



Information Technology Report

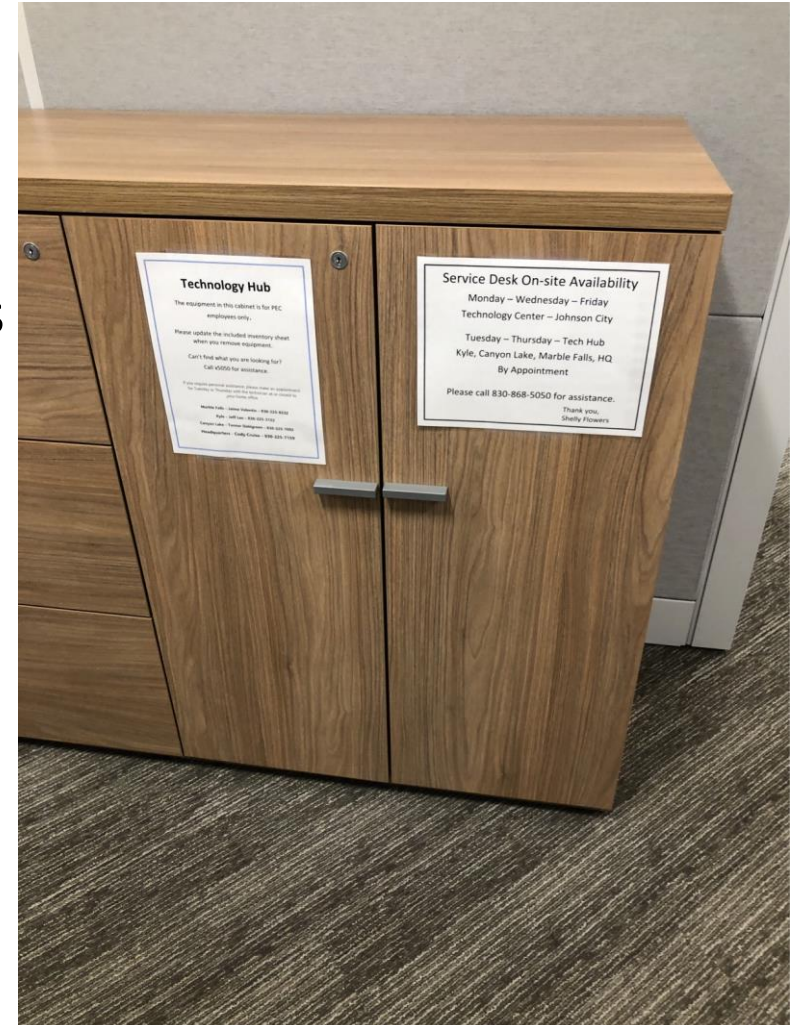
Lawanda Parnell

Chief Information Officer

September 2020

Technology Hubs

- Rotating Service Desk Techs
 - Johnson City, Marble Falls, Kyle, Canyon Lake
 - Schedule on-site appointments
- Frequently requested inventory on-site
 - Keyboards, mice, power adapters, docking stations

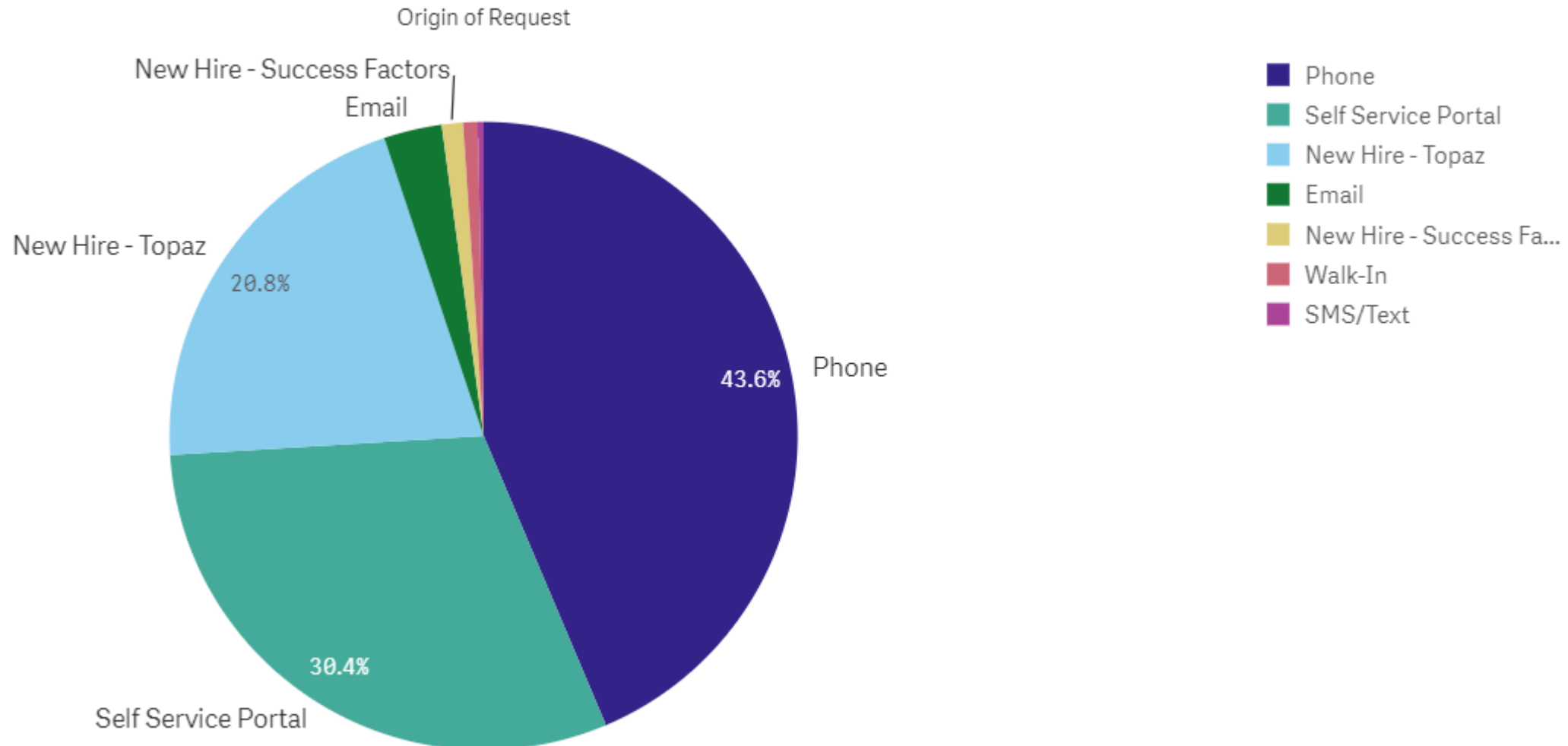


Upgrades Deployed

NISC Upgrades

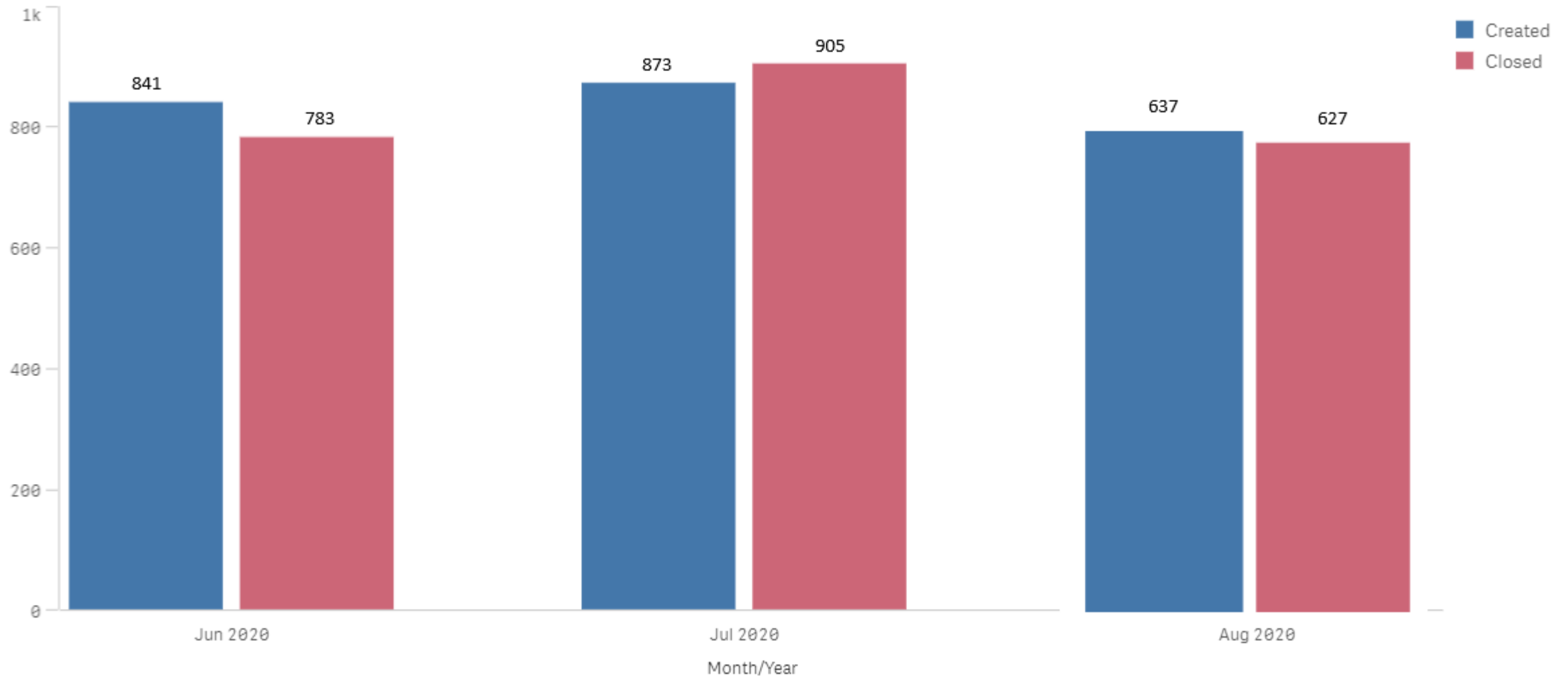
- MDMS 4.27.0, 4.28.0, 4.29.0, 4.30.0, 4.30.1, 4.31.0, 4.32.0
- SmartHub Mobile 3.5.0
- SmartHub Web 12.1.0, 12.2.0
- AppSuite 1.67.0, 1.68.0, 1.68.1, 1.69.0, 1.69.1
- iVUE 2.47 & 2.48

Ticket Origin – August 2020



Created and Closed Tickets: June - August 2020

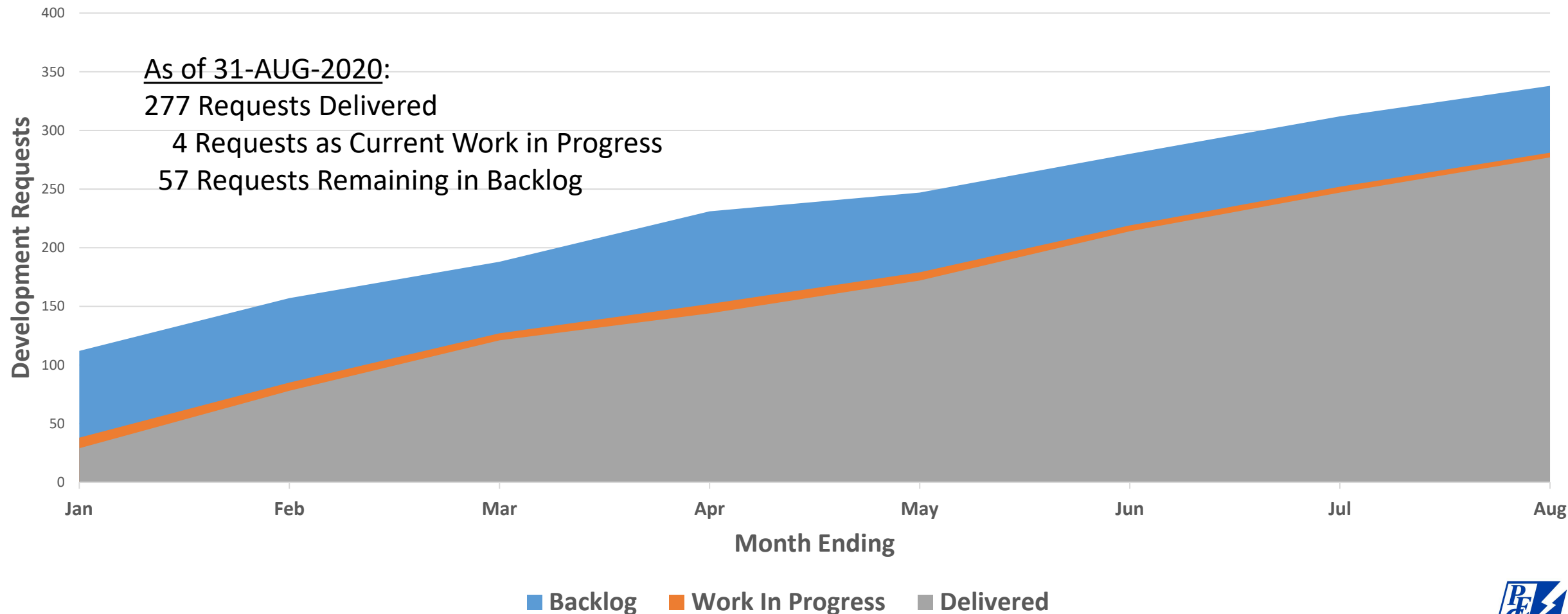
Created and Closed Tickets by Month



IT Development

IT Development - Service Delivery
2020 YTD

As of 31-AUG-2020:
277 Requests Delivered
4 Requests as Current Work in Progress
57 Requests Remaining in Backlog



Projects/Initiatives

- Substation Switch Upgrades
 - ✓ 57 of 74 substations completed
- Member Relations Contact Center Upgrade
- Contact Center Phone Routing Changes
- SharePoint Upgrade
- Audio/Visual System Upgrades
 - ✓ Liberty Hill
 - ✓ Oak Hill
 - ✓ Junction
 - ✓ Cedar Park
 - ✓ Kyle
- SCADA and Corporate infrastructure enhancements
- AMI





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