



CITY OF BEVERLY HILLS
PUBLIC WORKS SERVICES DEPARTMENT
MEMORANDUM

TO: PUBLIC WORKS COMMISSION
FROM: Trish Rhay, Assistant Director of Public Works Services
DATE: July 7, 2014
SUBJECT: UPDATE ON TRITON SYSTEM

On October 10, 2013, the Public Works Commission received a presentation of Triton, new web-based customer interface software that Public Works Services and Information Technology Divisions were evaluating. The site will allow individual account holders to view their water usage and manage user settings in a user profile. The site will be user friendly, intuitive and accessible by water customers. At this meeting, the Commission supported the implementation of this new software.

Since October, City staff has been working with the vendor to finalize the scope of work for the implementation of this system. The contract award was authorized by City Council in April 2014.

At the June 10th meeting, the Commission requested an update on this project. A full update will occur at the August Commission meeting. However, the table below details the schedule for development and implementation of the new Triton software. The highlighted action items are the tasks that will require Commission review and input.

Event	Description	Responsible Party	Due Date
Contract Execution	Signed Contract, Approved by Council	Both	22-Apr-14
Kick Off Meeting	Start up meeting	Both	20-May-14
User Comps	Pictures of the User site and functionality	Triton	20-Jun-14
IVR Bid	Triton will obtain 3 quotes for IVR/phone services for leak notification.	Triton	1-Jul-14
User Comps Approved	IT, PW and Commissioners shall approve comps before the site is built.	Triton	10-Jul-14

Leak content	COBH shall provide content for leak severity levels as per SOW	COBH	10-Jul-14
User Front End	Triton will build out the front end of the User Site according to the approved Comps	Triton	1-Aug-14
File Uploads	COBH is responsible for the automatic upload of the files from Star and the Billing system.	COBH	11-Jul-14
Admin Comps Presented	Pictures of the Admin Site and functionality	Triton	18-Jul-14
Admin Comps Approved	IT, PW to approve Comps	COBH	25-Jul-14
IVR Company NTP	COBH signs contract with IVR and provides phone messages for all 4 leak severity levels	COBH	22-Aug-14
User Backend	Validation, verification and estimation of the backend data reservoir.	Triton	1-Sep-14
IVR Network	Triton sets up data feed for IVR	Triton	5-Sep-14
Admin Front End	Triton will build out the front end of the Admin Site according to the Comps	Triton	19-Sep-14
Admin Backend	Validation, verification and estimation of the backend database reservoir.	Triton	3-Oct-14
Soft Launch	Launch the Front end and backend sites	Triton	7-Oct-14
Testing	COBH shall test and approve Soft Launch SaaS.	COBH	31-Oct-14
Hard Launch	Go Live Date	Triton	10-Nov-14
Training	Train COBH on site and service	Triton	17-Nov-14