THE STATE OF WATER

2009 Spring Conference
Salem, Oregon
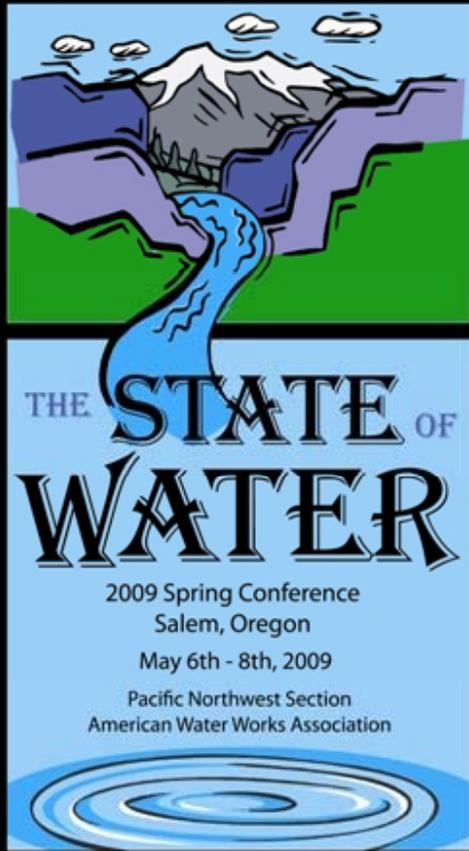May 6th - 8th, 2009

Pacific Northwest Section
American Water Works Association

Getting More from Your IT Investment

by
Bryan Oldham

MWH

BUILDING A BETTER WORLD

Challenges Seen in Public Utilities
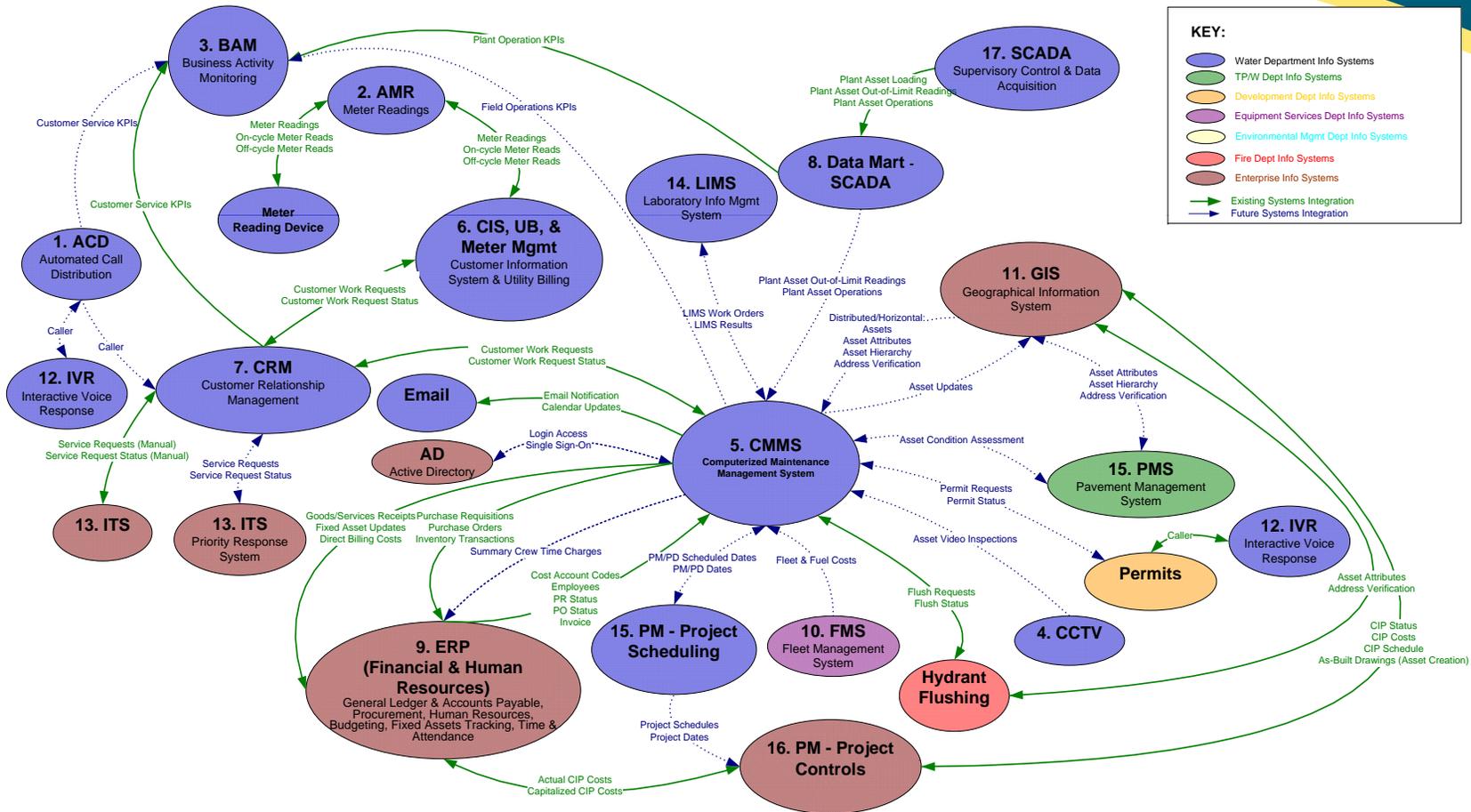
IT Systems Often Overlooked

- IT systems impact all aspects of the business
- Internal customers
  - Control systems
  - Operations and maintenance
  - Inventory
  - Human resources
  - GIS
- External customers
  - Finance/ERP
  - Customer information systems

What is Typically Seen

Core Information Systems Integration Model

Why Undertake an IT Review?

- Determine if using systems effectively

- Create a roadmap for the future
    - A comprehensive IT strategy
    - Strong IT investment decision process
    - Corresponds to organization's strategic business plans

- A more flexible, nimble organization with:
    - Ability to respond better to business demands
    - A technology-enabled workforce
    - Timely information
    - Better information for better decision

Why Undertake an IT Review (cont'd)

- Improved workforce efficiency and asset utilization
- Capturing and sharing key knowledge through applications
- Increasing confidence in your data
  - Fewer data entry points with better data access
  - Increased data quality and reporting for decision making
- Increased business performance
  - More efficient business processes
  - Better cost accounting through standardized asset records
  - Accessible KPIs
  - Better customer response

Business Goals to Achieve

- **Aligning technology with goals and needs**

- **Automating manual processes**

- **Reducing redundant data and data entry**

- **Providing business analytics**
  - Assess trends
  - Compare actual performance to performance goals
  - Provide better information for better decisions

- **Understanding "Best Practices"**

Success

Continual Feedback

Capacity Building

Support Tools & Processes

Knowledge Pool

Creating a Successful IT Infrastructure

Many paths can be chosen…

By working towards same goal…

Success can be achieved and maintained

How Do You Approach an IT Reveiw?

- Four Key Phases

  - Assessment

  - Strategy formulation

  - Program definition

  - Change management

- Continuous communication

Project Approach - Details
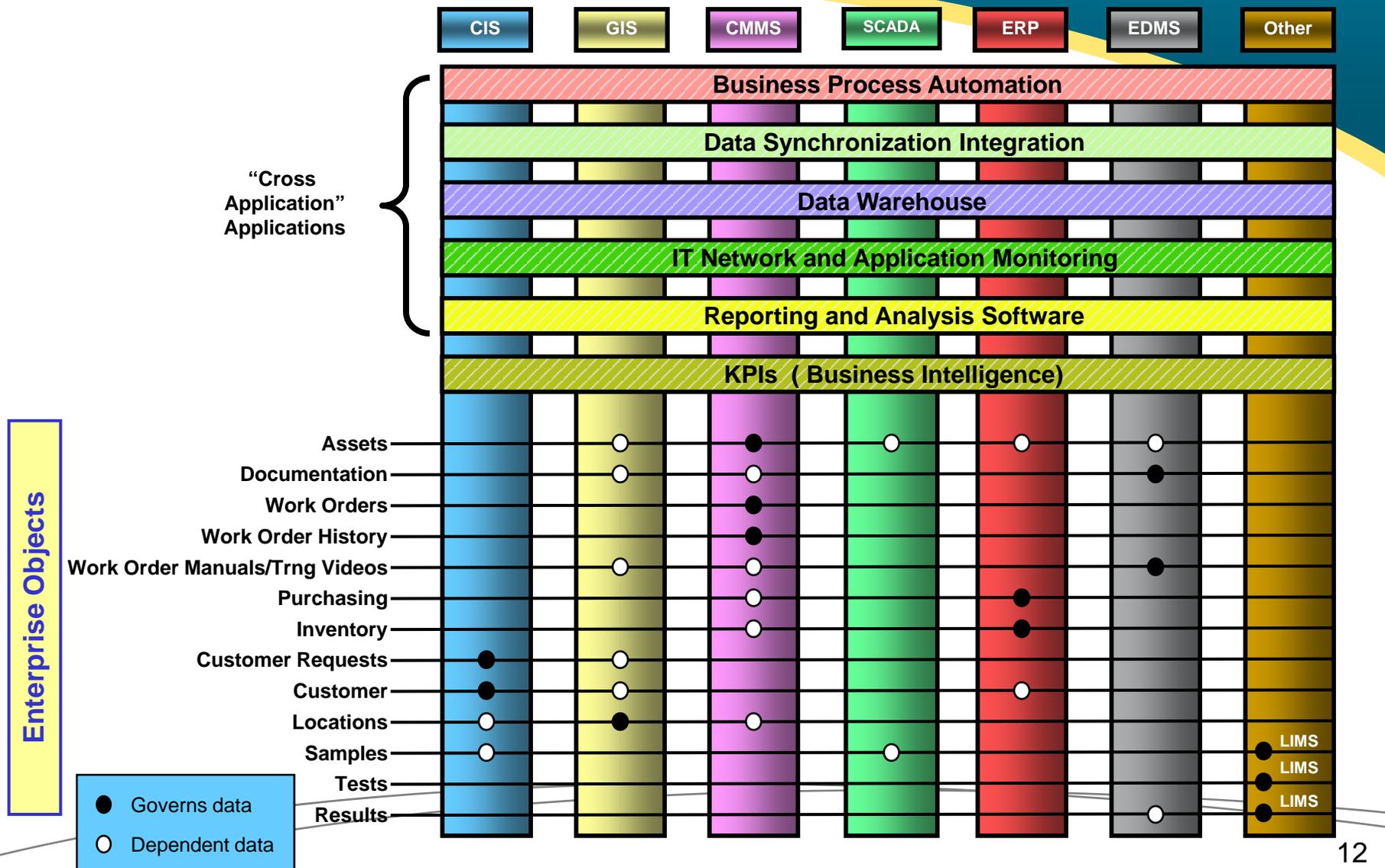
- Project Phases
  - Assessment
    - Technology investment process
    - Technology systems in production and planned
    - Business processes and data needs
    - IT Infrastructure
    - IT Organization
    - Process and system interfaces
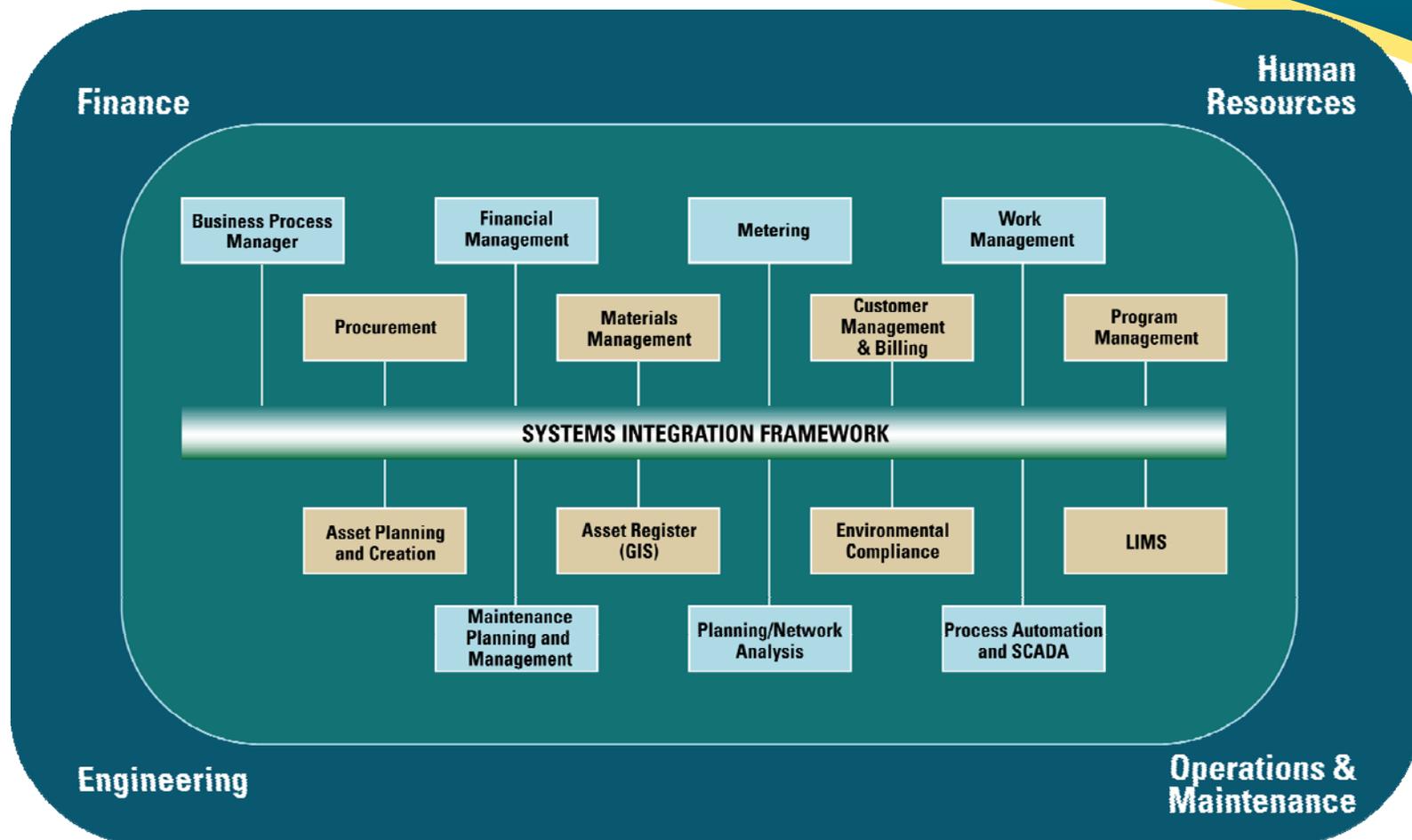   - Compare to best industry practices

Project Approach - Details (cont'd)

- Project Phases
  - Strategy formulation
    - Identify appropriate technologies
    - Develop technology investment decision process
    - Develop interface recommendations
    - Develop IT strategies for improving overall IT service
  - Program definition
    - Develop IT improvement program plan
    - Develop estimated budget associated with the various projects
    - Prioritize projects
    - Develop implementation plan and master schedule

Must Review How Data Sharing Across Applications Occurs

Results – An Integrated Systems Design

Don't Forget……

- Many software vendors hungry to partner
  - Reduce software cost
  - Better price for longer term services commitment
- Remember
  - They are still vendors and they are in the software business, not the water/wastewater business

Who is MWH?

- **Global Leader in Water and Wastewater Solutions**
- **Industry Leading Asset Management and IT Expertise**

ENR Global Construction Sourcebook
(June 2008)

#1	Sewer and Waste
#2	Water

ENR Top 500 Design Firms Sourcebook
(April 2008)

#2	Sewer and Waste
#3	Water

NCE Top Global Firms Consultants
(March 2008)

#2	Water
#3	Sewer and Water

ENR Top 200 Environmental Sourcebook
(June 2008)

#2	Top 10 Firms Engineering/Design
#3	Top 20 Firms Wastewater
#4	Top 20 Firms Water Supply/Treatment
#8	Top 200 Firms Environmental

NCE Top 20 Firms Consultants
(March 2008)

#1	Sanitary and Storm Sewers

Questions?