STRATHCONA COUNTY

Priorities Committee Meeting_May12_2020

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.

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

Report
Information Technology Services (ITS) is responsible for supporting the following core functions in our organization: Technology Planning, Technology Infrastructure & Customer Support, Enterprise Geographic Information Systems (GIS), Business Solutions, Enterprise Information Management.

We are the primary steward of the organization's technology and management of information. We strive to make information a strategic asset, and technology a powerful tool, while managing risk to support effective and efficient service delivery.

2019-2022 Forecast:
In addition to the ongoing delivery of ITS we are leading the attached initiatives:
- Annual Technology Infrastructure Replacement Program
  - This program addresses all technology infrastructure assets that include user devices such as mobile devices, phones, computers, Internet, data centre servers/storage and network equipment (firewalls, Wi-Fi, wired networks).
- Annual Application Lifecycle Program
  - The organization has over 200 applications with $2 million in annual licensing costs that are strategic assets supporting all programs the County offers today. This initiative will establish a corporate perspective to manage these assets so that information and technology investments can be coordinated in a more consistent manner. These assets will be kept modern through regular reviews and maintenance, providing reassurance of value to the community and operations.
- Community Broadband
  - The activity that will occur in 2020 will produce a plan to validate and pursue the findings included in the Community Broadband strategy report by exploring the option(s) presented and bring forth a final recommendation to Council. A steering committee will determine what regulatory changes, agreements and operational needs are required to implement each of the various options presented. The intention is to address the existing digital divide (access to internet) between rural and urban citizens, and between commercial and industrial areas in Strathcona County and its surrounding communities.

- Digital Workplace
  - This initiative will establish a single, integrated, modern electronic content and collaboration technology platform that will replace several isolated software applications that exist today. The organization must mature our electronic records management, content security, and collaboration capabilities. Risks exist associated to non-compliance with legislative requirements, information breach and inability to recover information effectively after a crisis. Significant opportunities exist to reduce duplication and improve information locating and sharing and collaborating across the organization.
- ArcGIS Enterprise Implementation (Modernization)
  - Strathcona County relies significantly upon its Enterprise GIS to enhance public service, improve operations and make informed decisions. This strategic growth initiative will enable Strathcona County to further utilize and extend its return on investment in its Enterprise GIS.

Other Impacts
Policy:
Legislative/Legal:
Interdepartmental: ITS functions and responsibilities impact the roles and operations of all our organizations branches and departments.
Master Plan/Framework:

Enclosure(s)

1	Department Business Plan Update – Information Technology Services presentation