



Critical IT Projects Update Staff Report 20-121

Department of Innovation and Technology

June 10, 2020



Agenda

- IT Strategic Pillars
- COVID-19 => IT in spotlight!
- Critical IT Projects
 - COVID-19 WFH Response
 - Cybersecurity Risk and Initiatives
 - Enterprise Applications and Data Management
 - Infrastructure Resiliency
 - Website, Mobile Ticketing, Mobile App
 - BRT Technology Systems
 - CAD/AVL
 - HASTUS DAILY
- Conclusion



IT Strategic Pillars

<p>Data</p> <p>Enable data-driven decision making, utilizing accurate, reliable data from an accessible enterprise platform.</p>	<p>Security</p> <p>To protect data, people, process and enterprise systems against internal and external threats. To ensure that AC Transit remains in regulatory compliance.</p>	<p>Resiliency</p> <p>Ensuring business continuity and service delivery by using reliable, scalable and sustainable information technologies and resources.</p>	<p>Collaboration</p> <p>Develop and maintain collaborative relationships with business partners.</p>
<p>Customer Focus</p> <p>Use best-practice methodologies to deliver quality products and services to enhance the customer experience.</p>	<p>Efficiency</p> <p>Deploy enterprise solutions which helps the District to streamline business processes and meet financial goals.</p>	<p>High Performance Workforce</p> <p>Recruit, retain and enhance staff skills and knowledge to meet AC Transit strategic objectives.</p>	<p>Innovation</p> <p>Foster a culture of adopting technologies and models, leveraging thought leadership, best practices, and industry-leading trends.</p>



COVID-19 => IT in Spotlight!

Acceleration in Connectivity, Cloud, Resiliency, Automation, and Data

- ✓ IT is recognized as an essential services
- ✓ WFH is becoming a norm – many public sector employees are telecommuting
- ✓ Technology adoption is at the highest
- ✓ Disaster Recovery is becoming a business priority
- ✓ Cybersecurity is no more IT risk
- ✓ Cloud is being accepted for all collaboration



COVID-19 WFH Response

- Procured and Rolled out 100 new laptops in 6 weeks to support offsite workforce. 100 more on the way
- Implemented Remote Administration Tools to efficiently support remote users outside of District Network
- Created Detailed Documentation to educate remote staff on VPN, Cloud, Resource Access, and Security
- Increased collaboration licenses and features to accommodate online collaboration needs
- Adopting Digital Signatures to streamline and automate workflows
- Implementing Veoci Emergency Response Management to Modernize and Standardize the Emergency Operations Center



Cybersecurity Risks and Initiatives

- Build Threat & Vulnerability Assessment (TVA) program
- Strengthen & Enhance Email Security
- Strengthen and Enhance Public Key Infrastructure (PKI)
- Develop Cloud access security broker (CASB) capability
- Multi Factor Authentication – Enhance Secure Remote Access
- Division Firewalls – Enhance security between GO & Divisions
- Build Managed Detection & Response (MDR) - 24x7 real-time monitoring with incident triage, assessment, escalation and response support



Enterprise Applications and Data Management

- PeopleSoft Upgrade
- Fluid User Interface and Approval Workflow Engine Implementation
- Advanced Procurement Tools Implementation
 - Strategic Sourcing for Vendor and Bid management
 - Supplier Contract Module
- COVID19 Time & Labor Rules Development
- PS Hosting & Managed Services Contract Procurement



Infrastructure Resiliency

- Redundancy and Resiliency in Internet connectivity at GO and each Division, with an increase in speed
- Private Cloud to host critical business applications and integrate with Public Cloud for operability and fault tolerance
- Leveraging Public Cloud storage for all File storage needs
- Switched all District mobile phones to FirstNet for priority service during an emergency
- Planning to roll out FirstNet Push-to-Talk phone to all our buses to provide full redundancy
- Upgrading our desk phone system, telephone equipment, telecommunication trunks, and soft phone capability



Website, Mobile Ticketing, and Mobile App

- Website
 - Design Phases Completed
 - Migrating Content from Current Site to New Site
 - Edit and Vet New Site Content
 - Targeted Launch August 2020
- Mobile Ticketing
 - Beta Testing is complete, pending Operator Training
- Mobile App
 - Finds Bus Stops and Information Via a Map
 - Allows Users to Submit Feedback and Lost and Found Tickets
 - Beta Testing Targeted for 2 Months after the Shelter-in-Place Order is lifted
 - Will include Trip Planner and Token Transit Mobile Pay



BRT Technology Systems

- Fiber Optic Network
 - Interagency Connectivity
 - Dark Fiber
- Ticket Vending Machines
- Variable Message Signs
- Clipper Card Reader
- Platform Security Camera System
- Traffic Signal Priority System
- Forward Facing Cameras
 - On BRT Buses for Lane Enforcement



CAD/AVL System

Accomplished

- Implemented EAP Signup
- Installed Fully Functional Backup OCC
- Hardware Refresh in Las Vegas and Austin
- Failover Testing

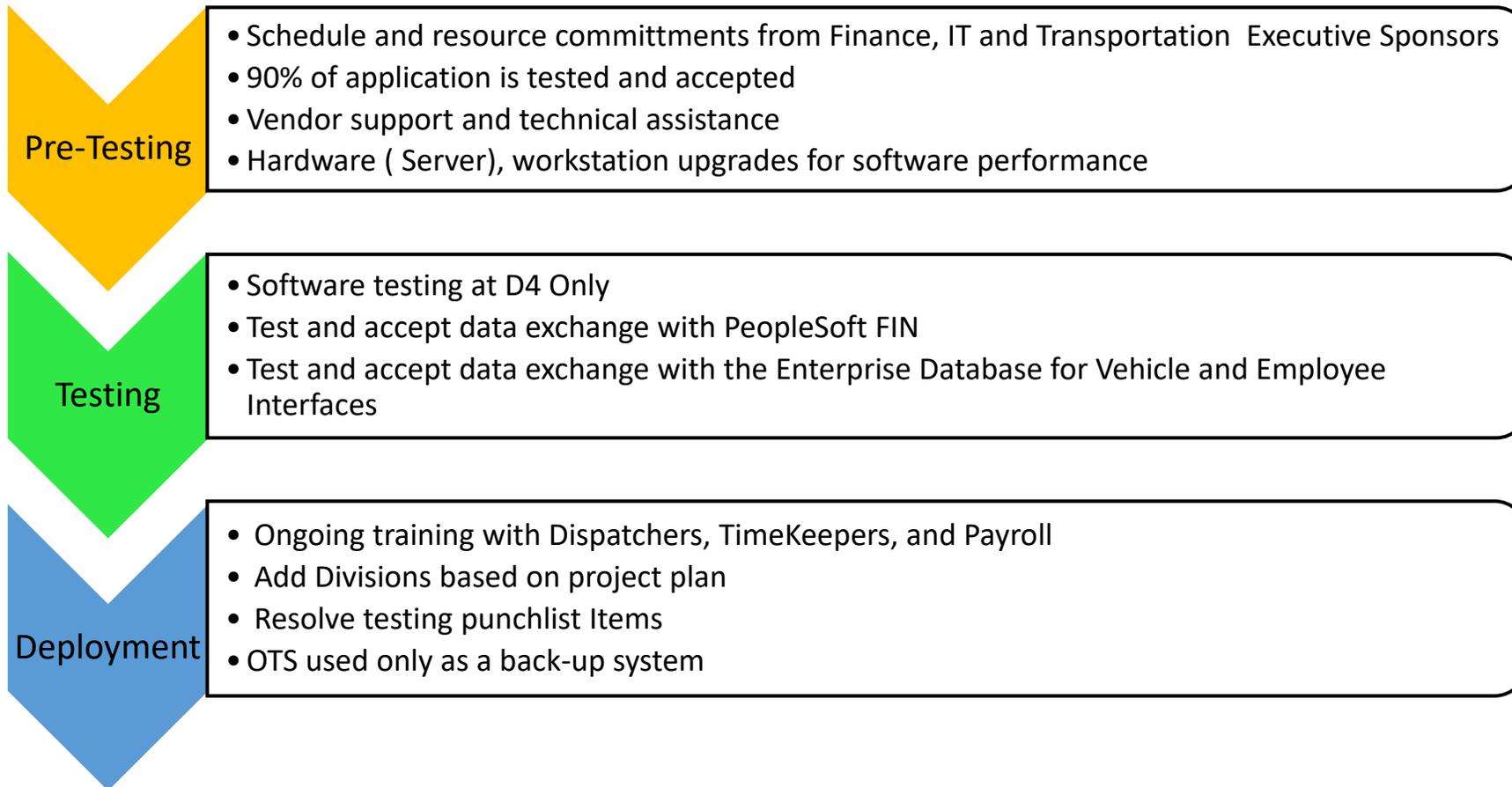
Outstanding

- System Acceptance Phase I 8/1/20
- Turn By Turn Directions 8/31/20
- Secure Bus Technology 6/30/21
- Advanced HATUS Integration 6/30/21



HASTUS Daily

Replacing Bus "Operator Time Keeping System" (OTS) by April 2021



Conclusion

- IT has been recognized as an essential services across the industry
- Various IT systems are becoming mission critical to keep our Service
- A solid IT Strategic Plan is critical to the District success
- Cybersecurity has never been that important before
- Recommend an annual update on Critical IT Projects to the Board

