

Priorities Committee Meeting_May11_2021

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 2021-2024 Department Plan for Information Technology Services (ITS).

Our Prioritized Strategic Goals

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

Report

ITS is responsible for supporting the following core functions in our organization:

- Technology Planning and Strategy
- Business Solutions
- Enterprise Information Management
- Technology Infrastructure and Customer Support
- Enterprise Geographic Information System

2021-2024 Forecast

In addition to the ongoing delivery of ITS services, ITS is leading the following initiatives:

- **Annual Corporate Infrastructure Replacement Program**
 - The Computer Infrastructure Replacement Reserve (CIRR) addresses all computer 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 IT Application Lifecycle Program**
 - The organization has over 350 applications with \$3.6 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.
- **Digital Workplace Program**
 - The Digital Workplace 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. This project will drastically reduce the risks associated to non-compliance with legislative requirements, information breach and inability to recover information effectively after a crisis. Additionally, this initiative will improve information sharing and collaboration across the organization.

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- Corporate adoption and usage of the M365 platform for managing our content, while providing communication and collaboration capabilities
- **Security and Risk Management**
 - The Security and Risk Management program will focus on four primary areas: user education, standards and procedures, infrastructure security, and our end-point security. Given the speed of change around security in the technology space, we will use the next four years to ensure alignment to our core security components with best practices, educate staff appropriately on safe use of technology, and update services for firewalls, passwords and overall cable plant.
- **Enterprise Geographic Information System Program Update**
 - The ArcGIS Enterprise Implementation project is a major initiative to plan, design, and implement ESRI's latest enterprise level technology "ArcGIS Enterprise" for the County. The primary goal of this project is to implement a modern GIS platform for the County that enables and improves our ability to leverage spatial content for decision making, communication, and service delivery. This a complex endeavor with an anticipated duration of approximately 24 months.
- **Disaster Recovery**
 - This initiative will increase the ability to restore several services operated by the IT department that contain single points of failure. This investment will allow ITS to be more resilient when failures occur specifically for wireless and wired networks, phone system, technology backup restoration services and database management services.
- **Computer Assisted Dispatch Replacement and Next Generation 911 Transition Project**
 - Migration from antiquated Enhanced 9-1-1 analog services to Next Generation 9-1-1 digital services to meet CRTC mandated timelines. This will include the implementation of new call handling, dispatch, mobile dispatch, and records management system; integrations with Alberta Health Services for CAD-to-CAD interoperability, Mobile Eyes Inspection system, APX Pre-Plan system, installation of highly available infrastructure environment to support business needs; and integration with existing service (i.e. Station Alerting, Acting 911, ProQA)
- **Community Broadband**
 - Produce a plan to validate and pursue the findings included in the Community Broadband strategy reported by exploring the options 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.

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Council and Committee History

November 30, 2020 Council approved the Community Broadband Project as part of the 2020 budget process.

Other Impacts

Policy: n/a

Legislative/Legal: n/a

Interdepartmental: Information Technology Services functions and responsibilities impacts the roles and operations of all departments plus access to "online" services for citizens.

Master Plan/Framework: n/a

Enclosure

1. ITS Business Plan Update to Priorities Committee