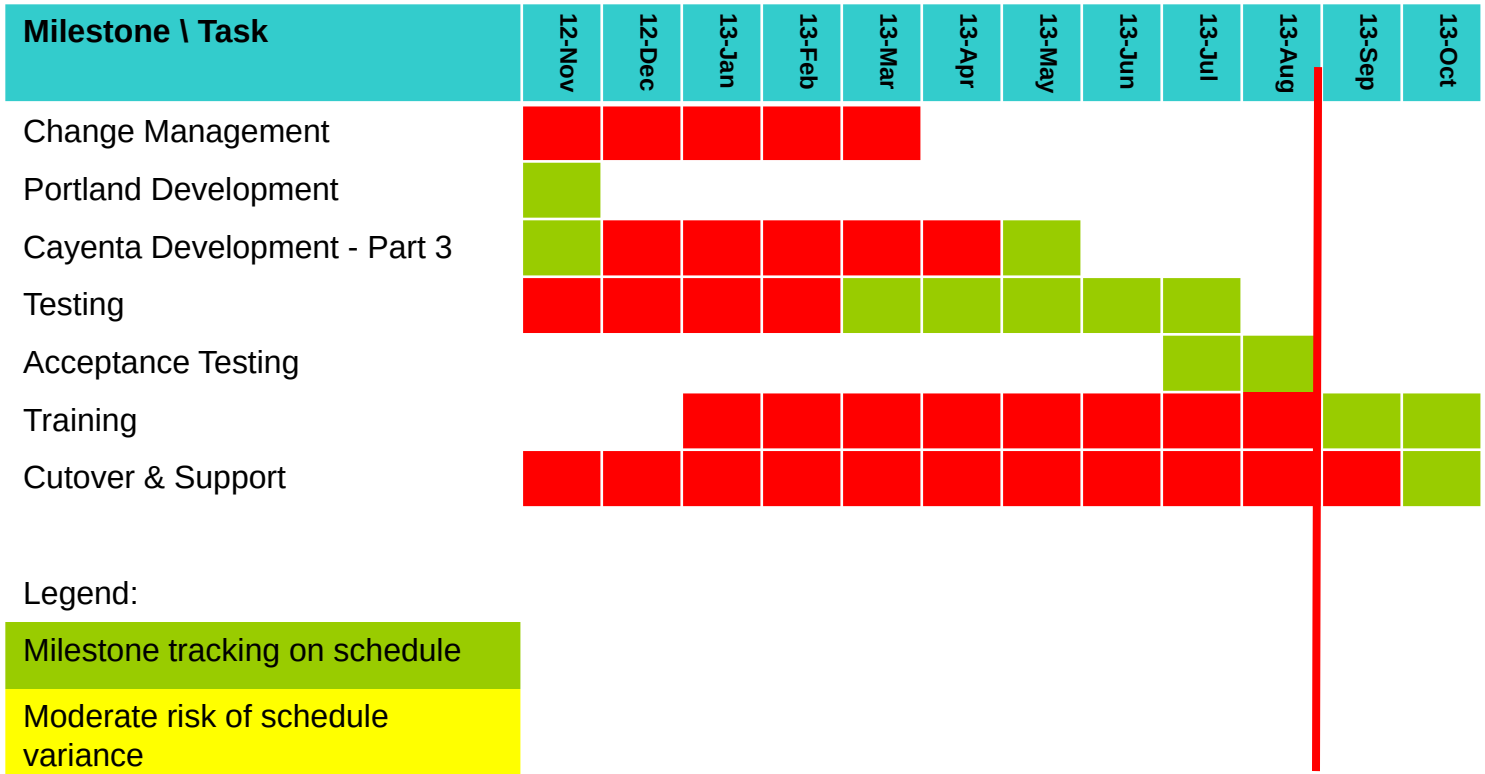
Milestone Based Budget Performance

Project Milestones Project Start 1/09/12 – Finish 10/7/13	Milestone Dates	Budget at Completion BC	Actual Cost as of 6/30/13 AC	Actual – Schedule Comp 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	100%	1.26
Milestone 2 – Cayenta Dev (Part 1 revised del date from 5/15 to 6/14)	4/02/12 – 6/14/12	$31,500	$32,156	100%	1.02
Milestone 3 – Portland Dev & Testing – Added $16,900 Oct Change Order*	8/06/12 – 2/25/13	$33,800*	$23,392	100%	.69
Milestone 4 – Cayenta Development (Part 2 Registration Process – online)	8/06/12 – 10/1/12	$45,000	$45,000	100%	1.00
Milestone 5 – Cayenta Development & Support (Part 3)Oct Change order*	10/1/12 3/31/13	$44,100*	$39,809	100%	.90
Milestone 6 – 50% of 'not to exceed' work order for $39,990 – After Acceptance Testing	8/23/13	$19,995	$0	0%	0
Monthly Statement Implementation (Cutover & Support)	10/7/13	$19,995	$0	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 2013

Issues, Dependencies and Impacts

Training needs to stay on schedule. The week just prior to go live is set aside for refresher training and/or make up sessions.

Questions