



Welcome To

2023 Tap Into

BUSINESS

BREAKOUT SESSIONS



Tap Into IT at WSSC Water

Thomas L. Kuczynski, Chief Information Officer

December 7, 2023

Agenda

- Introductions
- IT Overview
- Functional Areas
- Upcoming Solicitations
- Q & A

Introductions

Chief Information Officer

Tom Kuczynski

Infrastructure
& Operations
Mark Turner

Applications &
Development
*Mano
Chelladurai*

Governance
*Michael
Vernon*

IT Security
*Christine
Grooby*

IT Finance
& Contract
Nneka Assing

Infrastructure Services



You call us when you need IT help. Our teams are responsible for WSSC Water's email, servers, backups and restoration. We help design and plan WSSC Water's IT infrastructure.

IT Customer Support Operations

- ServiceNow
- SCCM
- Absolute
- Lenovo Laptops
- NetMotion –VPN
- iPhones

Platform Technologies

- VMware/NSX
- Nutanix
- Isilon - Storage
- NetBackup
- Citrix

Voice & Data Networks

- Avaya Phone Contact Center System
- DMZ
- Segmentation

Telecom Systems

- Point-To-Point Microwave
- Tower Maintenance
- Tower Space Leasing
- Two-Way Radio Support

Data Center and Mainframe Operations

- Mainframe Support
- Data Center & Network Monitoring

Application Services

Mission Statement:

We are fostering innovation, prioritizing technology initiatives, and coordinating the evaluation, deployment, and management of current and future technology systems across the organization.

Business Applications

- Web Apps
- Mobile Apps
- GIS Apps
- ECM
- Meter Reads Apps
- Billing System

Business Intelligence & Analytics

- Database
- Data Analytics
- Data Warehouse
- Dashboards

Enterprise Systems & Implementation

- HRMS
- P2P
- WAM
- E-Permitting
- Project Dox
- RIVA /RUMA

Solutions Architect

- Researching Solutions
- Reviewing Design Doc
- Integrations Arch Structure
- Analyzing Build Vs Buy

Project Management Services

We develop and operationalize processes, plans, policies and performance metrics that aid IT in delivering efficient, cost-effective and reliable services. Our group establishes strategic project management and quality standards across the WSSC organization by leveraging synergies gained from working as an integrated team. In addition, we're providing IT asset management, business analysis, technical writing, project management and quality assurance.

**Project
Management**

**Business
Analysis**

**Quality
Assurance**

**Change
Management**

**Asset
Management**

Cyber Security Services

We manage all aspects of cyber risk across business operations at the Commission, while providing a high level of service availability. We lead a strong cyber security culture that is always pushing towards maximum protection.

**World Class Cyber
Security Protection**

**Security Education
& Awareness**

**Continual Security
Improvements**

Financial and Contract Services

Mission Statement:

To provide accurate, timely, and meaningful financial information to support decision-making and efficient management of resources for the successful operation of the IT applications and services provided to the Commission and its stakeholders.

To provide support for the convenient and cost-effective acquisition of software and hardware, and professional services in order to provide readily accessible and optimized digital services to the Commission.

**Budget
Management**

**Contract
Administration**

**Invoice
Processing**

**Financial
Analysis and
Reporting**

Anticipated Solicitations



Solicitation	Estimated Posting Timeframe
Helpdesk Tier I Managed Services	Q3 – 2024
Database (Oracle & MS SQL) Managed Services	Q3 – 2024
Electronic Invoice Automation Software and Services	Q3 – 2024
IT Staff Augmentation	Q4 – 2024
Cityworks Implementation Services	Q4 – 2024
Utility Customer Service Suite Support Services	Q1 – 2025
Utility Customer Service Application Infrastructure	Q1 – 2025
Utility Customer Service Suite Upgrade Services	Q1 – 2025
Network Access Control (NAC) Technology	Q2 – 2025
Consolidated Customer Payment, Bill Print and Mailing Services	TBD

