

TO: CHAIR AND MEMBERS
FINANCIAL MANAGEMENT COMMITTEE

DATE: 2017 June 12

FROM: CHIEF INFORMATION OFFICER

FILE: 1810-03
Reference: Telephone Systems

SUBJECT: TELEPHONY SYSTEM REPLACEMENT PROJECT

PURPOSE: To obtain approval for the remaining funding for the Telephony System Replacement Project.

RECOMMENDATION:

1. **THAT** Financial Management Committee recommend Council authorize the City Solicitor to bring forward a Capital Reserves Bylaw in the amount of \$1,781,428 (inclusive of GST of \$79,528) for the Telephony System Replacement Project as outlined in this report.

REPORT**1.0 BACKGROUND**

Implementation of the City's current telephony system began in late 2007, becoming fully operational in early 2009. After nine years of operation, the system has reached the end of its useful life and is struggling to meet the needs of City departments, resulting in increased unplanned and extended outages. The primary purpose of the Telephony System Replacement Project is to update the legacy telephone system by implementing current Internet Protocol Telephony (IPT) technology in a secure, scalable and highly available manner. 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.

Based on the data and findings of the telecommunications study performed by IT, the following business drivers were established as project objectives:

1. Achieve improved reliability and resiliency across the entire phone system for non-emergency services.
2. Achieve superior survivability, reliability and business continuity for emergency services such as CAD/911 Dispatch and operations dispatch.
3. Achieve more effective management of communications services throughout the City.
4. Present a reliable and coherent strategy for call handling and messaging for both the public and City staff.
5. Utilize the new metrics and analytics provide by the system to better manage call response times and service delivery.

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6. Mitigate potential Freedom of Information and Protection of Privacy Act (FOIPPA) concerns arising from the increased use of personal device and emerging technologies.

IT staff has started the process of selecting the new telephone system. Phased implementation of the new phone system across all City sites will begin late 2017 with completion targeted in 2019.

The Telephony System Replacement Project is included in the 2017 – 2021 Financial Plan and sufficient reserves are available to finance this project. An amount of \$708,000 was requested for this project under Bylaw No. 13762 to commence the RFP process. A contract award report will be brought to the Financial Management Committee in the fall of 2017. The remaining funding for future years of the project is being requested in advance to ensure timely implementation and execution of the project.

2.0 RECOMMENDATION

It is recommended that Financial Management Committee recommend Council authorize the City Solicitor to bring forward a Capital Reserves Bylaw in the amount of \$1,781,428 (inclusive of GST of \$79,528) for the Telephony System Replacement project as outlined in this report.



Shari Wallace
CHIEF INFORMATION OFFICER

SW:BK /ml

Copied to: City Manager
Deputy City Manager
Director Finance