



WEST BASIN MUNICIPAL WATER DISTRICT
17140 S. Avalon Blvd., Suite 210
Carson, CA 90746

AGENDA NO. 12

OCTOBER 13, 2010 – Administration
Kwan (Chair), Smith
OCTOBER 25, 2010 – Board Meeting
Prepared by: Margaret Moggia
Submitted by: Margaret Moggia
Approved by: Rich Nagel

CONSENT CALENDAR

TECHNOLOGY SUPPORT SERVICES

SUMMARY:

In November 2009, staff and Pacific Technology, Inc. (PTI) presented an Information Technology (IT) Master Plan (Plan) tailored to our organization. The process included examining the current environment, establishing a strategic technology direction, and developing an implementation plan that effectively deploys IT solutions that supports West Basin Municipal Water District (West Basin) mission and commitment statements. Senior managers played an active role setting the IT vision and goals, reviewing the findings and recommendations, and providing input into the process. In addition, PTI conducted interviews with staff and contractors and reviewed expenditures to determine the strengths and opportunities of technology used at West Basin in the following areas:

- IT decision making;
- IT service delivery;
- Applications that support the core business functions; and
- Technical infrastructure.

A recap of the key strategic technology Plan is listed below:

- Continue to outsource infrastructure services;
- Expand and better utilize West's Basin application portfolio such as adding document management system and a contact management system to leverage automation gaps;
- Create two IT new positions to support application and further develop its geographic information system (GIS) master plan;
- Leverage technology beyond the office through remote access, wireless technology and increase usage of laptops; and
- Develop and institute IT policies and procedures to support the appropriate use of enhanced technology.

IT DELIVERY SERVICES

This board letter focuses on IT service delivery. Staff reviewed its current use of contracted services to determine on how to efficiently utilize budgeted funds for contracted services and the new budgeted position. Staff currently receives its technology support through two separate contracts to support West Basin's network infrastructure and desktop support, and application support. Looking forward, staff identified that through remote sessions, many of the network systems and desktop support can be supported by an outside contracted position. On the other hand, the budgeted

employee would identify and support the various current and future applications, administer the phones and security system, handle vendor management including obtaining appropriate hardware and software, develop appropriate IT policies and procedures, and manage the outside contract. Based on this understanding, staff has been working on the development of a "Request for Proposals" (RFP) for outsourcing infrastructure support services and the development of the job description of a new budgeted staff person.

Staff will be seeking a qualified firm through an RFP and will bring a recommendation to the November Communications meeting. In addition, staff will post a job advertisement for the IT position.

STRATEGIC BUSINESS PLAN IMPLEMENTATION:

Goal 4: Sound Financial & Resources Management – West Basin is committed to efficient business operations, financial planning and asset management.

FISCAL IMPACTS:

The cost of the outsourced infrastructure support services and the staff position are both included in the Fiscal Year 2010-11.

ENVIRONMENTAL COMPLIANCE:

Not applicable.

COMMITTEE STATUS:

This item was reviewed by the Administration Committee on October 13, 2010 and agendized to the October 25, 2010 Board meeting Consent Calendar.

RECOMMENDED MOTION:

This item is for information only.

LIST OF EXHIBITS:

None.