



# Case Study



## El Paso Electric

### Client Profile

El Paso Electric Company (EPE) is a medium sized integrated electric utility operating in the Rio Grande Valley in west Texas and southern New Mexico with over 347,000 customers. With approximately 1,000 employees, EPE has an installed net generation capacity of 1,500 MW including about 16% interests in the Palo Verde nuclear plant. While EPE is moderate in size when compared to many corporations, as an electric utility, the technology infrastructures are very complex incorporating real-time systems, large customer databases, multi-layered geographic information systems, communication and dispatch systems, and comprehensive facilities management systems all supporting the delivery of electricity to the customers. This environment, coupled with the key responsibility to operate and maintain the critical electric grid infrastructures for the region, sets the stage for the need of a robust set of information system infrastructures. These infrastructures, which include hardware architecture, application system architecture, network architecture, and supporting organizational resources, need to incorporate appropriate technology, integrated design concepts, and efficient processes to meet the needs of the corporation.

### Executive Summary

EPE retained the services of DYONYX to perform a cooperative technical examination and assessment of various aspects of the current technical environment considered by leadership to be of high importance and worthy of focus. Our team concentrated on the methods and support of functional interfaces for core business applications, the design of EPE's LAN/WAN infrastructure, server strategies and storage architecture, desktop and software management, and secure communications.

Upon completion of this assessment DYONYX was awarded the contract to virtualize the EPE server environment to reduce the physical footprint required to provide current business functions while minimizing any disruptions to the current production environment. The intent of this consolidation was to reduce the physical footprint only and not change the logical infrastructure design as EPE was preparing to move their data center to a new location. DYONYX was asked to respond to an RFP on the data center relocation to determine if continuing to support their IT internally, hosting their services in a third party hosting facility or fully outsourcing all of IT was the most cost effective solution. Upon completion of the RFP, DYONYX was requested to respond to a full outsource RFP, which was also awarded to DYONYX.

**End User Support** – DYONYX provides technical personal computer, laptop and software assistance to all EPE personnel. Service Desk Level I personnel located in our centralized ITIL compliant Service Desk respond to employee questions and requests for service. Software support includes operating system, word processing, e-mail, presentation graphics, spreadsheet, drawing, illustration, file compression, workflow management,



database, networking, web browser, and industry specific Commercial off the Shelf (COTS) applications. Hardware includes workstations, thin clients, laptops, laser jet printers, cashiering workstations, PDA's, Meter Reading hand held devices, mobile dispatch devices, network routers, network switches, network hubs, production test systems and process control computers. The scope of work includes, but is not limited to:

- Coordination of IT Procurement
- EPE End User satisfaction follow-up and surveys
- EPE End User training coordination
- Product order information, price quotes and status questions
- Incident diagnosis and resolution
- Dispatching services to Level 2 and Level 3
- Coordination with EPE Facilities Services Department on moves, adds and changes of IT Assets for office relocations
- Coordination with EPE Communications, on moves, adds and changes of communication circuits
- Moves, adds and change coordination of IT Asset upgrades
- Incident coordination and escalation
- IT management reporting
- Maintaining an accurate IT Asset Management Database
- Maintaining an Incident Management Database

**Local/Wide Area Network (LAN/WAN) Support** – DYONYX provides full Network support for EPE's privately owned SONIC ring and all network components between the data center and the remote offices. Network support consists of both Shared Services resources and onsite support that monitors and support all EPE network devices (switches, routers, firewalls, VPN, and other network-centric appliances) 7 days per week, 24 hours per day and respond to alarms that are generated by the monitoring systems and/or network incidents that are reported to the Service Desk.

**Asset Management** – DYONYX currently provides asset management services and is responsible for hand receipt control of all assets. The asset management personnel are also responsible for receiving, storing, issuing, and tracking of all computers, software and peripherals.

**Server and Storage Operations** - The primary server operations management responsibility at EPE is to ensure that EPE End Users are provided access to required data and applications in a timely and efficient manner. Daily responsibilities for this function include but are not limited to:

- Mail configuration and administration
- Server hardware and operating system as well as storage subsystem monitoring, Incident diagnosis and resolution
- Follow current EPE change control policies and procedures
- Server and storage configurations will meet with EPE documented disaster recovery policies and procedures
- Perform server and storage capacity planning
- Work with the EPE IT governance team on planning emerging projects, scheduled maintenance or downtime and unscheduled downtime
- Operating systems, systems and security patch management



**Application and DBA Support** - DYONYX provides full life cycle application and database support to EPE. The simplified application development workflow consists of the following activities:

- Open a Service Request with the Service Desk
- Prepare an estimate of the work effort
- Obtain approval from the requestor
- Perform the development work
- The work product is delivered to the requestor with documentation
- Upon successful implementation, the requestor approves the activity and closes the Service Request
- In addition to application development, DYONYX provides maintenance support for the existing in-house developed applications as well as all COTS applications.

**Security** –The DYONYX Shared Services Security team reviews Intrusion Detection/Prevention Systems and system logs and provides CISSP level security expertise. DYONYX provides EPE access to ongoing security team involvement in strategic planning and compliance/audit reviews. The DYONYX shared services model allows EPE to obtain top-level security expertise without the full costs of hiring this expert directly, on a full time basis.



**DYONYX LP**, is a privately held information technology and management consulting firm dedicated to helping clients across the nation improve their productivity and security and reduce their cost and risk through a proven set of methodologies, extensive experience, deep skills and world class service at reasonable rates. For more information contact: Timothy Barto at: 713.830.5910 or [tim.barto@dyonyx.com](mailto:tim.barto@dyonyx.com) or visit us on the web at [www.dyonyx.com](http://www.dyonyx.com)