

SEWERAGE AND WATER BOARD OF NEW ORLEANS

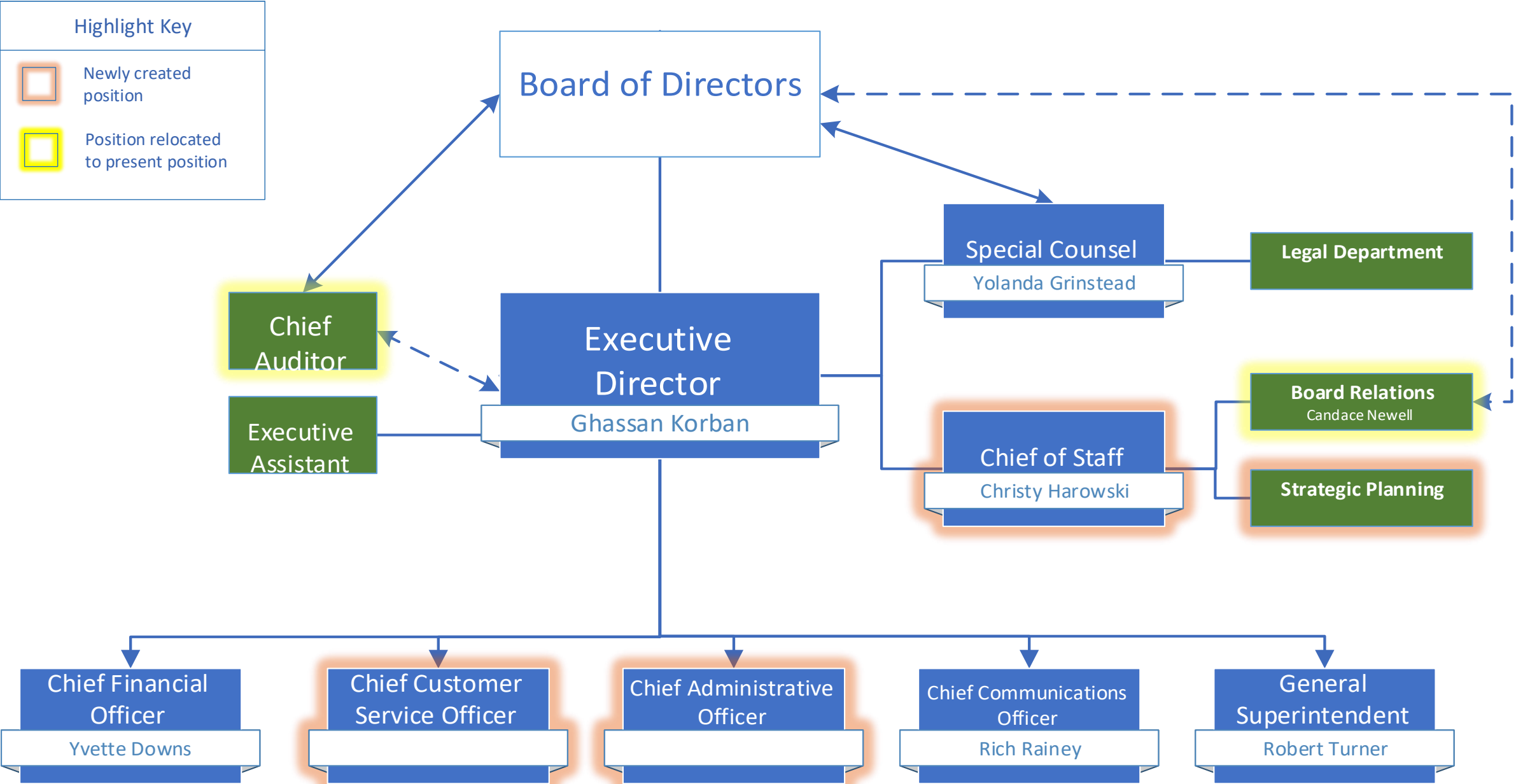


ORGANIZATIONAL VISION

OVERALL STRATEGY





- 💧 Benchmark Water Industry best practices, structure ourselves more like a water utility, less like a city agency.
- 💧 Eliminate “Deputy Director” structure- Dep Dir Logistics, Security and HR/Admin. *No other positions eliminated.*
- 💧 Create better customer focus by *elevating and separating* customer service functions. Currently buried too deep. Create a Chief of Customer Service position/organization.
- 💧 Strengthen capability and position Chief Auditor and staff to report directly to the Board of Directors.
- 💧 Introduce Chief of Staff and Chief Admin Officer organizations/concept that include dedicated “continuous improvement” and “strategic planning” functions.

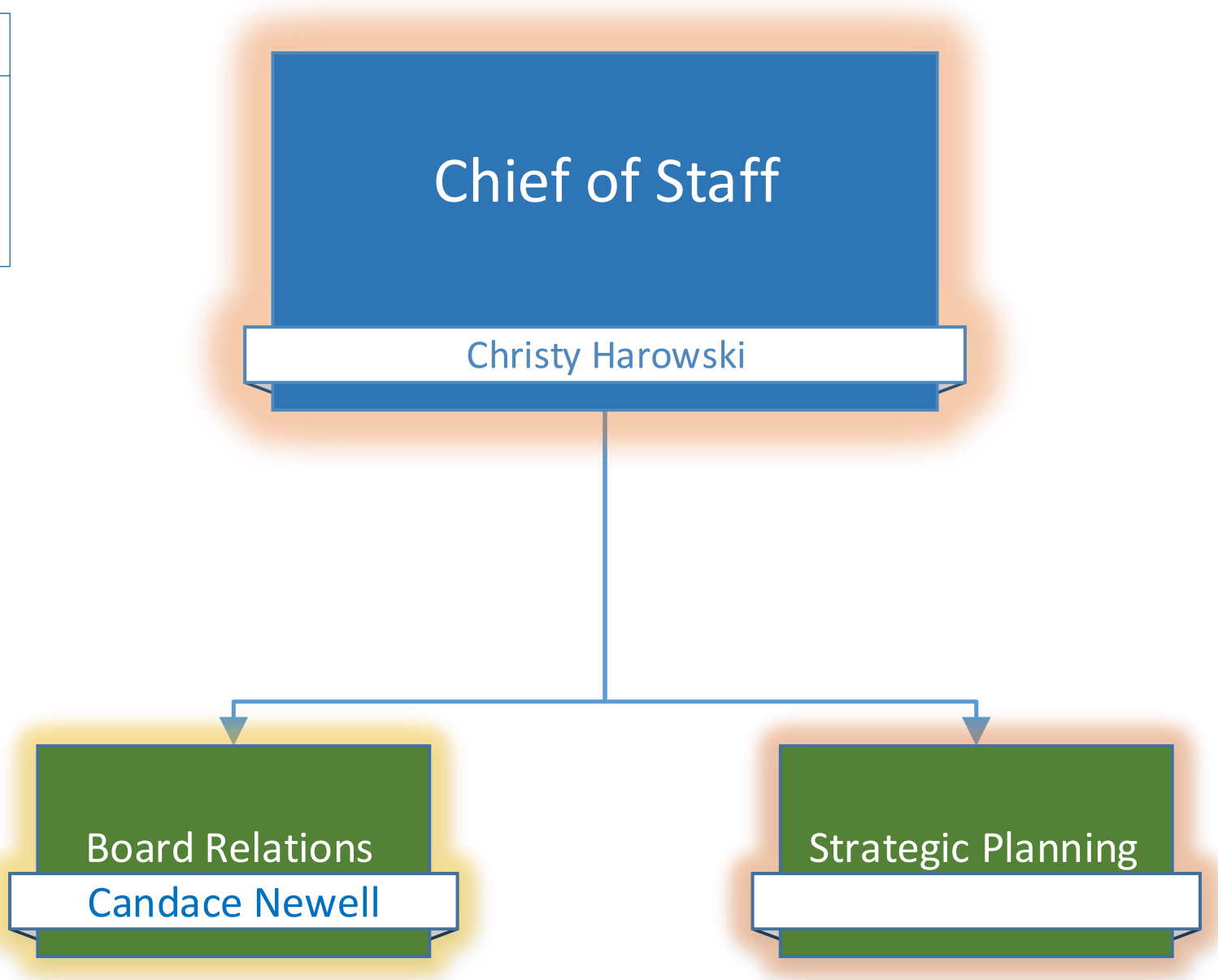


CHIEF OF STAFF (CoS)



- 💧 Reports directly to ED
- 💧 Extends capacity and increases the external outreach, oversees government and board relations for the ED.
- 💧 Meshes strategic planning with external stakeholders and internal requirements.
- 💧 Leads/directs various special projects as assigned by ED.
- 💧 Common in utility orgs, C-suites in many private and public sector organizations.
- 💧 Currently a consultancy funded by GNOF.



Highlight Key	
	Newly created position
	Position relocated to present position

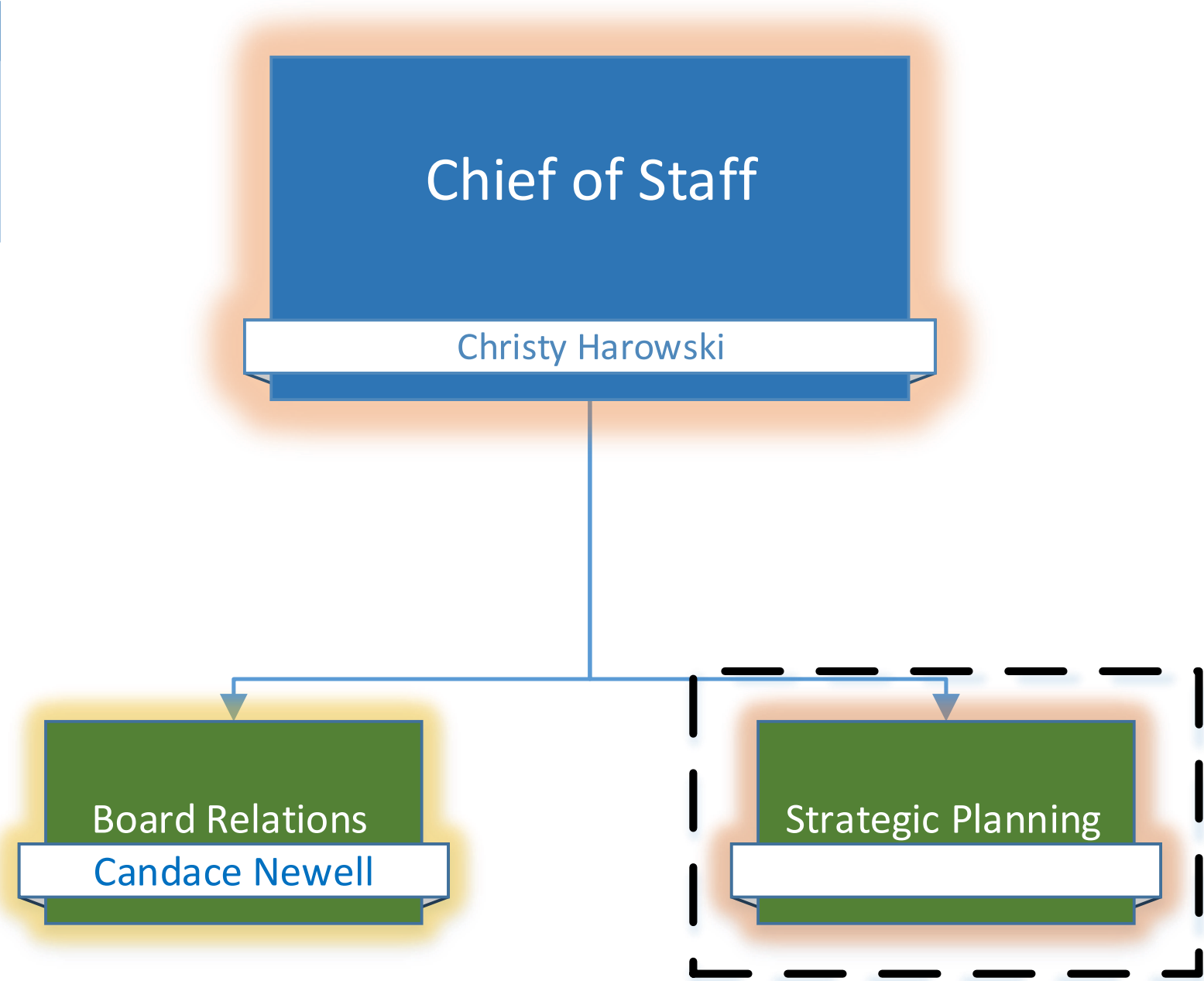


DIRECTOR OF STRATEGIC PLANS



- 💧 Reports to Chief of Staff.
- 💧 Leads organizational effort to develop master plans and other strategic plans and initiatives.
- 💧 Facilitates strategic dialog with stakeholders, applies standardizes strategic planning tools across the organization.
- 💧 No current organic capability or capacity to conduct strategic planning at the levels required for an org w/100+ year old infrastructure.

Highlight Key	
	Newly created position
	Position relocated to present position



CHIEF OF CUSTOMER SERVICE (CCS)

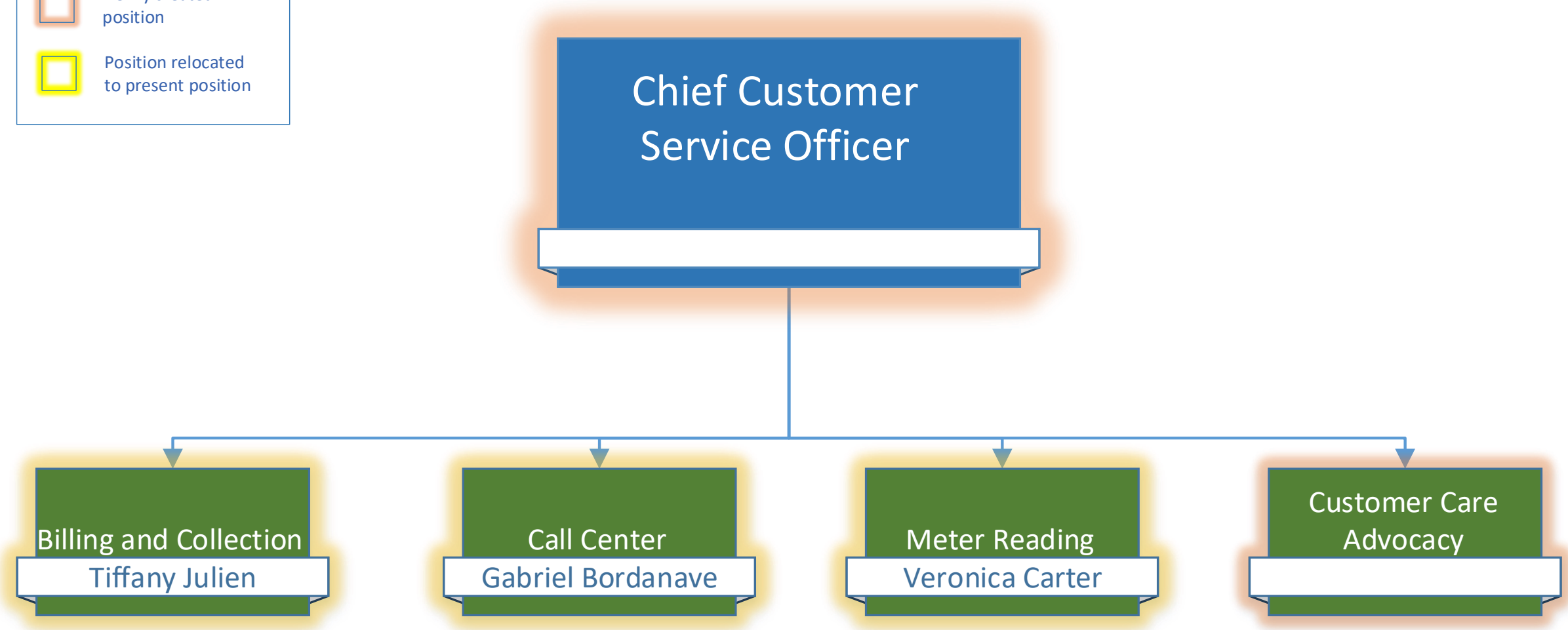


- 💧 Top customer advocate- reports directly to ED.
- 💧 Elevates and customer service to a C-suite function/top priority.
- 💧 Exists in this form in many water utility organizations.
- 💧 Works across the utility to drive policy improvements funding opportunities designed to improve the customer experience.
- 💧 Current customer service functions pulled from CFO to create separate elevated entity. Adding “Customer Care & Advocacy” function.

Highlight Key

Newly created position

Position relocated to present position



CHIEF ADMIN OFFICER (CAO)



- 💧 Cross organizational service functions. Position is found in many water utilities and similar organizations.
- 💧 Human Resources, Information Tech, Safety, Security, Risk Management, Emergency Management, Continuous Improvement and Real Estate Administration.
- 💧 Separate slide to discuss Continuous Improvement.
- 💧 Pulls in IT from CFO, Sfty/Security/RM/EM from eliminated Dep Dir of Security, HR from eliminated Dep Dir of HR/Admin.

Chief Administration Officer (unclassified)

Highlight Key



Newly created position



Position relocated to present position

Real Estate Administrator

Director of Continuous Improvement
USA

USM
Support Staff

MDA I

Director of IT
USA

Melinda Nelson

Cogsdale HR Upgrade

Financial System

Mainframe

CASS Works

GIS

Network Administration

Microsoft GP Applications

Operations

PC Support

Analysis, Procurement,
and Admin Support

Director of Human Resources
USSM

Pensions and Benefits

Training and Development

Corporate Policy Management

Performance Management

Recruiting/Class/Comp

Employee Relations

Safety, Security and Risk Management
USA

Jason Higginbotham

Safety

Security

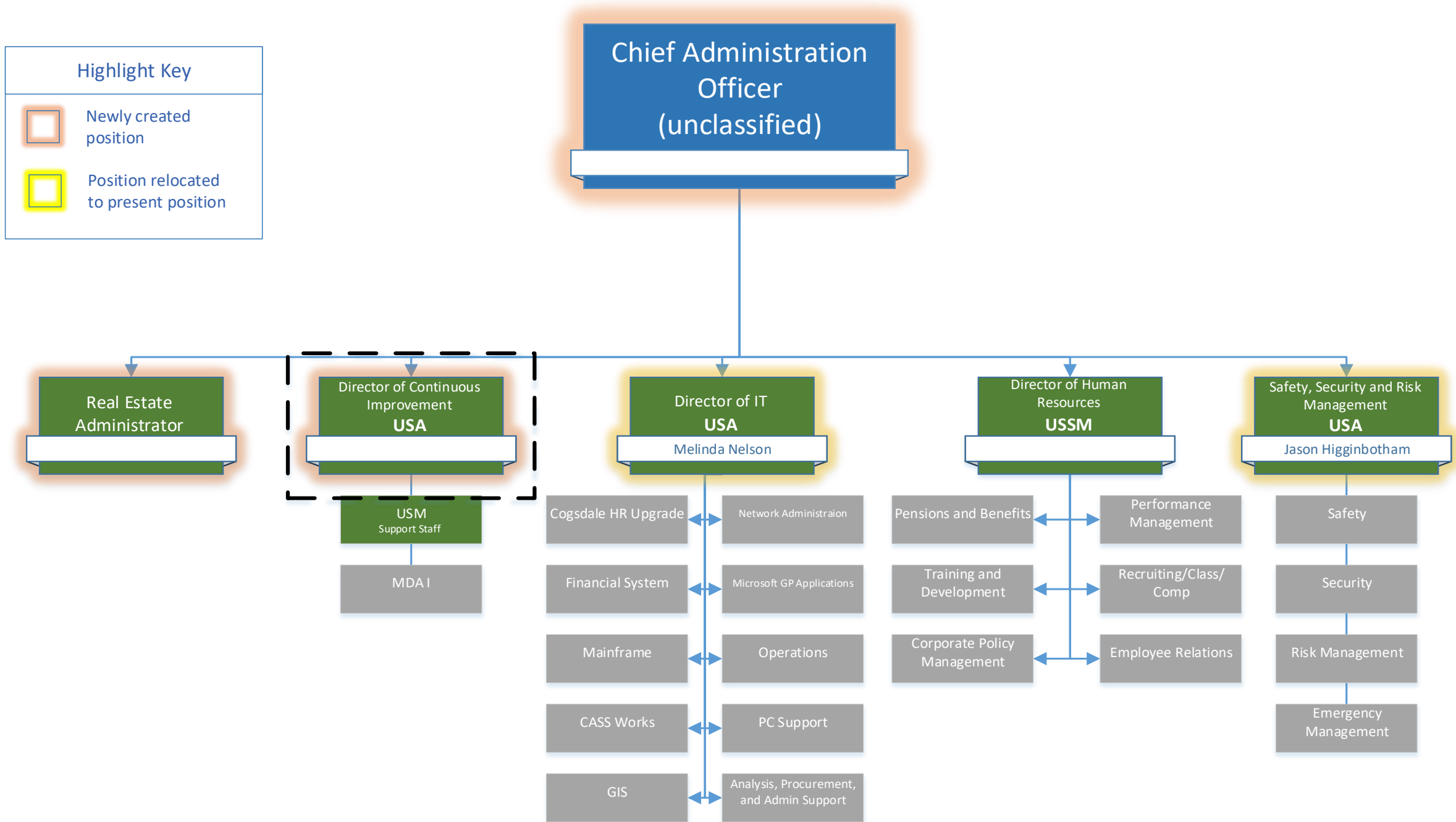
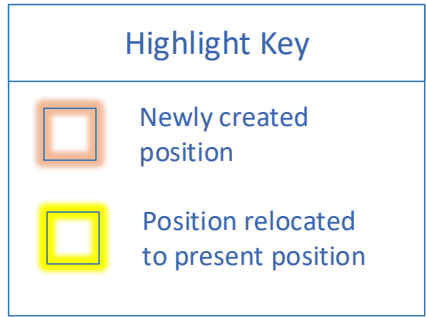
Risk Management

Emergency Management

DIR OF CONTINUOUS IMPROVEMENT



- 💧 Introduces LEAN and Six Sigma methodology and programs to the organization.
- 💧 Best practice in many water utilities and commonly found in similar high performing operational and manufacturing organizations.
- 💧 Sometimes referred to as perf integration or quality.
- 💧 Leads continuous improvement program/efforts to refine/standardize processes and procedures across Board.
- 💧 No current effort and little organic expertise in this area.



OTHER MOVEMENTS/CHANGES



- 💧 Old Deputy Director of Logistics position/org dissolved. Procurement function moved intact into CFO. Support Services function moved intact into GSO.
- 💧 Chief Auditor and Audit Division moved “above the line” as a direct report to the Board of Directors, and a “dotted line” relationship with the Executive Director.
- 💧 Board Relations remains “above the line,” but reports to Chief of Staff.
- 💧 Real Estate Administrator (classified position) added to CAO organization.

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THANK YOU!
QUESTIONS?