



THE METROPOLITAN WATER DISTRICT
OF SOUTHERN CALIFORNIA

Board Report

Information Technology Group

• Information Technology Group Monthly Activities for May 2026

Summary

This report provides a summary of activities related to the Information Technology Group for May 2026.

Purpose

Informational

Detailed Report

► Strategic Priority #3: ADAPT to changing climate and water resources

Objective 1: Modernize and Upgrade Legacy Applications to Align with Evolving Technologies

ServiceNow has been upgraded from the IT Service Management (ITSM) Standard Xanadu release to the ITSM Pro Zurich release. As a cloud-based platform, ServiceNow requires customers to perform regular upgrades—typically at least once per year—to stay current with platform enhancements, security updates, and new functionality from the vendor.

As part of this upgrade, the ITSM application was also enhanced from ITSM Standard to ITSM Pro. ITSM Pro delivers significant benefits through AI-driven service management, improved operational efficiency, and platform modernization. The Zurich release introduces enhanced Now Assist capabilities for ITSM Pro, including improved incident summarization, AI-assisted resolution recommendations, smarter automation, and enhanced analytics to support faster issue resolution and improved service delivery.

► Strategic Priority #3: ADAPT to changing climate and water resources

Objective 8: Execute the E-Business Suite (EBS) Upgrade Project to Modernize Enterprise Resource Planning Capabilities, Improve System Performance, and Ensure Continued Support, Security, and Compliance

The Metropolitan warehouse team has been conducting periodic inventory cycle counts at various locations to ensure that assets are accurately accounted for in both the system and their physical locations, and that they are properly assigned to employees.

To support this process, the Fixed Asset Tracking mobile application was originally designed and built for iOS (Apple). The application is part of the overall Oracle Asset Tracking System (OATS) within the Oracle EBS environment. Due to ongoing iOS platform updates, compliance requirements, high maintenance costs, and Apple-imposed restrictions, Metropolitan decided to develop a Progressive Web Application similar to the native iOS application. The new application was built using Oracle Visual Builder Cloud Service and Oracle Integration Cloud technologies.

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Metropolitan partnered with a vendor to design, build, test, and successfully implement the new application for warehouse operations to conduct asset cycle counts. The application is integrated with the Inventory and Fixed Assets modules in Oracle EBS and includes the following capabilities:

1. Cycle count generation in Oracle Inventory
2. Asset search and barcode scanning functionality
3. Transfer of scanned assets to OATS
4. Reporting capabilities

The new mobile application has been deployed to Metropolitan's mobile devices and enables warehouse users to search inventory assets, create task lists, and perform cycle counting activities efficiently. Users can scan or manually enter barcodes to retrieve detailed asset information, including asset tag number, description, serial number, assigned employee, and location. Scanned asset information is then transferred to Oracle EBS, where asset records are updated accordingly.

By modernizing the asset cycle count process and integrating seamlessly with Oracle EBS, Metropolitan has established a scalable, sustainable solution that enhances user productivity while reducing maintenance and platform-dependency challenges. This initiative demonstrates Metropolitan's continued commitment to leveraging technology to strengthen inventory management processes and support long-term operational excellence.

View Pending

Confirmed
279

Remaining
35

Sync Offline Data

Barcodes

Tag Number	Employee Name	Location
A041580	Sena, John A	SK.AD.OFF.CA
A041864	Childs, Troy D	SK.GM.SHP.CA
A041926	Sena, John A	SK.AD.105.CA
A041988	Childs, Troy D	SK.GM.SHP.CA
A041992	Wiseman, Brian P	LV.04.414.CA
A041993	Bainum, Chance D	SK.AD.OFF.CA
A041998	Howard, Dovard K	SK.AD.OFF.CA
A044520	Howard, Dovard K	SK.AD.OFF.CA
A044720	Niehus, Jerrod S	SK.EL.SHP.CA
A046790	Sovern, Mark G	SK.CS.SER.CA
A046791	Sovern, Mark G	SK.AD.OFF.CA
A046794	Park, Brendan B	SK.AD.OFF.CA
A047680	Wiseman, Brian P	LV.04.414.CA
A047736	Bainum, Chance D	SK.SV.000.CA

Scan/Search Barcode

Manual Scan

Barcode Details

Tag Number

Inventory Name

Asset number

Description

Serial Number

Employee

Location

Comments

Reset

Save