

DEPARTMENT EARNS TECHNOLOGY AWARDS



The Center for Digital Government recently honored Public Works with two Best of California awards and one Digital Government Achievement award.

For Best of California, Project Manager, **Joseph Shiuan** of CIO received the Demonstrated Excellence in Project Management award, while the Waterworks Division's My Waterworks Account Manager (MyWAM) online billing system received the Best Application Serving the Public award.

The awards program honors IT professionals and projects in State and local government and education organizations for outstanding contributions, dedication and hard work. Award recipients were selected by a panel of chief information officers. Selection criteria included agency collaboration, innovative use of technology, performance, economic benefits and service improvement.

Shiuan's award focused on his project management leadership. The Center applauded his proclivity for viewing system implementations not strictly as IT projects, but also as opportunities to redefine business processes and adopt best practices. In addition to his work on the MyWAM project, Shiuan is involved in other Public Works eGovernment and enterprise projects. Shiuan is certified as a Project Management Professional by the Project Management Institute.

At the National level, MyWAM was recognized with the Digital Government Achievement award in the Government-to-citizen County government category, for an outstanding agency website.

MyWAM enables Waterworks' customers to directly access their account information and pay water bills online. The new system replaced the 1987 mainframe system and

provides greater flexibility in developing rate structures to encourage water conservation. It provides user-friendly graphical interface and efficient navigation, better customer service tools for resolving account issues, enhanced security audit logging, and administrative tools. In just six months, MyWAM has processed over 28,000 payment transactions and collected over \$2 million in revenues. MyWAM is the first application in the County to offer recurring payments and electronic bill presentment.