DC Water
A Digital Utility Strategy
“The foundation of the Smarter Water Utility”
Benefits of the Digital Utility

An effective Digital Utility strategy has positive impacts across a range of stakeholders and processes both internal and external.
The existence of digital silos and digital islands coupled with the absence of an enterprise data model and standard definitions for core information assets prevents the organization from transitioning to a Digital Utility. Synchronization problems persist and more time is spent proving results rather than analyzing trends and driving performance improvements.

**Digital Silos**

- **CIS**
- **MDM**
- **Social Media**
- **3PP**
- **Customer Portal**
- **Website**
- **Lawson**
- **PCS**
- **SCADA**
- **GIS**
- **Innovyze**
- **3PP**
- **eLogger**
- **Pipeline**
- **Materials Mgmt**
- **Maximo**
- **Fleetwave**

**Characteristics:**
- Excessive data gathering
- Extensive production cycle
- Limited sharing
- Limited analytics
- Limited time for decision making

**Digital Utility**

- **Customer**
- **Operations**
- **Administrative**

**Characteristics:**
- Automated data gathering
- Automated data production
- Seamless sharing
- Automated & adhoc analysis
- Informed decision making

**Digital Silos**

The high-level enterprise data model is influenced by 3 primary entities:

**CUSTOMER**
The information assets that define our customers and the relationships with them. Systems that contain customer data include: CIS, Collections, Meter Reading, Social Media, Customer Portal, 3PP

**OPERATIONS**
The information assets that define the operational activities the company performs. Systems that contain operational information include: PCS, SCADA, P16, Innovyze, eLogger, Maximo

**ADMINISTRATIVE**
The information assets that define the support functions required to run the company. Systems that contain support data include: Dayforce, Ceridian, Lawson, Pipeline

Common relationships exist between the primary entities but are not clearly defined and multiple interfaces exist to move data between applications. The absence of accurate meta-data can lead to inaccurate results and makes end-user reporting and analysis difficult.
The heterogenous nature of current solutions and their sometimes unique communication architectures requires an integration platform to support the requirements of the **Digital Utility** of the future until more standards are in place.
The Digital Utility is characterized by enabling capabilities that allow for proactive management of all aspects of the business. The Digital Utility thinks in the terms of a Systems View rather than a single application or transactional requirement. The lines of source systems blur for the Digital Utility as the focus shifts from collecting data to applying knowledge.