Information Technology

Lawanda Parnell, Chief Information Officer

Information Technology

- Help Desk Solution/Self Service Portal   April 29
  - Replaces legacy HelpStar application
  - Enhanced reporting
  - Easy to use
  - Enables user feedback on tickets/requests
  - Users can view ticket/request status
  - Mobile and web enabled
    - iOS and Android
- Contact Center
  - New features:
    - Estimated Wait Time   April
    - Courtesy Callback   July

Information Technology

- District/Business Office IT Infrastructure Upgrades
  - Remodel IT/Telecom closets
  - Hardware upgrades
    - Switches
    - IT cabling
    - Blades/servers
    - Telecommunications equipment
    - Wireless access points
  - Locations completed
    - Liberty Hill
    - Cedar Park
  - Locations remaining
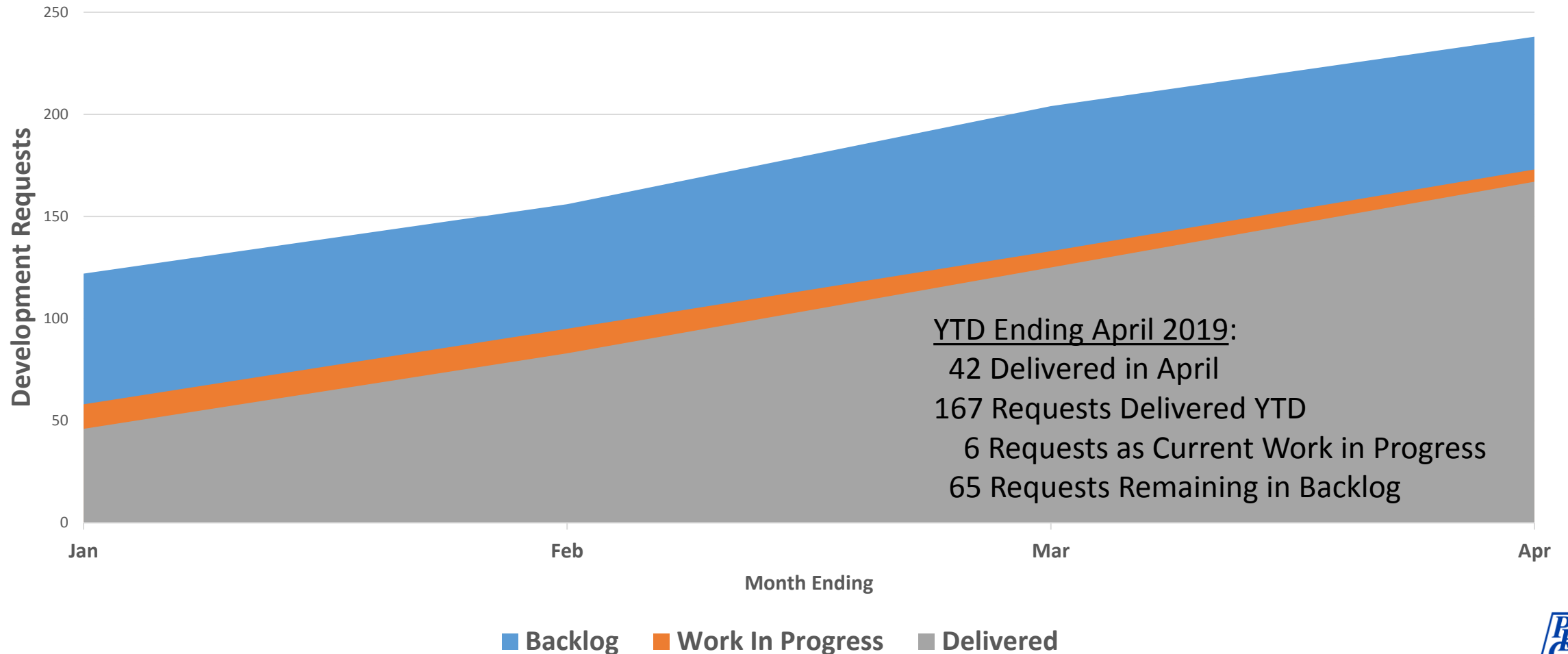   - Bertram   October
    - Junction   September
    - Oak Hill   November

Information Technology

- **Broadband Feasibility Study**
  - National Rural Telecommunications Cooperative (NRTC) engaged to conduct feasibility study
  - Kickoff meeting held April 24
  - Weekly status meetings
- Site Visit @ Bandera Electric (BEC Fiber) April 16

- District Audio/Visual Upgrades   May
  - HD and video conferencing
    - Cedar Park
    - Kyle

IT Development

IT Development - Service Delivery
2019 YTD

YTD Ending April 2019:
42 Delivered in April
167 Requests Delivered YTD
6 Requests as Current Work in Progress
65 Requests Remaining in Backlog

■ Backlog   ■ Work In Progress   ■ Delivered

PEDERNALES ELECTRIC COOPERATIVE

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