

## **Honors and performance of Information Technology Unit and Electronic Services Development**

1. Achieving the highest score in Shahid Rajaei Festival in 1398
2. Providing 24 services for subscribers in absentia in different ways via SMS, ussd code, referring to the portal, etc.
3. Using the 122 system in things other than events for the first time.
4. Possibility to announce the consumption meter number through the code 4 \* Subscription number \* Black meter number
5. Execute and obtain SSL protocol certification in order to secure the company's portals and sub-portals
6. Setting up, deploying and training new office automation (Icons) by adjusting access levels throughout the province
7. Execution of the audit plan of the company's computer equipment in order to identify the equipment and prepare the identity card

### Hardware and software

8. Set up the company's dedicated mail server and prevent the sending of administrative correspondence by external emails such as yahoo, gmail, etc.
9. IT hologram design to seal computer equipment
10. Identify and prepare licensed antivirus for systems without antivirus affiliates
11. Set up Print Server to save and better manage resources (paper, printer, service, etc.)
12. Set up an active directory to control systems and implement policies and circulars
13. Review of Khorramabad and Poldakhtar telemetry systems and planning to improve security through coordination with APA Center of Shiraz University, approved by the Security Center of the Ministry of Energy

14. Implementation of fiber optic infrastructure network in all matters and upgrade of network bandwidth from 5m to 30m - in order to improve the security and quality of services to citizens in coordination with the IT office (ongoing) and also to increase the bandwidth of the communication line with the engineering company from 2m to 4m
- https.15 Making all the company's web systems in order to improve security
16. Creating a system for electronic inquiry of subscribers' documents
- .17 Replacing the batteries and updating the server room emergency power system (UPS)
18. Stable power supply for the main switch of the corporate network through the corporate solar power
19. Setting up a mobile application, installing a branch and replacing the meter in all matters convert.20 About 9500 subscriptions from Nurabad Water Supply without any cost
- .21 Collection of map of all affiliated affairs
22. Upgrading the company's network bandwidth from 6 to 32 megabits per second by launching a fiber optic platform in 15 points of the company's facilities and places in order to facilitate communication and satisfaction of subscribers and partners
23. Execution of self-declaration program for reading subscribers' meters by SMS system
24. Possibility of electronic payment of water bills and branch fees by various methods such as 1522 system, electronic ports, ussd codes, etc.
25. Update the map of Khorramabad city area in webGIS system
26. Print the map of Khorramabad and Aleshtar cities in order to complete the process of collecting the property code of the subscribers
- .27 Start the process of updating the various GIS layers of the company through subsidiaries
- .28 Using the 122 system to respond to the services of the subscribers for the first time
29. Follow-up in order to implement and smarten the process of correcting subscribers' bills (in the stages of completion)

30. Follow-up and implementation of intelligent tanker water distribution system (in the stages of completion)
31. Setting up, establishing and training new office automation (Aiken) in the whole province
- .32 Execution of SSL protocol in order to secure the Internet portal and all web-based systems in accordance with the instructions of the Water and Wastewater Engineering Company
- .33 Organizing the status of IT office contracts
- .34 Solve major problems of SIMAFA software
- .35 Formation of GIS Committee for the first time
36. Commencement of data collection of subscribers in Khorramabad, Aleshtar, Noorabad, Poldakhtar and Doroud
- .37 Fixing the problems of reading map, distribution and barcode of subscribers' bills
38. Informing subscribers through the company portal
- .39 Possibility of creating telecommuting for all colleagues
- .40 Concluding an APN contract) Advantages: Improving security - Reducing the cost of calls and Internet of reading agents .. (
- .41 Shifting IT office staff for full-time support during these days
- .42 Adding the required nodes due to the relocation of personnel in the administrative buildings of the headquarters and water supply affairs of Khorramabad
- .43 Training on IT security in the form of security posters in various ways, including office automation
- .44 Antivirus update of all systems with the latest version nod32 ver 7.1.2053.0 in August 98
- .45 Prevent the entry and exit of computer equipment without obtaining permission from the Office of Security and Confidential Affairs
- .46 Sending water price invoices via SMS

- .47 Centralization and equipping of Center 122 in cooperation with the Telecommunication Company and launching a mobile operations management system. year 94
- .48 Purchase and launch of 1522 system to centralize all telephone payments of subscribers. year 94
- .49 Purchase and launch of Makfa software in order to launch an SMS notification system to the company's subscribers. year 94
- .50 Preparation and design of smart meter reading software and distribution of delivery bills to the subscribers' deputy for operation. Year 95
51. Setting up the electronic service desk of the subscribers' portal in accordance with the standards announced by the Water and Wastewater Engineering Company of the country. Year 95
52. Vlaning project at the company level in order to improve the level of security in accordance with the security notices of the Security Office in 1995.
53. Preparation and design of intelligent software for water sampling and delivery to the quality control office for operation. Year 96
54. 100% upgrade of communication line bandwidth with the engineering company to increase the quality of the systems used. Year 96
- .55 Installation of WSUS server to mechanize offline updating of enterprise level systems in accordance with ISMS standard. Year 96
56. Designing and launching unauthorized branching software and delivering it to the subscribers' deputy for operation. Year 96
- 57 Organizing and centralizing the video conferencing system and holding all budget meetings of units and general assembly, etc. with the country's water and sewage engineering company completely online. Year 97
58. Launching a mobile application, installing a branch and replacing the meter in all matters. Year 97

59. Organizing and reviewing the SMS system of subscribers' bills and registering their contact information in the system. Year 97
- .60 Preparation and design of water and sewage branch audit software and delivery to the subscribers' deputy for operation. Year 97
- .61 Signing a contract with a telecommunication company to set up a fiber optic communication platform in the province. Year 97
- .62 Extraction of fine information of Khorramabad city water network and creation of geographical database of Khorramabad city water network in different layers. year 94
63. Extraction of fine information of Khorramabad city wastewater collection network. Year 95
- .64 Creating a geographical database of Khorramabad wastewater collection network in different layers. Year 95
- .65 Purchase and deployment of GIS software in the province for the first time and start collecting spatial data. Year 96
- .66 Implementation of basic information of all cities of the province on the system and completion of layers. Year 96
- .67 Update a number of existing layers, including the subscriber layer. Year 97
- .68 Collecting information based on notification standards for loading in the future system of the Iranian Water and Wastewater Engineering Company. Year 98
- .69 Pursuing the collection of information on the company's property layer in cooperation with the law office in order to upload it to the country's water supply system. Year 98
70. Installation of video conferencing system in 2016 to hold administrative meetings such as budget meetings, general assembly, etc. with the country's water and wastewater engineering company online
71. Contract with Telecommunication Company and implementation of fiber optic communication platform in order to increase satisfaction and improve network bandwidth in the province

72. Purchase, installation and commissioning of tape drive and myclud for the purpose of preparing copies of all vital information in accordance with the notifications of the Passive Defense Office.

73. Preparation and design of audit software for water and sewage branches and delivery to the subscribers' deputy for operation

74. Signing a contract with a telecommunication company to set up a fiber optic communication platform in the province

.75 Update a number of existing layers, including the subscriber layer

.76 Implementation of data center clustering plan for better management of servers

77. Improving the company's network bandwidth from 6 to 32 Mbps by launching a fiber optic platform in 15 points of the company's facilities and places to facilitate communication and satisfaction of subscribers and partners

.78 Upgrading the communication line bandwidth with the engineering company from 2M to 10M to increase the quality of the systems used

.79 Development of Magfa software in the field of eliminating paper bills and sending water bills via SMS to subscribers

.80 Updating and completing the customer service desk in order to provide 24 services in absentia in accordance with the standards announced by the Water and Wastewater Engineering Company of the country.

.81 Follow-up of data collection of the company's property layer in cooperation with the law office in order to upload it in the country's water supply system

82. Organizing hardware locks All servers with hardware locks in the network platform

.83 Update of attendance software, purchase and installation of 14 face recognition entry and exit devices in line with the directive of the Ministry of Energy on preventing the spread of corona virus

84. Follow-up and implementation of intelligent tanker water distribution system (in the stages of completion)

.85 Development of network platform of office buildings according to the movement of rural and urban forces

.89 Implementing and smartening the process of reforming subscribers' bills

.90 Insert subscriber subscription code on the arena parcel layer

91. Preparation of flowcharts for delivery of drawings from contractors and consultants (for proper file delivery)

.92 Modification of Azabilt and GIS approval form

.93 Review of GIS drawings executed by contractors in accordance with the notification standard of the engineering company

94. Organizing GIS liaisons in affairs and departments

.95 Holding 3 workshops on how to use WEB GIS software

.96 Sending SMS to all mobile phones in the province in order to collect phone numbers and subscribe subscribers to send SMS invoices