| **TO:** | CHAIR AND MEMBERS FINANCE AND CIVIC DEVELOPMENT COMMITTEE | **DATE:** | 2015 January 12 |
| **FROM:** | CHIEF INFORMATION OFFICER | **FILE:** | 6500-20 |

SUBJECT: **2015 INFORMATION TECHNOLOGY CAPITAL PROGRAM FOR BUSINESS APPLICATIONS**

PURPOSE: To request project approval and funding bylaw for implementation of the 2015 Enterprise and Departmental Business Applications Programs.

RECOMMENDATIONS:

1. **THAT** Finance and Civic Development Committee recommend Council approve the capital expenditure for the 2015 enterprise and departmental applications programs as outlined in this report.

2. **THAT** Finance and Civic Development Committee recommend Council authorize staff to bring down a bylaw in the amount of $6,565,000 (inclusive of GST) from Capital Reserves to finance the purchase.

REPORT

1.0 BACKGROUND

The 2015 Provisional Capital Program includes provision for the annual information technology capital program to facilitate the replacement, extension and upgrading of enterprise and departmental applications software to enhance service to the public and improve the efficiency of internal business processes.

This report provides the Committee and Council with additional details on the programs and the 2015 funding request for approval.

1.1 Enterprise and Departmental Business Applications – $6.57m

The City develops an annual plan to replace and upgrade business applications for the purposes of enhancing citizen service through quicker and easier access to City information and services online, and to ensure internal systems are robust, sustainable and continue to evolve to meet the changing needs of the business. The City's applications portfolio contains both enterprise

systems (e.g., SAP and GIS) and specialised, line of business software for departments. The 2015 Provisional Capital Plan request for IT includes the initial phase(s) of two large, multi-year enterprise programs: replacement of the existing Permit Plan legacy system for Licences, Inspections and Permitting (the LIPS project), including delivery of online citizen services and improvements to City business processes; and the Capital Asset Lifecycle Management (CALM) project which will automate the capture and reporting of information related to the City's capital asset portfolio. These projects are currently engaged in proof of concept, high-level design and detailed planning stages. Individual reports will be submitted to the Committee and Council for approval later in the year but interim funding is included in this report to cover hardware, consulting and other related project costs.

The initiatives which comprise the proposed 2015 program were selected based on input from City departments and prioritized based on criteria established by the City's IT executive steering committee which consists of staff from all user departments. The 2015 program includes the following projects:

- Licence, inspections and permits system replacement – high-level solution design and project planning phase
- Capital asset lifecycle management functionality – proof of concept and project planning phase
- Geographic information systems (GIS) initiatives, including the ability to integrate and visually display SAP data within the GIS system
- Electronic council and committee agendas initiative – Phase 2
- Web portal development and online City services
- Human resources, payroll and benefits initiatives
- Business intelligence tool for Fire incident reporting
- Fuel system upgrade (Works Yard)
- Treasury system upgrade.

The estimated 2015 expenditure under this program is $6,565,000 and it is recommended that staff be authorized to bring down a Capital Reserve Expenditure Bylaw in the amount of $6,565,000 inclusive of applicable taxes to finance the 2015 IT Business Applications Programs as outlined in this report.

2.0   RECOMMENDATIONS

The 2015 information technology programs are selected based on business and public service needs as identified and reviewed by the inter-department staff working group and steering committee. The objective of the 2015 program is to implement new initiatives that will enhance service to the general public and City departments. Sufficient funds are available to complete the above projects in the 2015 Provisional Capital Program.

It is recommended that the Finance and Civic Development Committee recommend Council approve the capital expenditure for the 2015 enterprise and departmental applications programs and for the Finance and Civic Development Committee to recommend Council authorize staff to bring down a bylaw in the amount of $6,565,000 (inclusive of GST) from Capital Reserves to finance the purchase as outlined in this report.

Shari Wallace
CHIEF INFORMATION OFFICER

SW:SW/ms

Copied to: City Manager
               Deputy City Managers
               Director Finance
               City Solicitor