

STRATEGIC INITIATIVE AND UPDATE**Information Technology Services- Department Business Plan Update****Report Purpose**

To provide the Priorities Committee with an update on the progress of the 2019-22 Department Plan for Information Technology Services. Also highlighted are the annual asset replacement projects, security management program and the digital workplace initiative.

Our Prioritized Strategic Goals

Goal 2 - Manage, invest and plan for sustainable municipal infrastructure

Goal 6 - Provide facilities and services that are available and accessible to residents

Continuously improving the way, we work, as one organization, in an agile and sustainable manner

Report

The Information Technology Services (ITS) department is the primary steward of the organization's information and technology strategy. We strive to make information a strategic asset, and technology a powerful tool, while managing risk to support effective and efficient service delivery. We see ourselves as brokers of the ever-changing digital landscape that leads the organization to ensure everyone has a role in this exciting journey (not just our department). ITS is responsible for supporting the following core functions: Technology Planning; Technology Infrastructure & Customer Support; Enterprise Geographic Information Systems (GIS); Business Solutions; Enterprise Information management.

2019-2022 Forecast:

In addition to ensuring information and technology service remains available, ITS plays a significant role to support roughly 21 corporate projects. Our technology planning function is advancing organizational governance processes, project management and architecting business operations. Our enterprise information management function is making significant progress towards our plans to become more effective managing electronic information and creating insights out of our systems through data management. Our business solutions function is the driving engine behind supporting corporate projects that require information and technology resources, advancing the one county connect program and is progressing towards providing insights behind a complete inventory of applications. Our technology infrastructure and customer support team has been one of the many hero's behind restoring our business operations due to the November incident and has recently returned to ensuring our technology assets are being replaced. The IT security team has been advancing its ability to lower risk to operating our business on the internet. Finally, our enterprise geographic information systems team has recently modernized its platform, continues to support field-worker automation capabilities on top of capturing and publishing images of our land-base.

Project Highlights included in the attached report show progress and health of:

- Our Annual programs (Infrastructure, Mobile Devices and Applications)
- what goal it helps further (from the 2019 budget presentation)
- Digital Workplace Program
- Security and Risk management Program

Priorities Committee Meeting_Sep17_2019

Other Impacts**Policy:** n/a**Legislative/Legal:** n/a**Interdepartmental:** All departments are impacted by the execution of the ITS Business Plan**Master Plan/Framework:** n/a**Enclosure(s)**

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| 1 | 2019-2022 Department Business Plan- ITS |
| 2 | Presentation - Department Business Plan Update – ITS |