ROOT System Operations Overview
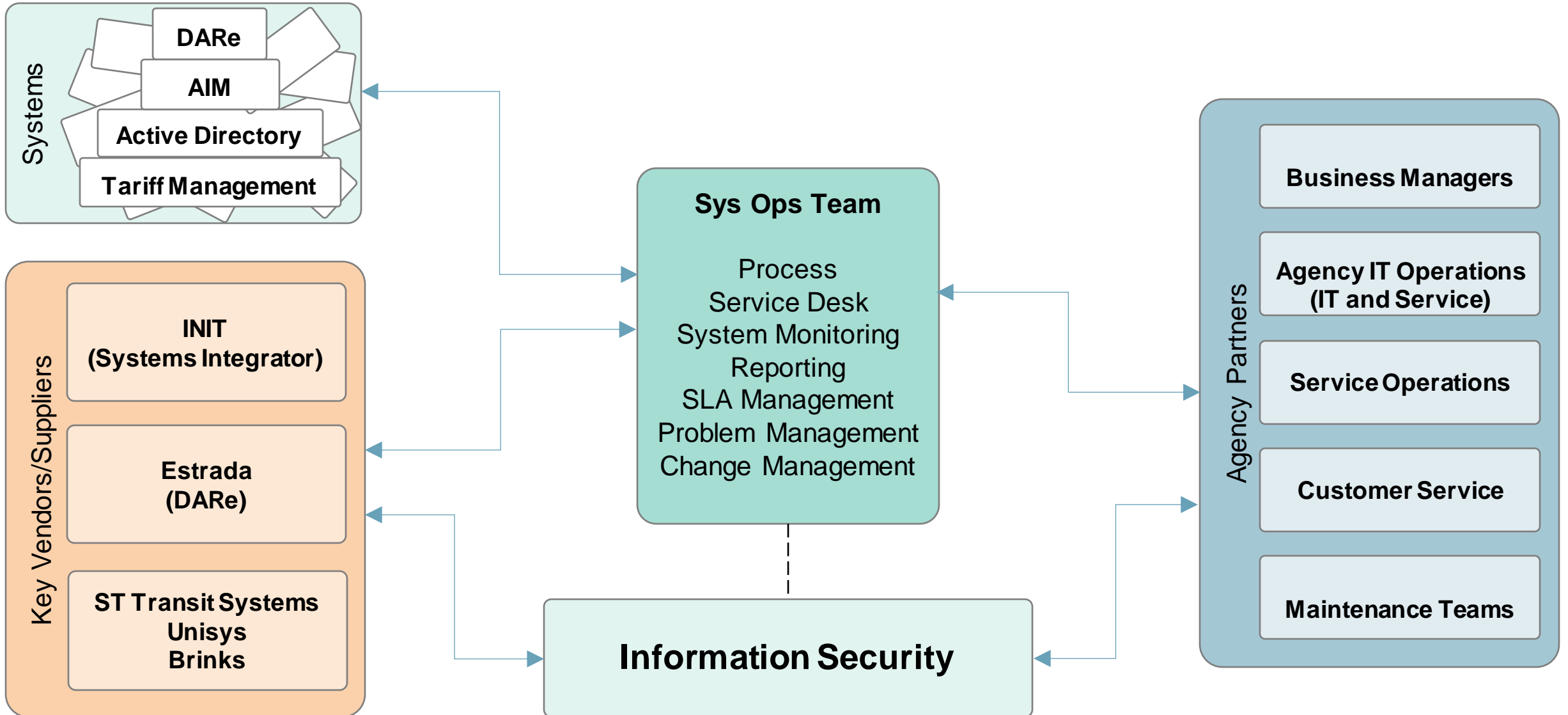
Joint Board Meeting
November 8, 2021

Purpose of Briefing

- Clarify the role of System Operations

- Introduce <u>THE</u> System Operations team

- Provide a broad view of key SysOps activities

- Share our performance monitoring objectives and strategy

- Highlight one regional ROOT/Agency collaboration effort

System Operations Role

Systems
- DARe
- AIM
- Active Directory
- Tariff Management

Key Vendors/Suppliers
- INIT (Systems Integrator)
- Estrada (DARe)
- ST Transit Systems / Unisys / Brinks

Sys Ops Team
- Process
- Service Desk
- System Monitoring
- Reporting
- SLA Management
- Problem Management
- Change Management

Information Security

Agency Partners
- Business Managers
- Agency IT Operations (IT and Service)
- Service Operations
- Customer Service
- Maintenance Teams

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THE System Operations Team

Corey Waldner (Sr Systems Admin)

- First point of contact
- System monitoring
- Incident management systems
- Interface to external suppliers

Cortez Brown (Sr Bus Systems Analyst)

- Key agency liaison
- Regional processes (communication)
- Report development
- Continuous improvement

THE System Operations Team

Ken Poitras (Senior Operations Engineer)

- Performance monitoring tools

- Reporting systems (DARe operations)

- System integration support

- ROOT service desk tools

Alan Hecker (Information Security Manager)

- InfoSec incident response

- Legacy ORCA operation

- next gen ORCA policy/process development

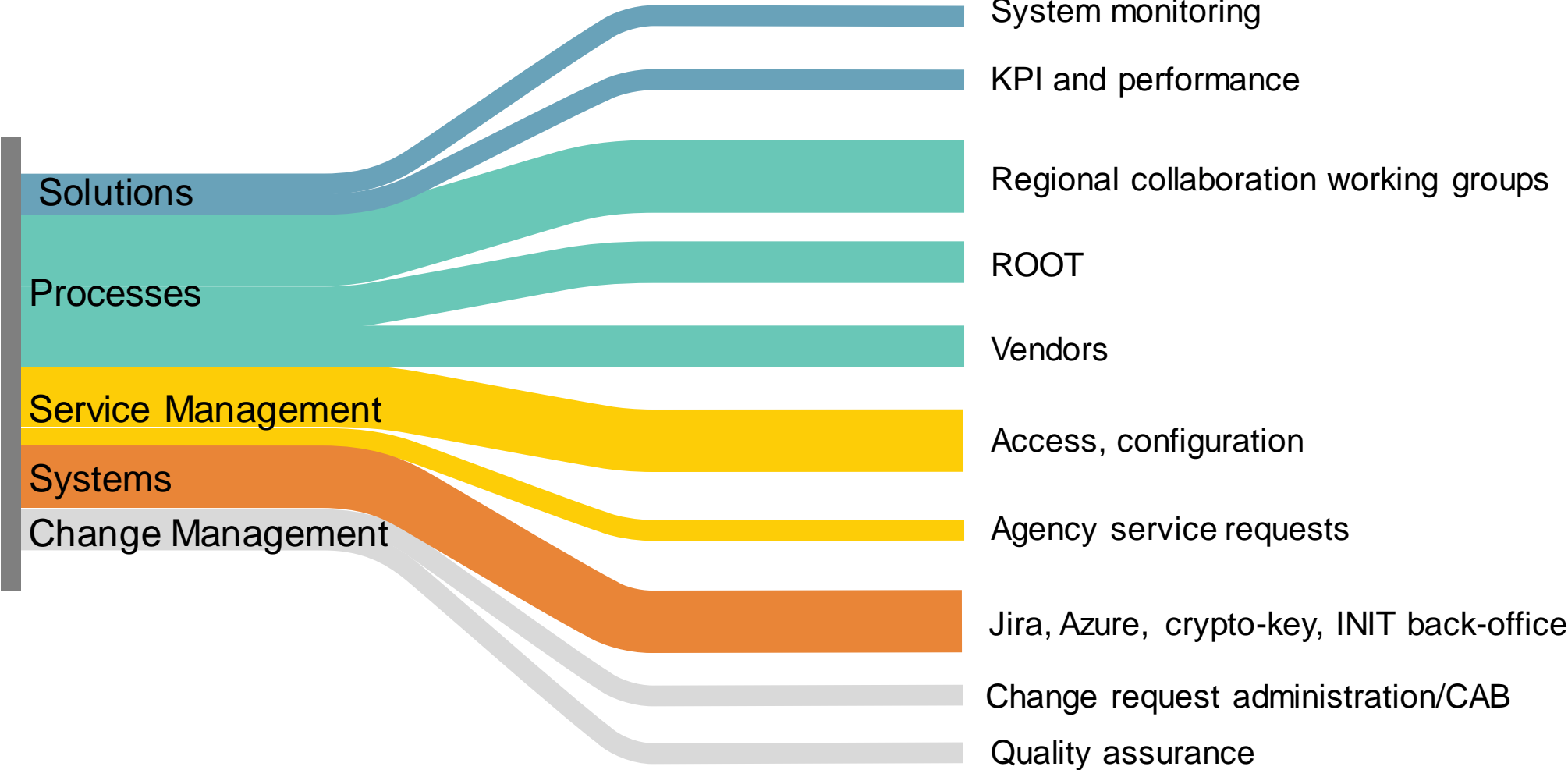- InfoSec agency advisory and support
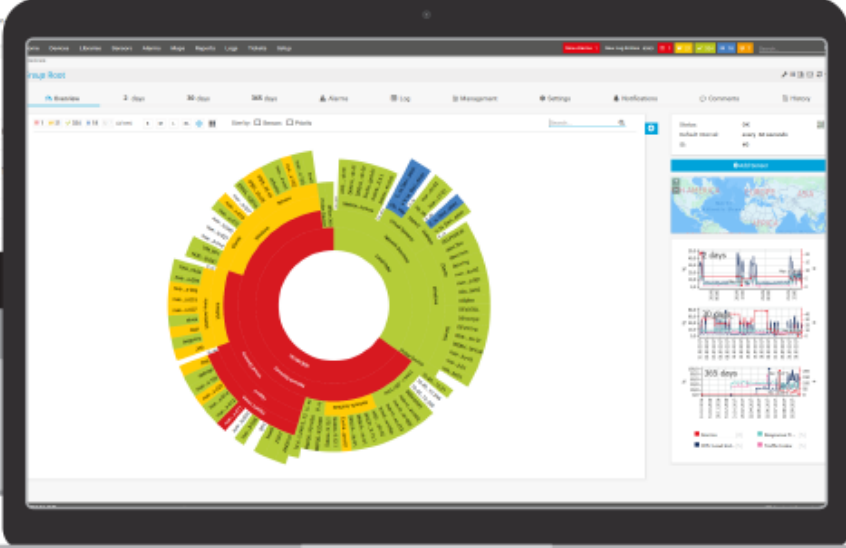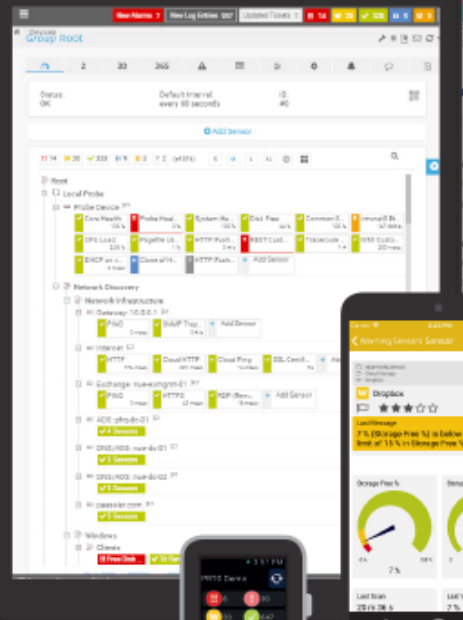
THE System Operations Team

Tim Bowen (Deputy Director – System Operations)

- Hire and develop the best team

- Ensure system reliability and security

- Vendor performance and accountability

- Regional collaboration

- Change management
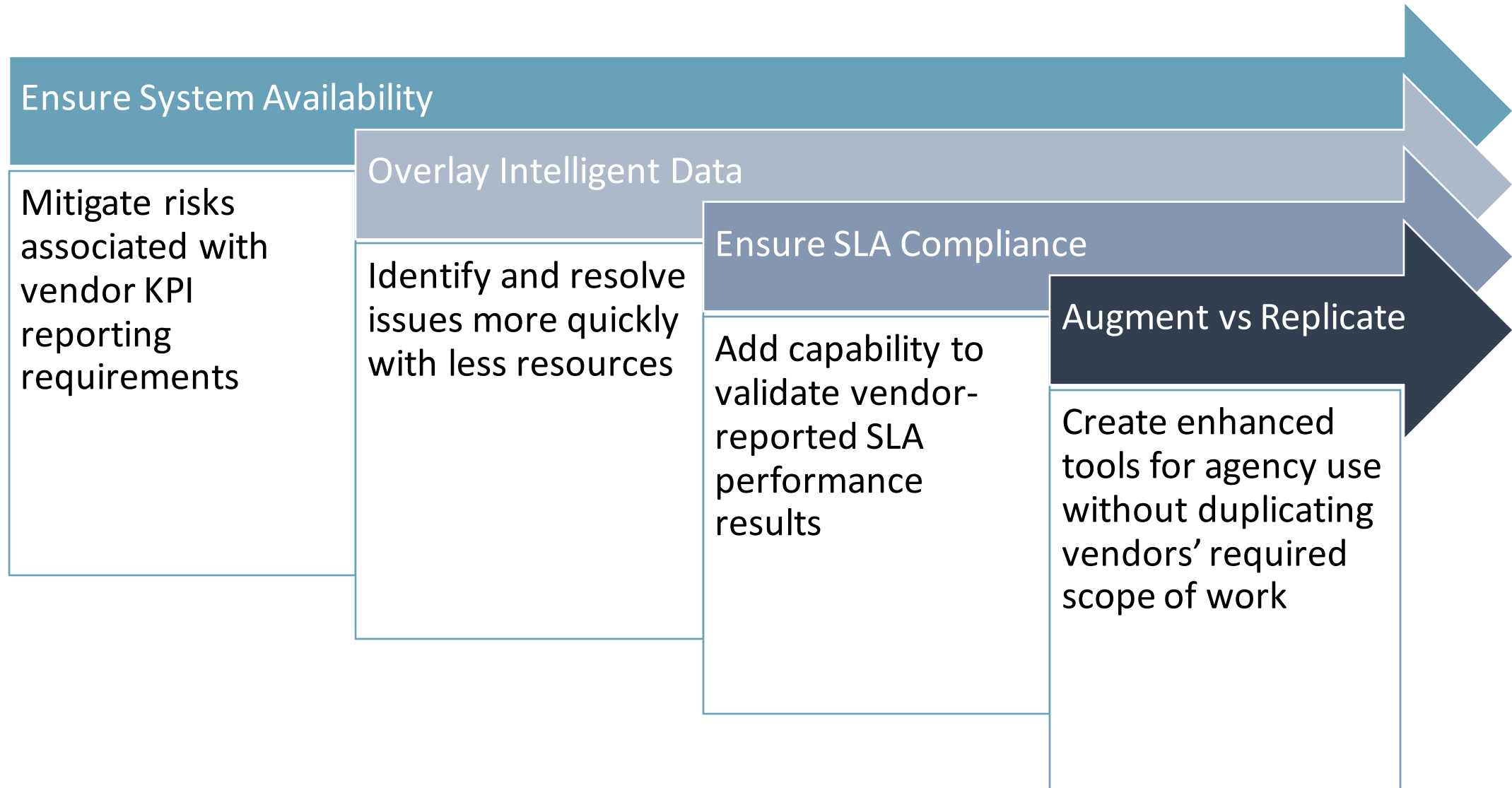
- Disaster recovery and business continuity

Key Activities

Performance Monitoring

Monitoring Objectives

Ensure System Availability

Mitigate risks associated with vendor KPI reporting requirements

Overlay Intelligent Data

Identify and resolve issues more quickly with less resources

Ensure SLA Compliance

Add capability to validate vendor-reported SLA performance results

Augment vs Replicate

Create enhanced tools for agency use without duplicating vendors' required scope of work

Monitoring Strategies

Agency Network

Multi-agency
ORCA-wide view

Devices

Better mousetrap
Dashboard flexibility

ORCA Card Reliability

Back-Office Systems

Increased granularity
Intelligent response

End-to-End Services

Velocity of taps/transactions
Current vs historical data

Change Management

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Change Management
- Regional collaboration
- Known process
- Governance

Testing
- Vendor accountability
- Clear QA expectations
- Agency investment

Release
- Vetted implementation plan
- Consistent communication
- Release validation

Thank you.

Friendly. Practical. Trustworthy.