

UTA Technology Assessment

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Aug 11, 2021



Agenda

- Key Findings
- Application Health Matrix
- Timeline for Remediating Applications
- Timeline for Remediating IT Infrastructure
- Risks Identified
- IT Capital Budget Planning (5 years)
- Budgetary Considerations



Key Findings – Digital Transformation

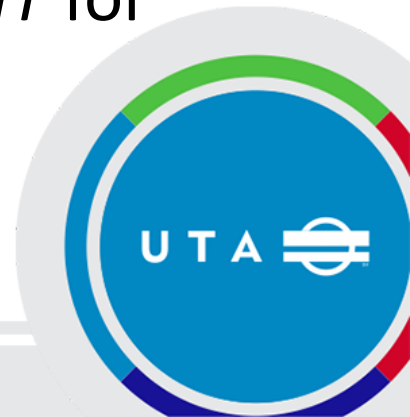
We were able to benefit from the Digital Transformation that started 4 years ago. When the COVID-19 pandemic hit, little to no effort was required to move all Admin employees to telecommuting. Key transformations occurred as follows:

- DocuSign in 2018
- Laserfiche workflows in 2019
- AP Invoice approval workflow in 2020
- VPN and WebEx licenses for all users



Key Findings - Applications

- JD Edwards Upgrade & Assessment
 - Upgrade in 2022 to V9.2
 - Study HR Suite, Maintenance and Finance modules
- CAD/AVL/MDC applications tools EOL - being rewritten and replaced as part of TMS (Transit Management Systems) program for all modes.
- Customer Relationship Management Evaluation
- Phone System assessment after Office 365 implementation
- Public Website – *Contract transferred from Mktg to IT* for general contract management



Key Findings – Hardware

- Fares Readers (1,760) are EOL and cannot support expansions of BRTs, etc.
- Assess Bus Yard WiFi after 5G cellular roll-out by all providers
- Passenger Signs (180) need replacement, warranty expires in 2021
- Door Badge Access system – Controller & Readers (309) are 3-9 years old.
- Milestone Video Surveillance – 1,750 Cameras need replacement in the next 5 years.
- Motorola iDen Radio system is end of life - *replacing in 2023-2025*



Key Findings – IT Infrastructure

- Fiber Replacement - Align with MOW fiber upgrades and replacement
- Data Back-up – Evaluate post Office 365 implementation.
- Server and SAN (Storage Area Network) redundancy at Disaster Recovery (DR) Site
- Assess Bus Yard WiFi after 5G cellular roll-out by all providers
- Azure Cloud Services back-ups of our source code (6 applications)



<p>Green (System within Life-cycle, Meets User Needs)</p>	<p>Yellow (EOL in 3-5 Years; Should be Reassessed)</p>
<ul style="list-style-type: none"> • 12 Systems 	<ul style="list-style-type: none"> • 12 Systems
<p>Orange (Approaching EOL in 1 year; Does not meet Needs)</p>	<p>Red (EOL; Does not Meet Requirements)</p>
<ul style="list-style-type: none"> • 8 Systems <ul style="list-style-type: none"> • 2 underway • 1 Completing this summer 	<ul style="list-style-type: none"> • 8 Systems <ul style="list-style-type: none"> • 1 underway • 3 scheduled in next 2 years



Green (System within Life-cycle, Meets User Needs)

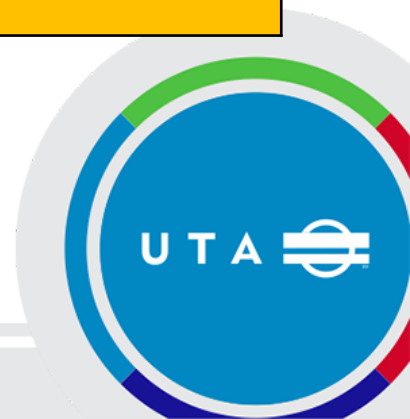
- Trapeze FX (Fixed Route Planning)
- Trapeze Pass & CT, RidePro (Paratransit)
- EFC-X (UTA custom Fares Back-end system)
- TransTrack CRM
- Data Centers (U of U & Tonaquint)
- Cisco Server Infrastructure
- Cohesity Data Back-up System
- VMware Virtual Servers (430)
- Network Equipment (Switches / Routers)
- Commuter Rail WiFi System
- Gateway Routers in Buses and Rail
- Azure Cloud – Multiple Applications (6 major apps)

Yellow (EOL in 3-5 Years; Should be Reassessed)

- Incident Log
- Fareboxes
- Mobile Ticketing App
- JD Edwards (ERP) – Finance & Procurement
- Salesforce CRM
- Laserfiche RMS/ECM
- Kronos Time Keeping
- Lenel-S2 (Carrier) Door Badge Access
- Information Builders – BI
- Fiber Infrastructure
- Cisco Unified Communications (UC) Phone System
- Cisco Unified Contact Center Express (UCCX) System

Orange (Approaching EOL in 1 year; Does not meet Needs)

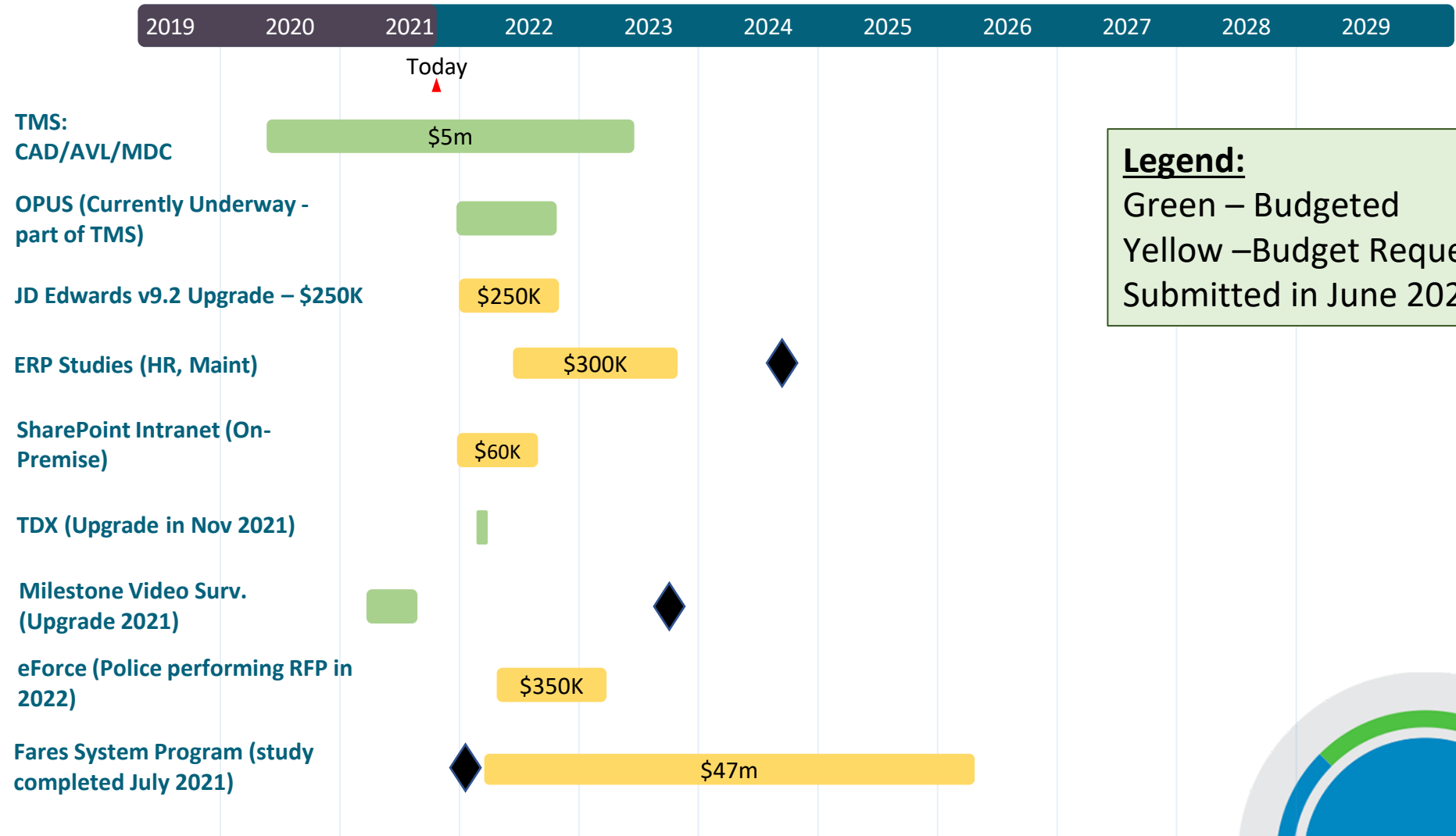
- CAD/AVL/MDC (*replacement TMS project underway*)
- OPUS (*TRAX Realtime Tracking to Schedule*)
- TVMs
- JD Edwards (ERP) – HRIS, Maintenance
- SharePoint Intranet (On-Premise)
- TDX (*upgrade scheduled for Nov 2021*)
- Milestone Video Surveillance (*upgraded in July 2021*)
- Hanover Passenger Platform Signs (180)



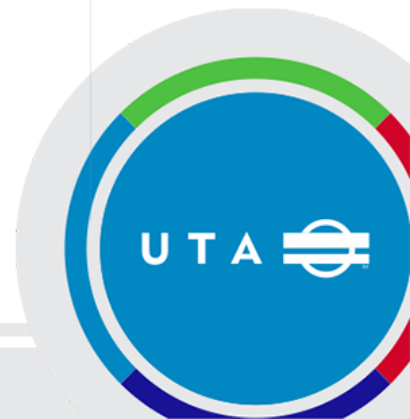
Red (EOL; Does not Meet Requirements)

- TRAX MCD (*replacement TMS project underway*)
- Fares Vix Validators (*Fares System program*)
- DSI – Maintenance front-end to JDE
- Compellent SAN / EMC VNX SAN (both EOL in 2022)
- Nexsan Assureon Archive system (>97% full)
- Cisco WiFi Access Points (*replacing in 2021*)
- iDen Radio System (*replacing in 2023-2025 with UCA*)
- INIT APC system in Rail (*replacing in 2023-2026*)

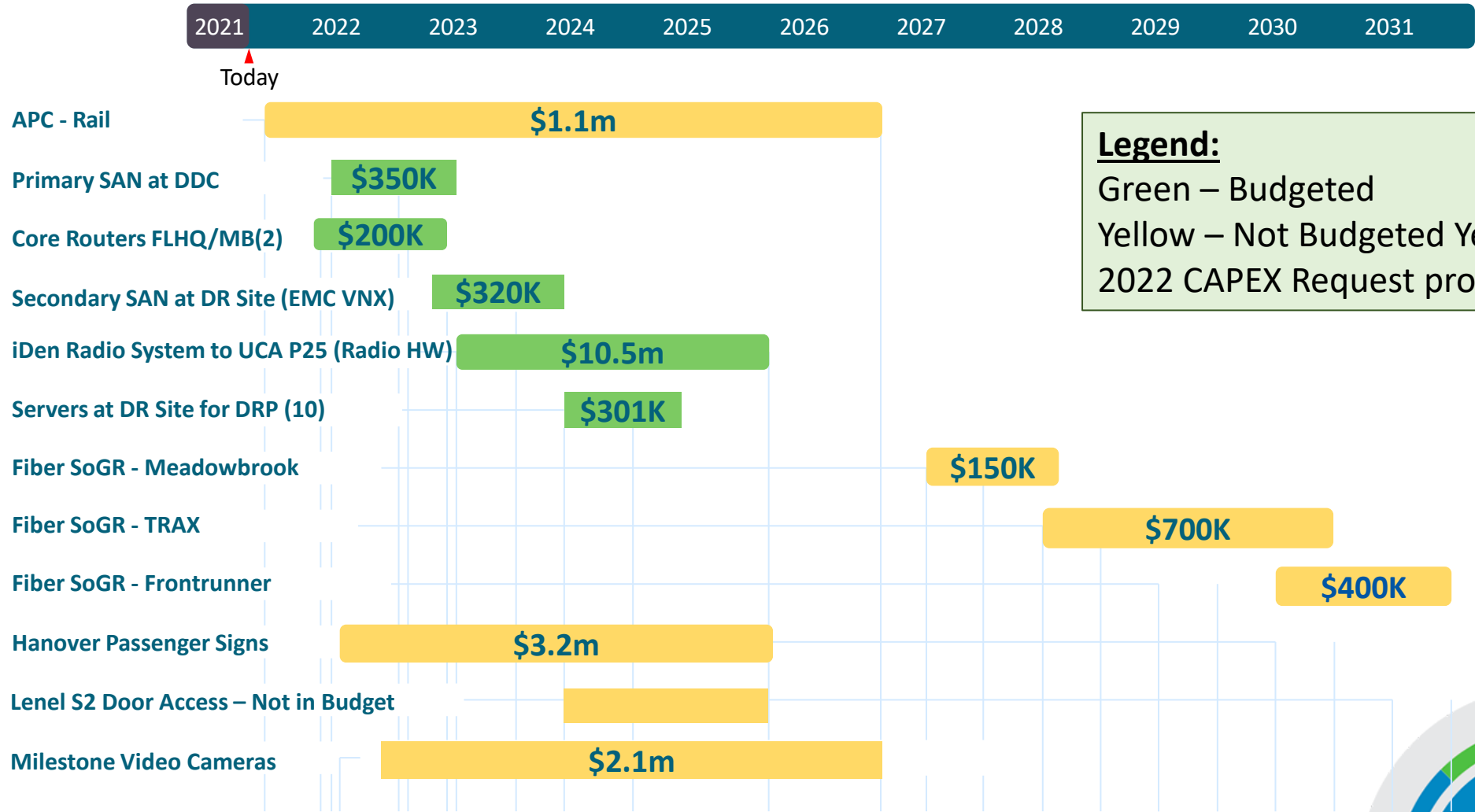
Timeline for Remediating Applications



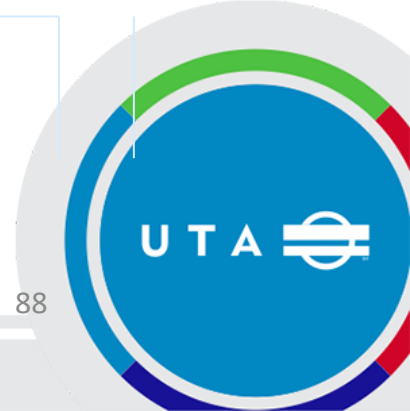
Legend:
 Green – Budgeted
 Yellow – Budget Request Submitted in June 2021



Timeline for Remediating IT Infrastructure

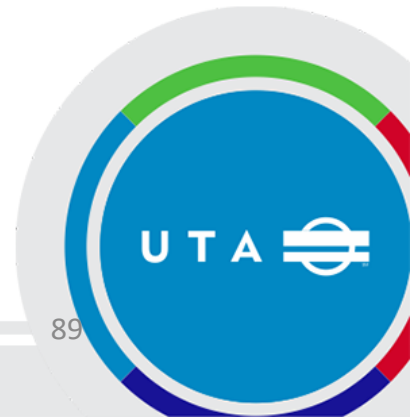


Legend:
 Green – Budgeted
 Yellow – Not Budgeted Yet / or in 2022 CAPEX Request process



Risks Identified

- Custom Application Support
- Shadow IT
- UTA's File Retention
- EFC Readers (~1,760) end-of-life (EOL)



Budgetary Considerations (CAPEX & OPEX)

- Software licenses: most vendors moving from Licenses to Subscriptions (CAPEX to OPEX)
- ERP costs if moving off JD Edwards (possible annual subscription)
- Azure Cloud costs for Critical Applications and data



Questions

