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To: Board of Finance

From: Barbara Grimes, BED General Manager

Date: December 3, 2013

Re: Reclassifications of IT Positions

As most of you know, the Smart Grid project was a major project for BED and the IT Department in particular these past two plus years. The approximate \$14 million investment was for an extensive project that affected all of us. Simply put, it thoroughly changed the way they do things.

The new software and hardware, databases, phone system, and website/web interaction was comprehensive and business changing. We added a new VOIP phone system with Category 6 wiring, 21 new servers, a new backup facility at Lake St, new Linux and Oracle systems, and a new website interactive facility.

Given the project deadlines this is the first opportunity to revise and update job descriptions. In addition, we added the new "Internet Programmer Analyst", which was approved in the FY14 budget. The revisions to the job descriptions were significant.

The latitude of responsibility has increased exponentially in all of these positions. The potential impact on customers from systems being down is tremendous. The move to "smart meters", by using cell routers and other hardware/software systems replaces a system of manual meters. Prior to this technological move, the responsibility to get accurate and timely meter readings/billings relied heavily on other departments. This responsibility now relies heavily on IS. In addition, the new meters are now tracking much more data, more frequently and have brought with them concerns about privacy and security of customer information, which have been addressed. Finally, cyber security has become much more of an issue with these new changes.

Along with the expanded responsibility, the complexity of the systems has increased ten-fold and therefore the innovation and problem-solving aspects of the job as well. We are now working with numerous new systems, hardware, software and databases. Much of this has required and will continue to require new training and new programming languages to be learned.

The new position is long overdue. The current IS staff is working weekends on a regular basis to keep up with the new changes. In addition, the new smart grid required new programming language (Linux) and new database programming (Oracle) which current staff have limited experience with.

The cost of the new position was included in the FY14 budget at a full year cost of \$73,700. In that we will not be filling the position until late January, the cost of the reclassifications will be borne by the timing difference. We expect the cost of these changes, in total, to be approximately \$37,300. This will leave a budget surplus of \$36,400.

Thank you for your consideration.



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