

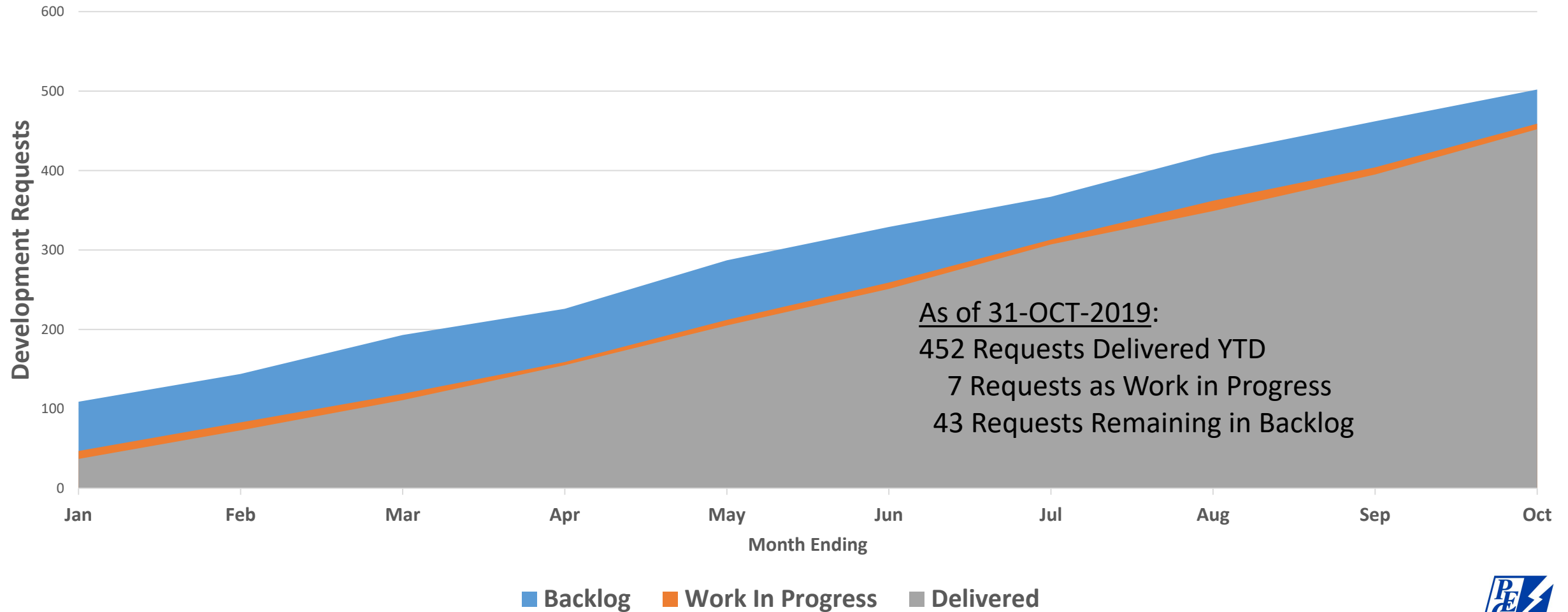


Information Technology Report

Lawanda Parnell, Chief Information Officer

IT Development

IT Development - Service Delivery
2019 YTD



Information Technology

- iVUE Deployments
 - MDMS Releases: 4.9.0, 4.9.1, 4.10.0, 4.11.0
 - SmartHub Web Releases: 11.0.2, 11.1.1
 - AppSuite 1.60.0
 - Call Capture Secure Payments (IVR) 2.45
- iVUE YE Deployment
 - iVUE 2.46
 - Testing begins 11/12
 - Production deployment 12/8
- QA Automation
 - End to end regression testing for Plant Accounting
 - Downloading of MDM interval demand reads
 - MDMS script enhancements to include
 - Manual edits
 - Service orders
 - Blink reports

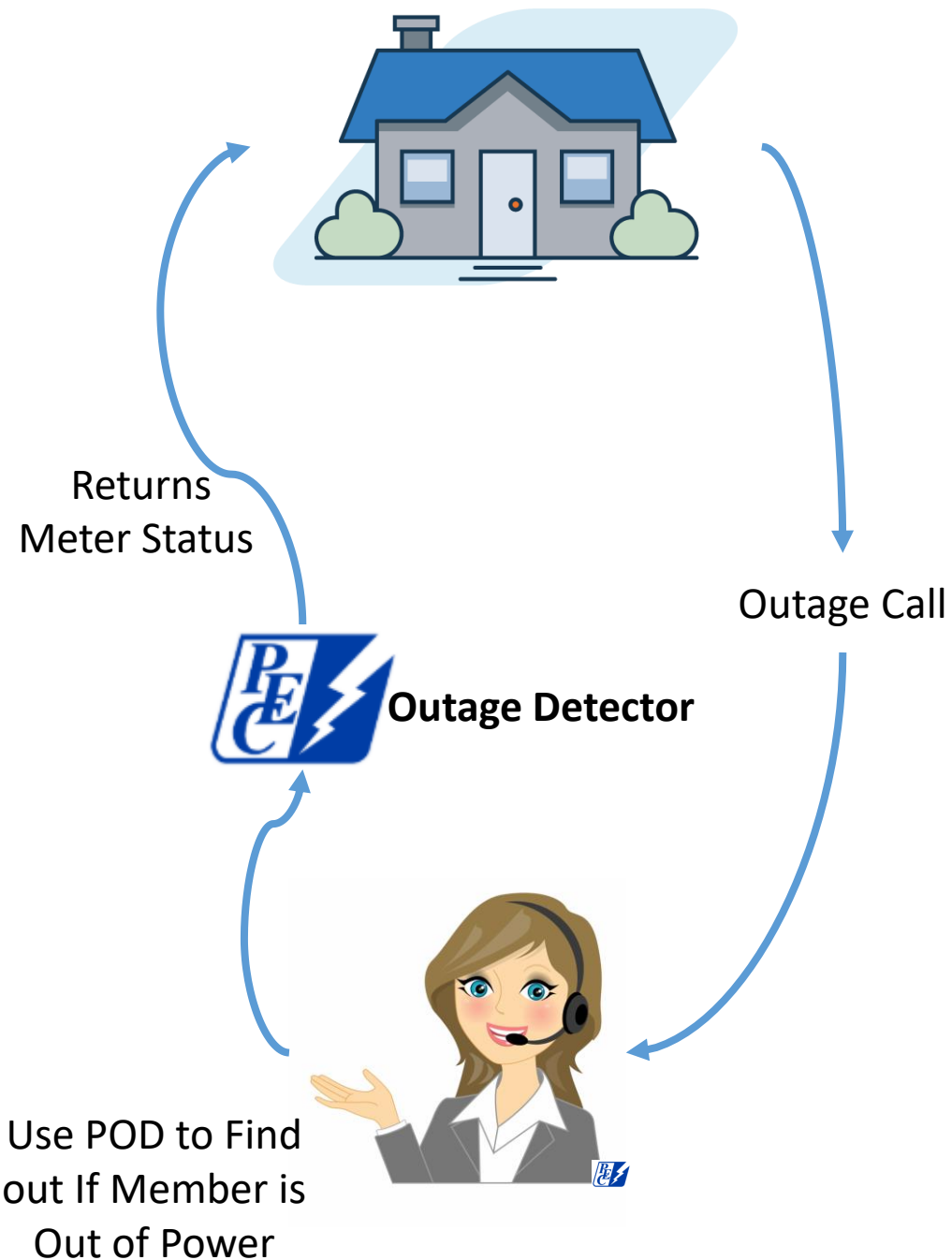
Information Technology

Service/Help Desk - October

- Tickets closed
 - Service Requests: 176
 - Incidents: 442
 - First Call Resolution: 199
- Calls Received: 615
- Total Tickets Closed by IT Dept: 656

Contractor onboarding form update

- Contract expiration will be used as account expiration date



- PEC Outage Detector (POD)
 - POD application is used by Dispatchers and Member Relations for working reported or suspected outages
- New Release Features
 - Web Interface with More Meaningful Data
 - Less Error-Prone
 - Ability to Self Recover from Errors
 - New Report: Activity by Feeder
- Future Release Features
 - New Diagnostic Tools
 - Auto Naming
 - Interface Updates

Cyber Security Awareness Month



850 pounds