

REGULAR SESSION –WEDNESDAY, JULY 20, 2022

STATE OF KANSAS)
) SS
CITY OF KANSAS CITY)

the Mayor’s Holiday Lighting. He also spoke about the possibilities coming in terms of housing and business. (See attached PowerPoint).

Mr. Norbury responded to questions and comments from the Board.

Item #9 – General Manager / Staff Reports

- i. *IT Quarterly Update:* Mr. Jerry Sullivan, Chief Information Officer and Mr. Lourens Fourie, Contractor, gave the Board an Information Technology update. (See attached PowerPoint).

Mr. Sullivan, Mr. Fourie, and Mr. Brian Laverack, Director of Network Operations, responded to questions and comments from the Board.

Miscellaneous Comments: Mr. Johnson spoke about the upcoming Board workshops on July 26 and 27. He also informed the Board about UG meetings he would be attending in the upcoming weeks.

Item #10 – Board Comments

Mr. Haley thanked IT and Downtown Shareholders for the presentations. He said he attended the UG Economic and Finance Standing Committee meeting and informed the Board that the 505 Central redevelopment project had been passed. The committee also discussed the American Rescue Plan Act (ARPA) funds. Mr. Haley commented that the UG and Neighborhood Community Development were looking redistricting, post census. He was not sure how that was handled for the BPU Board districts. He also mentioned an announcement made regarding possible funds for those who engaged in clean energy.

Ms. Lawson said that the UG Mapping Department headed up redistricting. If there were any changes to BPU districts, the Board would receive those recommendations from the UG for review.

Mr. Johnson said that they were pursuing any available dollars from the State and Federal levels.

Mr. Groneman thanked IT for their presentation. He would be attending the UG Public Works and Safety Committee meeting and would report at the next meeting.

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Mr. Milan also thanked IT for the informative presentation. He requested to attend the KsAWWA/KWEA Joint Conference in Topeka, KS, August 30 – September 1, 2022.

A motion was made to approve Mr. Milan’s attendance to the conference by Mr. Bryant, seconded by Ms. Gonzales.

Mr. Bryant thanked all for the informative presentations. He informed the Board that he would not be attending the Board workshops and would be out of town for the August 3 Board meetings.

Ms. Gonzales echoed her thanks for the informative presentations. She also congratulated Mr. Jeremy Ash, on becoming the Interim Chief Operating Officer.

Ms. Mulvany Henry also congratulated Mr. Ash on his new position. She also spoke about a call received from a constituent regarding a very positive interaction they had had with a Customer Service representative, Kishaana.

Item #11 – Adjourn

A motion was made to adjourn at 7:47 P.M. by Ms. Mulvany Henry, seconded by Mr. Bryant, and unanimously carried.

ATTEST:


Secretary

APPROVED:


President

DOWNTOWN SHAREHOLDERS OF KANSAS CITY, KANSAS, INC.

July 20, 2022



DOWNTOWN
SHAREHOLDERS
OF
KANSAS CITY, KS, INC.

WHAT IS A DOWNTOWN SHAREHOLDER?



DOWNTOWN
SHAREHOLDERS
OF
KANSAS CITY, KS, INC.

WHAT IS A DOWNTOWN SHAREHOLDER?

- 501(c)(3), founded in 2006
- Administrator of the Downtown Kansas City, Kansas Self-Supporting Municipal Improvement District (SSMID, Founded 2008)
- Mission – ***“The Mission of Downtown Shareholders of Kansas City, Kansas is to bring together energetic leaders and diverse partners that:***
 - ***Provide support and resources connecting engaged businesses, property owners, and residents***
 - ***Facilitate inclusive economic growth and housing development***
 - ***Revitalize a safe, welcoming, and historic Downtown KCK.”***
- Funded by grants, administrative contract, memberships, and events



DOWNTOWN
SHAREHOLDERS
— OF —
KANSAS CITY, KS, INC.

A Clean, Safe and Attractive Downtown

Cleaning Ambassadors



Security Ambassadors



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Creative Placemaking: Friday Take Out Series



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Creative Placemaking: Third Friday Art Walk



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Creative Placemaking: Third Friday Art Walk



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BPU Summer Youth Program



DOWNTOWN
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BPU Summer Youth Program

- 2022 Summer Youth Camp
- Organized by First Baptist Church and Turtle Hill Community Association
- 40 youth
- 3 week camp at no cost to youth
- “Exploring Historic Places, People and Events in Kansas”



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What is coming Downtown?



DOWNTOWN
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What is coming Downtown?

Housing



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What is coming Downtown?

Housing



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What is coming Downtown?

Housing



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What is coming Downtown?

Epic Arts Campus



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What is coming Downtown?

Epic Arts Campus



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What is coming Downtown?

Mayor's Holiday Lighting



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What is coming Downtown?

Mayor's Holiday Lighting 2019



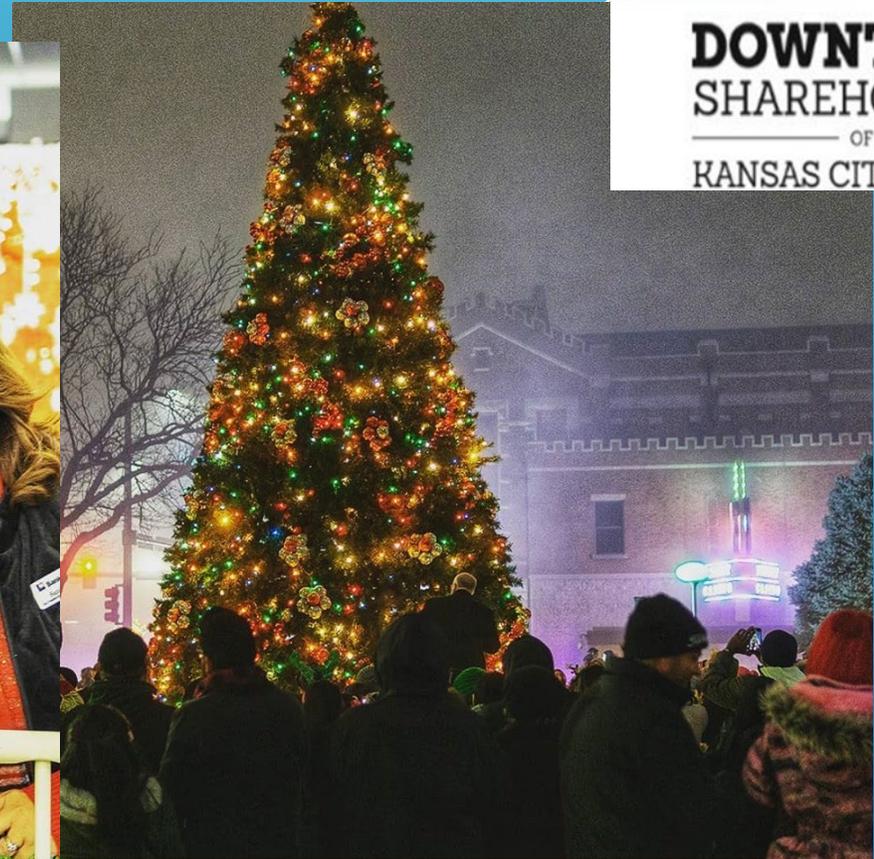
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KANSAS CITY, KS, INC.

What is coming Downtown?

Mayor's Holiday Lighting 2019



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What is coming Downtown?

And much more, for sure...



DOWNTOWN
SHAREHOLDERS
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KANSAS CITY, KS, INC.

THANK YOU, BPU!

For your deep, committed
and ongoing support for Downtown KCK



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OF
KANSAS CITY, KS, INC.

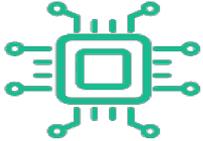
KC BPU Board Meeting Information Technology Update

Jerry Sullivan CIO
Lourens Fourie PM

July 20, 2022

BPU Technology Opportunities

BPU Technology Opportunities Fall in Three Basic Categories



1. Digitalization

Improving both customer satisfaction and employee capabilities



2. Decentralization

Allowing more user access to more technologies covering more business cases

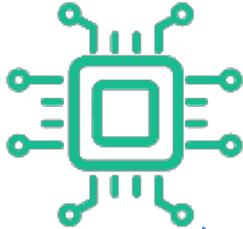


3. Democratization

Important technologies readily available at the customer level

Current Initiatives (1 of 3 pages)

Digitalization



1. **Texting Notifications** Safety notifications, network, and security now live, Customer Outage Notifications (Sep 30th), Customer Billing (tentative for early October)

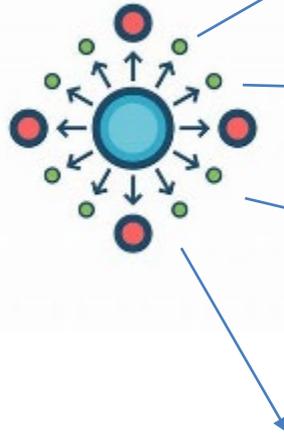
2. Integrating **GIS Mapping** with BPU assets (Go Live on Aug 28)

3. **Cybersecurity / Network Improvements** (SNOC and Network switches – 5 phases)
Discuss today

4. **Executive Dashboard** Visualizations for Improved Decision Making (Customer Services completed, other business units go-live throughout the next 5 months) Demonstrate in August or September

Current Initiatives (cont'd)

Decentralization



5. **BPU Central Web Site** for every Business Unit (IT live now, Human Resources July 28, other departments by Dec) Demo today

6. **Budgeting/Forecasting/Analysis** system-wide (**Anaplan**). Going live next week.

7. **Asset Management - Maximo Upgrade** (Aug 28 go live)

8. **System and Network Operations Center** (physical location completed earlier this month) (Discuss today), **Teams** (Live since Mar)

Current Initiatives (cont'd)

Democratization



9. **Mobility** – Water Engineering Collector (completed May), ESRI Portal for Linemen & Trouble men (completed May/Mar respectively)

10. **Corporate Wi-Fi**
(deploy various locations Aug / Sep)

11. **Self-Service** at your finger tips – Helpdesk portal, BPU Central (completed Nov '21), & Benefits Portal (complete Oct '21 & go live is Sep)

12. **Data analytics** embedded throughout BPU for many work processes. Tableau, Cognos, SNOC & more (Ongoing)

Three Highlighted Topics Today

1. **BPU Central demo** - Individual business unit site focus
2. **Data Center & Network architecture** and switch replacement - improving resiliency, reliability, and cyber security
3. **Security & Network Operations Center (aka SNOC)** - improving reliability of our software applications and security

1. INTERNAL WEBSITE “BPU CENTRAL”

LOURENS FOURIE, PROJECT MANAGER

Going down memory lane, here is our OLD INTERNAL WEBSITE



The screenshot shows the internal website for the Kansas City Board of Public Utilities. The interface is a dashboard with multiple widgets and navigation elements.

Navigation and User Info:

- Top right: Home, Logout, Add to My Links, Sign out
- My Page: Personalize, Content, Layout
- Administration: Personalize, Content, Layout

Enterprise Menu:

- Enterprise Components
- PeopleSoft
- My Content
- Content Management
- Internal Controls Enforcer
- Portal Administration
- Worklist
- Application Diagnostics
- Tree Manager
- Reporting Tools
- People Tools
- BPU Links
- Take a Survey
- Workspaces
- My Account Sign On
- Change My Password
- My Personalization
- My System Desk
- My Outbox

Application Information:

PROJECTS Update

- Project Cost Summary
- Project Cost Detail Report
- Task Cost Detail Report
- Task Cost Detail - Multiple Tasks
- Construction Summary - Field Version
- Capital Project Cost Summary By Dependence Type

[More...](#)
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BPU Calendar:

April 2019						
Sun	Mon	Tue	Wed	Thu	Fri	Sat
	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30				

[Add Event](#) [Full Page View](#) [Configure](#)

Budgeting:

Budgeting Information

- 2019 Approved Annual Budget
- 2019 Budget Detail by Department and Class
- 2018 Approved Annual Budget

[More...](#)
[Submit Article](#) | [Update Submitted Articles](#)
[View All Articles and Sections](#)

BPU Procurement:

Link to IntelLink

- UMR Commercial Card Details

[More...](#)

User Guides:

- Via IntelLink Spend Management
- Via IntelLink Spend Management - Approvals

[More...](#)
[Submit Article](#) | [Update Submitted Articles](#)
[View All Articles and Sections](#)

National Weather Service:

NOAA Weather - Kansas City, KS

BPU Bulletin Board:

- 2019 Mileage Form
- 2019 Mileage Form
- 2019 Memo Mileage Rate
- 2019 Memo Mileage Rate
- Announcements
- 2019 Form WA
- 2018 IRS Notice 1026
- 2018 Tax Changes
- 2018 Mileage Form
- 2019 BPU Holidays

[More...](#)
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My Events:

Wednesday, April 10, 2019

No events found for the date range.

[Full Page View](#)

BPU Links:

- Intel New Phone Instructions
- BPU Web Site
- Policies and Procedures
- Travel Per. Dem. Guide
- Kronos
- BPU Business Forms
- Tip & Tricks
- ASJ Application
- Organizational Charts
- Communication Line
- Web Outlook
- BPU On Line Classroom
- BPU Development Env
- Articulate - Water Operations
- Imprhata One Sign Self Service
- Commvault Galaxy Backup
- Office Supply & Forms Guide
- Order BPU Business Cards
- Outage Map
- Outage Viewer Internal
- BPU Retirement
- IBM Maximo
- KO

Homeland Security:

NTAS
NO ACTIVE ALERTS
www.DHS.gov/alerts
[Read more](#)

An Update on our Internal Website

We are now developing individual business unit's internal pages

Built on Microsoft SharePoint which is the leading platform for web "Intranets".

SharePoint provides:

1. Flexibility (opportunity to create unique features)
2. Scalability (easily copy features between department pages)
3. Customization (each department will have a unique page)
4. Build in utilization metrics (track usages within each page)

Individual BPU Central business unit pages provide:

1. **Collaboration** within and between business units
2. **Transparency** on business unit's information and resources
3. **Marketing opportunities** on services provided to other business units

We will complete all business units by the end of the year. (BPU Central and IT is live now, HR will be live next week, and the electric departments will be completed in September)



BPU Central Home Page

DEMO

INDIVIDUAL BUSINESS UNIT WEBSITES

SWITCH REPLACEMENT

Switch Replacement: Improving our IT Network

Switches? What are they?

1. Connection between applications and computers
2. Allows data access
3. Critical for all systems
4. Every data center has them, all computer networks use them, all technologies in the world use them

Why replace?

- Current switches are single point of failure.
- Switch technologies are now becoming SMART.
- *Predicts and correct failures before outages occur*
- Self-healing capabilities



Fig 1: Switch Ports



Fig 2: Switch



Fig 3: Data Center Rack



Fig 4: Cable Management₁₅

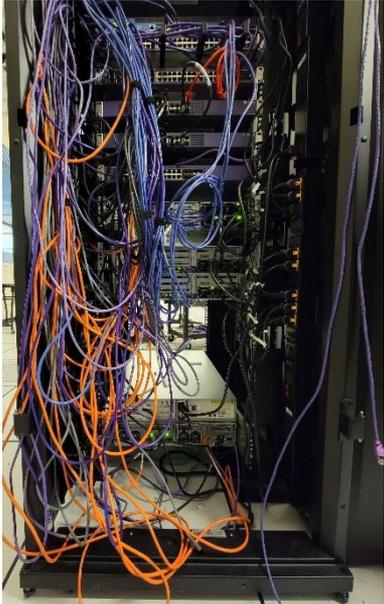
Field Proven & Greatly Enhances Security Fabric Connect is the name of the technology architecture

**Unbreakable in Testing by the
Federal Gov't**

1. Provide instant failover capabilities between data centers
2. Multi paths and self-healing which eliminates single points of failure
3. Eliminates outages during switch upgrades
4. Decrease the administration overhead and complexity
5. Prevents people from connecting to devices on the network



Before



During

- Added additional cable management
- Eliminated loose/unused cables
- Added additional power strips for reliability
- Consolidated equipment and racks, reducing power consumption

After



Outcome

- Reduced equipment costs
- Eliminated failure points
- Reduced maintenance
- Reduce IT outages
- Decrease cyber and data risk
- Increase power redundancy,

AND LOWERS COSTS!

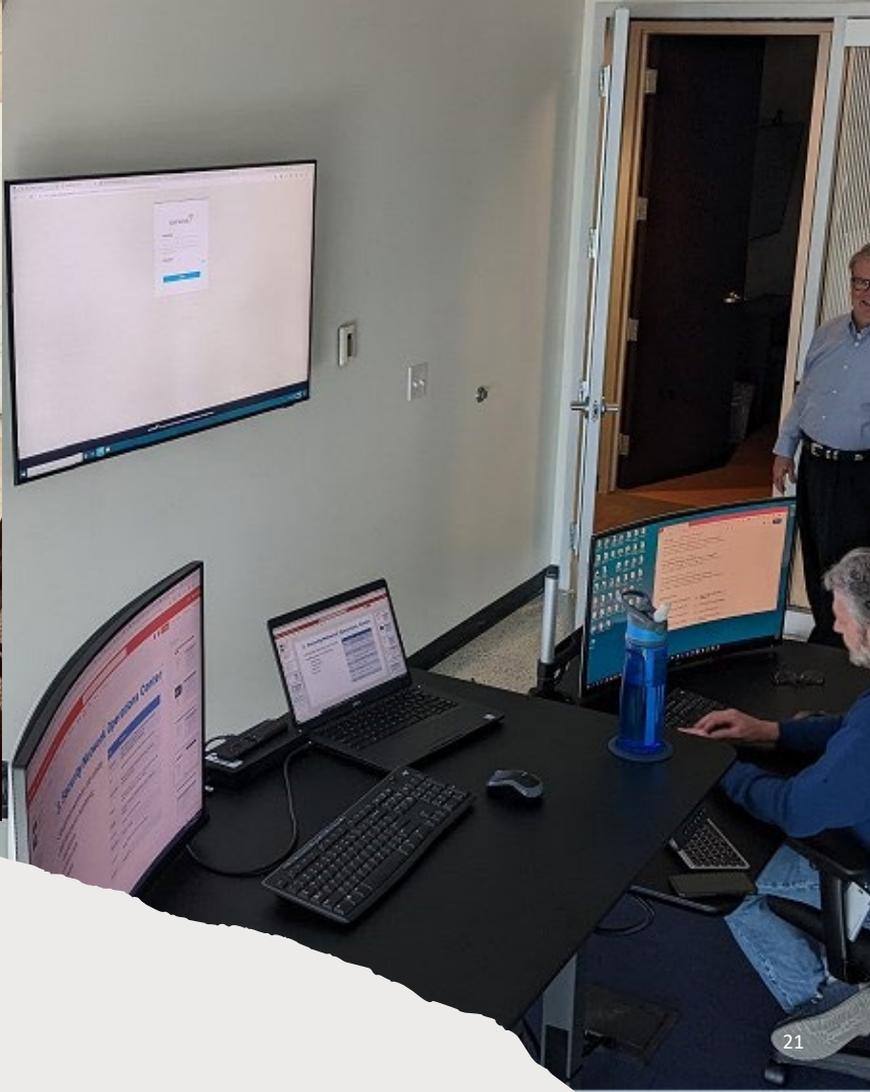
Replace all 250 "out of support" switches across enterprise
Implement new "Fabric" network architecture

Phase	Location	Update
1	Primary datacenter	Completed July
2	Secondary datacenter	Starting in August, to be completed end of October
3	Connections between all locations	Equipment expected to arrive in September however continued supply chain issues put this date at risk
4	Admin building floors	
5	All other locations and buildings	

SECURITY & NETWORK OPERATIONS CENTER (SNOC)

Why did we build this Center?

1. Improve cybersecurity posture
2. Create Situational Awareness of all systems in one place
3. Centralize scheduling of many IT "jobs" such as batch work, testing, configuration, and go-live schedules
4. Monitor and alert on key activities / notifications
 - Applications (software)
 - Infrastructure (hardware)
 - Network (communications)
 - Security
5. Provide alert notifications of unusual events



Security & Network Operations Center

SNOC areas covered

Application Types and Functionalities Addressed

Application types	Network Monitoring	Server and Server Hardware Monitoring	Application Performance Visibility	Technical Upgrade/Patch Upgrade/Changes	Web Application Monitoring	Scheduling Processes	Desktop /Laptop Security Monitoring
1. Infrastructure	X	X					X
1. Customer /Finance, Utility Applications	X	X	X				X
1. Hardware Devices		X					
1. Change tracking				X			
1. Server, storage, & VMware		X					
1. Web sites					X		
1. Network tools	X						
1. Job scheduling						X	



Information Technology Reports



Brian
Laverack
Director,
Network
Operations



Sperlynn Byers
Acting
Director,
Information
Technology

These are
the IT
leaders who
make it
happen.....



Robert Kamp
IT Project
Manager



Richard Mena
Supervisor,
Desktop Support



Lourens Fourie
IT Project
Manager



Nesby Harvey
IT Project
Manager



Diane Hudson-
Hoch
Acting Supervisor
Enterprise Apps

QUESTIONS?

**AND
THANK YOU!**

APPENDIX

2022 PROJECTS UNDERWAY AND COMPLETED (FROM DEC 2021 BOARD MEETING)



Information Technology Plan (1 of 4)

Initiative	Major Benefit	3 D's	Other Benefit	Status
1. Texting	Customer Satisfaction	Decentralization	Reduce calls, Customer Billing, outages, etc.	In process
2. Laptops	Remote work, BC/DR	Decentralization	Collaboration	Completed
3. Office 365 / Teams	Standardization	Democratization	Collaboration	Completed
4. Storage	Solid State Storage	Digitalization	Reliability	Completed
5. DR / BC Servers	Virtualization	Digitalization	Reliability	Completed
6. Identity Mgmt.	Role / Identity Based Access	Digitalization	Cyber / Phys. Sec.	2Q 2023
7. DC Load Balancing	Efficient use of resources	Digitalization	Reliability	Completed
8. Disaster Recovery / Resiliency Exercises	Alternate work locations	Decentralization	Customer Focus	Completed



Information Technology Plan (2 of 4)

	Major Benefit	3 D's	Other Benefit	Status
10. Paging Replacement	Eliminate Analog systems	Digitalization	Communication	3Q 2022
11. Security Ops Center	Cyber Security (malware) and Situational Awareness	Digitalization	Reliability	Completed
12. Network Ops Center	Situational Awareness	Democratization	Reliability	Completed
13. Email filtering	Reduce Spam	Digitalization	Cyber Security	Completed
14. Intrusion Protection/ Det Sys.	Security	Digitalization	Cyber Security	3Q 2022
15. E911	Emergency Notification	Digitalization	Reliability	Completed



Information Technology Plan (3 of 4)

	Major Benefit	3 D's	Other Benefit	Status
17. Cognos Reporting	Exception Reporting	Democratization	Collaboration	Completed
18. Meter Data Mgmt. System	Replacing out of support major system	Digitalization	Customer Satisfaction	RFP stage
19. Bill Print Redesign	Replacing out of support of a major system	Digitalization	Customer Satisfaction	Completed
20. Data Visualization using Tableau	Data Analytics / Predictive Analytics	Digitalization / Democratization	Better Decision Making	Ongoing
21. Substation to Distribution (SCADA to OMS)	Reliability	Digitalization	Customer Satisfaction	Completed
22. Kronos Time Sys.	Technology upgrade	Digitalization	Ease of use	Completed



Information Technology Plan (4 of 4)

	Major Benefit	3 D's	Other Benefit	Status
23. Benefits Admin Upgrade	Technology upgrade, Self-service	Digitalization	Employee satisfaction	Completed
24. New BPU Portal Development	Major functional improvement	Digitalization / Democratization	Ease of access, sustainability	Completed
25. SharePoint	Collaboration	Digitalization / Democratization	Document control, retention	Completed
26. PeopleSoft HR Upgrade	Workflows, ACH Personnel management	Digitalization	Usability	Completed
27. Smartsheets	Project Management	Digitalization	Effective use of resources	Completed
28. Enterprise Learning Mgmt. Upgrade	Technology upgrade	Democratization	People Development	Completed