

The Metropolitan Water District of Southern California

Agenda

The mission of the Metropolitan Water District of Southern California is to provide its service area with adequate and reliable supplies of high-quality water to meet present and future needs in an environmentally and economically responsible way.

OP&T Committee

Vacant, Chair
T. McCoy, Vice Chair
S. Blois
M. Camacho
G. Cordero
S. Faessel
A. Fellow
F. Jung
R. Lefevre
J. Morris
A. Ortega
G. Peterson
T. Smith
S. Tamaribuchi
H. Williams

Adjourned Organization, Personnel and Technology Committee

Meeting with Board of Directors *

August 16, 2022

10:30 a.m.

Teleconference meetings will continue until further notice. Live streaming is available for all board and committee meetings on mwdh2o.com ([Click Here](#))

A listen only phone line is also available at 1-877-853-5257; enter meeting ID: 831 5177 2466. Members of the public may present their comments to the Board on matters within their jurisdiction as listed on the agenda via teleconference only. To participate call (833) 548-0276 and enter meeting ID: 815 2066 4276.

**Tuesday, August 16, 2022
Meeting Schedule**

**08:30 a.m. Adj. A&E
10:30 a.m. Adj. OP&T
11:30 a.m. Adj. RPA&M
01:00 p.m. Adj. L&C
01:30 p.m. Adj. BOD**

MWD Headquarters Building • 700 N. Alameda Street • Los Angeles, CA 90012

* The Metropolitan Water District's meeting of this Committee is noticed as a joint committee meeting with the Board of Directors for the purpose of compliance with the Brown Act. Members of the Board who are not assigned to this Committee may participate as members of the Board, whether or not a quorum of the Board is present. In order to preserve the function of the committee as advisory to the Board, members of the Board who are not assigned to this Committee will not vote on matters before this Committee.

1. Opportunity for members of the public to address the committee on matters within the committee's jurisdiction (As required by Gov. Code Section 54954.3(a))

**** CONSENT CALENDAR ITEMS -- ACTION ****

2. CONSENT CALENDAR OTHER ITEMS - ACTION

- A. Approval of the Minutes of the Meeting of the Organization, Personnel and Technology Committee held July 12, 2022 [21-1405](#)

Attachments: [08162022 OPT 2A Minutes](#)

3. CONSENT CALENDAR ITEMS - ACTION

NONE

Zoom Online

**** END OF CONSENT CALENDAR ITEMS ****

4. OTHER BOARD ITEMS - ACTION

NONE

5. BOARD INFORMATION ITEMS

NONE

6. COMMITTEE ITEMS

- a. Quarterly Cybersecurity Oral Update [Conference with Metropolitan Cybersecurity Unit Manager of Information Technology, Jacob Margolis, or designated agents on threats to public services or facilities; to be heard in closed session pursuant to Gov. Code Section 54957(a)] [21-1406](#)

7. MANAGEMENT REPORTS

- a. Human Resources Manager's Report [21-1407](#)
- b. Information Technology Manager's Report [21-1408](#)

Attachments: [08162022 OPT 7b presentation](#)

8. FOLLOW-UP ITEMS

NONE

9. FUTURE AGENDA ITEMS

10. ADJOURNMENT

NOTE: This committee reviews items and makes a recommendation for final action to the full Board of Directors. Final action will be taken by the Board of Directors. Agendas for the meeting of the Board of Directors may be obtained from the Board Executive Secretary. This committee will not take any final action that is binding on the Board, even when a quorum of the Board is present.

Writings relating to open session agenda items distributed to Directors less than 72 hours prior to a regular meeting are available for public inspection at Metropolitan's Headquarters Building and on Metropolitan's Web site <http://www.mwdh2o.com>.

Requests for a disability related modification or accommodation, including auxiliary aids or services, in order to attend or participate in a meeting should be made to the Board Executive Secretary in advance of the meeting to ensure availability of the requested service or accommodation.

THE METROPOLITAN WATER DISTRICT OF SOUTHERN CALIFORNIA

MINUTES

ORGANIZATION, PERSONNEL AND TECHNOLOGY COMMITTEE

July 12, 2022

Vice Chair McCoy called the teleconference meeting to order at 11:06 a.m.

Members present: Directors Blois, Camacho, Cordero, Faessel, Jung, Lefevre, McCoy, Morris, Ortega, G. Peterson (entered after rollcall), Smith, and Tamaribuchi.

Members absent: Director Fellow and Williams

Other Board Members present: Directors Abdo, Atwater, De Jesus, Dennstedt, Dick, Erdman, Fong-Sakai, Goldberg, Gray, Kurtz, Miller, Pressman, Quinn, Ramos, Record, and Repenning.

Committee Staff present: H. Beatty, Chapman, Hagekhalil, Kasaine, Munoz Marroquin, Pitman, and H. Torres.

1. OPPORTUNITY FOR MEMBERS OF THE PUBLIC TO ADDRESS THE COMMITTEE ON MATTERS WITHIN THE COMMITTEE’S JURISDICTION

None

CONSENT CALENDAR ITEMS — ACTION

2. CONSENT CALENDAR OTHER ITEMS – ACTION

A. Approval of the Minutes of the meeting of the Organization, Personnel and Technology Committee held May 9, 2022

3. CONSENT CALENDAR ITEMS – ACTION

None

Director Jung made a motion, seconded by Director Lefevre to approve the consent calendar consisting of item 2A.

The vote was:

Ayes: Directors Blois, Camacho, Cordero, Faessel, Jung, Lefevre, McCoy, Morris, Ortega, G. Peterson, Smith, and Tamaribuchi.

Noes: None

Abstentions: None

Absent: Director Fellow and Williams

The motion passed by a vote of 12 ayes, 0 noes, 0 abstention, and 2 absent.

END OF CONSENT CALENDAR ITEMS

4. OTHER BOARD ITEMS - ACTION

None

5. BOARD INFORMATION ITEMS

None

6. COMMITTEE ITEMS

- a. Subject: Update on implementation of recommendations from State Audit and independent review of workplace concerns

Presented by: Katano Kasaine, Assistant General Manager CFO
Jonaura Wisdom, EEO Officer
Dan Guillory, Section Manager- Operations Safety and Regulatory Services

Ms. Wisdom provided an update on the implementation of EEO recommendations from the State Audit. Mr. Guillory provided an update on the adoption of procedure HSE 101.4 Safety Communications. Ms. Wisdom also provided an update on the recommendations for the independent review of workplace concerns.

The following Directors provided comments or asked questions

1. Ortega

Staff responded to the Directors questions and comments.

- b. Subject: Labor Negotiations Update
[Conference with labor negotiators; to be heard in closed session pursuant to Gov. Code Section 54957.6. Metropolitan representatives: Diane Pitman, Human Resources Group Manager, Stephen Lem, HR Section Manager of Labor Relations. Employee organizations: The

Metropolitan Water District of Southern California Supervisors
Association]

Presented by: Stephen Lem, Human Resources Section Manager

No action was taken in closed session.

7. MANAGEMENT REPORT

- a. Human Resources Manager's Report

None

- b. Information Technology Manager's Report

None

8. FOLLOW-UP ITEMS

None

9. FUTURE AGENDA ITEMS

None

10. ADJOURNMENT

Next meeting will be held on August 16, 2022

Meeting adjourned at 11:50 a.m.

McCoy, Tana
Vice Chair



Organization, Personnel and Technology Committee

IT Manager's Report

Item 7b

August 16, 2022

Information Technology

- **Three data center** locations with over 500 servers (physical & virtual) that provide processing and backup for over MWD applications and 700 terabytes of data storage
- **Network infrastructure** supporting the enterprise (Business and SCADA) comprised of 29 primary sites, 73 microwave sites, 3 internet paths enabling communication of 25,000 computer devices and 150 terabytes of traffic daily
- **Communications (VoIP)** providing 1.7 million calls and 688,000 voicemail messages annually
- **Cybersecurity** providing monitoring, detection and alerting of data disclosure or alteration and prevention of unauthorized system access across Metropolitan's service area
- **Enterprise Business and Water Operations** 65 applications supporting day-to-day enterprise operations
- **IT Service Desk** servicing over 2,800 computers and resolution of 1,300 tickets monthly



IT Roadmap

IT Roadmap Developed Five Years Ago

- Areas of Focus
 - Organization
 - Cybersecurity
 - Resiliency
 - Modernization
 - Data Analytics

IT Roadmap Accomplishments

Organization

- Chief Information Security Officer (CISO)
 - ✓ Hired MWD's first CISO
- IT Leadership
 - ✓ Created two additional Section Manager roles
 - ✓ Total of three IT Section Managers focused on Applications, Infrastructure and Cybersecurity
- Established the IT PMO
 - ✓ Hired Unit Manager
 - ✓ Manages IT CIP and large O&M projects
 - ✓ 50+ projects in flight

IT Roadmap Accomplishments

Organization

- IT Service Manager
 - ✓ Implemented unified intake process for incidents, service requests and project requests
 - ✓ Implemented new service desk software to support intake process
 - ✓ Monthly IT Operations Report to support continuous improvement

IT Roadmap Accomplishments

Organization

- Business Analysis
 - ✓ Hired first IT Business Analyst
 - ✓ Partners with Business to document current/future business processes
 - ✓ Works with Business to document requirements for system enhancements/new systems

IT Roadmap Accomplishments

Cybersecurity

- ✓ Hired CISO
- ✓ Hired dedicated threat analyst
- ✓ Transferred non-Cyber duties to Service Desk
- ✓ Implemented Multi-Factor Authentication
- ✓ Implemented Mobile Device Management software for MWD-owned devices and email access

IT Roadmap Accomplishments

Cybersecurity

- ✓ Upgraded the security infrastructure to support COVID telecommuting and hybrid work environment
- ✓ Upgraded PC operating systems to Windows 10
- ✓ Implemented new End Point Protection
- ✓ Consistent monthly security patches
- ✓ Initiated Security Operations Center project

IT Roadmap Accomplishments

Resiliency

- Data Center Relocations
 - ✓ WAN DC – In region
 - ✓ Backup DC – In region
 - Primary DC – Out of region
- Cloud Migration
 - Microsoft Azure – 75 Servers
 - Oracle Cloud – 20 Servers
 - ✓ Amazon Web Services – External Website

IT Roadmap Accomplishments

Resiliency

- Cloud Migration
 - ✓ MS Exchange Online
 - ✓ MS OneDrive
- Upgraded End of Life Systems
 - ✓ Board/Committee Rooms Upgrade
 - ✓ Budgeting System
 - ✓ PeopleSoft Upgrades
 - ✓ Oracle EBS Upgrades
 - ✓ Maximo Upgrade

IT Roadmap Accomplishments

Resiliency

- Upgraded End of Life Systems
 - ✓ LIMS Upgrade
 - ✓ Learning Management System
 - ✓ Recruiting System
 - ✓ External Website
- Disaster recovery for all business-critical systems

IT Roadmap Accomplishments

Modernization

- ✓ MS Office365
- ✓ MS Teams
- ✓ Mobile Apps
- ✓ Water Ordering System
- ✓ GIS Enhancements
- ✓ PeopleSoft Modern User Interface
- ✓ Unmanned Aerial Vehicle program

IT Roadmap Accomplishments

Data Analytics

- ✓ Investment in data and decision analytics
- ✓ Approved CIP
- ✓ Documented 75+ uses cases for enhanced analytics to support decision making
- ✓ Analytics technology roadmap under development

IT Roadmap

Look Ahead

- Cybersecurity
 - Complete and fully staff Security Operations Center
- Resiliency
 - Complete Primary Data Center relocation
 - Install fiber to Gene Camp
 - Install fiber to remaining Desert plants
 - Continue migrating servers and applications to the Cloud including Oracle EBS
 - Upgrade both Desert and LA Basin Microwave network

IT Roadmap

Look Ahead

- Resiliency
 - Upgrade Wi-Fi at both HQ and Field locations
 - Complete Fuel Management System replacement
- Modernization
 - Upgrade SCADA Control Systems at Mills and continue to next locations
 - Complete Timekeeping new platform
 - Deploy Maximo Mobile tablets to field staff
 - Implement Enterprise Content Management System

IT Roadmap

Look Ahead

- Data Analytics
 - Release RFP for development services
 - Phased implementation of 75+ analytics use cases based on priority

