



## Introduction

Public institutions are experiencing an ever-increasing use of current and emerging information technologies. The impacts of the recent pandemic, the rise of the remote workforce and the way the public now expects to interact with their governments have only enforced the way municipalities rely on technology to deliver better and more efficient services.

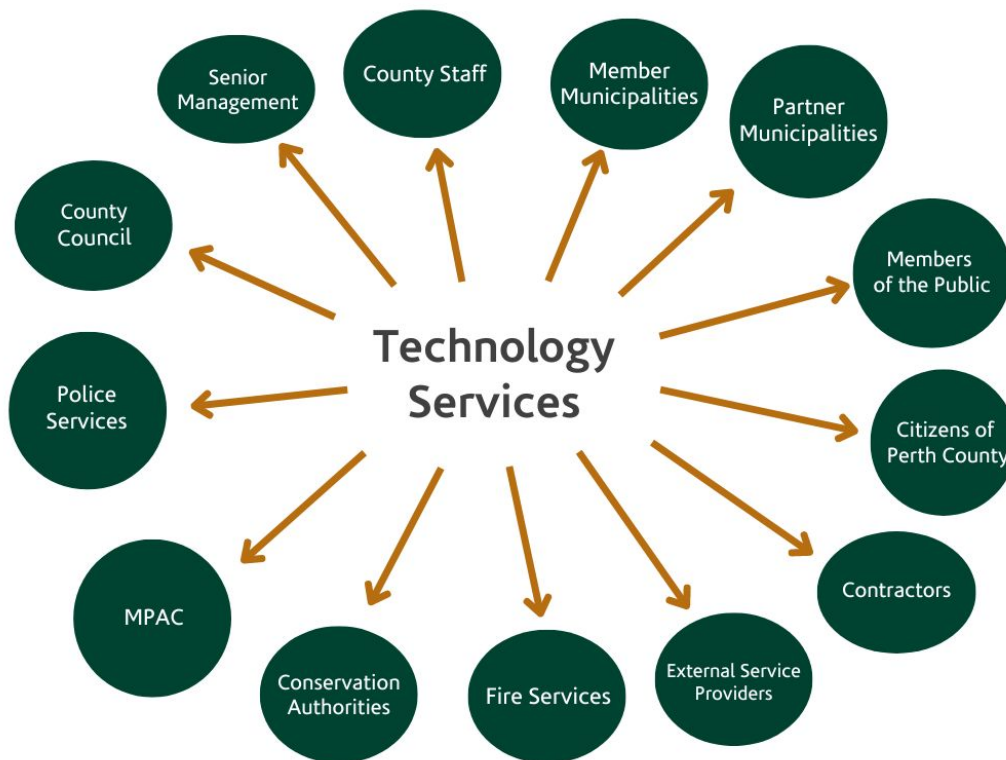
The Technology Services division supports corporate strategic goals and objectives by providing services and solutions that enable staff to deliver municipal services in the most efficient and effective manner that meet the expectations of the modern resident.

## Service Strategy

The Information Technology section provides technology services, support and leadership to County Council, County departments and staff, and liaises with member municipalities and community partners.

The Geographic Information Systems (GIS) section manages all County GIS data which provides accurate property and asset management information to Council, staff and Local Municipalities, as well as the public.

## Key Customers and Stakeholders





### Core Business Services

- Managing Local and Wide Area Networks and all associated services (including high speed internet access, email and directory services)
- Installation and support of all corporate hardware and software (Office Suites, departmental applications, Operating systems, computers, servers, printers, etc.)
- Technical support, assistance and training to all County staff
- Centralized IT purchasing, project management and consultation
- Development and maintenance of Corporate IT Policies, Procedures and Standards
- Communication systems administration and support (telephones and mobile devices)
- Electronic information security and protection (anti-virus, internet security, data backup and disaster recovery)
- Administration and maintenance of the County's public web sites (including web mapping sites)
- Developing and maintaining spatial information data services and providing mapping support to County and Member Municipality departments and the general public.
- System Design, Build and Transition
  - Design and modification of new and existing IT and business services and processes
  - Policy, procedure and system documentation (create and maintain)
  - Design, build and implement all network infrastructures (cabling plants and hardware and software deployment)
- System Operation and Maintenance
  - System security maintenance (anti-virus, email and web monitoring, security policies)
  - Maintenance and support of server infrastructure components (hardware maintenance, software updates)
  - Central data storage protection (backup and restore)
  - Manage physical network infrastructure (monitor usage, purchase/manage assets and IT reserve)
- Service Desk
  - Incident management (break/fix activities)
  - Service and change request management (request for new services or minor system changes)
  - support end-user technology training
  - Hardware warranty and repair (vendor relationships)
- GIS Service
  - Geodatabase administration, data development and management
  - Digital and hard copy map creation, maintenance and publishing
  - Web based GIS system administration and management
  - Design, build and maintain GIS based applications



### Legislated Standards

- *Municipal Act, 2001, S.O. 2001, c.25*
- *Electronic Commerce Act, 2000, S.O. 2000, c.17*
- *Personal Health Information Protection Act, 2004, S.O. 2004, c. 3 (PHIPA)*
- *Municipal Freedom of Information and Privacy Protection Act, R.S.O. 1990, c. M.56 (MFIPPA)*
- *Accessibility for Ontarians with Disabilities Act, 2005, S.O. 2005, c. 11*
- World Wide Web Consortium (W3C) Web Standards and Guidelines
- Payment Card Industry (PCI) Data Security Standard
- County of Perth Technology Use Policy and relevant By-laws
- *Employment Standards Act, 2000, S.O. 2000, c.41*
- Canada's anti-spam legislation (CASL), S.C. 2010, c. 23

### Key Linkages with the Strategic Plan and Achievements of the 2022 Program

Technology Services is linked with every program and service within the Corporation through the ongoing development, provision and support of technology services and processes.

By embracing technology to effectively deliver services to staff and residents, its actions link with **Goal 3: Customer Service Excellence** and **Goal 5: Corporate Sustainability** of the County's 2019-2022 strategic plan.

### 2022 Achievements

- 11 locations all connected via Wide Area Network
- 186 technology users
- 106 computers and 24 printers
- 24 server systems hosted on 11 physical servers
- Telecom infrastructure including 94 telephone sets and 41 mobile devices
- 45+ end-user specific productivity software applications
- Network infrastructure of fibre optics, cable, ADSL2+, dedicated VLANs, including 25+ interconnected devices including switches, routers and wireless access points

### 2022 Goals/Objectives

#### POA Hybrid Court Setup (Complete)

- Updated the current online system design and processes to enable a hybrid court accommodating both online and in-person court sessions.

#### IT & GIS Strategic Plan development and delivery (Complete)

- Completed the development, delivery and presentation of a comprehensive IT and GIS Strategic Plan to guide the division into the future



### System enhancements and changes linked to cyber insurance program (Complete)

- Certain system enhancements and development completed to further protect the organization and improve our cyber-security stance

### Process Improvement – Timesheets (Complete)

- A project lead by IT, involving HR and Finance to streamline a manual timesheet process reducing paper waste and improving efficiencies

### Backup and Recovery System Enhancements (Complete)

- Upgraded the backup system software and storage hardware while introducing an offsite backup component. The project improved both the corporation's security stance and recovery abilities

### Next Generation 911 GIS Requirements (In-progress)

- GIS reviewed and updated several key data sets (addresses and roads) for validation in order to meet the current requirements set out for the upcoming Next Generation 911 system rollout

### New Official Plan GIS Updates (In-progress)

- GIS completed several web mapping projects as part of the new Official Plan development project. Projects included building web maps for site specific validation and Public Natural Environment Consultation

## Major Initiatives for 2023

### Upgrade VoIP telephone system software

- A new system and client software package will be rolled out to the Courthouse, Archives, Paramedic Services HQ, 1 Ontario and Public Works Mitchell locations. Staff training on the new software to be provided.

### Electronic Signatures Deployment

- Deploy an e-signature service employing technology to improve the efficiency of current document signing processes.

### Upgrade GIS system software

- Upgrade the desktop and server system software that make up the GIS web, database and publishing environment

### Facilities Construction Project Requirements

- Plan, design and manage all IT related building requirements for both the Courthouse elevator and 5 Huron site projects including, data cabling, data centre, wifi systems, audio visual, telephone, building access and video security systems.



### Planning Application Tracking System

- A project involving IT, GIS and Planning to introduce a new digital Planning Application Tracking system.

### Open Data Portal

- Develop an open data sharing portal providing public access to a variety of municipal geospatial and tabular data.

### Update Perth County Road Map

- Collaborate with Communications to update, publish to the web and printed format an updated Perth County Road map

## Program Delivery Plan

How will the program be delivered and at what level?

- 1 Manager of Technology Services
- 1 IT Operations and Security Supervisor
- 1 IT Support Technician
- 1 GIS Coordinator
- 1 GIS Planning Technician
- 1 GIS Technician
- Contract labour as defined in the project scopes
- Office hours 8:30 a.m. to 4:30 p.m., Monday to Friday

What changes will impact program delivery in the future?

- Changes mandated by other levels of government
  - Changes to other Acts and Regulations (i.e. *Accessibility for Ontarians with Disabilities Act*)
- Direction Received from County Council and CAO
  - Structure of County operations and services
  - Policy decisions
  - Service demands from other departments, member municipalities and the public
  - Amendments to *Municipal Act, 2001* or other legislative standards noted above.
- Major Project Outcomes
  - Strategic plan update
  - Service Delivery Reviews



### Financial Allocation

Service	FTE Requirements by Year			
	2022	2023	2024	2025
<b>Technology Services Division</b>				
<b>Total Program FTE Requirements</b>	<b>6</b>	<b>6</b>	<b>6</b>	<b>7</b>

### FTE Variances

- No changes in the number of staffing planned for 2023. The current IT and GIS Strategic Plan recommends additional resources should be considered in the areas of network support and business analysis in order to meet the growing demand for new services and to maintain effective service levels.

### Training and Development

- Various training workshops pertinent to positions as need/opportunity arises
- Current core infrastructure systems (i.e. Microsoft technologies, Exchange, Windows server, SQL server, ESRI technologies, GeoCortex and desktop operating systems)

### Comments

The County continues to increase its use of and dependence on technology and GIS systems. Every service we offer by every department and division uses technology in some way to deliver that service. The reliance of technology, as well as the increasing demand for GIS services (from County, Member Municipality staff and the public), requires a commitment to ensure the appropriate level of resources required by the division to maintain current service levels and meet current and future demands for services. Technology Services must remain flexible in its approach to yearly projects in order to accommodate the priorities of the business to meet all strategic goals.

Other budget activities as listed in the 2023-2025 Technology Services Division budget reflect no change in the ongoing operations of the Division.