

CIWQS Review Phase II: Evaluation and Final Recommendations

Presentation to the State Water Board

April 15, 2008

Background

- **Review Panel convened in response to State Water Board's request for external review of CIWQS**
- **First Panel meeting held in May 2007**
- **Preliminary Panel report with recommendations issued July 2007**
- **Panel met again in February 2008 to review progress toward benchmarks**

Findings of Previous Review

- **CIWQS was a dysfunctional program in serious disarray**
- **All CIWQS' constituencies disliked the program and some refused to use it**
- **There were concerns about the program's basic technical validity**
- **Users' needs were not being met**

Preliminary Recommendations

- **Reduce the project's scope**
- **Restructure CIWQS' project management**
- **Validate the system's requirements**
- **Rebuild key constituencies**
- **Address data quality issues**
- **Produce key reports**
- **Improve user interface**

Overview of Final Review

- **The program has achieved a remarkable turnaround**
- **CIWQS staff were very responsive to the review panel's suggestions**
- **Client and user groups are now supportive**
- **CIWQS' new direction should lead to success**
- **CIWQS remains essential for the State Water Board to fulfill its mission**

Panel's Report Card

- **The redefinition of project scope was appropriate and effective**
- **We are particularly impressed with progress in reorganizing management**
- **CIWQS' design has been validated but a formal systems engineering approach should be more broadly applied**
- **Relationships with key constituencies have been dramatically improved and structures are in place to maintain those**

Panel's Report Card (cont.)

- **Error correction is ongoing but a more systematic approach to QA/QC is needed**
- **Reports have been prioritized but reporting tools must still be developed**
- **Users are satisfied but a thorough process for designing and testing future changes is needed**

Where We Are Now

- **Major successes have been achieved**
- **Some work remains on the 7 original recommendations**
- **The February meeting produced a few additional recommendations**

Additional Recommendations

- **Build a non-CIWQS interface with the federal ICIS-NPDES system**
- **Develop end-to-end tests to demonstrate that future program changes work**
- **Develop a formal deployment plan for the system and data**
- **Fund the system at an appropriate level**

Next Steps

- **Full report of findings and recommendations, with performance metrics, within one month**
- **Panel open to revisiting progress if asked**