FINANCIAL MANAGEMENT COMMITTEE

HIS WORSHIP, THE MAYOR
AND COUNCILLORS

SUBJECT: 2017 INFORMATION TECHNOLOGY CAPITAL PROGRAM

RECOMMENDATIONS:

1.   THAT Council approve the capital expenditure of $2,363,600 for the 2017 Information Technology Program, as outlined in this report.

2.   THAT Council authorize the City Solicitor to bring forward a Capital Reserves Bylaw in the amount of $2,474,050 (inclusive of GST of $110,450) to finance the program.

REPORT

The Financial Management Committee, at its meeting held on 2017 April 26, received and adopted the *attached* report seeking Council's approval of a funding bylaw for the 2017 Information Technology Capital Program.

Respectfully submitted,

Councillor D. Johnston
Chair

Councillor C. Jordan
Vice Chair

Copied to:	City Manager
	Deputy City Manager
	Chief Information Officer
	Director Finance
	Director Engineering
	Director Planning & Building
	Director Public Safety & Community Services
	City Solicitor

City of Burnaby

TO:	CHAIR AND MEMBERS FINANCIAL MANAGEMENT COMMITTEE	**DATE:**	2017 April 26
FROM:	CHIEF INFORMATION OFFICER	**FILE:**	

SUBJECT: **2017 INFORMATION TECHNOLOGY CAPITAL PROGRAM**

PURPOSE: To request Council approval of a funding bylaw for the 2017 Information Technology Capital Program.

RECOMMENDATIONS:

1. **THAT** Financial Management Committee recommend Council approve the capital expenditure of $2,363,600 for the 2017 Information Technology program as outlined in this report.

2. **THAT** Financial Management Committee recommend Council authorize the City Solicitor to bring forward a Capital Reserves Bylaw in the amount of $2,474,050 (inclusive of GST of $110,450) to finance the program.

REPORT

1.0 INTRODUCTION

The 2017-2021 Provisional Financial Plan includes a provision for the annual information technology capital program. This program facilitates the replacement, expansion and upgrading of enterprise and departmental hardware and software in order to enhance City's services to the public and improve the efficiency of internal processes.

2.0 IT INFRASTRUCTURE PROGRAM $1,460,000

The 2017 IT Infrastructure Program includes replacement and growth initiatives to replace aging computer equipment, upgrade or expand infrastructure to support technical applications throughout City departments, and to enhance service to the public and internal stakeholders.

The 2017 IT Infrastructure Program includes the following key projects:

- Civic Communication Project
- Telephony (VoIP) System Replacement Project
- 2017 Net New Desktop Equipment

Projects descriptions and 2017 cost estimates for IT Infrastructure Program are presented in Appendix 1.

3.0   BUSINESS SOLUTIONS PROGRAM $903,549

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 initiatives, which comprise the proposed 2017 program, have been selected based on input from City departments and prioritized based on criteria established by the City's IT/ERP Executive Steering Committee which consists of senior staff from all user departments.

The 2017 Business Solutions Program includes the following key initiatives:

- CLASS System Replacement
- Engineering Work Order Management System (Hansen Upgrade)
- Project Portfolio Management Tool
- IT Service Management System
- Other Departmental applications upgrades and enhancements

Projects descriptions and 2017 cost estimates for the Business Solutions Program are presented in Appendix 2.

4.0   RECOMMENDATION

It is recommended that the Financial Management Committee recommend Council approve the capital expenditure of $2,363,600 for the 2017 Information Technology Program as outlined in this report, and that the Financial Management Committee recommend Council authorize the

City Solicitor to bring forward a Capital Reserves Bylaw in the amount of $2,474,050 (inclusive of GST of $ 110,450) to finance the program.

Shari Wallace
CHIEF INFORMATION OFFICER

SW:DB /dd

Copied to: City Manager
               Deputy City Manager
               Director Finance
               Director Engineering
               Director Planning and Building
               Director Public Safety and Community Services
               City Solicitor

Appendix -1

IT Infrastructure Capital Program for 2017 – Supplementary Information

1.0   IT INFRASTRUCTURE $1,460,000

1. CIVIC COMMUNICATION PROJECT $252,000
   This is a multi-year project that will help the City transition from using third party network services to City-owned high-speed networks. IT is looking to use multiple approaches to meet this goal such as building our own capacity, partnering with other municipalities and utilities' providers, and using microwave links. The fibre network backbone also supports the delivery of free Wi-Fi services to citizens at City locations.

2. TELEPHONY (VOIP) SYSTEM REPLACEMENT PROJECT - PHASE 1 $708,000
   This project will implement a new Voice over Internet Protocol (VoIP) system to replace the current VoIP telephone system which is almost ten years old and struggling to meet the needs of City departments, resulting in increased unplanned and extended outages. The primary purpose of the project is to update the legacy telephony environment by implementing current Internet Protocol Telephony (IPT) technology in a secure, scalable and highly available way. New telephony systems in the marketplace offer enhanced administration and reporting to streamline ongoing operations, as well as new customer features such as integrated messaging. Internal staff training will ensure City staff can manage and optimize the system, resulting in better service for City facilities and citizens. This funding request represents initial funding to start the initial phase of the project. The total project is expected to cost in the region of $2M spread over multiple years.

3. 2017 NET NEW DESKTOP EQUIPMENT $500,000
   Deployment of minor hardware items and software packages that support departmental operations at the City, provides new equipment for new staff, and extends the life of existing desktop workstations and peripherals through minor incremental upgrades.

Appendix -2

IT Business Solutions Capital Program for 2017 – Supplementary Information

2.0   BUSINESS SOLUTIONS $903,600

1. CLASS SYSTEM REPLACEMENT $79,900
   A study to determine the best suitable software replacement for the current Program Registration and Facilities' Booking System (CLASS). The vendor of the current system (Active Networks) has stated that CLASS will be 'end of life' as of the end of 2017. CLASS is also limited in functionality. Both conditions present a number of operational and technical challenges for the City.

2. ENGINEERING WORK ORDER (HANSEN) SYSTEM UPGRADE $223,600
   Engineering would like to upgrade its Work Order Management System to a newer version to reduce immediate business and technical risks. The upgraded version of Hansen (IPS 8.5) is web-based technology.

3. PROJECT PORTFOLIO MANAGEMENT TOOL $107,000
   Continue the enhancement and expansion of the existing Engineering portfolio management tool and increase the user base.

4. IT SERVICE MANAGEMENT SYSTEM $82,100
   This project will start the replacement process for the end of life Magic Help Desk system by initiating a requirements gathering study to determine the best fit for the City's needs and to scope out subsequent phases. This project will also include a review of IT service management best practices (e.g., ITIL) with a view to optimizing IT service delivery.

5. Other Departmental applications upgrades and enhancements $411,000

   o Business Intelligence / Analytics Dashboard: The business intelligence/analytics dashboard project will provide departments with the ability to use operational data for analytical purposes, and to display key performance indicators on accessible, easy to read dashboards.
   o Software Upgrades: There are a number of small departmental software applications that require upgrading, such as Honeywell software upgrade, Reliable Controls software upgrade and Opticom Camera Management system upgrade.