Information Technology
Operations & Priorities

Delivered to Mid-West Electric Consumers Association

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Operating Principles

**Innovation**
We model an innovative spirit and leverage technology that enables mission delivery amid a changing industry.
- Keeps WAPA relevant, resilient, agile

**Partnership**
We partner with stakeholders to provide strategic and technology solutions that create business value across the organization.
- Keeps WAPA connected, engaged, responsive

**Stewardship**
We value operational excellence and cost management in all we do, as we provide secure and reliable services.
- Keeps WAPA efficient, focused, responsible

**Transparency**
We operate transparently and make information available to promote trust and maintain integrity with all stakeholders.
- Keeps WAPA accessible, open, trustworthy
IT Business Philosophy

- Lifecycle replacement
- Upgrades and patching
- Two versions within current
- COTS whenever possible
- Common tools
IT is a critical, strategic partner

• Touches every aspect of WAPA operations
• Enables modern efficiencies
• Requires investment to ensure reliability, security
• Operates in rapidly evolving environment
• Has responsibility to look to the future
On the horizon…

• Changing cybersecurity landscape
  • Explore new ways of securing systems, information
  • Participate in threat sharing
• Supply chain risk management
• Exponential technologies
  • Cloud revolution
  • Artificial Intelligence
  • Drones with video
Pandemic take-aways

• Strategic investment was KEY
  • Network modernization
  • Cloud migration
  • Modern Workplace

• Transition to telework was smooth
  • Gave people the tools they needed
  • Taught them how to use them
  • Developed solutions as we went

• Sustaining the environment
  • Maximize productivity
  • Remove obstacles, identify solutions
  • Leverage tools to fullest extent
Priorities

• Meet changing workforce needs
• Continue enabling market initiatives
• Continue Common SCADA Vendor project
• Complete IT priority projects
• Right-sizing IT program
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