## 2023-26

# INFORMATION TECHNOLOGY

## Department Business Plan

## Overview

Information Technology (IT) facilitates the efficient and effective management and use of information and technology to serve the community's needs. IT delivers the reliable technology solutions necessary to provide services to residents, including computers and mobile devices, software, Geographic Information System (GIS), and an internal data network that connects all City facilities and staff. The department continuously works to provide hardware and software support, training and data security, and to develop innovative and sustainable technology solutions that ensure staff, decision-makers and residents have quick access to the information and tools they need every day.

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# My Fort: Engaged People, Thriving Community

## OUR COMMUNITY VISION
We are a welcoming, compassionate City.

We are a friendly, multi-generational community and there is a strong sense of pride and ownership in what we have accomplished together.

As a community, we are stewards of the environment and are committed to using our resources wisely.

We have a deeply rooted respect for our place and celebrate the river valley.

The Fort is a leader in sustainable eco-industrial development with a flourishing local economy.

We support every aspect of life in Fort Saskatchewan from local business to social services.

We know our history, and have a dynamic vision for our future.

Arts, recreation and culture thrive.

Downtown is the heart of the community; it is a vibrant destination for business or play and an attractive place to live.

Fort Saskatchewan is home with a small-town feeling at heart and where a strong sense of community thrives.

## OUR MISSION
Working together to create a sustainable and thriving community through exemplary leadership and management.

## OUR CORE VALUES
Our commitment to each other and to our citizens

| | |
|---|---|
| **LEADERSHIP** | Take ownership in achieving results |
| **INNOVATION** | Embrace new ways of doing things |
| **SERVICE EXCELLENCE** | Deliver "WOW" service to our community |
| **FUN** | Enjoy what we do and bring passion to our work |

## OUR GUIDING PRINCIPLES
Just as our values are reflected in everything we do, our decisions and actions are aligned with the following guiding principles.

| | |
|---|---|
| **CONTINUOUS IMPROVEMENT** | We constantly look for ways to improve our services, refining our daily practices, keeping the leading edge in sight and being open to change. |
| **COLLABORATION** | We work collaboratively with our colleagues, residents, partners, regional neighbours, and stakeholders. |
| **STRATEGIC THINKING** | We use a strategic and forward thinking mindset and consider the impact of decisions on others. |
| **STEWARDSHIP** | We are good stewards, accountable for our community's resources, managing costs and investing for the future. |

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# DEPARTMENT GOALS AND INITIATIVES

**Goal 1:**     **Information Technology Security and Data Management**
**Linkages:**   **Operational Excellence and Continuous Improvement**
                **Welcoming, Compassionate and Active Community**
                **Annual Network Security Assessment**

| Department Initiatives | | Timeframe | | | |
|---|---|---|---|---|---|
| | | 2023 | 2024 | 2025 | 2026 |
| 1.1 | Review network security controls and implement security measures to protect the City's technology infrastructure | x | x | x | x |
| 1.2 | Security Education Awareness Program | x | x | x | x |
| 1.3 | Network Security Assessment | x | x | x | x |
| 1.4 | Backup and Data recovery modernization | x | x | x | x |
| 1.5 | Upgrade security cameras in facilities where necessary and install new in other City locations where there is a critical need for surveillance. | | x | | |

**Goal 2:**     **Information Technology Infrastructure is enhanced and supported to provide tools and resources for Information Technology to operate efficiently and effectively.**
**Linkages:**   **Strategically Managed Infrastructure**

| Department Initiatives | | Timeframe | | | |
|---|---|---|---|---|---|
| | | 2023 | 2024 | 2025 | 2026 |
| 2.1 | Deploy fiber optic connectivity to City facilities including Utility reservoirs and locations with security impacts | | x | x | |
| 2.2 | Replace/upgrade network storage array | | | | x |
| 2.3 | Replace/upgrade virtual server environment to support increased capacity demands | | | x | |
| 2.4 | Lifecycle replacement of networking hardware and critical core data traffic management devices | x | x | x | x |

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**Goal 3:** Software Integration and Interaction- Software systems are integrated, adaptable and user friendly, supporting efficient and effective business processes and service delivery.

**Linkages:** Operational Excellence & Continuous Improvement
Welcoming, Compassionate and Active Community

| Department Initiatives | | Timeframe | | | |
|---|---|---|---|---|---|
| | | 2023 | 2024 | 2025 | 2026 |
| 3.1 | Review Enterprise Resource Planning (ERP) - integration management of core business processes | x | x | x | x |
| 3.2 | Extend the capabilities of GIS geographic information systems to support Asset Management System | x | x | | |
| 3.3 | Explore Great Plains / Dynamics cloud-based solutions (dependent on results of ERP study) | x | x | x | |
| 3.4 | Laserfiche and SharePoint strategies to co-exist with records management initiatives | x | x | | |
| 3.5 | Update City Website in partner with Communications | | | x | |

**Goal 4:** System User Support

**Linkages:** Operational Excellence & Continuous Improvement
Welcoming, Compassionate and Active Community

| Department Initiatives | | Timeframe | | | |
|---|---|---|---|---|---|
| | | 2023 | 2024 | 2025 | 2026 |
| 4.1 | Deployment of Office 365 Teams and leverage capabilities of O365 to expand application usage throughout all departments | x | x | x | x |
| 4.2 | Review telephony phone systems and move to integrate O365 or other unified collaboration platform | x | x | | |
| 4.3 | Review helpdesk service levels to create benchmarks that will assist in managing department expectations | x | x | | |
| 4.4 | Renew Photocopy lease - Survey photocopy/printer needs to assist in creating RFP while reducing the number of leased photocopiers and printers | x | | | |
| 4.5 | Explore optional solutions for "Work From Home" remote access that may enhance security and/or efficiencies | x | x | x | x |
| 4.6 | Microsoft SharePoint Implementation and integration with Office 365 | x | x | x | |
| 4.7 | Recruit Desktop Support Analyst II (position is vacant in 2023) | | x | | |

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