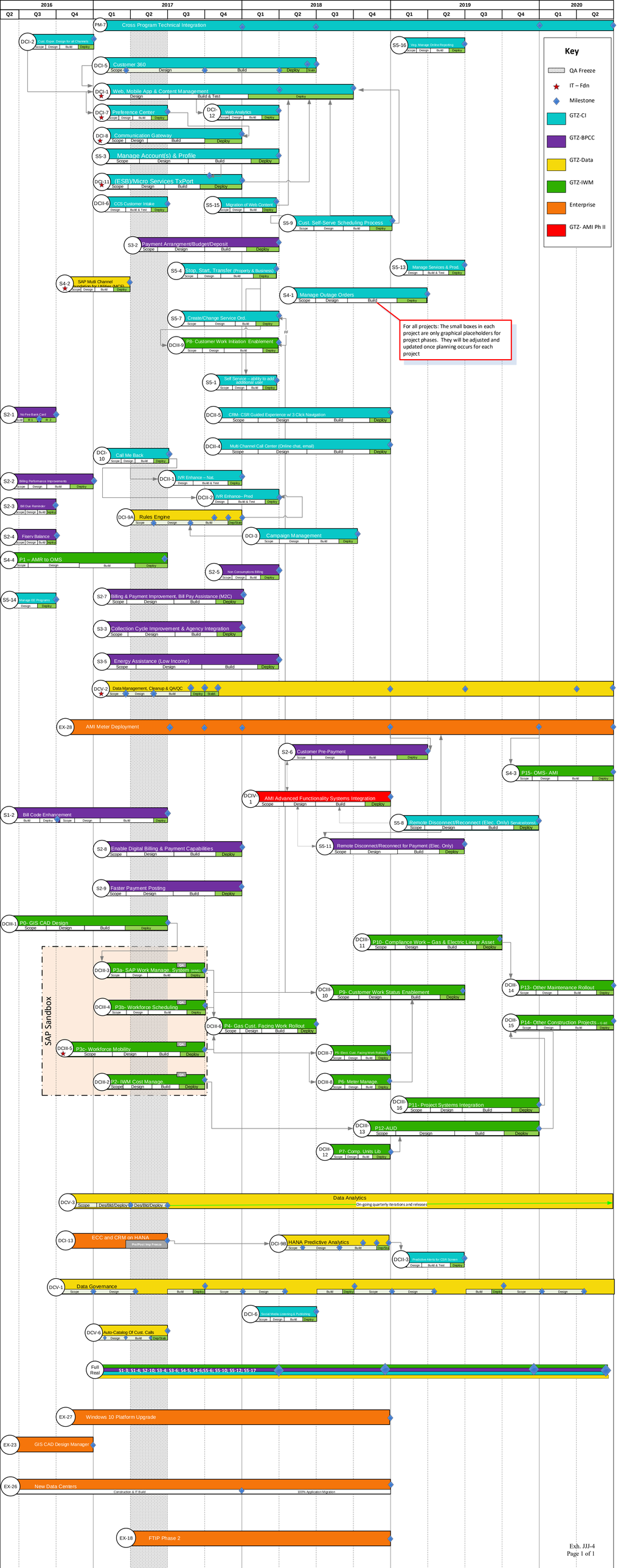
2016
2017
2018
2019
2020
Q2
Q3
Q4
Q1
Q2
Q3
Q4
Q1
Q2
Q3
Q4
Q1
Q2
Q3
Q4
Q1
Q2
PM-7 Cross Program Technical Integration
DCI-2 Cust. Expr. Design for all Channels
Scope Design Build Deploy
DCI-5 Customer 360
Scope Design Build Deploy Stabl
DCI-1 Web, Mobile App & Content Management
Design Build & Test Deploy
DCI-7 Preference Center
Scope Design Build Deploy
DCI-12 Web Analytics
Scope Design Build Deploy
DCI-8 Communication Gateway
Scope Design Build Deploy
S5-3 Manage Account(s) & Profile
Scope Design Build Deploy
DCI-11 (ESB)/Micro Services TxPort
Scope Design Build Deploy
DCII-6 CCS Customer Intake
Design Build & Test Deploy
S5-15 Migration of Web Content
Scope Design Build Deploy
S5-9 Cust. Self-Serve Scheduling Process
Scope Design Build Deploy
S3-2 Payment Arrangment/Budget/Deposit
Scope Design Build Deploy
S5-4 Stop, Start, Transfer (Property & Business)
Scope Design Build Deploy
S4-2 SAP Multi Channel Foundation for Utilities (MCF)
Scope Design Build Deploy
S4-1 Manage Outage Orders
Scope Design Build Deploy
S5-7 Create/Change Service Ord...
Scope Design Build Deploy
FF
DCII-9 P8- Customer Work Initiation Enablement
Scope Design Build Deploy
S5-1 Self Service – ability to add additional user
Scope Design Build Deploy
S2-1 No Fee Bank Card
Build R 1 R 2
DCII-5 CRM- CSR Guided Experience w/ 3 Click Navigation
Scope Design Build Deploy
DCII-4 Multi Channel Call Center (Online chat, email)
Scope Design Build Deploy
DCI-10 Call Me Back
Scope Design Build Deploy
S2-2 Billing Performance Improvements
Scope Design Build Deploy
DCII-1 IVR Enhance – Nat
Design Build & Test Deploy
S2-3 Bill Due Reminder
Scope Design Build Deploy
DCII-2 IVR Enhance– Prod
Design Build & Test Deploy
S2-4 Fiserv Balance
Scope Design Build Deploy
DCI-9A Rules Engine
Scope Design Build Dep/Stab
DCI-3 Campaign Management
Scope Design Build Deploy
S4-4 P1 – AMR to OMS
Scope Design Build Deploy
S2-5 Non Consumption Billing
Scope Design Build Deploy
S5-14 Manage EE Programs
Design Deploy
S2-7 Billing & Payment Improvement, Bill Pay Assistance (M2C)
Scope Design Build Deploy
S3-3 Collection Cycle Improvement & Agency Integration
Scope Design Build Deploy
S3-5 Energy Assistance (Low Income)
Scope Design Build Deploy
DCV-2 Data Management, Cleanup & QA/QC
Scope Design Build Deploy Stabl
EX-28 AMI Meter Deployment
S2-6 Customer Pre-Payment
Scope Design Build Deploy
S4-3 P15- OMS- AMI
Scope Design Build Deploy
DCIV-1 AMI Advanced Functionality Systems Integration
Scope Design Build Deploy
S1-2 Bill Code Enhancement
Build Deploy Scope Design Build Deploy
S5-8 Remote Disconnect/Reconnect (Elec. Only) Service/const...
Scope Design Build Deploy
S5-11 Remote Disconnect/Reconnect for Payment (Elec. Only)
Scope Design Build Deploy
S2-8 Enable Digital Billing & Payment Capabilities
Scope Design Build Deploy
S2-9 Faster Payment Posting
Scope Design Build Deploy
DCIII-1 P0- GIS CAD Design
Scope Design Build Deploy
DCIII-11 P10- Compliance Work – Gas & Electric Linear Asset
Scope Design Build Deploy
SAP Sandbox
DCII-3 P3a- SAP Work Manage. System (WMS)
Scope Design Build Deploy
DCII-10 P9- Customer Work Status Enablement
Scope Design Build Deploy
DCII-14 P13- Other Maintenance Rollout
Scope Design Build Deploy
DCII-4 P3b- Workforce Scheduling
Scope Design Build Deploy
DCII-6 P4- Gas Cust. Facing Work Rollout
Scope Design Build Deploy
DCII-15 P14- Other Construction Projects – cont.
Scope Design Build Deploy
DCII-5 P3c- Workforce Mobility
Scope Design Build Deploy
DCII-7 P5- Elect. Cust. Facing Work Rollout
Scope Design Build Deploy
DCII-2 P2- IWM Cost Manage...
Scope Design Build Deploy
DCII-8 P6- Meter Manage...
Scope Design Build Deploy
DCIII-16 P11- Project Systems Integration
Scope Design Build Deploy
DCIII-13 P12-AUD
Scope Design Build Deploy
DCIII-12 P7- Comp. Units Lib
Scope Design Build Deploy
DCV-3 Data Analytics
Scope Dep/Bld/Deploy Dep/Bld/Deploy
On-going quarterly iterations and release
DCI-13 ECC and CRM on HANA
Pre/Post Imp Freeze
DCI-9B HANA Predictive Analytics
Scope Design Build Deploy
DCII-3 Predictive Alerts for CSR Screen
Design Build & Test Deploy
DCV-1 Data Governance
Scope Design Build Deploy Scope Design Build Deploy Scope Design Build Deploy Scope Design
DCI-6 Social Media Listening & Publishing
Scope Design Build Deploy
DCV-6 Auto-Catalog Of Cust. Calls
Design Build Dep/Stab
Full Rest
S1-3; S1-4; S2-10; S3-4; S3-6; S4-5; S4-6;S5-6; S5-10; S5-12; S5-17
EX-27 Windows 10 Platform Upgrade
EX-23 GIS CAD Design Manager
EX-26 New Data Centers
Construction & IT Build
100% Application Migration
EX-18 FTIP Phase 2
Key
QA Freeze
IT – Fdn
Milestone
GTZ-CI
GTZ-BPCC
GTZ-Data
GTZ-IWM
Enterprise
GTZ- AMI Ph II
For all projects: The small boxes in each project are only graphical placeholders for project phases. They will be adjusted and updated once planning occurs for each project