COIT
Budget Project Presentations
FY 2022-23 & FY 2023-24

Information Technology Services (ITS)
Public Utilities Commission

March 4, 2022

Agenda

- Customer Service Support Technology
- Cybersecurity
- Data Maturity
- Q&A

Customer Service Support Technology
~ *Alan Marshall*

Problem:

- Need to modernize the technology stack across Customer Services
- Out-dated and un-supported telephony apps
- High call volumes, long wait times and the need for automation
- Customer demands for 'Self-Service' options (move in/move outs)
- Expectations by customers of self-enrollment in affordability programs (pay plans etc.)
- Offer Chatbot and Live Chat options via our Customer portal
- Chatbot transfer to Live Agent chat
- Transform the Customer Service experience at the SFPUC
- Provide exceptional customer experience
- Increase organizational effectiveness
- Empower our highly skilled employees
- Further our CRM capabilities - outreach/email/txt etc.
- Understand and know who our customers are – 'Customer360'

Technology:

Cloud First

Migrate Oracle CC&B to Cloud Customer Service – Cloud-based platform allows integrated environment for CIS & supporting applications

MyAccount Water customer web portal upgrade/replace – Replace with a hosted solution, ideally deployed same solution for all rate/service payers

Upgrade contact center infrastructure or replace with a cloud-based Contact Center solution – Move to a cloud-based and modern contact center platform, include other languages in IVR

Upgrade/configure CIS program to features improving customer/employee engagement – Recommended 50+ process improvements for efficiency

Department Goals & Potential Citywide Benefits:

Leverage emerging technologies in alignment with customer needs and expectations and with economic value to SFPUC

Comprehensive assessment of Customer Service operations, organization, and technologies

Problem:

- Cyber Security is a continually evolving threat landscape, maintaining the status quo is falling behind.

Technology:

- ServiceNow GRC (Governance, Risk & Compliance)

- ServiceNow Software Asset Management

- Dragos' Managed OT Cyber Security Solution

- Technology: TBD - Secure Messaging (Focus MS Teams)

Department Goals & Potential Citywide Benefits:

- SFPUC Mission Statement: provide our customers with high quality, efficient and reliable water, power, and sewer services

- SFPUC's Cyber Security Program's Regional Benefits
  - 2.7 million water customers through 26 water agencies in four bay area counties (SF, Alameda, Santa Clara, and San Mateo)
  - San Francisco's wet weather (rain) and clean water (sewer) systems
  - 385 MW of greenhouse gas-free hydroelectric generation (Tuolumne county)
  - 8.5 MW of solar generation capacity (SF)
  - 160 miles of clean energy transmission lines from Yosemite to the Bay Area

- Mayor's Executive Directive 21-02 alignment:
  - Item #2 Managed Detection & Response
  - Item #3 Risk Management

- ICT FY 2022-26 Strategic Goal:
  - Cyber Security protection require constant vigilance (p26)

Data Maturity
~ *Lawrence Chew*

Problem & Objective:

- Increase awareness, understanding and utilization of data throughout the organization to support strategic decision making
    - Data is fragmented and shallow
    - Data is not holistic
    - Data is limited to a few (tribal knowledge)
    - Data is not fully understood

Technology & Approach:

- This is not just a technology project, rather a strategic business initiative that is supported by technology. It's too early to determine the required technologies.

- Strong business engagement & change management are essential for success

    - Develop partnership with business to identify & prioritize business/data needs

    - Inventory existing data sources & identify metrics, processes & technologies for data-reliant areas

    - Improve comprehension of data & increase awareness, availability and utilization across the organization

Department Goals & Potential Citywide Benefits:

- SFPUC Effective Workforce goal: Establish data governance and knowledge management processes and technology solutions that are aligned with official policies and best practices.

- Improve data & information sharing with:

  - SFPUC Rate Payers

  - Other City Departments

  - Citizens of San Francisco (DataSF)

Q&A