

TO: CHAIR AND MEMBERS **DATE:** 2019 November 12
FINANCIAL MANAGEMENT COMMITTEE

FROM: CHIEF INFORMATION OFFICER **FILE:** 1900-20

SUBJECT: 2020 INFORMATION TECHNOLOGY CAPITAL PROGRAM

PURPOSE: To request a Capital Reserve Fund Bylaw to finance the 2020 Information Technology Capital Program as outlined in this report.

RECOMMENDATIONS:

1. **THAT** Financial Management Committee recommend Council authorize the City Solicitor to bring forward a Capital Reserves Fund Bylaw in the amount of \$4,337,400 to finance the Information Technology Capital Program.

REPORT

1.0 INTRODUCTION

The 2019 – 2023 Financial Plan provides funding for the Information Technology Capital Program. This program facilitates the replacement, expansion and upgrading of enterprise and departmental hardware and software in order to enhance the City's services to the public and improve the efficiency of internal processes. The purpose of this request is to seek approval of the Committee and Council to finance the 2020 Information technology capital program.

2.0 POLICY SECTION:

The 2020 Information Technology Capital Program is aligned with the City of Burnaby's Corporate Strategic Plan by supporting the following goals and sub-goals of the Plan.

- A Dynamic Community – Build and maintain infrastructure that meets the needs of our growing community.
- A Thriving Organization – Protect the integrity and security of City Information, Services, and Assets.

3.0 IT INFRASTRUCTURE PROGRAM

The 2020 IT Infrastructure Capital Program includes 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. This funding report subject to approval by council, would allow staff to proceed with the IT Capital Program implementation in 2020.

3.1 INFRASTRUCTURE REPLACEMENT

Estimated \$445,900

The City maintains an annual replacement program for its computer equipment such as servers, workstations, monitors, tablets and associated peripheral devices. For 2020, funding is required to replace a number of older servers, workstations, networking devices, cabling and equipment that have reached the end of their useful life.

Specific replacement works consist of:

- Workstations (AEC.0021) - **\$76,200**
- Server hardware & Storage disk systems (AEC.0022) - **\$263,400**
- Network communications and data centre equipment (AEC.0024) - **\$106,300**

3.2 INFRASTRUCTURE REQUIRED FOR GROWTH

Estimated \$844,600

This program includes purchases of new computer equipment, peripherals, supporting software and services and software application upgrades. These purchases will support planned 2020 City initiatives designed to address organizational needs, augment public services and reduce business risks associated with aging technology.

Specific works include:

- Net new computer equipment, peripherals & desktop software (AEY.2020) - **\$400,000**
- City-wide Conduit & Fibre Build (AEC.0029) - **\$290,600**
- Cloud Infrastructure Build (AEC.0031) - **\$154,000**

Additional information on the specific projects included in the IT Infrastructure Program is provided in Appendix 1.

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4.0 BUSINESS SOLUTIONS PROGRAM

Estimated \$3,046,900

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 projects which comprise the proposed 2020 program have been selected by City departments and prioritized based on criteria established by the City's Executive Steering Committee which consists of senior staff from all departments.

The following are the key initiatives included in the 2020 Business Solutions Program:

- Burnaby.ca Transformation (AEA.0094) - **\$642,000**
- Accounts Payable Automation Project (AEA.0109) - **\$456,300**
- Departmental Applications Upgrade (AEA.0084) - **\$358,000**
- Council eAgendas Upgrade (AEA.0044) - **\$342,000**
- Licence, Inspection, and Permits System Online Services (AEA.0098) - **\$304,300**
- Property Record Unification Project (AEA.0099) - **\$267,500**
- Data Archiving System (AEA.0100) - **\$267,500**
- Learning Management System (AEA.0078) - **\$160,500**
- E-Bidding Portal (AEA.0108) - **\$153,300**
- Electronic Document Management System - Assessment (AEA.0039) - **\$95,500**

These expenditures are included in the 2019 – 2023 Financial Plan and sufficient Capital Reserve Funds are available to finance the capital projects outlined in this report.

Additional information on the specific projects included in the IT Business Solutions Program is provided in Appendix 2.

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5.0 RECOMMENDATION

It is recommended that the Financial Management Committee recommend Council authorize the City Solicitor to bring forward a Capital Reserve Fund Bylaw in the amount of \$4,337,400 to finance the information technology capital program.

A handwritten signature in cursive script, reading "Shari Wallace", followed by a period.

Shari Wallace
CHIEF INFORMATION OFFICER

SW: BK/cj

Copied to: City Manager
Director Finance
City Solicitor

Appendix 1

IT Infrastructure Capital Program for 2020 – Supplementary Information

1.0 INFRASTRUCTURE REPLACEMENT 2020 \$445,900

The City maintains an annual replacement program for its computer equipment such as servers, cabling, network, workstations and associated peripheral devices. Funding is required to replace a number of older servers, workstations, and equipment that have reached the end of their useful life.

Specific works include:

Workstations (AEC.0021) - \$76,200

- Standard hardware lifecycle replacement based on a risk analysis of the expected life of the units and disk combined with the business criticality of the applications (Note: Given the greater reliability of equipment, IT has moved to a 5 year replacement schedule for standard workstations, 3 years for laptops, and 6 years for monitors)

Server hardware & Storage disk systems (AEC.0022) - \$263,400

- Replacement of existing physical servers with faster, larger format servers that will better support our server virtualization initiatives
- Standard hardware lifecycle replacement based on a risk analysis of the expected life of the units and disk combined with the business criticality of the applications

Network communications and data centre equipment (AEC.0024) - \$106,300

- Replacement/upgrade of existing cabling to maintain continuity and quality of service
- Upgrading facility switches with current models

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2.0 INFRASTRUCTURE REQUIRED FOR GROWTH 2020 \$844,600

This program includes purchases of net new computer equipment, peripherals, software licences and implementation services, as well as upgrades to the technical systems software that operates the hardware. This new infrastructure will support planned City initiatives which address organizational needs, augment public services and reduce business risks associated with aging technology.

Specific works include:

Net new computer equipment, peripherals & software licences (AEY.2020) - *\$400,000*

- Additional demand for desktop equipment for City departments.

City-wide Conduit & Fibre Build (AEC.0029) - *\$290,600*

- This project is a continuation to create City-wide civic communications conduit and fibre-optic network connecting all City facilities.

Cloud Infrastructure Build (AEC.0031) - *\$154,000*

- In 2020, IT is planning to secure a landing zone in the cloud with one of the major vendors in lower mainland which will help the City to start provisioning some of the City services in the cloud. This will be the first step for the City to expand its services to the cloud and to develop a robust disaster recovery strategy. IT Security is looking at technical, policy, vendor evaluation, and contractual methods to ensure City's use of Cloud solutions are delivered in a secure and robust fashion that aligns with the City's values and strategy.

Appendix 2

IT Business Solutions 2020 – Supplementary Information \$3,046,900

Burnaby.ca Transformation (AEA.0094) - \$642,000

Replace the current content management system (CMS) system with a modern CMS that will provide enhanced functionality and user experience for citizens and visitors to Burnaby.ca. It will also enhance existing online services functionality, users' experience and will be compatible with mobile devices.

Accounts Payable Automation (AEA.0109) - \$456,300

Improve the efficiency of invoice data entry, workflow approval, payment processes and online electronic storage and retention of accounts payable invoices. Funding is spread across 2020, 2021, and 2022 in the 2019-2023 Financial Plan. These expenditures will be revised in the 2020 – 2024 Financial Plan to be consumed fully in 2020.

Departmental Applications Upgrade (AEA.0084) - \$358,000

Upgrade several departmental software applications that must be migrated to new versions in 2020, such as the Business Intelligence Dashboard, Fire Inspection Tablet application and the Fire Dispatch Management application. Funding is spread across 2020 and 2021 in the 2019-2023 Financial Plan. These expenditures will be revised in the 2020 – 2024 Financial Plan to be consumed fully in 2020.

Council e-Agendas Upgrade (AEA.0044) - \$342,000

Replace the current e-Agenda system to maintain existing and expected service levels that are essential for the processes and procedures of the Office of the City Clerk. The project will improve workflow, security and access control permission and management. It will also address requirements for web streaming and video archiving in an integrated solution.

License, Inspection, and Permits System Online Services (AEA.0098) - \$304,300

Leverage the existing EnerGov platform to deliver online capability through its Citizen Self-Serve (CSS) portal and ensure Burnaby citizens continue to receive improved online services.

Property Record Unification Project (AEA.0099) - \$267,500

Implement a centralized property record database and eliminate manual worksheets to provide an integrated and streamlined approach to managing property information.

Data Archiving System (AEA.0100) - \$267,500

Address the requirement to migrate data from obsolete systems to a new, supported platform with enhanced query capability, security and access controls, and reporting tools that provide similar or improved access to legacy data.

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Learning Management System Replacement (AEA.0078) - \$160,500

Implement an enterprise learning management system to provide the City with an online learning catalogue, registration & approval, course completion certificate and comprehensive reporting with mobile compatibility.

E-Bidding Portal (AEA.0108) - \$153,300

Implement an e-bidding platform that will improve the efficiency of the bidding process, enhance vendor access to procurement opportunities with the City, and improve the delivery of capital infrastructure, services and programs to the community.

Electronic Document Management System - Assessment (AEA.0039) - \$95,500

Conduct an initial review into a new records and document management system for the City. When implemented the system will improve staff efficiency by implementing a highly usable, enhanced search and retrieval document management system. The new system will also enhance compliance with applicable legislation and regulatory requirements, improve privacy protection and access control, and improve information integrity and compliance.