

Priorities Committee Meeting_Jun13_2017

STRATEGIC INITIATIVE AND UPDATE

County Connect Project Update June 2017

Report Purpose

To provide Council with an update on the County Connect project.

Council History

September 29, 2015 – Priorities Committee was provided an update on the County Connect vision and the plan to achieve it.

June 16, 2015 – Priorities Committee was provided an update on the County Connect pilot, upcoming milestones and community engagement plans.

March 31, 2015 – Priorities Committee was provided an update on County Connect, previously known as the Service Request Tracking System.

December 10, 2013 – Council approves \$2,100,000 in funding over two years in the 2014 budget, plus ongoing operational funding for sustainment of the system.

November 26, 2013 – Council was provided with an update on the Service Request Tracking System business case.

September 10, 2013 – Council received a progress report on the Corporate Request Tracking System needs assessment project.

August 13, 2013 – Council approved reserve funding for the Service Request Tracking System project in the amount of \$206,000 from the Future Municipal Operating Reserve.

May 21, 2013 – Council approved release of the “In Pursuit of Excellence” report, with recommendations for investigation of a corporate “issues and complaints tracking system”.

Strategic Plan Priority Areas

Economy: Internal efficiencies and innovation in service delivery.

Governance: Internal efficiencies and innovation in service delivery.

Social: Sharing the data from County Connect requests; supports decision making, encourages citizen engagement and improves outcomes.

Culture: Tracking of services, transparency of reporting and a focus on excellent service helps create a culture of sharing and trust; both within the organization and the community at large.

Environment: County Connect can better target service delivery, saving natural resources through efficiency and online access.

Other Impacts

Policy: n/a

Legislative/Legal: n/a

Interdepartmental: This is a cross-department initiative involving all County departments.

Summary

The Service Request Tracking System (SRTS) Project was launched in 2014 and named “County Connect”. In May 2015, requests from four departments and the Office of the Elected Officials were launched in phase 1. County Connect is poised to launch requests from the remaining County Departments in phase 2 of the project in 2017. With the expansion of County Connect to include all other County departments, Administration will have access to data which will be used to make informed service decisions.

Enclosure

1 County Connect presentation