

## Memorandum

**To:** Sue McCormick, Chief Executive Officer

**From:** Jeffrey E. Small, Chief Information Officer

**CC:** Nicolette Bateson, Chief Financial Officer & Treasurer  
 Randal Brown, General Counsel

**Date:** October 16, 2019

**RE:** Information Technology Shared Services Status

There are a total of nine Information Technology shared services that were agreed to as part of the bifurcation process with GLWA being the provider and the City of Detroit (DWSD) being the subscriber. All shared services are scheduled to end by 6/30/2021. However, the provider (GLWA) can opt out with a two-year notification and the subscriber (DWSD) can opt out with a six-month notification on any or all of these shared services.

As of the date of this memo, DWSD has formally requested termination of four shared services and a partial termination of one. Below is the current status of these shared services.

Shared Service Number	Shared Service Name	Description	Notice Given	Current Expected/Anticipated Termination Date	Comments
ITS-002	Customer Service Suite	<ul style="list-style-type: none"> <li>• Retail billing system</li> <li>• Retail cashiering system</li> <li>• Payment processing systems</li> </ul>	4/1/2018	9/30/2018	Completed.
ITS-003	See-Click-Fix	Software package that allows citizens to report items in the City that need to be repaired	4/1/2018 9/15/2018	12/31/2018	Completed

Shared Service Number	Shared Service Name	Description	Notice Given	Current Expected/Anticipated Termination Date	Comments
ITS-001	Retail Automatic Meter Reading Technology Suite	<ul style="list-style-type: none"> <li>• AMR Historian</li> <li>• Itron Meter Reading</li> <li>• Support of data collection units</li> </ul>	4/1/2018 9/15/2018 12/15/2018	6/30/2019	Completed
ITS-006	GIS	Analyses spatial data and organization information related to assets into visualization using maps	12/27/2018	6/30/2019	Completed
ITS-004	WAM	Oracle Work and Asset Management System	No	6/30/2020	Informal date for planning purposes is 6/30/20 - no formal notice received at this time.
ITS-005	Service Link	Mobile Workforce Management Suite	No	6/30/2020	This service is tied to ITS-004 - WAM - no formal notice received at this time.
ITS-008	TIBCO	Collection of software that provides system monitoring, automated data interfaces between systems, and automated business workflows	No	6/30/2020	This service is tied to ITS-004 - WAM - no formal notice received at this time.

Shared Service Number	Shared Service Name	Description	Notice Given	Current Expected/Anticipated Termination Date	Comments
ITS-007	DADS	Legacy DWSD applications	No	6/30/2020	This service is tied to the business network separation piece of ITS-009
ITS-009	IT Infrastructure	<ul style="list-style-type: none"> <li>• Data Center Services</li> <li>• Servers</li> <li>• Network (LAN, WAN, Internet)</li> <li>• Telecommunications</li> <li>• Service Desk</li> <li>• Mobility</li> <li>• Desktop/laptop deployment and support</li> <li>• Printer deployment &amp; Support</li> <li>• Fax Support</li> <li>• Print Shop</li> </ul>	8/31/18 (partial)	3/1/2019 (partial)	<p><b>Completed 3/1/2019</b> Service Desk transition, Mobility, Desktop/laptop deployment and support, Printer deployment and support</p> <p><b>Planned Completion 6/30/20</b> Business Network (LAN, WAN, Internet) <b>TBD</b> Data Center Services, Fax Support Servers, File Shares</p> <p><b>Continuing Services</b> Print Shop, Security Network including Badge Access and Cameras</p>