

# A Journey from ICT support to ICT business partner

Delft-FEWS User Days 2020



Presenter:  
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Senior Technical Specialist - Applications



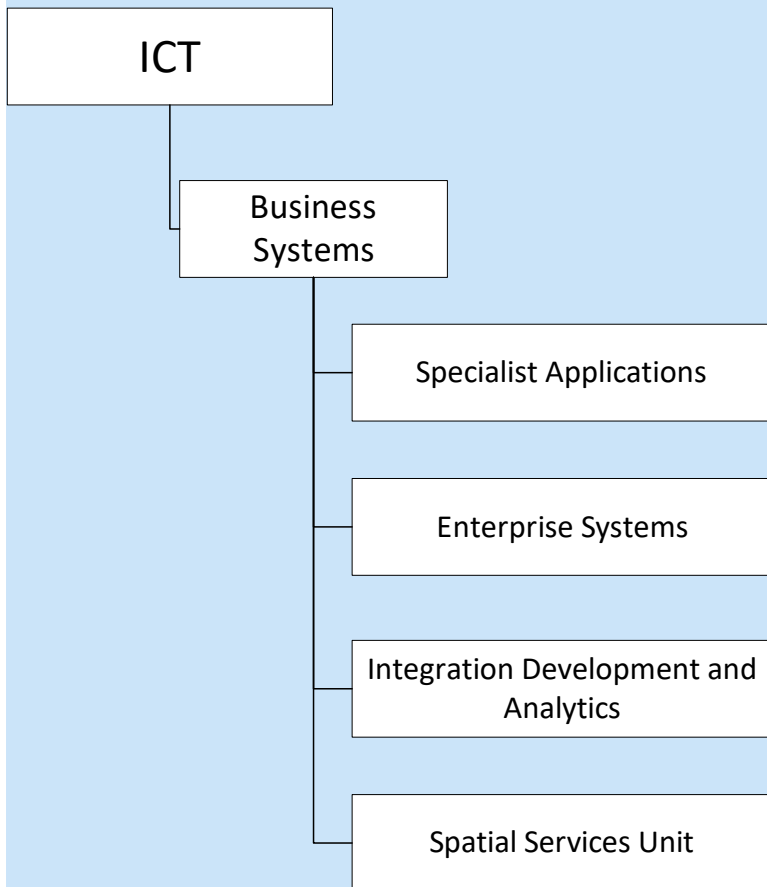
# The way we work...



# An Overview of ICT – Specialist Applications Team



## Organisational Structure



## Core responsibilities

The Specialist Applications team looks about 110 applications used for managing specialist business functions. Some of these you may be familiar with are:

- Flood Early Warning System (FEWS)
- Water Information System KISTERS (WISKI)
- Hydrotel
- Enviromon
- Mike 11
- Tuflow
- Goldsim
- Water Quality Management System
- Intranet
- OCA (Incident Management System), etc.

We also manage the corporate databases that support all Seqwater systems.

# Our key achievements since 2017



- Upgraded FEWS 2017.01 in-house
- FEWS 2019.02 is in progress
- Investigate and resolve issues in-house before reaching out to FEWS support
- Upgraded windows operating environments to 2016 on servers and Windows 10 on desktops

# Our key achievements since 2017



System monitoring (email alerts, daily morning checks, ICT Dashboard etc.)



## Seqwater ICT Operations

### Infrastructure Daily Dashboard

Summarised Health Checks as at 20/07/2020 08:15:05

Service Name	Health	Service Name	Health
Active Directory	OK	Microsoft Exchange Services	OK
VMWare Services	OK	Enterprise Vault Services	OK
File Server Services	Warn	MobileIron	OK
Print Server Services	OK	Skype for Business	OK
DHCP Services	OK	ERP Services	OK
Multi Factor Authentication Services	OK	Important Web Sites	OK
SQL Services	OK	Waternet Sharepoint Services	OK
Citrix Services	OK	Flood Operations Services	OK
Splunk Services	OK	EMS Services	OK
SCCM Services	OK	McAfee Services	OK

For availability summary : [Daily Availability Summary Report](#)

Today

FewsAWRA@Seqwater.com.au  
 Success: FEWS - AWRA Download  
 IDA30007\_sm\_actual\_2020 file downloaded... <end> 9:30 AM

FewsPME@Seqwater.com.au  
 Success: FEWS - PME Download  
 6 files downloaded... <end> 9:17 AM

FewsADFD@Seqwater.com.au  
 Success: FEWS - ADFD Download  
 75 files downloaded... <end> 5:11 AM

Yesterday

Corporate Systems  
 ADFD import outside of the usual import time windows (04:00 - 07:00) Sun 9:56 PM  
 Hi,

FewsADFD@Seqwater.com.au  
 Success: FEWS - ADFD Download  
 75 files downloaded... <end> Sun 9:56 PM

waternet About Us Location and Assets

Search...

Incidents and Safety Operations and Maintenance Water Quality, Environment & Heritage Asset Management Business Support Strategy, risk and reporting Controlled Documents

Painting Works - L7 & L8 ICON  
 ICT Update - CITRIX Desktop Intermittent Behaviour Issues  
 Service Desk has temporary new operating hours

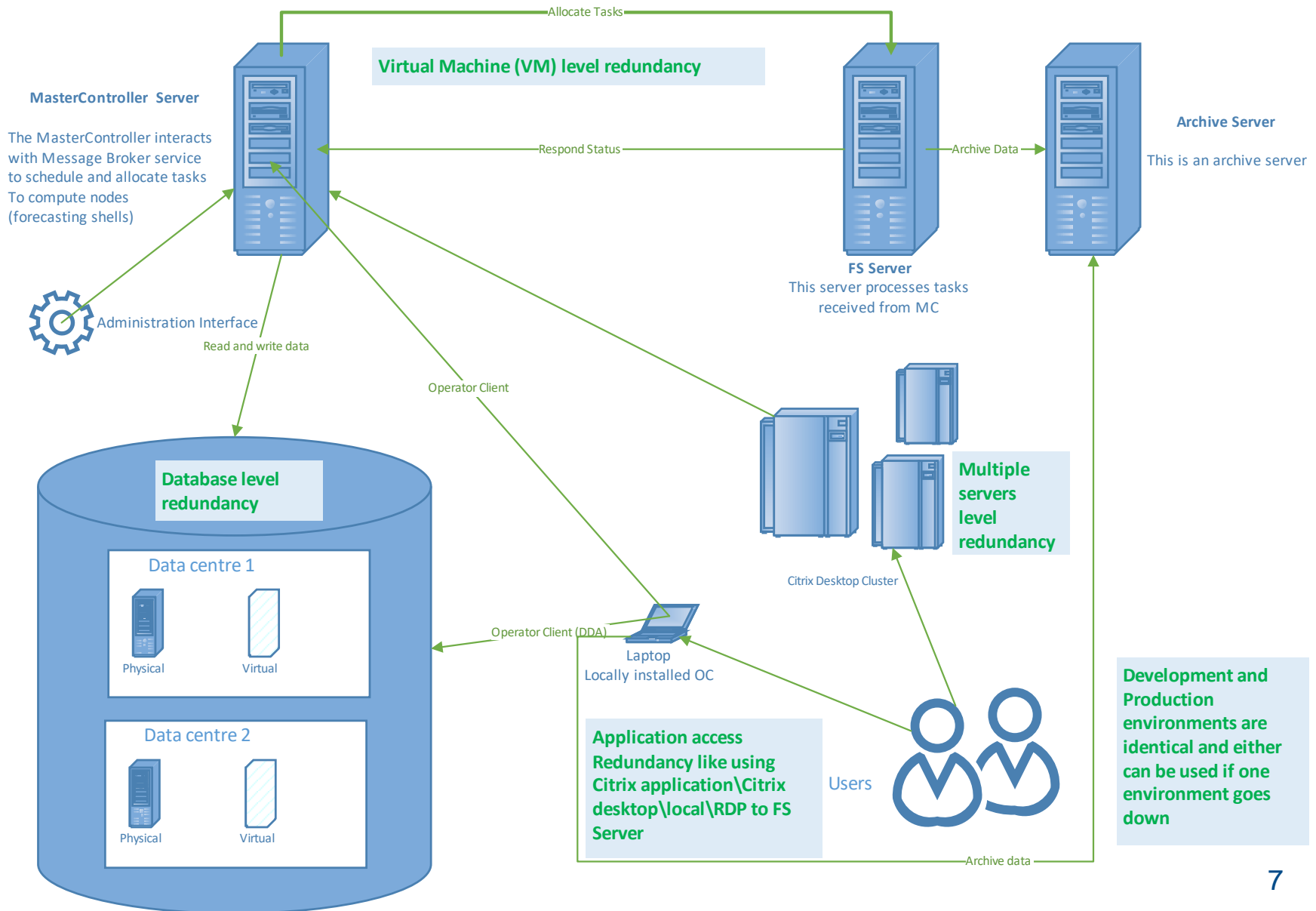
Current alert 1 of 3  
 Current alert 2 of 3  
 Current alert 3 of 3

# Our key achievements since 2017



- Integrated FEWS with other applications like WISKI, BOM feeds, Enviromon, etc.
- Resource management (Hardware, software and licenses)
- Highly available systems (Database, Citrix, application, etc.)

# FEWS – The current State DEV\Prod\Project





# Tejinder Pingal

Senior Database Technical Specialist



# How we got here!!!

## FEWS Support evolution



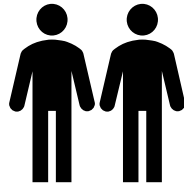
**Before 2015**  
**ONE man army**



FEWS support started implementation in the late 2010 setup the system and productionised in late 2012 productional

One infrastructure support team member was supporting FEWS

**In 2015**  
**ONE man army with a little help**



Application Support team was formed with more than one staff but we were little help

**In 2016-2017**  
**Knowledge share and learning**



Application Support team was expanded

The last visit of Iliass Elhadouchi in 2017 - The whole team sat with him and documented upgraded process. We had an application troubleshoot session.

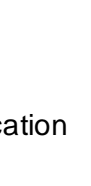
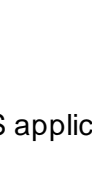
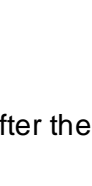
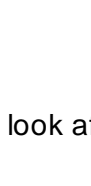
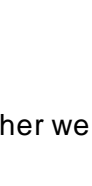
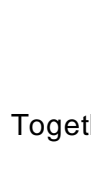
**In 2018**  
**Installed FEWS 2017.01 version**



In 2018, we decided to upgrade the application our self with offline support from the FEWS support.

A few restructure challenges and the team is renamed to Specialist Applications

**Today**



Together we look after the FEWS application



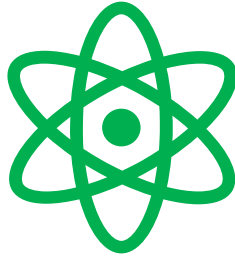
Know and record our applications configurations

Built Application Register and setup processes to maintain



Documentation

Application as-builts and user guides



### Continues improvement

- Test Suites
- Data flow maps
- Process maps
- Weekly Service Management report
- Monitoring

#### Purpose

The purpose of this report is to provide a weekly update on the following applications that support the Flood Operations services:

<ul style="list-style-type: none"><li>• FEWS</li><li>• <u>EnviroMon</u></li></ul>	<ul style="list-style-type: none"><li>• Wiski</li><li>• Hydrotel</li></ul>
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#### Incident Management

Below is a list of the current active incidents for this reporting period.

Incident	Summary	Status	Customer	Created on
	No Incidents to report			

#### Service Disruptions

There were no unplanned service disruptions this week that had an impact on the applications that support Flood Operations service.

Date	Application	Reason	Duration
28/02/2020 to 04/03/2020	HydroTel	Fault on the Telstra APN used for telemetry devices	3 working days

Note: Only unplanned outages are reported in this section

Refer to Appendix 1 for the monthly and year to date service performance.

#### Change Management

The following ICT changes are scheduled for this week:

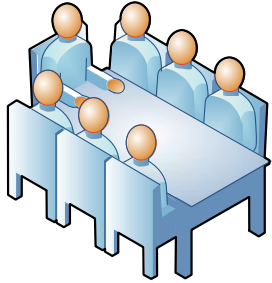
Change ID	Coordinator	Subject	Change Type	Environment	Result	PIR
13452	Andrew Bennett	Optus WAN cut over at Banksia Beach WTP	Significant	Control	Success	N/A

#### Server Patching

No FOC server patching is scheduled this week ending on 19 June 2020.

Server	Application	Custodian	Criticality	Date	Time	Day
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End of Report.



- Regular engagement with the business and vendors
- Annual application Review

Get to know our business

### **Notable actions**

- Follow up calls or emails when a FEWS error has occurred outside maintenance period.
- Provide quick response during flood events
  - postpone all the server upgrades, cancel restarts, increase server resources and etc.
  - Increased ICT support
- Involve each other in key meetings / trainings
  - ICT attend Flood Operation Center annual preparedness meetings
  - ICT attend Flood exercises
  - Steve was invited to the Enviromon server setup and a tour of the data centre.

# Where to from here...



## Upcoming application upgrades

- FEWS upgrade to 2019.02
- Wiski upgrade
- Hydrotel upgrade

## Business and Vendor engagement

## Release and Environment Management

## Focus on Application Security

## Cloud readiness

## Flood Operations Center Resilience

# A Journey from ICT support to ICT business partner

Delft-FEWS User Days 2020 – Question time 😊



Thank you for listening  
Any questions?

