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Information Technology Goals

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1. Achieve a favorable Information Technology department expense budget variance for fiscal year 2020.
2. Migrate Voice over Internet Protocol (VOIP) platform from existing proprietary end-of-life hardware to standard MTS server platforms. Project includes phones, voicemail, faxing, 911, contact centers, call recording, etc. by December 31, 2019.
3. Migrate MTS applications from two (2) end-of-life servers to new servers and retire old servers by December 31, 2019.
4. Eliminate the need for MTS staff to manage multiple user IDs and passwords to access MTS applications by integrating all applications with Microsoft Active Directory by June 30, 2020.
5. For seamless deployment of MTS applications, implement an application staging server to allow greater quality control and testing of new applications prior to go live by September 30, 2019.
6. As the current versions of SAP Solution Manager and SAP Business Objects will shortly be out-of-support, upgrade these reporting modules to maintain a state of good repair by June 30, 2020.

7. Complete the implementation of the remaining Enterprise Asset Management (EAM) operating reports for Bus and Trolley and deploy to the SAP reporting platform by June 30, 2020.

8. Fully implement automated Purchase Order creation within SAP for stock items by December 31, 2019.

9. Complete the implementation and specialized testing of an MTS dedicated network to support mobile routers which will be installed on buses. This network is critical in that it will test for:

- Next Gen fare system communications
- Computer Aided Dispatch (CAD) and Automated Vehicle Location (AVL) system upgrades

Based on the results of this testing make a mobile router recommendation to ITAC by December 31, 2019.

10. All IT department staff will each complete a minimum of 20 hours of Pluralsight training by June 30, 2020.

11. In partnership with Marketing, issue RFP for website rebuild to be implemented in conjunction with Next Generation Fare Collection System implementation by June 30, 2020.

12. In collaboration with Marketing, evaluation of the success of the GO MTS app via volume of download and score review will take place and reported to the CEO by December 31, 2019. IT and Marketing will identify phase 2 development enhancements by December 31, 2019 which could include (for example):

- First / last mile support via ride sharing organizations and / or taxicabs
- First / last mile support via dockless scooters / bike share
- Direct integration of trip planning and track me functionality
- Loyalty programs with local businesses / location based advertising
- Data mining.

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