Sewerage and Water Board of New Orleans
Report on Efficiency and Effectiveness of Information Systems
September 2015

Summary. Sewerage and Water Board utilizes automated information systems to support operations and maintenance activities of the water, sewer, and drainage systems:

- Tracking Maintenance Work Orders for the Water Distribution and Sewer Collection Systems
- Creating and Updating Maps of Facilities
- Reading Meters
- Billing and Collecting Customer Accounts
- Tracking Information on Employees
- Paying Employees
- Paying Suppliers
- Preparing Financial Reports
- Supporting Facilities Security
- Supporting Office Communications
- Providing Access to Internet

Most of these information systems been utilized well beyond their designed lifespan and are in need of replacement. These systems remain effective due to the commitment by staff to support and maintain them during the extended period when funding for normal life cycle replacements was not available. The two primary deficiencies with existing systems are (1) the difficulty to maintain support on aged information technology architectures and software languages and (2) the difficulty in creating capabilities to meet evolving customer expectations.

Sewerage and Water Board intends to contract with a consulting firm specializing in information technology planning to develop an Information Technology Strategic Plan for 2016-2020 to assess current capabilities, prioritize needs, develop strategies and tactics, and identify investments needed over the next five years.

Meanwhile, replacement of the Customer Account Management System is underway, replacement of the Human Resources and Payroll Systems will begin shortly, piloting of Automated Meter Reading software is underway, and planning for replacement of the Work Order Management System will begin in 2016.

Tracking Maintenance Work Orders for the Water Distribution and Sewer Collection Systems. Sewerage and Water Board utilizes asset management and work order software from RJN:

> **RJN Cassworks, Version 7**
> Networks
> Plant

Monitoring System Operations. Sewerage and Water Board utilizes Supervisory Control and Data Acquisition Software from:

GE PROFICY HMI / SCADA-iFIX, Version 5.5
GE PROFICY Historian Enterprise Server, Version 4.5

Creating and Updating Maps of Facilities. Sewerage and Water Board utilizes GIS software from ESRI and drafting software from AutoCAD

ESRI ARC GIS Server and Desktop, Version 10.2
AutoCAD 2010

Reading Meters. Sewerage and Water Board utilizes meter reading software from Itron to support the manual reading of water meters:

Itron MVRS, Version 8.2.5

Sewerage and Water Board has piloted software from Itron, Sensus, and Mueller as part of a larger procurement planning process. Implementation of automated meter reading capabilities will follow upon the successful implementation of the new billing system.

Billing and Collecting Customer Accounts. Sewerage and Water Board utilizes an in-house developed billing system:

Customer Account Management System CAM

Sewerage and Water Board is implementing the Cogsdale Customer Service Management System with go-live scheduled in early 2016.

Tracking Information on Employee and Paying Employees. Sewerage and Water Board utilizes human resources software from CGI/AMS:

Advantage Human Resources GHRS System, Version 2.3.2
Personnel Management
Payroll Management
Position Control
Employee Benefits
Employee Relations

Paying Suppliers and Preparing Financial Reports. Sewerage and Water Board utilizes accounting and financial software from CGI/AMS:

Advantage Financial AFIN System, Version 2.2
General Ledger
Accounts Payable

Accounts Receivable
Workers' Comp
Bank Recon
Budget
Purchasing
Inventory Control
Fixed Assets

Supporting Facilities Security. Sewerage and Water Board utilizes security camera and badge access software from LENEL:

LENEL On Guard, Version 6

Supporting Office Communications. Sewerage and Water Board utilizes Microsoft Office 2010 suite of software to support office automation:

Microsoft Access
Microsoft Excel
Microsoft One Note
Microsoft Outlook
Microsoft Power Point
Microsoft Project
Microsoft Publisher
Microsoft Visio
Microsoft Word

Sewerage and Water Board utilizes Microsoft and Symantec software to support email communications:

Microsoft Exchange 2007 Server Software
Symantec Email Vault Server, Version 8
Symantec Messaging Gateway, Version 10
Symantec Mail Security for Microsoft Exchange, Version 6.5
Symantec Anti-Virus, Versions 11, 12
Symantec Enterprise Vault, Version 12.6

Providing Access to Internet. Sewerage and Water Board utilizes these software products to provide employee access to the Internet:

Web Browsing Software: Microsoft Internet Explorer, Version 11
Web Filtering Software: Websense Filtering Software, Version 7
Streaming Software: Microsoft Media Services 2008, Version 2
Firewall Software: Microsoft Firewall Server with ISA 2000 and Forefront TMG 2010
Terminal Emulation Software: Access Data Host Explorer, Version 8

Fleet Management. Sewerage and Water Board utilizes software from CYNDRUS and Motion Link for Fleet Management and Vehicle Tracking:

Fleet Management Software, CYNDRUS, Version 3.5
Fleet Tracking Software: Motion Link Vehicle Tracking and Monitoring

Backflow Prevention. Sewerage and Water Board utilizes backflow prevention program software from BPMS for monitoring potential points of backflow:

BPM, Version 6.11a