IT Major Projects and IT Strategic Plan Annual Report
January 26, 2022

Department of Innovation and Technology

AGENDA

- IT Strategy Update
- Annual Diagnostic Survey
- Major IT Projects Update
- Core Policy Initiatives
- Industry Engagement and Leadership
- Roadmap (Two years)
- Q & A

IT Strategy Framework

DISTRICT INITIATIVES

VISION & MISSION

GUIDING PRINCIPLES

Safe and Secure Operations

Convenient and Reliable Service

High Performing Workforce

Financial Stability and Resiliency

Strong Public and Policy Maker Support

Environmental Improvement

Equity and Inclusion

STRATEGIC PILLARS

Data	Security	Resiliency	Collaboration
Customer Focus	Efficiency	High Performance Workforce	Innovation

IT Initiatives

Vision and Mission

A trusted, innovative technology partner transforming AC Transit.

"We deliver innovative and cost-effective technology products and services that are reliable, secure, and sustainable to improve the transit experience."

Department of Innovation and Technology | Strategic Plan & Major Projects   4

Diagnostic Survey

Diagnostic Report provides the following key advantages:

- Measures Business Stakeholder Satisfaction
- Highlights the Business Impact of IT Constraints
- Prioritizes Key Issues and Creates an Improvement Roadmap
- Builds an Action Plan to Manage Critical Stakeholders

In early 2021, an IT Diagnostic Survey was conducted by InfoTech, an independent research and advisory firm –

Diagnostic Survey

IT Satisfaction
80%
5% above average
INDUSTRY AVERAGE: 75%
64TH PERCENTILE

IT Value
78%
4% above average
INDUSTRY AVERAGE: 74%
58TH PERCENTILE

IT Budget as % of Revenue
3.1%
1.4% below average
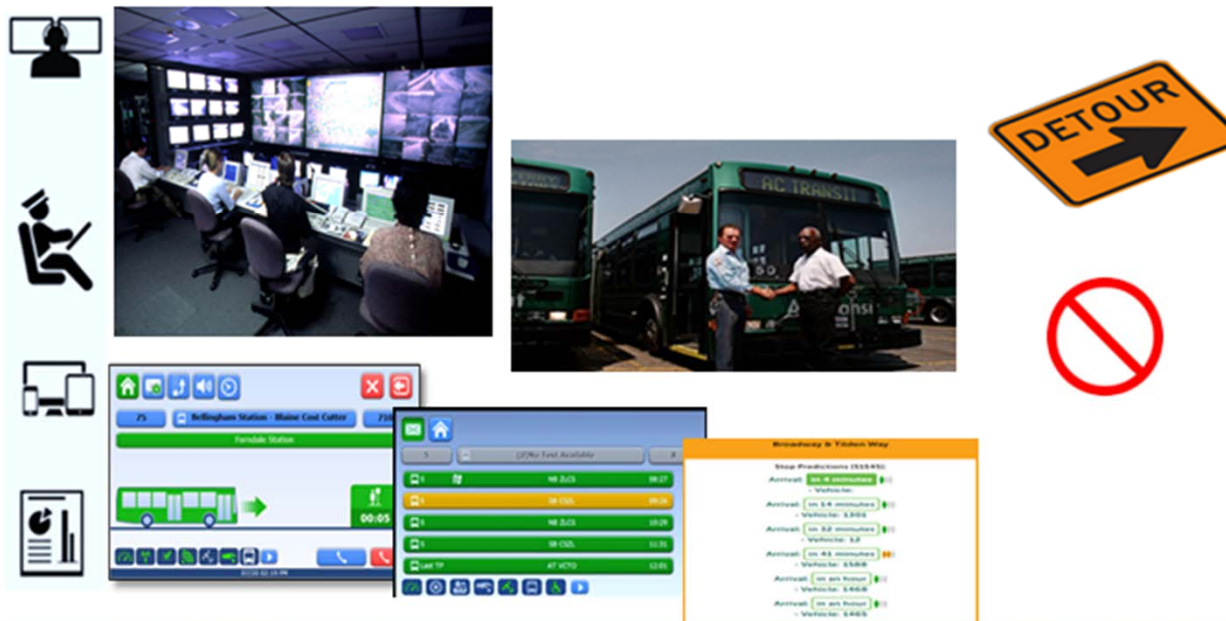INDUSTRY AVERAGE: 4.5%
63RD PERCENTILE

IT Staff as % of Users
1.8%
2.9% below average
INDUSTRY AVERAGE: 4.7%
30TH PERCENTILE

In early 2021, an IT Diagnostic Survey was conducted by InfoTech, an independent research and advisory firm –

Major Projects - CAD/AVL


Clever Devices CAD/AVL: Disruption Management

- Phase I completed
- Clever Devices Technical Assistance Portal
- Training/SOPs in Service Delivery and sign-up data validation
- Data accuracy improvements
- Phase II (in-progress)
  - HASTUS Interface
  - Disruption Management
  - Secure Bus Technology

Major Projects – PeopleSoft (PS)

PeopleSoft Application - Advanced Procurement Modules

- Automation
- Transparency
- Implementation of best practices
- Complying with board policies
- Enhanced user experience
- Responsive Look and Feel
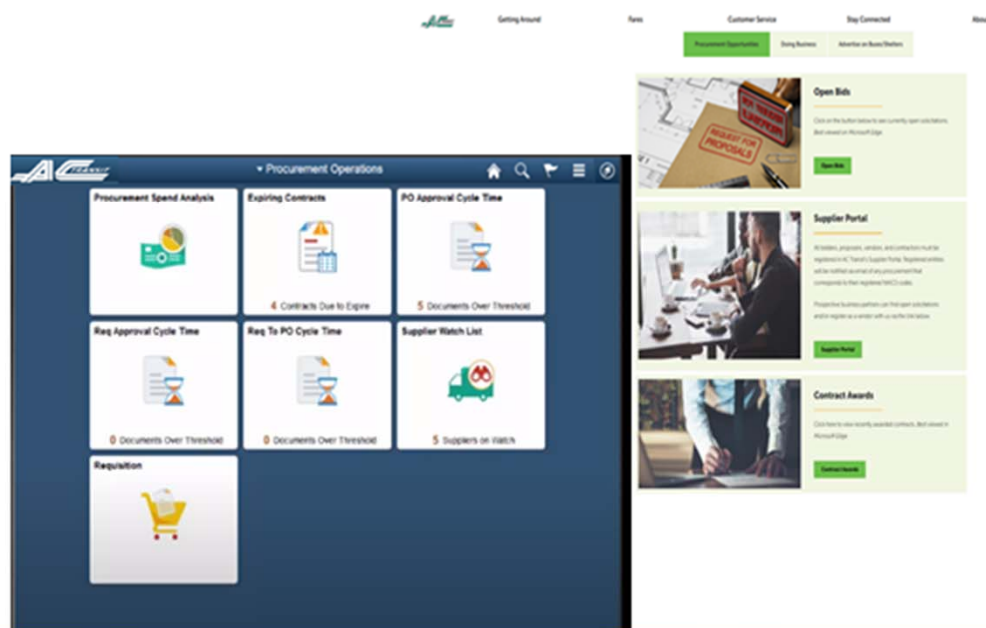
- Automate Approval Workflow
- Implementation of PS Strategic Sourcing Module
- Launched PS Supplier Contracts Module
- Integration of Bank & Employee Expense Reimbursement using Direct Deposit
- Integration of PeopleSoft and Hastus Daily System

Major Projects - HASTUS DAILY

AC Transit HASTUS-Daily

Replacing Operator Timekeeping System

PAYROLL

- HASTUS DAILY is LIVE!!!
- Preceded by upgrade, BID& BIDWeb,
- Network infrastructure
- New workstations for Division Staff
- 24 software releases and testing
- Thousands of hours of in-house training
- HASTUS Steering Committee

Major Projects – Rider Facing

ACT Mobile App and Mobile Payment Solution

"AC Transit Official" on Apple and Google app stores, provides easy access to RealTime predictions, favorites routes, lost and found, trip planner and other important links. Mobile payment now includes fare capping aka "Pay as you Go" via the Token Transit app.
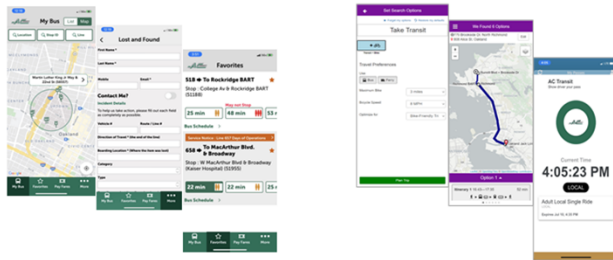
AC Transit Website

New for 2021, district website providing public with: ACT Realtime predictions, Map and schedules, Service Notices, News, Public Meetings, Customer Service and a host of more information.
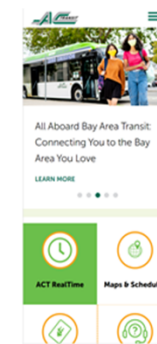
- Modernization of the Content Management System

- Easier maintenance and content updating

- Flexible platform for technical enhancements

- Continuous improvement

Major Projects – IT Infrastructure

Infrastructure Upgrade Results
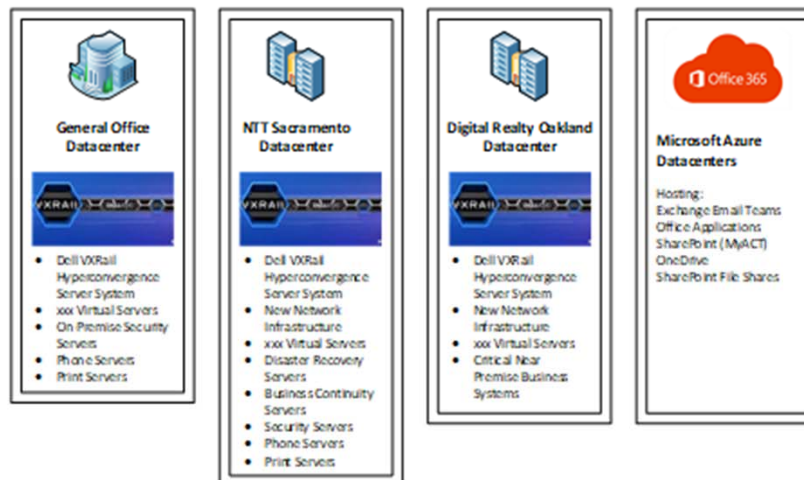
- Implementing Microsoft OneDrive
- SharePoint for Digital Workplace
- MS Teams Enterprise Wide
- Migration of local servers to Azure
- Implementation of a new Data Center
- Service Exchange and Megaport network services setup at the Digital Realty datacenter
- Rollout of Dell VXRail at GO, Digital Realty, and NTT datacenters

COVID-19 Response
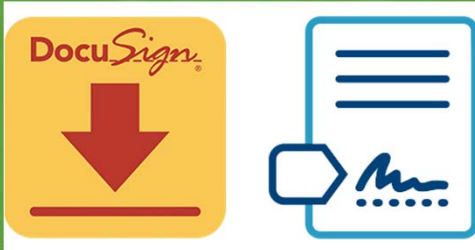
How Responsive and Timely was the Service?

891 — Number of Responses

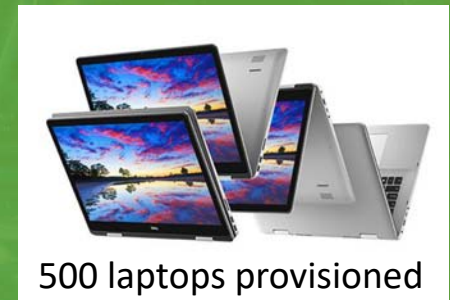99.2% — % Responded Excellent or Good

300 participant Webinar implemented

First Contact Resolution Summary (FCR) 2021

24179 — Closed Tickets

22433 — Number of FCR

92.8% — FCR %

4.7 Million emails reviewed
579 Phishing Attacks,
71   Social Engineering Attacks,
11   Invoice Payment Frauds
4   Extortion Attacks

1.05 Million Malicious Web Sites Blocked
18.8 TB Files/Folders Monitored continuously

Ticket Summary 2021

24696 — Number of Tickets

517 — Open Tickets

24179 — Closed Tickets

500 laptops provisioned

98% MFA adoption

Single Sign-On

VPN Name — ACT-VPN
Username
Password
Client Certificate — Lyell Amora/actsubca03
Cancel   Connect

Overall Service Experience?

891 — Number of Responses

98.2% — % Responded Excellent or Good

Core IT Policy Initiatives

Data Governance Committee

IT Project Management Office (IT PMO)

Steering Committee for Innovation and Technology (SCIT)

24x7 IT Support

Industry Engagement and Leadership

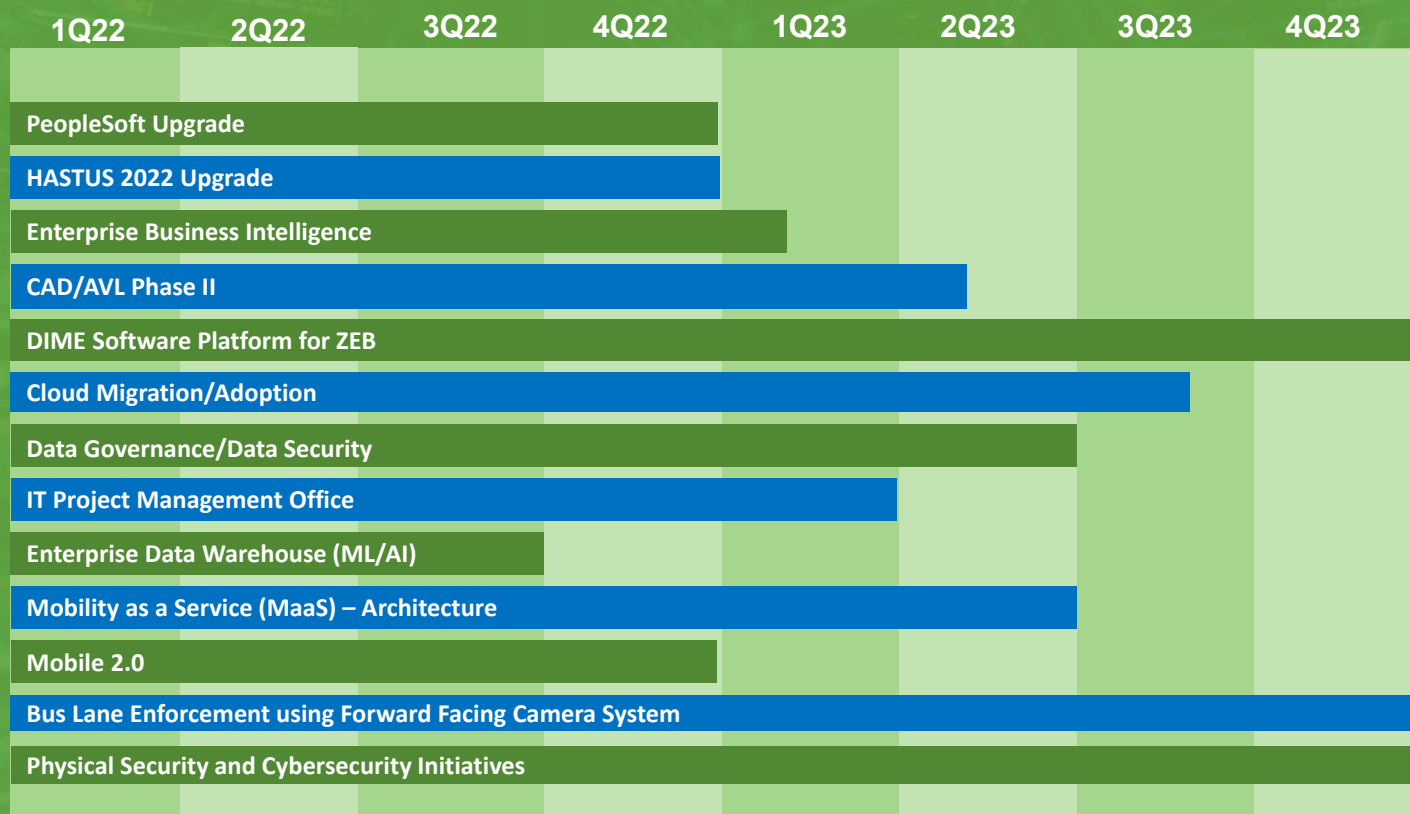|		
APTA Research & Technology Committee – Chair	APTA Innovation and Technology Peer Exchange – Chair	APTA Mobility Recovery Taskforce – Innovation Group Chair
CTA IT Committee – Chair	**Bay Area Transit CIOs – Member**	**UC Berkeley Skydeck Board – Member**
Bay Area CIOs Council – Member	**Transit CISOs Council – Member**	**Cal State East Bay - Advisory Board Member of the Big Data Certification Program**

INSPIRE CIO LEADERSHIP NETWORK

2021 Bay Area CIO – Public Sector Finalist Award

IEEE Smart Cities

Roadmap (Two years)

	1Q22	2Q22	3Q22	4Q22	1Q23	2Q23	3Q23	4Q23
PeopleSoft Upgrade								
HASTUS 2022 Upgrade								
Enterprise Business Intelligence								
CAD/AVL Phase II								
DIME Software Platform for ZEB								
Cloud Migration/Adoption								
Data Governance/Data Security								
IT Project Management Office								
Enterprise Data Warehouse (ML/AI)								
Mobility as a Service (MaaS) – Architecture								
Mobile 2.0								
Bus Lane Enforcement using Forward Facing Camera System								
Physical Security and Cybersecurity Initiatives								

Q&A