



RESOLUTION NO. U-11056

1 A RESOLUTION related to the purchase of materials, supplies, equipment
2 and the furnishing of services; authorizing the City officials to enter into
3 contracts and, where specified, waive competitive bidding requirements,
4 authorize sale of surplus property, or increase or extend existing
5 agreements.

6 WHEREAS the City of Tacoma, Department of Public Utilities, requested
7 bids/proposals for the purchase of certain materials, supplies, equipment and/or
8 the furnishing of certain services, or proposes to purchase off an agreement
9 previously competitively bid and entered into by another governmental entity, or
10 for the sales of surplus, or desires to increase and/or extend an existing
11 agreement, all as explained by the attached Exhibit "A," which by this reference
12 is incorporated herein, and

13 WHEREAS in response thereto, bids/proposals (or prices from another
14 governmental agreement) were received, all as evidenced by Exhibit "A," and

15 WHEREAS the Board of Contracts and Awards and/or the requesting
16 division have heretofore made their recommendations, which may include
17 waiver of the formal competitive bid process because it was not practicable to
18 follow said process, or because the purchase is from a single source, or there is
19 an emergency that requires such waiver, and/or waiver of minor deviations, and
20 in the case of sale of surplus, a declaration of surplus has been made certifying
21 that said items are no longer essential for continued effective utility service, as
22 explained in Exhibit "A," and
23
24
25
26



1 WHEREAS the Director requests authorization, pursuant to
2 TMC 1.06.269 A, to amend contract amounts up to \$200,000 and to approve
3 term extensions and renewals for all items contained in Exhibit "A;" Now,
4 therefore,

5 BE IT RESOLVED BY THE PUBLIC UTILITY BOARD OF THE CITY OF TACOMA:

6 That the Public Utility Board of the City of Tacoma hereby concurs and
7 approves the recommendations of the Board of Contracts and Awards and/or
8 the requesting division, and approves, as appropriate: (1) the purchase and/or
9 furnishing of those materials, supplies, equipment or services recommended for
10 acceptance; (2) the sale of surplus materials, supplies or equipment
11 recommended for acceptance; (3) the Interlocal agreement that authorizes
12 purchase off another governmental entity's contract; (4) the increase and/or
13 extension of an existing agreement, and said matters may include waiver of the
14 formal competitive bid process and/or waiver of minor deviations, all as set forth
15 on Exhibit "A," and authorizes the execution, delivery and implementation of
16 appropriate notices, contracts and documents by the proper officers of the City
17 for said transactions, and (5) the administrative authority of the Director, per
18 TMC 1.06.269 A., to amend contract amounts up to \$200,000 and to approve
19 term extensions and contract renewals for all items in Exhibit "A."
20
21

22 Approved as to form and legality:

23 
24 _____
Chief Deputy City Attorney

Chair

Secretary

25 _____
26 Clerk

Adopted _____

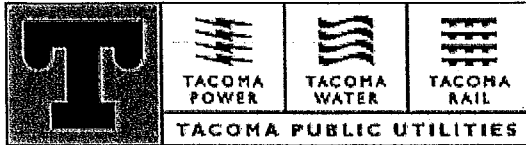


EXHIBIT "A"

RESOLUTION NO.: U-11056

ITEM NO.: #1

MEETING DATE: 1-23-19

TO: Board of Contracts and Awards
FROM: Chris Robinson, Power Superintendent/COO
John B. Lawrence, UTS Section Manager; and Rick Munson, UTS Assistant
Section Manager and Project Sponsor
COPY: Public Utility Board, Director of Utilities, Board Clerk, SBE Coordinator, LEAP
Coordinator, and Richelle Krienke, Finance/Purchasing
SUBJECT: Increase Contract for Dark Fiber Lease Agreement
Public Utility District No. 1 of Lewis County/WAN Modernization Project, SAP
Contract No. 4600013052 – January 23, 2019
DATE: January 11, 2019

RECOMMENDATION SUMMARY:

Tacoma Power and Utility Technology Services (UTS) request approval to increase contract 4600013052 with Public Utility District (PUD) No. 1 of Lewis County by \$52,098.78 to construct and lease a dark fiber network link between TPU's Mayfield project boundary and the PUD's Salkum Substation. The contract increase has an initial contract term of 1 year and annual renewals for 7 years, bringing the contract to a cumulative total of \$228,624.78, plus any applicable taxes.

BACKGROUND:

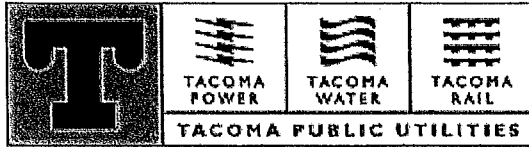
ISSUE: TPU operates its wide area network (WAN) to support the utility's operations at both local and remote locations, which allows automated systems to work together with very high availability. Currently TPU's Mayfield project operations have network connectivity back to TPU's main campus via microwave links, which face capacity constraints with current usage and could experience an outage and put operations at risk if links become unavailable or go down. Establishing a fiber link between the Mayfield project site and an external network provides TPU with greater network capacity and needed redundancy to other locations including TPU's main campus.

ALTERNATIVES:

1. Deferring construction leaves TPU unable to provide additional network capacity for new business needs and exposes TPU to the risk of a network service interruption affecting operations at the Mayfield project site and beyond.
2. No other commercial providers offer network connectivity services in this geographic area.
3. TPU engaged Bonneville Power Authority (BPA) to construct and lease a network link along a comparable path but was unsuccessful in establishing a suitable solution.
4. If TPU were to construct a fiber link itself, it would cost far more and take much longer to complete than partnering with PUD.

CONTRACT HISTORY: This contract was originally awarded to Public Utility District No. 1 of Lewis County in December, 2017, in the amount of \$176,526, as an interagency contract.

SBE/LEAP COMPLIANCE: Not applicable.



FISCAL IMPACT:

EXPENDITURES:

FUND NUMBER & FUND NAME *	COST OBJECT (CC/WBS/ORDER)	COST ELEMENT	TOTAL AMOUNT
Fund 4700	PWR-01038-06-03	various	\$41,538.78
Fund 4700	568000	various	\$10,560.00
TOTAL			\$52,098.78

* General Fund: Include Department

REVENUES:

FUNDING SOURCE	COST OBJECT (CC/WBS/ORDER)	COST ELEMENT	TOTAL AMOUNT
N/A			
TOTAL			

FISCAL IMPACT TO CURRENT BIENNIAL BUDGET: \$44,178.78 (2019/2020)

ARE THE EXPENDITURES AND REVENUES PLANNED AND BUDGETED? Yes

IF EXPENSE IS NOT BUDGETED, PLEASE EXPLAIN HOW THEY ARE TO BE COVERED. N/A

Chris Robinson, Power Superintendent

APPROVED:

Jackie Flowers, Director of Utilities



RESOLUTION NO. U-11057

1 A RESOLUTION approving the establishment of a WorkForce Connect Project
2 in the Utility Technology Services Section, for Tacoma Power, Tacoma
3 Water and Environmental Services, as a special project of limited
4 duration, and designating general salary classifications and benefits for
5 persons employed on the project, pursuant to Tacoma Municipal Code
6 Sections 1.12.140, 1.12.155, 1.24.187, 1.24.980-986, 1.30.300 and
7 Section 6.1(h) of the Tacoma City Charter.

8 WHEREAS the City of Tacoma, Department of Public Utilities ("TPU"),
9 Utility Technology Services Section ("UTS"), requests approval to establish a
10 WorkForce Connect Project ("Project"), as a special project of limited duration
11 from November 2018 through December 31, 2020, to include hiring six
12 employees across Tacoma Power, Tacoma Water and Environmental Services,
13 and

14 WHEREAS the goal of the Project is to replace the existing outdated
15 platform ("MDSI") and add new technology and processes, and

16 WHEREAS funds for the Project are included in the approved 2019/2020
17 Capital Budgets for Tacoma Power, Tacoma Water, and the City of Tacoma, at
18 an estimated two-year cost (including benefits) of \$1,696,478, and

19 WHEREAS, pursuant to the provisions of Section 1.12.155 of the
20 Tacoma Municipal Code, employees who are not regular employees, and are
21 hired as special project employees, are paid as provided for by ordinance or
22 resolution of the City Council, and

23 WHEREAS, it is in the best interest of the City of Tacoma to establish the
24 Project as a special project of limited duration; Now, Therefore,
25
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BE IT RESOLVED BY THE PUBLIC UTILITY BOARD OF THE CITY OF TACOMA:

1 Section 1. That the WorkForce Connect Project is hereby approved and
2 established as a special project of limited duration from November 2018
3 through December 31, 2020, and the appropriate officers of the City are
4 authorized to take such action as necessary to implement this Program,
5 including hiring up to six special project employees in Utility Technology
6 Services, Tacoma Power, Tacoma Water, and City of Tacoma Environmental
7 Services.
8

9 Section 2. That in accordance with the applicable provisions of
10 TMC 1.12.140 and 1.12.155, the salaries and classes set forth in the
11 Compensation Plan for regular City employees shall be applied, contingent
12 upon funding, to similar project positions of the Project.
13

14 Section 3. That in accordance with TMC 1.24.187 and 1.30.300,
15 employees who have been hired or may be hired for positions expected to be of
16 limited duration shall be designated unclassified special project employees as
17 of the date of hire.
18

19 Section 4. That those special project employees who have been hired,
20 or may be hired to work on the special project, as identified in this resolution,
21 shall receive benefits, all in accordance with and pursuant to the provisions of
22 the compensation plan of the City of Tacoma. They shall be given a one-time
23 binding and irrevocable election to participate in the City's Retirement System,
24 pursuant to the retirement provisions of TMC 1.30.300.
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Section 5. That because the positions to be filled pursuant to this resolution are of a temporary nature and are unique in that they pertain only to the aforementioned special project, they are deemed temporary positions, and persons so employed in such positions shall have no claim to further or continued employment with the City after cessation of such special project or after cessation of activities funded by said programs, except pursuant to their obtaining status as regular City employees under the provisions of the Tacoma Municipal Code or pursuant to further action of the City Council relating to this special project.

Section 6. That all acts by agents or employees of the City consistent with the intent of this resolution taken prior to the effective date of this resolution are hereby ratified.

Section 7. That the term of this special project shall not exceed the expiration of December 31, 2020, unless extended by appropriate action.

Approved as to form and legality:

[Signature]
Chief Deputy City Attorney

Chair

Secretary

Clerk

Adopted _____

of Jan 23, 2019

REQUEST FOR RESOLUTION

Date: Nov 30, 2018

INSTRUCTIONS: File request in the Office of the Director of Utilities as soon as possible but not later than nine working days prior to the Board meeting at which it is to be introduced. Completion instructions are contained in Administrative Policy POL-104.

1. Summary title for Utility Board agenda: (not to exceed twenty-five words)

Establish a "Special Project" in the Utility Technology Services Section of Tacoma Power for the implementation of WorkForce Connect (WFC) across Tacoma Power, Tacoma Water and City of Tacoma Environmental Services. This project of limited duration is anticipated to begin in November 2018 and will continue through December 2020.

2. A resolution is requested to: (brief description of action to be taken, by whom, where, cost, etc.)

Utility Technology Services recommends that the Public Utility Board approve a special project pursuant to Tacoma Municipal Code Sections 1.12.140, 1.12.155, 1.24.187, 1.24.980-986, 1.30.300, and Section 6.1(h) of the Tacoma City Charter which will provide for the hiring of 6 employees in Utility Technology Services (UTS), Tacoma Water and Tacoma Power across all phases of the project. Briefly, the roles and services provided are described;

- Project Manager; This role provides project management services to support the entire project lifecycle, including contract and vendor management, resource and budget management, project reporting and risk/issue management.
- Scrum Master; This role provides daily activity and process management through all project sprints and releases – including identifying and resolving impediments, ensuring project work backlog is being executed by the Scrum team, managing daily Scrum team meetings, facilitating Scrum planning and demonstrations and monitors team capacity and velocity.
- Test Manager; This role provides test management services to support the entire lifecycle of project testing phases – consistent of setup, scripts, managing test execution, providing oversight of testing status, workload and reporting.
- Management Analyst III; This role applies complex and advanced statistical techniques to develop, coordinate and conduct studies of data relating to asset and information analytics.
- Customer Services Field Technician; This role will backfill support, as Customer Service subject matter experts participate in the project. This role will be responsible for meter reading, providing accurate and timely reading of electric, water and meter sewers.
- Tacoma Power Electrical Services, Office Assistant; This role will backfill support as Utility Staff Support and Meter Shop subject matter experts participate in the project. This role will be responsible for timekeeping, dispatching and phone support to Meter, Line and Wire sections impacted by the Workforce Connect and Advanced Metering Infrastructure (AMI) projects.

3. Summarized reason for resolution:

Tacoma Public Utilities (TPU) and City of Tacoma (CoT) currently provides laptops to field technicians with software installed that allows capturing of information gathered on requests (e.g., customer service requests, maintenance inspections, etc.). This information, once collected, is integrated with back-office systems (such as SAP).

The current system, 15 years into the original implementation and no longer supported by the vendor – provided TPU and CoT the opportunity to move away from paper-based processes of collecting work details to electronic-based tools.

The Workforce Connect (WFC) Project will replace the existing legacy field mobile solution that is utilized across Tacoma Public Utilities and City of Tacoma. This is required to address a system that has reached end of life and extended vendor support, increase the number of end users and extend and improve system functionality.

This resolution will enable the participating organizations to staff and fully participate in appropriate phases of the project with technology and business subject matter experts. Funding has been included in the designated organization's 2019/2020 O&M and Capital budgets.

4. Attachments:

- a. Memo to Jackie Flowers, Director of Utilities/CEO from Chris Robinson, Power Superintendent/COO dated November 30, 2018

5. ☒ Funds available ☐ Proposed action has no budgetary impact

Funds for the planning and design phase of the Special Project are included in the approved 2019-20 Capital Budgets for Tacoma Power, Tacoma Water and City of Tacoma. Estimated salaries including benefits equal \$1,696,478.00.

6. Deviations requiring special waivers:

Originated by:

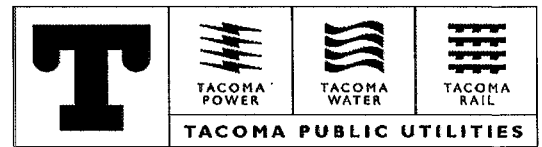
Requested by:

Approved:

Section Head

Division Head

Director of Utilities



TO: Jackie Flowers, Director of Utilities

FROM: Chris Robinson, Power Superintendent
Scott Dewhirst, Water Superintendent
Steve Hatcher, Customer Services Manager

DATE: January 14, 2019

RE: Request for Resolution to Establish a "Special Project of Limited Duration" for Tacoma Public Utilities (TPU) and City of Tacoma's (CoT) WorkForce Connect project.

RECOMMENDATION: Tacoma Power, Tacoma Water and Customer Services sections are requesting authorization establish a Special Project of Limited Duration in support of TPU and CoT's WorkForce Connect Project, allowing for the addition of staff to support key project phases and deliverables.

EXPLANATION: TPU and CoT currently provides laptops to field technicians with software installed that allows capturing of information gathered on requests (e.g., customer service requests, maintenance inspections, etc.). This information, once collected, is integrated with back-office systems (such as SAP).

The current system ("MDSI"), 15 years into the original implementation and no longer supported by the vendor – provided TPU and CoT the opportunity to move away from paper-based processes of collecting work details to electronic-based tools. The initial implementation provided significant capabilities to TPU and CoT that continues to drive and support employee productivity gains and access to data.

The Workforce Connect Project will replace the existing MDSI platform with a modern and vendor-supported platform that will deliver the tools that allow the continued electronic capture of field work details. The suite of software provides capabilities that enable new features, driving additional benefits – as well as a platform that advances digital and asset strategic initiatives.

As a transformative initiative, the Workforce Connect project will require a significant effort across TPU and CoT to implement the new and modified processes, applications, technologies, and integrations needed to fully enable the functions and features of the workforce management solution. In addition, customer and stakeholder engagement and organizational change management will be essential to project success.

After extensive resource planning and mitigation efforts, Utility Technology Services (UTS) recommends establishing a Special Project of Limited Duration, which includes providing the hiring of 6 employees within Tacoma Water, Tacoma Power and Customer Services. Briefly, the roles and services provided are described;

- Tacoma Power, Senior Project Manager; This role provides project management services to support the entire project lifecycle, including contract and vendor

management, resource and budget management, project reporting and risk/issue management.

- Tacoma Power, Project Lead; This role provides daily activity and process management through all project sprints and releases – including identifying and resolving impediments, ensuring project work backlog is being executed by the Scrum team, managing daily Scrum team meetings, facilitating Scrum planning and demonstrations and monitors team capacity and velocity.
- Tacoma Power, Test Manager; This role provides test management services to support the entire lifecycle of project testing phases – consistent of setup, scripts, managing test execution, providing oversight of testing status, workload and reporting.
- Tacoma Power, Electrical Services, Office Assistant; This role will backfill support as Utility Staff Support and Meter Shop subject matter experts participate in the project. This role will be responsible for timekeeping, dispatching and phone support to Meter, Line and Wire sections impacted by the Workforce Connect and Advanced Metering Infrastructure (AMI) projects.
- Tacoma Water, Management Analyst III; This role applies complex and advanced statistical techniques to develop, coordinate and conduct studies of data relating to asset and information analytics.
- Customer Services, Field Technician; This role will backfill support, as Customer Service subject matter experts participate in the project. This role will be responsible for field meter reading - providing accurate and timely reading of electric, water and meter sewers.

HISTORY: The existing legacy mobile application (“MDSI”) was originally implemented in 2003, with a major update occurring in 2009 and a minor technical update in 2017. The existing system has reached the end of vendor support and a number of supporting systems are nearing their end of vendor support as well.

The project team, along with the business driven project Steering Committee, has moved the project through the Request for Proposal (RFP) and Selection processes. As an outcome of these processes, the Steering Committee has selected a new replacement system and vendor. The project business case has been reviewed and approved by the Information Systems Governance Board (ISGB).

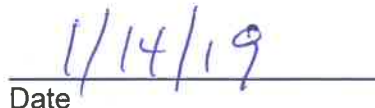
PROJECT ADVISOR: Tony Landrith, Utility Technology Services, Project Management Office, (253) 502-8725

FUNDING: All Project FTEs have been identified and budgeted within the respective 2019/20 division budgets, along with the Workforce Connect capital budget.

AUTHORIZED:



Jackie Flowers
Director of Utilities



Date



RESOLUTION NO. U-11058

1 A RESOLUTION approving the establishment of a special project of limited
2 duration, for the implementation of Tacoma Public Utilities 2019/2020
3 Technology Portfolio, for the Utility Technology Services Section of
4 Tacoma Power, and designating general salary classifications and
5 benefits for persons employed on the project, pursuant to Tacoma
6 Municipal Code Sections 1.12.140, 1.12.155, 1.24.187, 1.24.980-986,
7 1.30.300 and Section 6.1(h) of the Tacoma City Charter.

8 WHEREAS the City of Tacoma, Department of Public Utilities ("TPU"),
9 Utility Technology Services Section ("UTS"), requests approval to implement a
10 special project ("Project") for the implementation of the Tacoma Public Utilities
11 ("TPU") 2019/2020 Technology Portfolio, and

12 WHEREAS the Project will establish a special project of limited duration
13 from January 2019 through December 31, 2020, to include hiring four
14 employees in Tacoma Power, and

15 WHEREAS the goal of the Project is to mitigate resource constraints that
16 are created as a result of project-related demands, and

17 WHEREAS funds for the Project are included in the approved 2019/2020
18 Capital Budgets for Tacoma Power and Tacoma Water, at an estimated two-
19 year cost (including benefits) of \$1,122,473, and

20 WHEREAS, pursuant to the provisions of Section 1.12.155 of the
21 Tacoma Municipal Code, employees who are not regular employees, and are
22 hired as special project employees, are paid as provided for by ordinance or
23 resolution of the City Council, and

24 WHEREAS, it is in the best interest of the City of Tacoma to establish the
25 Project as a special project of limited duration; Now, Therefore,
26



BE IT RESOLVED BY THE PUBLIC UTILITY BOARD OF THE CITY OF TACOMA:

Section 1. That the special project of limited duration from January 2019 through December 31, 2020, is approved and the appropriate officers of the City are authorized to take such action as necessary to implement this Program, including hiring up to four special project employees in Utility Technology Services.

Section 2. That in accordance with the applicable provisions of TMC 1.12.140 and 1.12.155, the salaries and classes set forth in the Compensation Plan for regular City employees shall be applied, contingent upon funding, to similar project positions of the Project.

Section 3. That in accordance with TMC 1.24.187 and 1.30.300, employees who have been hired or may be hired for positions expected to be of limited duration shall be designated unclassified special project employees as of the date of hire.

Section 4. That those special project employees who have been hired or may be hired to work on the special project, as identified in this resolution, shall receive benefits, all in accordance with and pursuant to the provisions of the compensation plan of the City of Tacoma. They shall be given a one-time binding and irrevocable election to participate in the City's Retirement System, pursuant to the retirement provisions of TMC 1.30.300.

Section 5. That because the positions to be filled pursuant to this resolution are of a temporary nature and are unique in that they pertain only to the aforementioned special project, they are deemed temporary positions, and



1 persons so employed in such positions shall have no claim to further or
2 continued employment with the City after cessation of such special project or
3 after cessation of activities funded by said programs, except pursuant to their
4 obtaining status as regular City employees under the provisions of the Tacoma
5 Municipal Code or pursuant to further action of the City Council relating to this
6 special project.

7
8 Section 6. That all acts by agents or employees of the City consistent with
9 the intent of this resolution taken prior to the effective date of this resolution are
10 hereby ratified.

11 Section 7. That the term of this special project shall not exceed the
12 expiration of December 31, 2020, unless extended by appropriate action.

13 Approved as to form and legality:

14 *R. C. Z...*
15 Chief Deputy City Attorney

Chair
Secretary

16
17 Clerk

Adopted _____

of Jan 23, 2019

REQUEST FOR RESOLUTION

Date: Nov 30, 2018

INSTRUCTIONS: File request in the Office of the Director of Utilities as soon as possible but not later than nine working days prior to the Board meeting at which it is to be introduced. Completion instructions are contained in Administrative Policy POL-104.

1. Summary title for Utility Board agenda: (not to exceed twenty-five words)
Establish a "Special Project" in the Utility Technology Services Section of Tacoma Power for the implementation of TPU 2019/2020 Technology Portfolio. This project of limited duration is anticipated to begin in January 2019 through December 2020.
2. A resolution is requested to: (brief description of action to be taken, by whom, where, cost, etc.)
Utility Technology Services recommends that the Public Utility Board approve a special project pursuant to Tacoma Municipal Code Sections 1.12.140, 1.12.155, 1.24.187, 1.24.980-986, 1.30.300 and Section 6.1 (h) of the Tacoma City Charter which will provide for the hiring of four employees in Tacoma Power, Utility Technology Services to work across multiple projects of the TPU technology portfolio. Briefly, the roles and services provided are described;
 - UTS: Power Engineer III, Management Analyst I and II; As members of the Network and Security Operations Center (NOC/SOC) project team, these roles will lead and participate in the development and implementation planning. In addition to configuration monitoring and security technology across the network infrastructure, these roles will develop a knowledge base system to document system event procedures, incident response plans and after hours call outs and process.
 - UTS, Telecomm Engineer; UTS will onboard one engineer to participate in the TPU TV Tacoma Upgrade and TPU Conference Room Refresh project. This role will provide develop standards, designs and implementation services to the project teams, along with developing maintenance and troubleshooting processes.
3. Summarized reason for resolution:
Tacoma Public Utilities (TPU) has implemented a multi-pronged resource strategy to mitigate resource constraints that are created as a result of project-related demands. This resource strategy approach includes use of permanent FTEs, contracted staff augmentation and project FTEs via Special Projects of Limited Duration.

The use of Project FTEs via the designation of "Special Project of Limited Duration" helps to reduce project labor costs, without committing permanent FTE positions where long-term resource demand does not exist.

This request to establish a "Special Project of Limited Duration" allows UTS an option to help reduce overall portfolio and project costs, while mitigating project resource demands. Funding has been included within the 2019/2020 O&M and Capital budgets of the respective divisions.
4. Attachments:
 - a. Memo to Jackie Flowers, Director of Utilities/CEO from Chris Robinson, Power Superintendent/COO dated November 30, 2018
5. ☒ Funds available ☐ Proposed action has no budgetary impact
Funds for the planning and design phase of the Special Project are included in the approved 2019-2020 Capital Budgets for Tacoma Power and Tacoma Water. Estimated salaries including benefits equal \$1,122,473.00.
6. Deviations requiring special waivers:

Originated by:

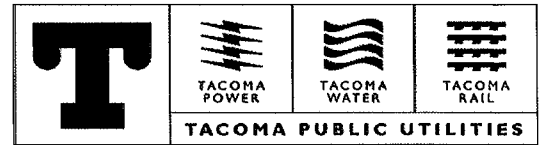
Requested by:

Approved:

Section Head

Division Head

Director of Utilities



TO: Jackie Flowers, Director of Utilities

FROM: Chris Robinson, Power Superintendent

DATE: January 14, 2019

RE: Request for Resolution to Establish a "Special Project of Limited Duration" for Tacoma Public Utilities (TPU) 2019/2020 Technology Portfolio.

RECOMMENDATION: Tacoma Power's Utility Technology Services (UTS) is requesting authorization establish a Special Project of Limited Duration in support TPU 2019/2020 Technology Portfolio, allowing for the addition of staff to support efforts of key technology projects within the portfolio.

EXPLANATION: TPU has established a resource strategy to mitigate resource constraints that are created as a result of project-related demands. This resource strategy approach includes use of contracted staff augmentation; project Full-Time Employees (FTE) via Special Projects of Limited Duration and permanent FTEs.

The use of Project FTEs, via the designation of "Special Project of Limited Duration", helps to reduce project labor costs and provide resource continuity without committing permanent FTE positions where long-term resource demand does not exist.

While a number of projects have full-time, dedicated resource demands, it is common that a resource will participate across multiple projects simultaneously. The request to establish a "Special Project of Limited Duration" allows UTS the option to reduce overall portfolio and project labor costs while mitigating project resource demands.

After extensive resource planning and mitigation efforts, Utility Technology Services (UTS) recommends establishing a Special Project of Limited Duration, which includes providing the hiring of four employees. Briefly, the roles and services provided are described:

- Power Engineer III, Management Analyst I and II; as members of the Network and Security Operations Center (NOC/SOC) project team, these roles with lead and participate in the development and implementation planning. In addition to configuration monitoring and security technology across the network infrastructure, these roles will develop a knowledge base system to document system event procedures, incident response plans and after hours call outs and process.
- Telecomm Engineer; UTS will onboard one engineer to participate and support the efforts in the TPU TV Tacoma Upgrade and TPU Conference Room Refresh projects. This role will provide develop standards, designs and implementation services to the project teams, along with developing maintenance and troubleshooting processes.


HISTORY: UTS is recommending four Project FTEs, in support of three separate projects identified in the 2019/20 technology portfolio. The three separate projects are briefly described;

- Network and Security Operations Center (NOC/SOC). TPU currently has disparate systems, processes and varying levels of situational awareness regarding the monitoring of technology assets. This project establishes and consolidates into a centralized hub for monitoring, alerting and responding to cybersecurity and system incidents to critical TPU technology assets.
- TPU TV Tacoma Upgrade. TPU currently has equipment that is outdated, and no longer supported by vendors who are the sole non-high definition content provider to TV Tacoma. This project will replace existing TPU-owned TV Tacoma broadcast equipment and control center, upgrade to high definition broadcasting and upgrade obsolete equipment.
- TPU Conference Room Refresh. Throughout TPU, the majority of the conference rooms have technology implementations that consist of varying degrees of technology and can be confusing to end users. This project seeks to update and standardize the technology currently used in several of the larger and key TPU conference rooms, to improve meeting and staff efficiency.

PROJECT ADVISOR: Tony Landrith, Utility Technology Services, Project Management Office, (253) 502-8725

FUNDING: All Project FTEs have been identified and budgeted within the respective 2019/20 division budgets.

AUTHORIZED:



Jackie Flowers
Director of Utilities

1/14/19

Date