

MEMORANDUM

DATE: August 2, 2017
TO: William Stowe, CEO and General Manager
FROM: Amy Kahler, Director of Customer Service
SUBJECT: Customer Information System (CIS) Update

Summary

Des Moines Water Works (DMWW) has selected Advanced Infinity as the utility’s new Customer Information System (CIS) for billing and customer management. The previous system was implemented in 2004 and is outdated technology. As a component of this CIS implementation, DMWW has also selected an “add on” mobile field system, Clevest, that offers electronic (i.e., paperless) service order management, routing, and completion.

Update

The CIS/mobile field project officially kicked off in July. DMWW has created a Core Team that will be primarily responsible for the system configuration and implementation. The Core Team is a cross-functional group of IT, Customer Service, and Finance staff. The Core Team consists of front-line subject matter experts that will play a significant role in identifying business requirements and configuring and testing the system, in addition to leadership within each of the three functional areas.

The CIS/mobile field project is expected to last approximately 18 months, with go-live implementation anticipated in September 2018. The vendor offers a post go-live stabilization period where representatives are on-site for three months after the go-live date.

The CIS/mobile field project is projected to cost approximately \$4.1 million in total, spread over two budget years. Approximately \$1.9 million was budgeted in 2017, with the remaining \$2.2 million projected for 2018.

A high level implementation schedule with key milestones are provided on the attached chart.

PHASE	July	Aug	Sept	Oct	Nov	Dec	Jan 2018	Feb	Mar	April	May	June	July	Aug	Sept	Oct	Nov	Dec	
Core Team Training																			
Functional Discovery Workshops																			
Initial Testing																			
Field Service Automation																			
User Acceptance Testing																			
End User Training																			
Go Live																			
Post Go Live Support																			