



# Information Technology

Lawanda Parnell, Chief Information Officer

## Information Technology

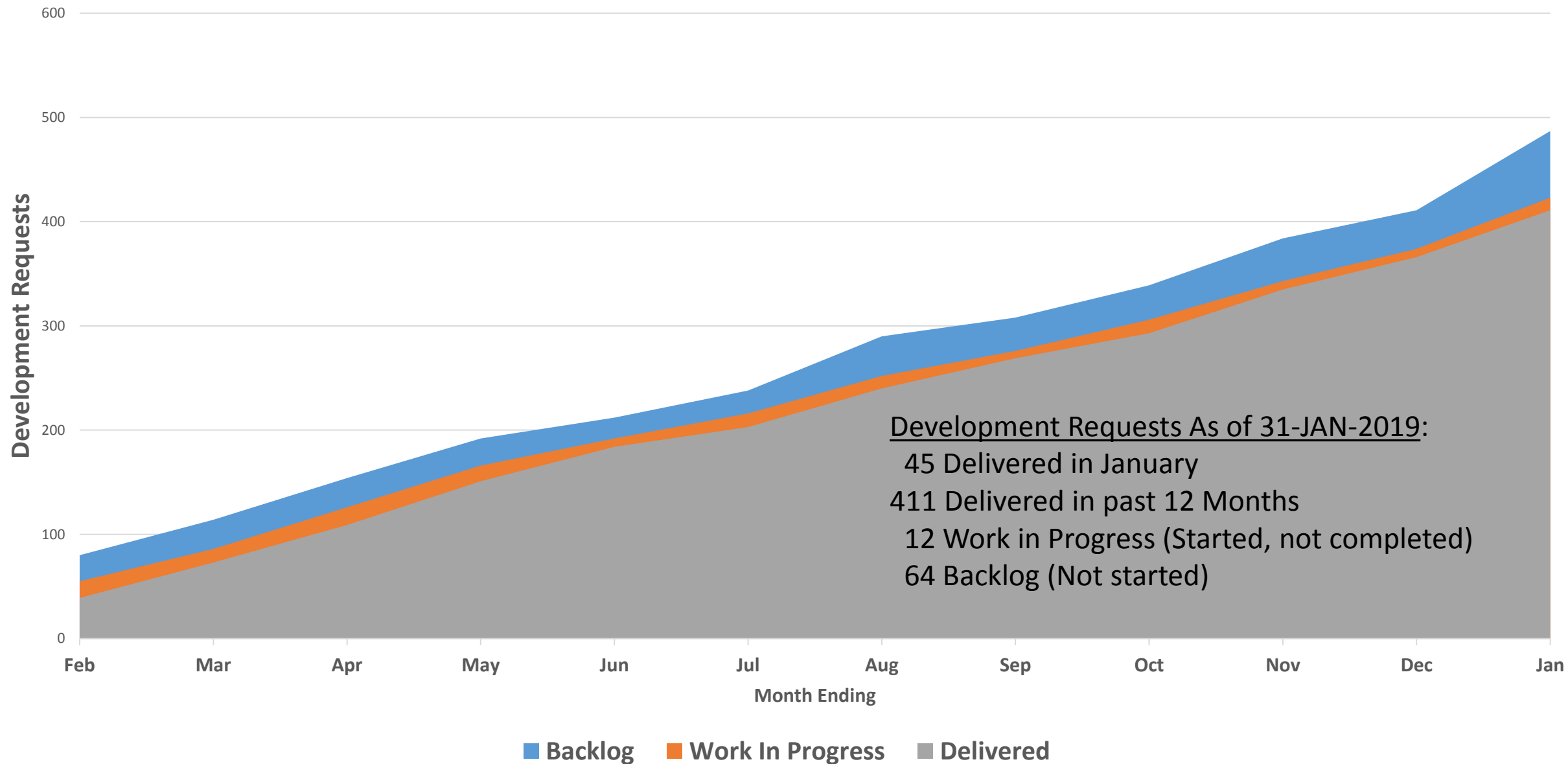
- **Increased Efficiencies with Task & Test Automation**
  - Success Factors badging for employees
    - Used for Cyber Security, iVUE upgrade testing and Meals on Wheels participation
    - Time savings of 3-5 minutes/ badge
  - Service Desk Software - Easy Vista
    - Automating end user (view) testing in Chrome & Internet Explorer
    - Load testing to determine how system will handle high ticket volume
- **iVUE Releases Deployed**
  - MDM (4.2.41 and 4.2.42)
  - AppSuite (1.51.1)
  - SmartHub Mobile (2.40)



## Information Technology

- **Under Development**
  - **Mass Creation of Work Orders**
    - Open blanket work orders for every month for all districts and HQ
    - Will save time each month for Finance and District Planning
  - **Automated downloading of MDMS files**
    - Create a local database of all readings from the MDMS system from January 2016 to present
    - Estimated savings of 160 hours for Power Supply/Markets

## IT Development - Service Delivery 12 Months Ended January 2019



## Information Technology

- **PEC Help Desk Solution**
  - Improved easy to use help desk solution
  - Replaces legacy HelpStar solution
  - Mobile and web access
    - iOS and Android
  - Simple self-service option available
  - Users can view the status of their requests/tickets
  - Enables user feedback on requests/tickets
  - Enhanced reporting

## 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
    - Canyon Lake
    - Kyle
    - Dripping Springs

## Information Technology

- District/Business Office IT Infrastructure Upgrades
  - Locations remaining
    - Cedar Park March
    - Liberty Hill March
    - Bertram May
    - Junction September
    - Oak Hill November



# PEDERNALES ELECTRIC COOPERATIVE

---

[pec.coop](http://pec.coop)

