



THE METROPOLITAN WATER DISTRICT
OF SOUTHERN CALIFORNIA

Board Report

Information Technology Group

- **Information Technology Group Monthly Activities for September 2024**

Summary

This report provides a summary of activities related to the Information Technology Group for September 2024

Purpose

Informational

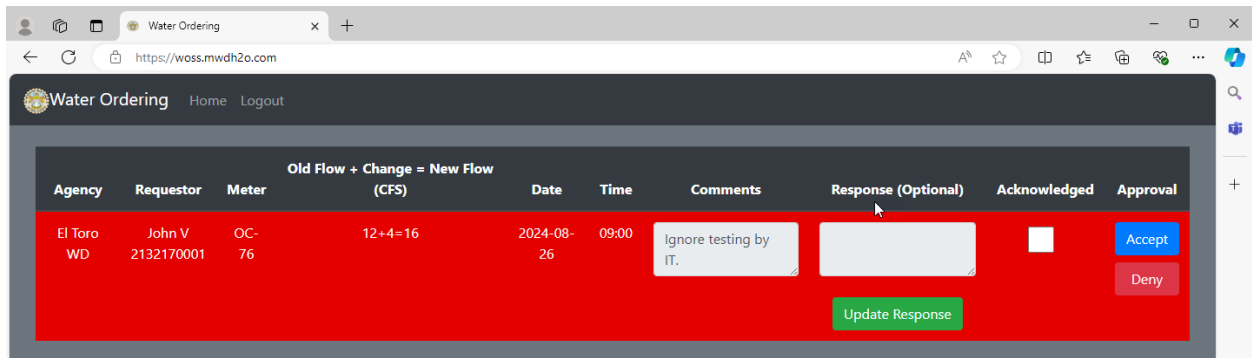
Attachments

Attachment 1: Example: Water Order Scheduling System self service portal

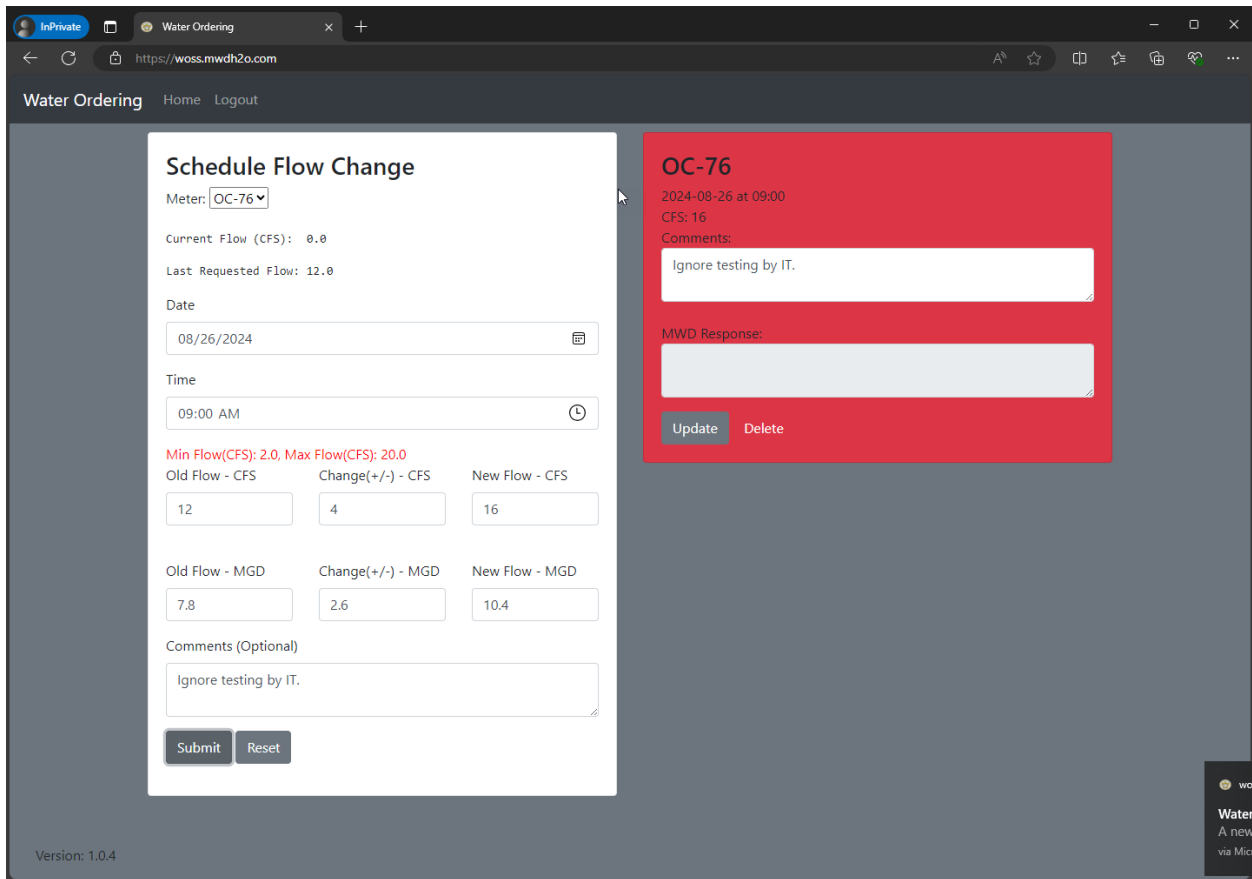
Detailed Report

The Information Technology Group recently upgraded the Water Order Scheduling System (WOSS), a web-based application that provides our member agency operators a self-service portal to submit meter flow change requests electronically and permits the operators at our Eagle Rock Control Center to accept requests. Currently, this application serves 24 member agencies and sub-agencies. WOSS has effectively reduced 50 percent of the call volume with the use of the self-service portal and has accurately routed requests to the Electronic System Log. This application was hosted on a runtime environment that was nearing end of life support.

The Information Technology Business Application Services team has successfully upgraded the WOSS runtime environment increasing productivity and efficiency. The team upgraded the application to extend the support and improve performance and security. The upgrade includes configuration setting updates to the latest version and new software library packages. The upgrade implementation had minimal impact to our operators and member agencies.



Attachment 1: View of the dashboard that the Operators monitor.



Attachment 2: View of the request form to submit meter flow changes electronically.