

SU - Key IT Initiatives July to December, 2024 - Attachment 1 - IT Initiative Overview Timeline

#	Project	Department	Go-Live	2024												2025
				JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	
3.1.1	Phone System Upgrade	Burnaby Fire Department	Nov. 2024	→										☆		
3.1.2	Development Approval & Permitting Solution Modernization	Planning & Development	Dec. 2024	☆			☆		☆	☆	☆	☆	☆		☆	
3.1.3	Customer Service Centre	Customer Services	Dec. 2024	→								☆	☆		☆	→
3.1.4	Enterprise Content Management	Corporate Services	Dec. 2026	→						☆		☆			☆	→
3.1.5	Laurel St. Data Centre Build & Equipment Migration	Information Technology	Dec. 2024	→			☆		☆		☆	☆		☆	☆	→
3.1.6	Managed Print Services-Xerox	Information Technology	Oct. 2024	→		☆				☆				☆		
3.1.7	Next Generation Server Protection	Information Technology	Nov. 2024											☆		
3.1.8	Desktop Hardware Replacement	Information Technology	Dec. 2024	→									☆			
3.1.9	City Facility Digital Displays	Information Technology	Dec. 2024												☆	
3.1.10	Emergency Operations Centre Multimedia	Information Technology	Dec. 2024	→											☆	
3.1.11	iPayment Update	Information Technology / Finance	Jul. 2024	→						☆						
3.1.12	PRC Recreation System Enhancement	Information Technology / PRC	Aug. 2024	→						☆	☆					
3.1.13	Tax System Enhancement	Information Technology / Finance	Oct. 2024	→				☆					☆			
3.1.14	ERP Renewal Project	Information Technology / Finance	Dec. 2027				☆			☆	☆			☆	☆	→

Timeline Legend Descriptions

Active IT projects progress through four major phases as shown below.

Active Projects

1) Assess / Define

Determine the business case: the project feasibility, ultimate goals, objectives, stakeholders, costs, option analysis and recommendation.

2) Acquire / Plan

Development of technical and business requirements, tender or Request for Proposal (RFP) proponent evaluation, vendor selection, contract negotiation and award. Developing an outline or roadmap that the team will follow to complete the project, including resources and timeline.

3) Implement / Execute

Develop, configure, test, and release the project to production.

4) Stabilize

Support Project Launching, Project Monitoring & Control and Project Closure, includes release activities, bug fixes, minor improvements, and hand-off to operational teams.

Legend

ASSESS/DEFINE

ACQUIRE/PLAN

IMPLEMENT/EXECUTE

STABILIZE



Project Milestone