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April 27, 2020

Board of Directors
Triunfo Water & Sanitation District
Ventura County, California

UPDATE ON NEW TWSD WEBSITE

Summary

Following two meetings of the Board of Directors' Public Outreach and Communications Committee, staff finalized the beta version of the new website for Triunfo Water & Sanitation District (TWSD). A link to new beta site was provided to the Board on March 30, 2020 with a request for input by April 6 (<http://beta.triunfowsd.com>). The link was also provided to TWSD staff with a request for their feedback by the same date. Approximately a dozen suggestions were received and communicated to the Public Outreach and Communications Committee on April 13. The suggestions were incorporated into the beta site, and, assuming there are no additional requested changes, the site is ready to proceed to the "go-live" stage upon Board approval.

An issue exists with regard to transitioning to the new email server that is part of the overall website project. Although our design firm (Thinking2) is fully prepared to make the change from the current server to the new one, doing so will require adjustments to email applications on every device being used by Board members and staff to access their emails (PCs, laptops, tablets, and phones). Thinking2 will provide a set of instructions on how to make these adjustments. Under normal circumstances, staff would be available to assist with the process in person. However, due to current social distancing restrictions associated with the COVID-19 emergency, such assistance is not feasible. Assistance via phone would certainly be available; however, staff foresees a significant issue if technical problems arise that cannot be handled via phone. It is possible that a Board or staff member would lose the ability to access their TWSD emails if a successful transition could not be made. For that reason, staff recommends that the transition to the new email server be delayed until in-person assistance can be provided. This delay will not impact the "go-live" process with the website.

Fiscal Impact

This project is currently within the allocated budget for FY 2019-2020. Absent any major change in site design or project scope, staff does not foresee any additional financial impact.

Recommendations

It is recommended that the Board:

- A. Authorize staff to proceed to the “go-live” stage of the website project (or advise staff of any additional desired changes); and
- B. Approve delaying the transition to the new email server until such time as staff can provide in-person assistance as required to make adjustments to individual Board and staff members’ devices.

If you have any questions, please contact me at (805) 658-4608 or sandywarren@vrzd.com.


SANDY WARREN – MANAGEMENT ANALYST

REVIEWED AND APPROVED


Mark Norris, General Manager