



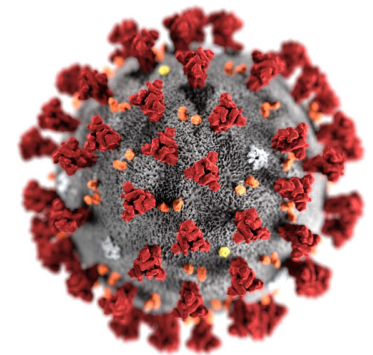
COVID-19 Response

Southern California Water Coalition

May 14, 2020

Sandy Kerl, General Manager

skerl@sdcwa.org



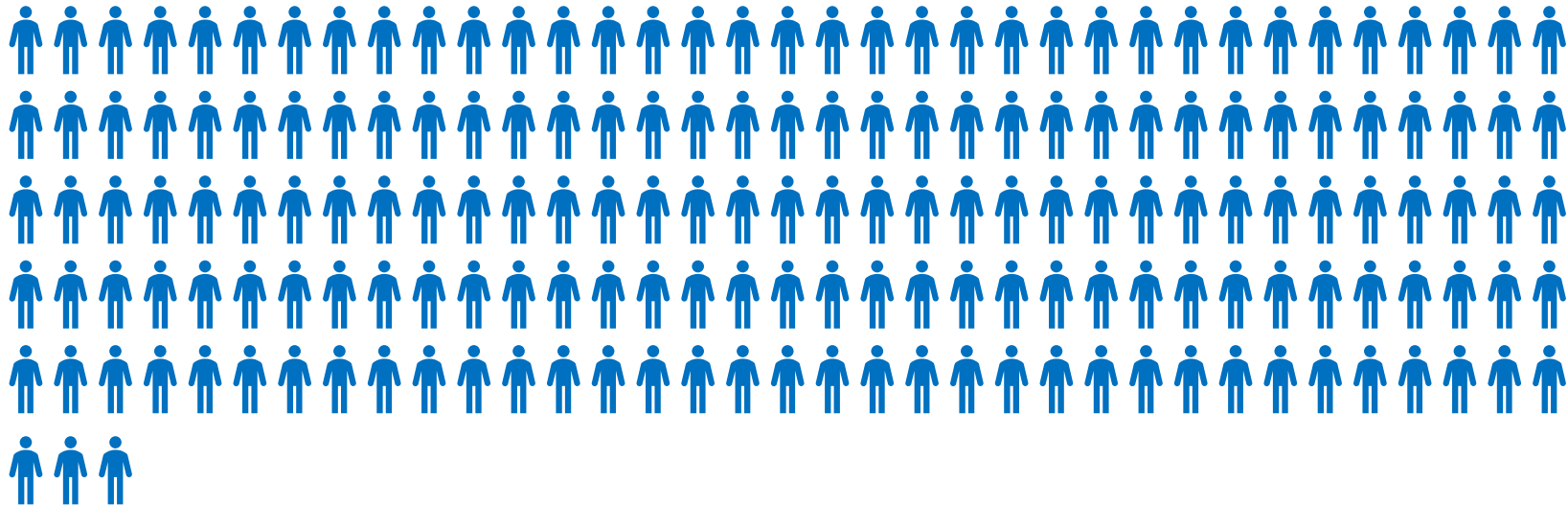
The Old “Normal”



The Current "Normal"



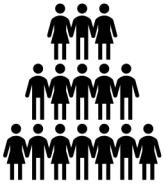
O
N
S
I
T
E



R
E
M
O
T
E



9 Business Days After the General Manager's First COVID-19 Email



74% of the Water Authority workforce is moved to telework.



110 devices are deployed in addition to previously issued laptops, Surface Pros, and desktops.



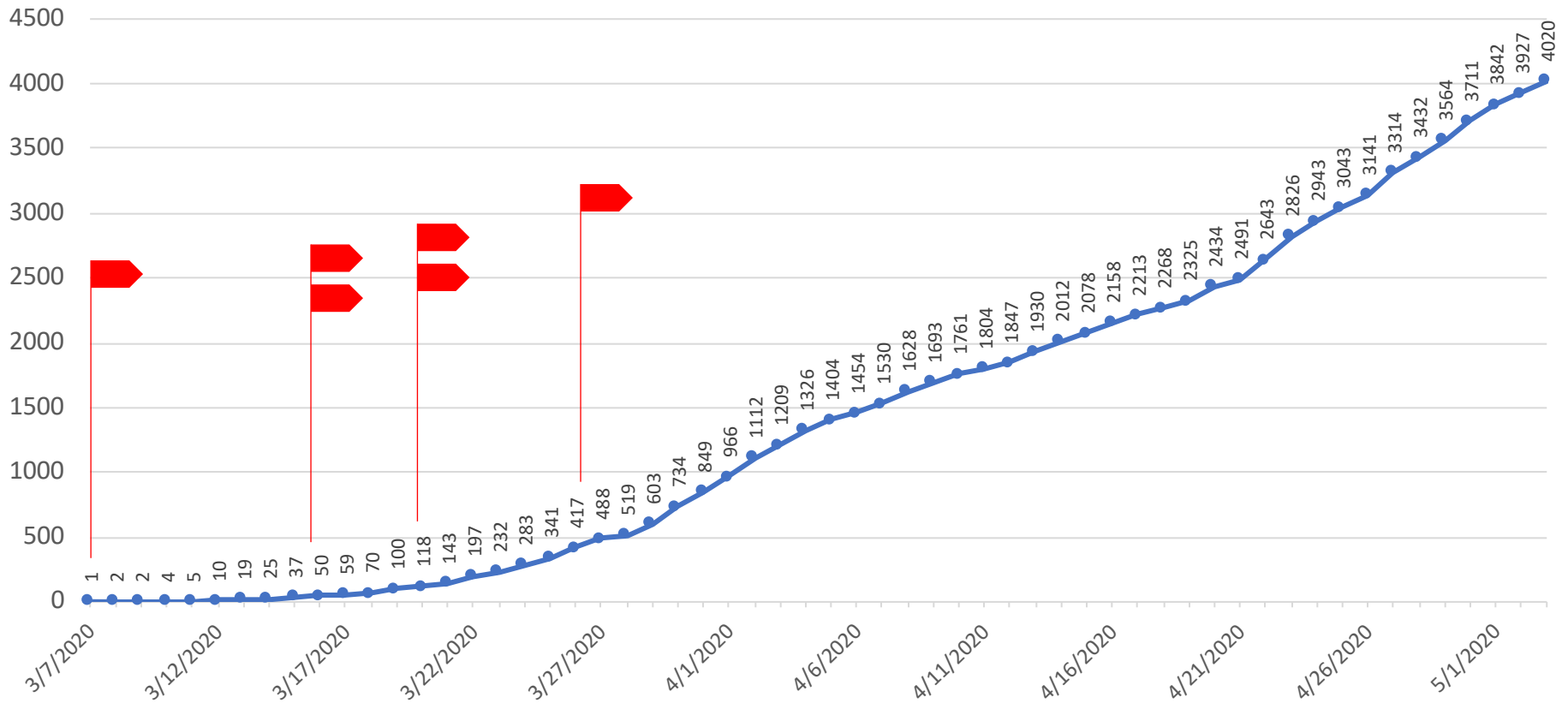
108 new VPN connections are authorized for a total of 164 VPN connections.



61 requests to deploy ancillary equipment such as mice, keyboards, monitors and cables are fulfilled.



Confirmed COVID-19 Cases in San Diego County



8 Weeks In, How Do We Explain Our Success?



The commitment of our employees. The desire to problem-solve and be part of the solution. A culture of innovation. Unification around a common goal. The trust of the organization to rise to the challenge.



The ability to be flexible and agile. Admitting what we knew and what we didn't know. Relying on our internal SMEs for guidance and ideas. Decisions were changing in real time with the news – we had to work as a team.



The use of technology to stay connected to the new remote workforce, member agencies, and Board members. The deployment of resources and the fast-tracking of solutions, while maintaining security.



Communication, communication, communication! Consistent communication in various forms that employees could rely on for updates and connection. Staying closely connected to the Union to address issues early.



Questions?

Sandy Kerl, General Manager

skerl@sdcwa.org