



RESOLUTION NO. U-11243

1 A RESOLUTION revising the implementation of the WorkForce Connect
2 Special Project across Tacoma Power, Tacoma Water, and the City of
Tacoma Environmental Services divisions.

3 WHEREAS the City of Tacoma, Department of Public Utilities ("TPU"),
4 Utility Technology Services Section ("UTS"), through Public Utility Board
5 Resolution No. 11057, established a WorkForce Connect ("WFC") Project as a
6 special project of limited duration ("WFC Special Project"), through December
7 31, 2020, that included hiring six employees across Tacoma Power, Tacoma
8 Water and Environmental Services, and

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10 WHEREAS through Resolution No. 11165, a revision was made to
11 extend the WFC Special Project through June 30, 2021, and

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13 WHEREAS the goal of the WFC Special Project was to replace the
14 existing outdated platform ("MDSI") and add new technology and processes,
15 including providing laptops to field technicians with software installed that allows
16 the capturing of information gathered on requests to Tacoma Public Utilities
17 ("TPU") and the City of Tacoma ("COT"), and once information is collected, it is
18 integrated with back-office systems such as SAP, and

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20 WHEREAS the current system, 15 years into the original implementation,
21 and no longer supported by the vendor, provided TPU and the COT with
22 the opportunity to move away from paper-based processes of collecting work
23 details to electronic-based tools, and

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25 WHEREAS the WFC Special Project will replace the existing legacy field
26 solution that is utilized across TPU and COT, to address a system that has



1 reached the end of life, and extend vendor support, increase the number of end
2 users, and extend and improve system functionality, and

3 WHEREAS Resolution No. 11165 approved the decision to move the go-
4 live date to March 2021 with a final project close in June 2021, and

5 WHEREAS a decision was made to incorporate Advanced Meter
6 requirements into the WFC scope to further enable Power and Water devices to
7 communicate, exchange and remove related information in near real-time to the
8 TPU central and host system, and

9 WHEREAS a decision has also been made to move the go-live date to
10 August 2021 with a final close-out expected to be completed in December
11 2021, and

12 WHEREAS authorization by this resolution will enable the participating
13 organizations and staff to fully participate in appropriate phases of the project
14 with technology and business subject matter experts, and

15 WHEREAS the roles provided for in the WFC Special Project that remain
16 through this request are Management Analyst II, Customer Services Field
17 Technician, and Tacoma Power Electrical Services, Utility Service
18 Representative (USR), and

19 WHEREAS one previously requested role, Tacoma Power Electrical
20 Services, Office Assistant, is being removed through this request, and three
21 other roles, Project Manager, Scrum Master and test Manager, were previously
22 removed, and
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1 WHEREAS funds for the Project have been included in Tacoma Power
2 and Tacoma Power's 2021/2022 O&M and Capital budgets, with estimated
3 salaries including benefits in the total amount of \$323,180, and

4 WHEREAS, it is in the best interest of the City of Tacoma to revise the
5 Special Project of limited duration for the implementation of Workforce Connect;

6 Now, Therefore,

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

8 Section 1. That the revision to the WorkForce Connect Project is hereby
9 approved, and the WorkForce Connect Project continues to be established as a
10 special project of limited duration through December 2021.

11 Section 2. That in accordance with the applicable provisions of
12 TMC 1.12.140 and 1.12.155, 1.24.187, 1.24.980-986, 1.30.300, and Section 6.1
13 (h) of the Tacoma City Charter, the salaries and classes set forth in the
14 Compensation Plan for regular City employees shall be applied, contingent
15 upon funding, to similar project positions of the Project, and employees who
16 have been hired or may be hired for positions expected to be of limited duration
17 shall be designated unclassified special project employees as of the date of
18 hire.

19 Section 3. 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
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binding and irrevocable election to participate in the City's Retirement System,
 pursuant to the retirement provisions of TMC 1.30.300.

Section 4. 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.

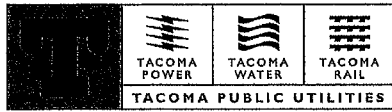
Section 5. That all acts by agents or employees of the City consistent with
 the intent of this resolution taken prior to the effective date of this resolution are
 hereby ratified.

Section 6. That the term of this special project shall not exceed the
 expiration of December 2021, unless extended by appropriate action.

Approved as to form:

	Chair
/s/	_____
Chief Deputy City Attorney	Secretary
_____	Adopted _____
Clerk	

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Board Action Memorandum

TO: Jackie Flowers, Director of Utilities
FROM: Tony Landrith, Power UTS Assistant Section Manager
COPY: Charleen Jacobs, Director and Board Offices
SUBJECT: Request to revise 'Special Project' resolution for Workforce Connect project
MEETING DATE: March 24, 2021
DATE: February 17, 2021

RECOMMENDATION SUMMARY:

Revise "Special Project" for the implementation of Workforce Connect (WFC) across Tacoma Power, Tacoma Water, and City of Tacoma Environmental Services to extend through December 31, 2021.

The Utility Technology Services of Tacoma Power recommends that the Public Utility Board approve the revised 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 allow project employees in Tacoma Power, Tacoma Water and Customer Services across all phases of the project. Briefly, the roles and services provided are described:

- **Management Analyst II:** 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, Utility Service Representative (USR):** This role will backfill support to the Electrical Permitting section of T&D while incumbent in the current Utility Service Representative position fills in for Power Supervisor of Utility Staff Support team. Current Power Supervisor will be taking on role of Product Owner for Workforce Connect Advance Meter MVP build. USR role will be responsible for Electrical Permitting customer assistance, permit and payment processing, and support for Electrical Services section staff impacted by the Workforce Connect project.

One previously requested role: Tacoma Power Electrical Services, Office Assistant has been removed from this request due to increased workload overall and the backfill support was determined to be needed as permanent.

Additionally, three requested roles: Project Manager, Scrum Master and test Manager were previously removed as they were filled by augmented staffing opportunities.

BACKGROUND:

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.



Board Action Memorandum

The WFC Project will replace the existing legacy field 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.

Historically, this project experienced schedule pushes including a delay from the contracted schedule start date and actual project kickoff; as well as impacts from holiday schedules along with impacts from other projects. A decision was made to move the go-live date to March 2021 with final project close out to complete in June 2021.

ISSUE:

Recently, a decision was made to incorporate Advanced Meter requirements into the WFC scope that focuses on enabling Power and Water devices to communicate advanced meters installation, exchange and removed related information in near real-time to the TPU central and host system SAP. The decision was made to move the go-live date to August 2021. Final project close out is expected to complete in December 2021.

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 designation organization's 2021/2022 O&M and Capital budgets.

FISCAL IMPACT:

ARE THE EXPENDITURES AND REVENUES PLANNED AND BUDGETED? Yes. Funds for the execution phase of the Special Project are included in the approved 2021/2022 Capital and O&M Budgets for Tacoma Power and Tacoma Water. Estimated salaries including benefits equal \$323,180.00.

IF THE EXPENSE IS NOT BUDGETED, PLEASE EXPLAIN HOW THEY ARE TO BE COVERED.

Explain how expenditures are to be covered and if budget modifications are required.

IF THE ACTION REQUESTED IS APPROVAL OF A CONTRACT, INCLUDE LANGUAGE IN RESOLUTION AUTHORIZING \$200,000 INCREASE IN ADMINISTRATIVE AUTHORITY TO DIRECTOR? No.

ATTACHMENTS:

- a. Memo to Jackie Flowers, Director of Utilities/CEO from Chris Robinson, Power Superintendent/COO dated November 30, 2018
- b. Request for Resolution dated November 30, 2018
- c. Resolution No. U-11057 approved January 23, 2019
- d. Request to Amend Resolution dated May 15, 2020
- e. Resolution No. U-11165 approved May 27, 2020

CONTACT: Tony Landrith, Power UTS Section Assistant Manager, 253-502-8725.
Supervisor: Tenzin Gyaltzen, Power UTS Section Manager, 253-502-8763



RESOLUTION NO. U-11165

1 A RESOLUTION revising the implementation of the WorkForce Connect
2 Special Project across Tacoma Power, Tacoma Water, and the City of
Tacoma Environmental Services divisions.

3 WHEREAS the City of Tacoma, Department of Public Utilities ("TPU"),
4 Utility Technology Services Section ("UTS"), through Public Utility Board
5 Resolution No. 11057, established a WorkForce Connect ("WFC") Project as a
6 special project of limited duration through December 31, 2020, that included
7 hiring six employees across Tacoma Power, Tacoma Water and Environmental
8 Services, and
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10 WHEREAS the goal of the Project was to replace the existing outdated
11 platform ("MDSI") and add new technology and processes, including providing
12 laptops to field technicians with software installed that allows the capturing of
13 information gather on requests to Tacoma Public Utilities ("TPU") and the City
14 of Tacoma ("COT"), and once information is collected, is integrated with back-
15 office systems such as SAP, and
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17 WHEREAS the current system, 15 years into the original implementation,
18 and no longer supported by the vendor, provided TPU and the COT with the
19 opportunity to move away from paper-based processes of collecting work
20 details to electronic-based tools, and
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22 WHEREAS the WFC Project will replace the existing legacy field solution
23 that is utilized across TPU and COT, to address a system that has reached the
24 end of life and extended vendor support, increase the number of end users, and
25 extend and improve system functionality, and
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1 WHEREAS the project experienced schedule pushes including a delay
2 from the contracted schedule start date and actual project kickoff, as well as
3 impacts from holiday schedules and impacts from other projects, delayed the
4 project go-live date of March 2021, with a final project completion date
5 expected in June 2021, and

6 WHEREAS the roles provided are: Management Analyst III, Customer
7 Services Field Technician, and Tacoma Power Electrical Services, Office
8 Assistant and the three previous requested roles of Project Manager, Scrum
9 Master and Test Manager, are not included in this request as they have been
10 filled by augmented staffing opportunities, and will allow project employees in
11 Tacoma Power, Tacoma Water, and Customer Services through all phases of
12 the Project, and

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14 WHEREAS funds for the Project are included in the designation
15 organization's 2019/2020 O&M and Capital budgets and has been requested
16 for 2021/2021 O&M and Capital budgets, and

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

1 Section 1. That the revision to the WorkForce Connect Project is hereby
2 approved and continue to be established as a special project of limited duration
3 through June 30, 2021.
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5 Section 2. That in accordance with the applicable provisions of
6 TMC 1.12.140 and 1.12.155, 1.24.187, 1.24.980-986, 1.30.300, and Section 6.1
7 (h) of the Tacoma City Charter, the salaries and classes set forth in the
8 Compensation Plan for regular City employees shall be applied, contingent
9 upon funding, to similar project positions of the Project, and employees who
10 have been hired or may be hired for positions expected to be of limited duration
11 shall be designated unclassified special project employees as of the date of
12 hire.
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14 Section 3. That those special project employees who have been hired,
15 or may be hired to work on the special project, as identified in this resolution,
16 shall receive benefits, all in accordance with and pursuant to the provisions of
17 the compensation plan of the City of Tacoma. They shall be given a one-time
18 binding and irrevocable election to participate in the City's Retirement System,
19 pursuant to the retirement provisions of TMC 1.30.300.
20

21 Section 4. That because the positions to be filled pursuant to this
22 resolution are of a temporary nature and are unique in that they pertain only to
23 the aforementioned special project, they are deemed temporary positions, and
24 persons so employed in such positions shall have no claim to further or
25 continued employment with the City after cessation of such special project or
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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 5. 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 6. That the term of this special project shall not exceed the expiration of June 30, 2021, unless extended by appropriate action.

Section 7. That the Public Utility Board finds that this Resolution is necessary, routine, and consistent with Governor Inslee's emergency proclamation issued March 24, 2020 and recently extended, suspending portions of the Open Public Meetings Act through May 31, 2020.

Approved as to form:

/s/

Chief Deputy City Attorney

Clerk

Chair

Secretary

Adopted



Board Action Memorandum

TO: Jackie Flowers, Director of Utilities
COPY: Charleen Jacobs, Director and Board Offices
FROM: Tony Landrith, Power UTS Assistant Section Manager
MEETING DATE: May 27, 2020
DATE: May 15, 2020

SUMMARY: Revise "Special Project" for the implementation of Workforce Connect (WFC) across Tacoma Power, Tacoma Water, and City of Tacoma Environmental Services to extend through June 30, 2020.

The Utility Technology Services of Tacoma Power recommends that the Public Utility Board approve the revised 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 allow project employees in Tacoma Power, Tacoma Water and Customer Services across all phases of the project. Briefly, the roles and services provided are described:

- **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.

Three previously requested roles: Project Manager, Scrum Master and Test Manager have been removed from this request as they have been filled by augmented staffing opportunities.

BACKGROUND: 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 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 project experienced schedule pushes including a delay from the contracted schedule start date and actual project kickoff; as well as impacts from holiday schedules along with impacts from other projects. The decision was made to move the go-live date to March 2021. Final project close out is expected to complete in June 2021.



Board Action Memorandum

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 designation organization's 2019/2020 O&M and Capital budgets and has been requested for 2021/2022 O&M and capital budgets.

ARE THE EXPENDITURES AND REVENUES PLANNED AND BUDGETED? Yes. 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 \$811,131.00.

IF THE EXPENSE IS NOT BUDGETED, PLEASE EXPLAIN HOW THEY ARE TO BE COVERED.
Explain how expenditures are to be covered and if budget modifications are required.

IF THE ACTION REQUESTED IS APPROVAL OF A CONTRACT, INCLUDE LANGUAGE IN RESOLUTION AUTHORIZING \$200,000 INCREASE IN ADMINISTRATIVE AUTHORITY TO DIRECTOR? No.

ATTACHMENTS:

- a. Memo to Jackie Flowers, Director of Utilities/CEO from Chris Robinson, Power Superintendent/COO dated November 30, 2018
- b. Request for Resolution dated November 30, 2018
- c. Resolution No. U-11057 approved January 23, 2019

CONTACT: Tony Landrith, Power UTS Section Assistant Manager, 253-502-8725.
Supervisor: Tenzin Gyaltsen, Power UTS Section Manager, 253-502-8763



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
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.

6 WHEREAS the City of Tacoma, Department of Public Utilities ("TPU"),
7 Utility Technology Services Section ("UTS"), requests approval to establish a
8 WorkForce Connect Project ("Project"), as a special project of limited duration
9 from November 2018 through December 31, 2020, to include hiring six
10 employees across Tacoma Power, Tacoma Water and Environmental Services,
11 and
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13 WHEREAS the goal of the Project is to replace the existing outdated
14 platform ("MDSI") and add new technology and processes, and

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

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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.

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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.

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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:

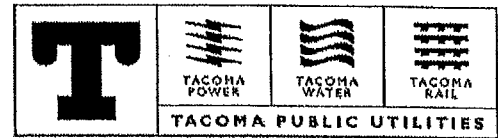
[Signature]
Chief Deputy City Attorney

Chair

Secretary

Clerk

Adopted _____



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.

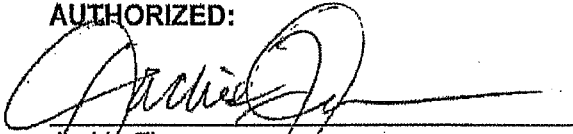
HISTORY: The existing legacy mobile application ("MDSI") was originally implemented in 2003, with a major update occurring in 2009 and a minor technical update in 2017. The existing system has reached the end of vendor support and a number of supporting systems are nearing their end of vendor support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

1/14/19
Date

Request for Board meeting

CITY OF TACOMA
DEPARTMENT OF PUBLIC UTILITIES

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: <hr/> Section Head	Requested by: <hr/> Division Head	Approved:  <hr/> Director of Utilities
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