



SMART Goal 6 - Improved Technology & Processes

Ensure each component of the water and wastewater systems contributes to the long-term health, reliability and addresses workflow inefficiencies by implementing technology solutions and process improvements.

Owner: Brian Macy - General Manager & Arturo Ceja - Director of Finance

6.1 Embracing technological solutions that align the District with industry best practices and modern standards.

Key Success Measure	Location/Meeting Date	Responsible Department	Completion Date
1) Ensure information systems planning is aligned with the District's Strategic Plan.			
Contract Agreement Renewal with Intelsys Communications Services for Information Technology Professional Services	June 2024 Item 19	Innovation & Technology	06/17/2024
The District has implemented and upholds an Administrative Code, and has made governing resolutions and ordinances available on the MSWD website, ensuring transparency for the public and other stakeholders. Board Meetings: Jul 2024 Item 10 , Aug 2024 Item 9 , Sep 2024 Item 9 , Dec 2024 Item 11	Governing Resolutions and Ordinances	Administration	Published: 08/09/2024 Updates: Ongoing
2) Enhance cybersecurity to ensure the continued safety of our system.			
Contract Agreement Renewal with Intelsys Communications Services for Information Technology Professional Services	June 2024 Item 19	Innovation & Technology	06/17/2024
Implement the cybersecurity projects outlined in SLCGP cybersecurity grant, awarded by Cal OES, that will improve network infrastructure, security controls, training/education, and the overall cybersecurity posture of the District.		Innovation & Technology	Ongoing
3) Ensure secure data access, remote access, and valid customer data.			
Contract Agreement Renewal with Intelsys Communications Services for Information Technology Professional Services	June 2024 Item 19	Innovation & Technology	06/17/2024
4) Finalize the solicitation for a new enterprise resource planning software platform, which will seamlessly integrate Finance, Customer Service, and Human Resources needs.			
MSWD posted a Request for Proposal on Feb 24th, 2025 for the new ERP system and implementation services on OpenGov website.	Current Solicitations Mission Springs Water District	Innovation & Technology	02/24/2025
5) Streamline processes and improve customer service by reducing delays and errors to enhance customer satisfaction and trust in the District's services.			
The District has implemented several new electronic forms using ArcGIS and Power Automate software that allow for a more streamlined customer experience in reporting water waste, applying for fire flow tests, requesting sewer/water information, and requesting will serve letters.	MSWD Website	Administration	Ongoing
Migrate to a new electronic check deposit service, saving staff time, increasing timeliness of deposits, and improving security.		Customer Service	Ongoing
6) Automate employee payroll structure and eliminate manual entry of employee time and project numbers.			

7) Develop a work order management system and analyze workload allocations for infrastructure and maintenance operations based on industry key performance indicators and standards.			
Fully implement the ArcGIS and Cityworks GIS systems work order management components.		GIS/Operations/IT	Ongoing
8) Identify opportunities for the privatization of routine maintenance functions to augment staffing levels.			
9) Adopt an asset management system to ensure cradle-to-grave tracking of resources that aligns with the asset management and replacement component of the Long Range Financial Master Plan.			
MSWD will leverage its new GIS system to manage its infrastructure assets.	NA	GIS/Finance/IT	Ongoing
10) Continue to enhance purchasing processes to streamline staff processing times while ensuring appropriate approvals are met.			
MSWD has adopted a new OpenGov procurement system, which will help with solicitations and require appropriate sign-off.	District Website	Administration	Jan 2025
The District is reviewing its procurement guidelines and will bring the Board updated policies in Spring 2025.	NA	Administration	Ongoing
11) Evaluate options for automating the inventory management system for purchasing, receiving, and warehouse operations. Expand and improve the use of mobile computing and communication technology.			
12) Adopt a records retention policy, incorporate retention schedules into processes, and automate them into new computer systems.			
MSWD is currently updating its record retention policy. Legal has reviewed it, and a new policy will be brought to the board later this spring.	NA	Administration	Ongoing
13) Review lien processing and streamline and consolidate processing to one department.			
Customer service and Finance are reviewing the lien process and looking for ways to combine processing.	NA	Finance	Ongoing
14) Look for additional ways to leverage technology and increase staff efficiency and operational savings. Information systems should support effective decision-making, system integration, reliable data, and decreased redundancy.			
The District has implemented several new electronic forms using ArcGIS and Power Automate software that allow for a more streamlined customer experience in reporting water waste, applying for fire flow tests, requesting sewer/water information, and requesting will serve letters.	NA	Administration	Ongoing
The District has created/revised forms on Laserfiche Forms to streamline workflows behind the scenes, eliminate paper waste, and speed up processing times.			
Adoption of MSWD Artificial Intelligence Tools Policy 2025-01	February 2025 Item 9	Administration	02/18/2025
Other Actions Related to this Section			
Award of Professional Services Agreement for GeoViewer Software and Support Services for the MSWD to Nobel Systems. Needed until City Works is fully implemented.	April 2024 Item 21	Operations	04/15/2024

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6.2 Hire a designated GIS employee and integrate asset management within the MSWD work order management system.			
Key Success Measure	Location/Meeting Date	Responsible Department	Completion Date
1) Review the existing Nobel platform and ensure it meets the District's ongoing needs.			
The District GIS Specialist has begun the process of transitioning the District from Nobel to Cityworks.	NA	Administration	Ongoing
2) Integrate data collection and analysis to allow for data-driven decision-making based on real- time data.			
Utilizing ArcGIS programs to enhance data collection of Engineering and Customer Service requests (e.g. Fire Flow, Water/Sewer RFIs, Will Serve Letters, Report Water Waste to MSWD, etc.).	NA	Administration	Ongoing
3) Boost real-time monitoring and incident response.			
4) Enhance network analysis and optimization.			
Other Actions Related to this Section			
Award of Contract Agreement for the Complete Deployment of ArcGIS Enterprise, Utility Network, and CityWorks to Timmons Group	February 2024 Item 11	Innovation & Technology	02/20/2024
GIS Specialist was hired on June 8th, 2024.		Human Resources	06/08/2024
Award of Contract Agreement with Trimble for Work Order and Asset Management Software Subscription and Support Services	June 2024 Item 20	Innovation & Technology	06/17/2024