

| <b>Business Solutions Projects</b> |  |                             |           | <b>2024</b> |                                   |     |             |     |     |                        |     |     |                   |     |     | <b>2025</b> |   |
|------------------------------------|--|-----------------------------|-----------|-------------|-----------------------------------|-----|-------------|-----|-----|------------------------|-----|-----|-------------------|-----|-----|-------------|---|
| #                                  | Project  | Department                  | Go-Live   | JAN         | FEB                               | MAR | APR         | MAY | JUN | JUL                    | AUG | SEP | OCT               | NOV | DEC |             |   |
| 3.1.1                              | Phone System Upgrade (NG911)                       | Burnaby Fire Department     | Nov. 2024 | →           |                                   |     |             |     |     |                        |     |     |                   | ☆   |     |             |   |
| 3.1.2                              | DAPSM  | Planning & Development      | Aug.2024  | →           |                                   |     | ☆           |     | ☆   |                        | ☆   |     |                   |     |     |             |   |
| 3.1.3                              | Customer Service Centre                            | Customer Services           | Dec. 2024 | →           | iCRM Dev & Dept., Onboardings Ph1 |     |             |     | ☆   | MSDynamics RFP Awarded |     |     | ☆                 |     |     | →           |   |
| 3.1.4                              | Enterprise Content Management                      | Corporate Services          | Dec. 2024 | →           | Data Cleanup and onboarding       |     |             |     |     |                        | ☆   |     | ☆                 |     |     | ☆           | → |
| 3.1.5                              | Modernizing Workspaces: Email & Microsoft 365      | Chief Administrative Office | May. 2024 | →           |                                   |     |             |     | ☆   | Sustainment            |     |     |                   |     |     |             |   |
| 3.1.6                              | IT Service Management & Ticketing System (ITSM)    | Information Technology      | Feb. 2024 | →           |                                   | ☆   | Sustainment |     |     |                        |     |     |                   |     |     |             |   |
| <b>Infrastructure Projects</b>     |  |                             |           | <b>2024</b> |                                   |     |             |     |     |                        |     |     |                   |     |     | <b>2025</b> |   |
| #                                  | Project  | Department                  | Go-Live   | JAN         | FEB                               | MAR | APR         | MAY | JUN | JUL                    | AUG | SEP | OCT               | NOV | DEC |             |   |
| 3.1.7                              | Laurel St. Data Centre Build & Equipment Migration | Information Technology      | Dec. 2024 | →           | NG911 readiness                   |     |             | ☆   |     |                        |     |     |                   |     |     | ☆           |   |
| 3.1.8                              | Disaster Recovery Backup Site (Kamloops)           | Information Technology      | Dec. 2024 | →           | Back-up systems                   |     |             |     |     |                        |     | ☆   | Disaster Recovery |     |     | →           |   |