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| D:\SASD RegionalSan\SASD Logo.png | **Project Status Report**  **SASD Maximo Upgrade & Support**  As of **05/03/2022** | **Project Manager:** Vu Pham  **Project Sponsor:** Jeff Vail  **Business Owner:** Luisa Gomez |

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| **Initiative Number: 166** | | **ETSC Priority:** N/A | | | **Project Scheduled Completion Date:** 10/31/2022 | | | | | | **Project Lifecycle:**  Execution | |
| **Project Description:** Information Technology (IT) is overseeing a routine Maximo upgrade for both the Sacramento Regional County Sanitation District (Regional San) and the Sacramento Area Sewer District (SASD).  Initiative-166 is specific to the SASD Maximo upgrade from 7.6.0 to 7.6.1.2 (or the latest patch version at the time of development).  The IBM Maximo Asset Management framework has been in use by both the Sacramento Regional County District (Regional San) and the Sacramento Area Sewer District (SASD) as a web-based Computerized Maintenance Management System (CMMS) to perform enterprise asset management for several years.  Both districts upgraded to the current Maximo 7.6.0 in 2018 (SASD in April and Regional San in July).  IBM has formally announced that support for Maximo 7.6.0 will end in September 2021.  Extended support is possible at a cost, and may need to be applied for and then approved by IBM.  In addition, the IT Patch Standards call for IT to upgrade Maximo every 18-24 months. | | | | | | | | | | | | |
| **Scope:** | **GREEN = No Issues** | | | **Schedule:** | | | **YELLOW = 1 Issue** | | | **Resources:** | | **Green = No Issues** |
| **Milestones** | | | **Start Date** | | | **End Date** | **Actual**  **End Date** | **% Complete** | **Actions/Comments** | | | |
| Project Schedule Baseline | | | 09/07/21 | | | 11/15/21 | 1/13/22 | 100% | Readjusting Baseline when final quotes and timelines for Hardware are obtained  Estimate the Week of 12/20 to receive final quotes | | | |
| Maven System Assessment | | | 11/01/21 | | | 11/19/21 | 11/24/21 | 100% |  | | | |
| Hardware Procurement | | | 11/01/21 | | | 07/29/22 |  |  | 05/03: As per current ETA hardware will be shipped on 07/08. | | | |
| Development Upgrade - Maximo | | | 01/18/22 | | | 06/03/22 | TBD | 77% | **05/03/22**: Issues related to server clustering delayed progress of Maximo development upgrade. | | | |
| Development Upgrade - GIS | | | 04/22/22 | | | 05/06/22 |  | 70% | 05/03/22: One issue needs to be resolved by GIS vendor. Expercted to be resolved by 05/06/22. Otherwise development upgrade is complete. | | | |
| Development Upgrade - Spatial | | | 05/11/22 | | | 09/23/22 |  | 15% | 05/03/22: Designed document is approved and signed. Development work will start when GIS development upgrade is complete. | | | |
| Test – Upgrade Maximo/Spatial/GIS | | | 09/24/22 | | | 09/30/22 | TBD | 0% | 1/28/22: The Test environment will be setup on VMs for both application and DB servers. Once hardware is received, the DB will be moved to the physical hardware. | | | |
| User Acceptance Testing | | | 10/03/22 | | | 10/23/22 | TBD | 0% |  | | | |
| Cutover Preparation | | | 10/24/22 | | | 10/28/22 | TBD | 0% |  | | | |
| Production Server Setup/Configuration | | | **10/29/22** | | | **10/31/22** | TBD | 0% |  | | | |

| **Completed Activities This Reporting Period** | **Planned Activities for Next Reporting Period** |
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| Hardware Planning: Received approval from SASD to go with IT best estimates on hardware requirements for SASD Maximo clustering   * **New shipping ETA on hardware delivery is 07/08/22** * **Delivery ETA at SASD is expected to be 07/13/22** | N/A |
| **General:**   * Continue Build-Out of Jira Big Picture to coincide with Planning Epics/Tasks/Sub-Tasks * Finalized SASD/IT Core Requirements (3/2) 3rd meeting (used for regression testing during UAT) * Transition meetings for project mgmt/BA tasks to Shabab Shams & Mark Wachdorf * DEV environment work continues –   + F5 is now configured for the servers   + Maven working on Single Sign On (SSO) configuration   + IT working with SASD/GIS team to determine requirements for ArcGIS & SQL Server versioning to ensure compatibility with the new Maximo instance (SQL Server 2019) * Provided a demo of WO Tracking Crews for SASD-M&O team for feedback – Ready for UAT (3/3) * Had a meeting with SASD regarding Data Loading options (replacement/additional options for MXLoader) (3/7)   + SASD to provide updated list of users to assist in evaluating the options that will be the most beneficial for SASD * Provided a demo of the Adaptive Skin to SASD Staff (3/9) | * Schedule will require updates to dates based on new hardware receipt estimates and GIS upgrade options * Continued work in the DEV environment * Continued discussions to determine SQL Server versioning paths for ArcGIS & SQL Server compatibility issues |
| **Maximo Spatial Coordination:**   * Reviewed Starboard’s Technical Document internally & with Starboard – Starboard to make updates by mid next week (3/16) |  |

| **Key Risks** | **Probability** | **Impact** | **Status** |
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| SASD Current Blade Server for Maximo: Extended Support ends in October 2021. (in conjunction with obtaining requirements from the Maximo Upgrade Vendor) | High | High | **07/15: Closed** – IT Ops has found a vendor to provide extended support of the SASD blade server. TPS was submitted on 07/15/21.  07/09: We need to create a mitigation plan. Research Infrastructure needs and acquisition timelines once requirements can be gathered. |
| Contracts found, per the CA Secretary of State website, that the consultant shows SOS/FTB Suspended | Medium | High | **07/27: Closed** – Contracts have completed their review and proceeded to continue with the contracting process.  07/26: Provided Contracts with responses from Maven. Maven’s fictitious name is identical to the business entity noted in Contracts research  07/21: Reported by Katherine Manne; Rudy submitted inquiries to Maven |
| Maven’s insurance coverage value for Professional and Cyber Liability is $1,000,000 per claim and aggregate.  SASD’s has a minimum required value for each coverage type is $2,000,000 per claim and aggregate. | Low | High | **08/10: Closed** – Contracts notes the issue has been resolved  08/08: Maven notes that their insurer has updated their policies  07/28: Maven would like the increase to be in line with their renewal date (08/19); Contracts notes, per Risk Management approval, that the renewal date is acceptable.  07/27: Maven advised of the issue. |
| MaxTAF Cloud version: We need to clarify access to the SASD Network. | Medium | High | **1/28: Closed -** Maven, MaxTAF, & ITOPs met and discussed expectations. Since Performance testing will be completed on the TEST physical hardware – and that is delayed until the end of April. Another meeting will be scheduled in April to regroup.  1/14/22: Maven, MaxTAF, and ITOps are coordinating a meeting to set expectations, etc.  12/11: Holding decision on using this cloud tool for load testing (relates to open business decisions tied to Hardware Planning)  10/18: Maven will provide further Options the week of 11/01.  10/08: Adding as an agenda item for a Technical Q&A session with Maven the week of 10/18.  09/10: Scheduling as an agenda item for the next Maven project planning meeting; Standing decision – A Cloud-based solution will not provide the required results.  08/30: Gene Laoyan meeting with DTech regarding 4 potential options offered by Maven; Maven is also working on an on-prem solution – We will meet with Maven to discuss the issue as part of our initial analysis.  07/30: Issue identified by Michelle. Added a task to determine if an alternate solution will be required (i.e., On-prem); Also need to determine when we can engage the vendor to work on this item. |
| ElementsXS: Currently On-Hold. However, if brought back to the upgrade project, it may impact the project schedule. | Low | Medium | **09/13: Closed** - Closing this Risk. We will continue to monitor  08/10: Identified. We will continue to monitor that project. |
| Need to ensure we utilize a supported browser for Maximo (for Extended Support)   * IE Mode will not be supported by IBM * Edge will not be supported * IE goes off MicroSoft support by June 2022 | Low | High | **2/10: Closed –** Maximo is able to launch using IE 11 or MS Edge with IE Stand-alone mode. IE 11 is not planned to be removed from the environment until late in June or July 2022. The new version of Maximo is only supported on MS Edge and the estimated implementation is 6/6 – 2 weeks before Microsoft decommissions IE 11 – and well before IE 11 would be removed from our environment.  1/14/22:Michelle M. is currently validating testing for Maximo using MS Edge IE Stand-Alone Mode configurations to ensure it will meet support guidelines.  12/01: INIT-191 is currently in testing to verify for any negative impacts to Maximo support.  09/14: Met with INIT-191 PM (Sunset IE Support). That group is in the initial testing phase and working with IT Ops to clarify any interim and long-term solution paths.  08/30: Monitoring INIT-191 (Sunset IE Support). This initiative will ensure that all applications work on identified browsers  08/18: Starting to see redirected to Edge. |

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| **Key Issues** | **Impact** | **Priority** | **Status** |
| The following CSR submission acceptance date is 8/04/21, which is for a 9/22 Board meeting to approve the SASD Maximo Upgrade Vendor CSR. | High | High | **07/27: Closed** – Prabhakar approved the inclusion of this board item to the 08/25/21 BOS Meeting.  07/19: Emailed Katherine to see if there is any possibility to get into one of the three board meetings that will occur before 9/22. |
| We discussed that the global supply chain issues will delay getting new database servers delivered to our data center.  This delay might push the project's completion date beyond extended support.  We asked SASD if we should continue to work with the vendor to get their hardware recommendations before we put in our hardware order or put the order in now with IT's best-educated guess on the hardware needs.  SASD requested we give them more details before they make a decision. | High | High | **3/10:** A new hardware shipping ETA has been provided by the vendor – **4/29/22**. Delivery is expected to be 3 – 5 days after that – Being delivered FedEx Ground – anticipated date is **5/6/22**. Currently scheduled dates will need to be moved to adjust for this timeline. The plan is still to setup the TEST environment on VMs to prevent to much schedule slippage. ITOPS will still need 14 working days from the date of receipt to prepare the hardware for use/deployment.  2/10:Given the hardware arrival date moved to 4/9/22, the Project team has devised a mitigation plan to begin set up and configuration of the TEST environment on Virtual servers and migrate once the hardware arrives and is ready.  1/28:There was an issue with the hardware order brought to our attention on 1/21. Vendor didn’t process the PO when it was submitted in December. It was expedited and processed on 1/21. The new ETA is 4/9/22. ITOPS still estimates **14 days** for hardware installation and configuration once received.  12/21: Final quotes received from vendors. Vendor selected from lowest bidder. Estimated time to receive hardware **is 91 days from quote date**. ITOPS estimates **14 days** for hardware installation and configuration once received. These timelines will be worked into the schedule.  12/02: Final quotes received from HPE. Quote requests submitted from other vendors to finalize selection.  Once selected we will know the estimated time for delivery and installation.  11/17: SASD approved Option #2 to proceed with IT’s recommendation for hardware architecture.  IT will proceed with the process of procuring the identified servers.  The project team will continue to mitigate any delays in the process.  11/15: Dan emailed the options (3) for Hardware Planning to Luisa for review  11/05: Met with Luisa to introduce the Hardware Planning Issue. Luisa requests IT to provide information on why IT is recommending any particular option.  Dan will provide a full documented breakdown the week of 11/15  Luisa will set up a meeting with Rosemary and Patrick to review the information  10/28: - Opened Issue |
| VPN Access issues exist for Maven vendors | Medium | High | **12/30: Closed -** Both Maven users have been verified as having full VPN access to our network.  11/19: Some Maven users are still working through the process with DTech. IT will continue to monitor and assist.  11/15: Maven reports issues in completing the VPN access process.  This is a process where the external vendor works directly with DTech.  IT will follow up with DTech as well to attempt to help complete the process. |
| GIS Dev Environment incompatibility issue (Spatial Dependency) | High | High | **3/10:** Conversations are ongoing between SASD/GIS, IT, ITOPS & Starboard to determine what the best version is and the resulting impacts of that decision. At this time – no decisions have been made. This does create a delay in Starboard being able to get into a DEV environment to begin any work they need to do. If it’s determined that ArcGIS must be upgraded to accommodate a newer SQL Server version – there could be schedule impacts.  2/25:Pauline Lin (SASD) discovered the current GIS Dev environment is running on SQL 2012 / Windows 2012. The plan was to utilize the current environment for the new GIS Dev configuration; however, the new version of Maximo Spatial & GIS isn’t compatible with SQL 2012 or Windows 2012.  The project will need to procure a new environment for the GIS DEV system before the Spatial vendor can complete their proposed work.  The map (Spatial) is required for the main Maximo upgrade to move into TEST. This has been defined as a “show-stopper.” |