

FINANCIAL MANAGEMENT COMMITTEE

TO: MAYOR AND COUNCILLORS

SUBJECT: SU: KEY IT INITIATIVES – APRIL TO JUNE 2025

RECOMMENDATION:

THAT the report titled "SU: Key IT Initiatives - April to June 2025" dated July 15, 2025, of the Financial Management Committee meeting, be received for information.

REPORT

The Financial Management Committee, at its meeting held on July 15, 2025, received and adopted the attached report providing Council with an update on the status of major IT initiatives for April to June 2025.

On behalf of the Financial Management
Committee,

Councillor S. Dhaliwal
Chair

Councillor A. Gu
Vice Chair

TO: FINANCIAL MANAGEMENT COMMITTEE (FMC)
FROM: CHIEF INFORMATION OFFICER
SUBJECT: **SU: KEY IT INITIATIVES – APRIL TO JUNE 2025**
PURPOSE: To provide an update on the status of major IT initiatives for April to June 2025.

RECOMMENDATION

THAT the report titled "SU: Key IT Initiatives - April to June 2025" dated July 15, 2025, be received for information.

EXECUTIVE SUMMARY

The purpose of this report is to update Committee and Council on the status of major active 2025 Information Technology (IT) initiatives delivered by IT in collaboration with City departments and provide a look ahead at their upcoming work plan and schedule.

1.0 POLICY SECTION

Not applicable.

2.0 BACKGROUND

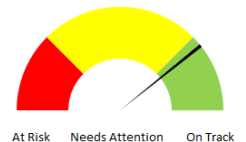
Since March 2023, IT has been reporting to the Financial Management Committee on major IT initiatives on a quarterly basis. The following information is an update on IT initiatives for April to June 2025.

3.0 GENERAL INFORMATION

3.1 IT Project Descriptions and Project Status Updates - Capital Initiatives

3.1.1 NextGen 911 Deployment: Emergency Response System

Project Sponsor: Miles Ritchie & Bachar Khawajah
Project Manager: Doug Scharley



Description: This project replaces the existing 911 phone dispatch system with the newer phone technology that supports digital Next Generation 911 (NG911). The transition to the Next Generation 911 system is mandated by Canadian Radio-Television and Telecommunications Commission (CRTC). The CRTC has extended the date for completion to March 31, 2027.

Status Update: Primary and Secondary Solution application testing with TELUS and E-Comm continued from April to June 2025. This testing phase is projected to be

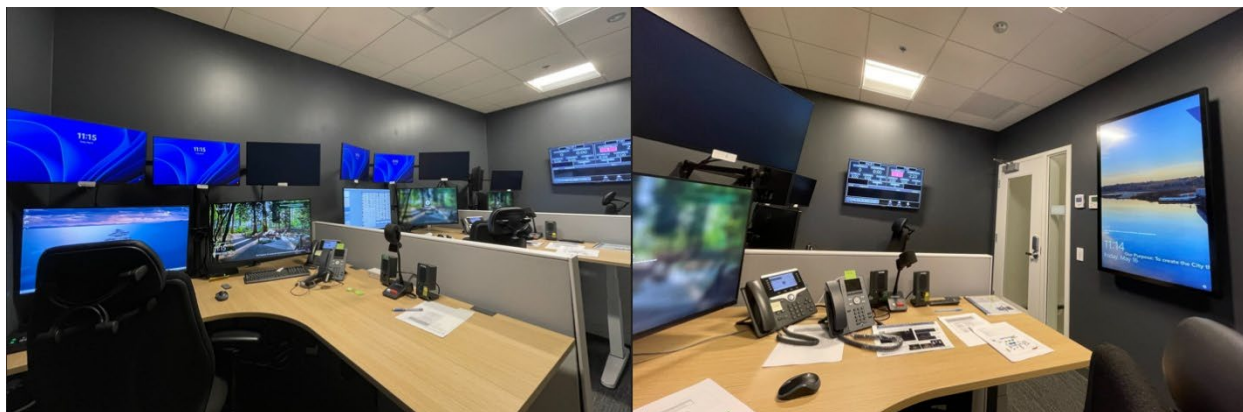
completed in July 2025. Integration testing with other systems continued from April to June, this testing phase is projected to be completed in July 2025. Component failover testing with TELUS commenced in June and is projected to be completed in July. Final readiness testing with TELUS is projected to be completed in July.

Instructor-led training for administrators and Train-the-Trainers has been completed. Continuing development of Learning Management System training courses and job aids. Continuing hands-on training with platoon dispatchers on the new NG911 systems to gain familiarity and confidence in pre-production. Operational support and sustainment planning activities, including monitoring and alerting, continued from April to June 2025. Business Continuity Plans have been developed. The forecasted launch date for the new NG911 solution is September 2025.

LGA (Local Government Authority) Agreement Update: Schedules have been completed in the LGA Agreement between the GVRD (Metro Vancouver) and TELUS for NG911 Emergency Services on behalf of the Lower Mainland municipalities.

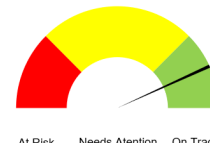
Key Results: Primary and Secondary Next Generation 911 system, failover and integration testing. Instructor-led training has been completed. Training materials and Learning Management System course development are underway. Business Continuity Plans developed. Schedules in the LGA Agreement between Metro Vancouver and TELUS have been completed.

New Secondary Fire Dispatch Call Centre:



3.1.2 EnerGov Improvements: Development Permits & Approvals

Project Sponsor: Jesse Dill
Project Manager: Roseline Dias



Description: The objective of this project is to modernize the City's permitting, application, and approvals system to enhance both internal and external user experiences, providing significant and measurable benefits to our citizens. The team collaborated closely with the City's Development Approvals Process (DAP) team and

previous project consultants, KPMG, to align high-level recommendations for business process improvements with opportunities for continuous enhancement of our EnerGov permitting software. This project is divided into multiple phases, with Phases 1, 2, and 3 successfully delivered in 2023-2024. **Phase 4** is currently in progress and aims to deliver multiple business outcomes; it is focused on delivering both enhancements and prioritized strategic initiatives in Q3-Q4 2025 based on the DAP-DAPSM Roadmap for 2025.

These ongoing improvements demonstrate the City's commitment to continuously enhancing its permitting and approval processes, ultimately leading to faster processing of building permits and inspections and better service for citizens along with more efficient operations for staff.

Status Update: From April through June, several benefits were delivered to both citizens and staff, highlights are as follows:

- The Business and EnerGov team have completed foundational work (upgrading the system) to deliver transformational capabilities in the second half of the year
- Requirements Plan Case Type – Tenant Improvement – a new case type, “Climate Action & Energy Requirements,” was created to capture data requirements and workflow enabling more precise tracking and streamlined processing
- Four Development Cost Charges (DCC) were configured enhancing the City’s ability to track and manage financial data related to DCCs
- Email notifications for Hydrant Water Use Permits were automated, ensuring timely communication with permit applicants, Parks, and Waterworks Operations teams

The following image displays the Applicant / Citizen online application for residential building alterations or additions:

City of Burnaby My Permits Portal - View and Apply for Permits Online

Dashboard Home Apply My Work Map Calendar Help

Apply for Permit - Building Permit Residential - Alteration REQUIRED

Locations Type Contacts **More Info** Attachments Signature Review and Submit

MORE INFO
Enter contact details for the owner(s), designer and authorized agent.

Resubmission of rejected application if applicable [Next Section](#) | [Top](#) | [Main Menu](#)

Re-submission of rejected application? No

Previous Building Permit Application Number

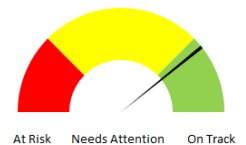
Scope of Work [Previous Section](#) | [Next Section](#) | [Top](#) | [Main Menu](#)

*Existing Building Occupancy Type Existing Part 3 Building (SSMUH)

*Where is this work taking place? Existing Accessory Building

3.1.3 Customer Service Centre

Project Sponsor: Noreen Kassam
Project Manager: Ki Kim

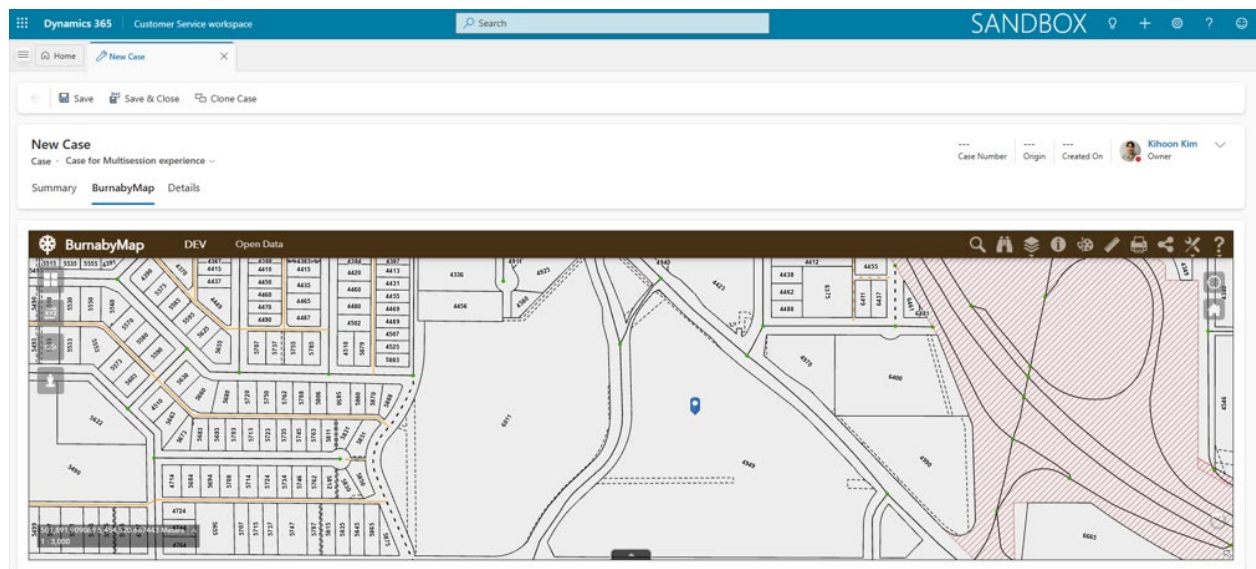


Description: The Customer Service Centre Project will centralize the intake, management, and tracking of all service requests, inquiries, and feedback from City customers with the aim of improving external customer service and operational efficiency. The project will achieve this by deploying a centralized multi-channel customer service center with web, mobile app, phone, and in-person offerings, all managed by dedicated customer service staff.

Status Update: To ensure the solution meets the needs of both staff and residents, the team conducted a Human-Centered Design session with Customer Service Centre agents. This session focused on identifying what is working well, what challenges exist, and where improvements can be made to the Customer Service Centre process. Insights from this session will be incorporated into future development.

The team is currently working on Customer Relationship Management integration with BurnabyMap and Infor Hansen. Development of the BurnabyMap integration has been completed and Infor integration is underway. The team is aiming to complete the GIS integration training and rollout in July and the first phase of Infor integration by late August.

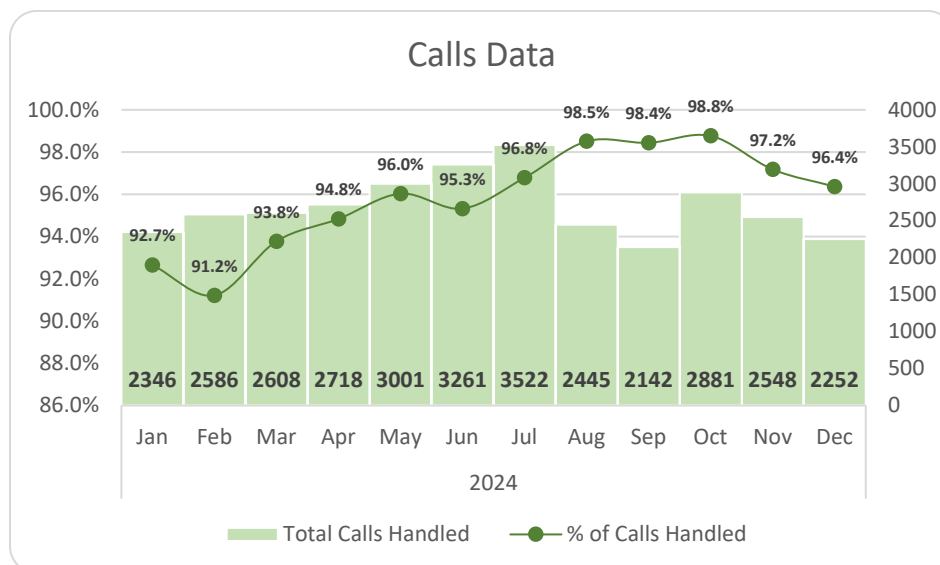
Screenshot of the BurnabyMap integration in Dynamics 365 Customer Relationship Management:



Operational Key Results: From April to June, the Customer Service Centre has handled 11,454 interactions with customers.

The Customer Service Centre has successfully onboarded OCAO Administration and IT Client Services. The team aims to complete onboarding for Facilities Management and Public Affairs by July. With the upcoming integration milestones, the team is also developing a timeline for onboarding additional departments in the future.

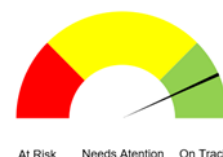
With advanced reporting in the Customer Relationship Management and upcoming roll out of Quality Assurance and Workforce Management modules, Customer Service Centre will introduce comprehensive KPI, evaluation models and a training plan for all customer representatives. This aligns with the vision of continuous improvement and aims to enhance the resident experience.



These metrics will continue to be monitored and reported, as the Customer Service Centre continues to onboard additional department divisions, increase its technological capabilities, and continues to train agents in best practices.

3.1.4 Cloud Infrastructure Telephony System

Project Sponsor: Curt Watts
Project Manager: Janet Burns & Ki Kim



Description: Microsoft Teams Phone is being assessed as a possible replacement to Cisco calling, transitioning from an on-premise setup to a cloud-based system. A completed Proof of Concept will demonstrate feasibility and provide recommendations for wider rollout. Additionally, the call centres at the Customer Service Center and IT Helpdesk are moving to WebEx Contact Center which is a new cloud system that will provide additional functionalities to support internal and external inquiries.

Status Update: A Proof of Concept of Microsoft Teams Phone was successfully completed for 25 users. A report of findings and recommendations will be submitted in mid-July.

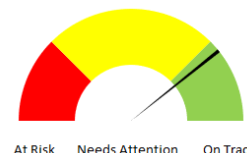
In addition, the rollout of WebEx Contact Center has been successfully completed for the IT Helpdesk. The team is now working on implementing additional functionalities in the system (such as call monitoring, screening, customer surveys, and live transcripts, quality assurance metrics using built-in AI, along with advanced scheduling and forecast functionalities) before proceeding with the Phase 2 rollout to the Customer Service Centre.

Key Results: Both initiatives have provided a solid foundation for moving the City's telephony systems to the cloud, providing the City with modern and resilient telephony infrastructure.

3.1.5 Enterprise Content Management (ECM) & Governance System

Project Sponsor: Juli Halliwell

Project Manager: Saad Khan & Melissa Ayers



Description: This project will modernize how the City stores and manages documents and records. The new system will make it easier and faster for staff to find and handle information, improve compliance with laws and regulations, and strengthen privacy, access, transparency, and document security. It will also help the City stay up to date with changing records management requirements. The new platform (collection of SharePoint sites) that will serve as the central repository for all City content has been officially renamed **Burnaby Hive**.

Status Update: In the second quarter, the team worked on creating clear guidelines for new SharePoint sites and built a standard SharePoint template for projects and this is being rolled out into three departments: IT, Planning, and Lands & Facilities.

The team created a detailed onboarding process and migration plan, coordinating closely with Records, IT Training, the M365 systems team, and an external vendor. This plan includes comprehensive training and ongoing support to help users transition smoothly and encourage strong adoption across the City.

The team is engaging with General Managers and leadership teams to schedule onboarding sessions, early engagement aims to support successful adoption. Two groups within IT and Corporate Services have already started onboarding, scheduled for July to September. The project is on track to onboard additional 2-3 groups into Burnaby Hive by the end of 2025.

The project communication site has been enhanced and will soon be launched city-wide. It will serve as a central hub for project updates, training resources, FAQs, and a glossary to support staff during the rollout. The team has developed SharePoint and Hive-specific training programs for all users and is now in the process of developing advanced SharePoint and targeted records management trainings.

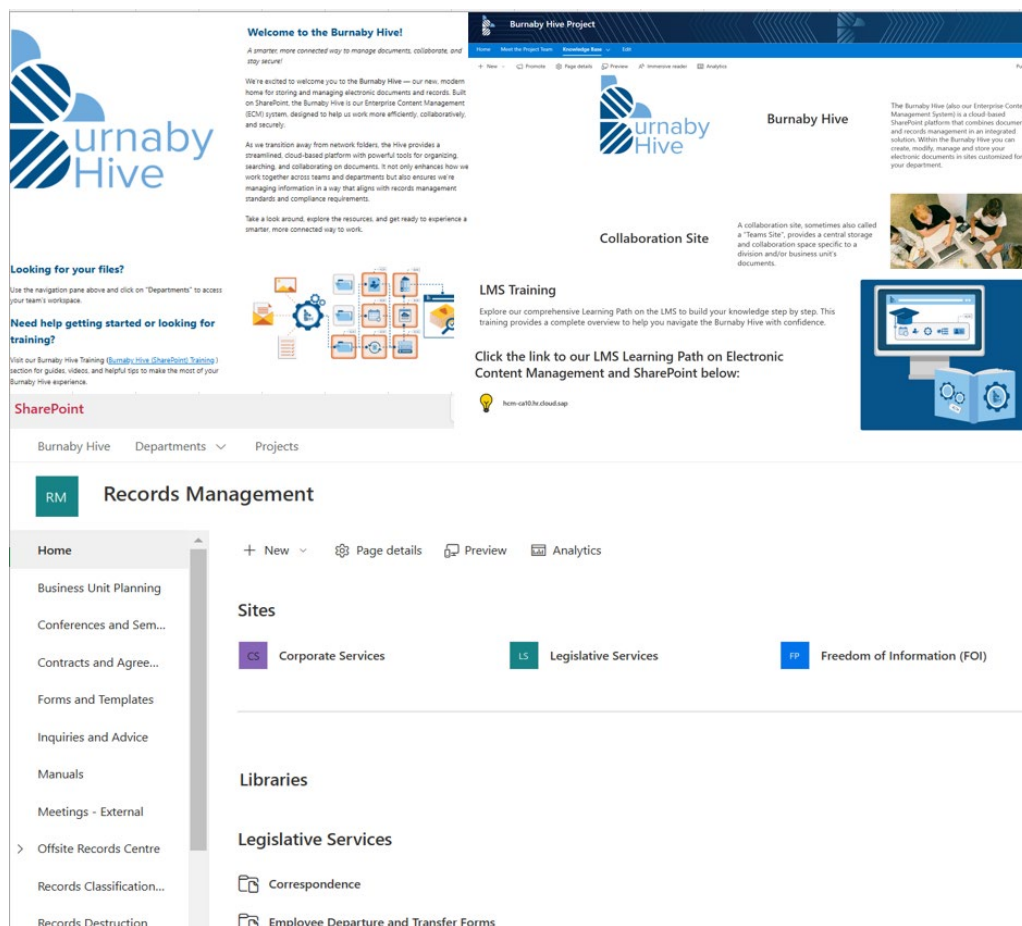
To support ongoing adoption, the team is establishing sustainment resources and standardized processes to ensure consistent use and functionality. This includes a new intake process for Microsoft Teams creation, support processes through ServiceNow, and plans for regular auditing and closure of SharePoint sites.

Key Results:

- In Collaboration with the Lands & Facilities and Planning departments, the team updated three project sites as per Hive Governance and standard structure

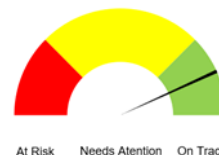
- Review of MS Teams intake process and alignment with the Hive for newly requested Teams sites
- Roadshow with senior staff for five departments
- Development of a detailed onboarding process with change management support, training, and user-based readiness
- Development of a variety of training materials for users
- Development of a comprehensive communication site with key messages, learning opportunities, project details, and on-going updates

The following image displays the Burnaby Hive homepage and Communication site which will be visible to all staff upon go-live, with links to the information and training. The bottom half of the image shows the collection of SharePoint sites which are being deployed for Legislative Services group:



3.1.6 Data Centre Migration: City Hall to Laurel Street Works Yard

Project Sponsor: Curt Watts
Project Manager: Janet Burns



Description: The new Laurel Street Data Centre has become Burnaby's primary Data Centre, replacing City Hall's aging facility and providing greater reliability and capacity for municipal services. This modern data centre positions the City to meet future technological needs while ensuring residents continue to receive secure and efficient services.

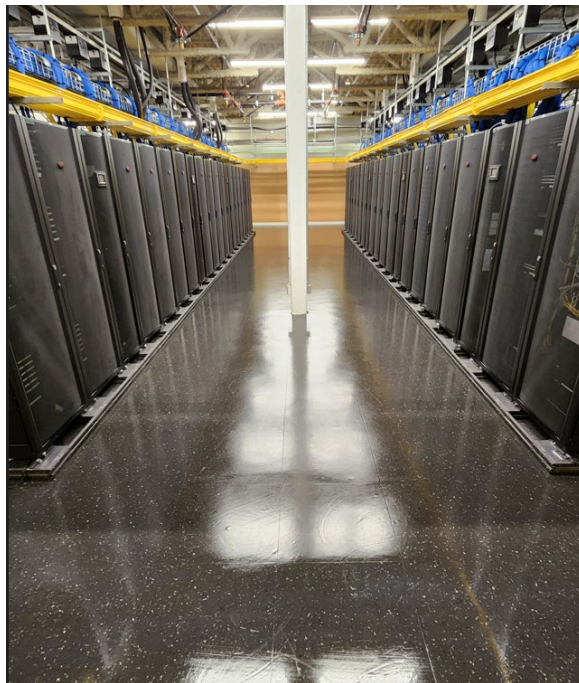
The City Hall Data Centre location will continue to function as a network infrastructure hub and secondary services facility.

Status Update: The transition to the Laurel Street Data Centre is progressing according to schedule, marking a significant advancement for the City of Burnaby's IT infrastructure. By August 2025, all critical operational equipment will be relocated from City Hall to the new centre, ensuring increased reliability, capacity, and security for municipal operations.

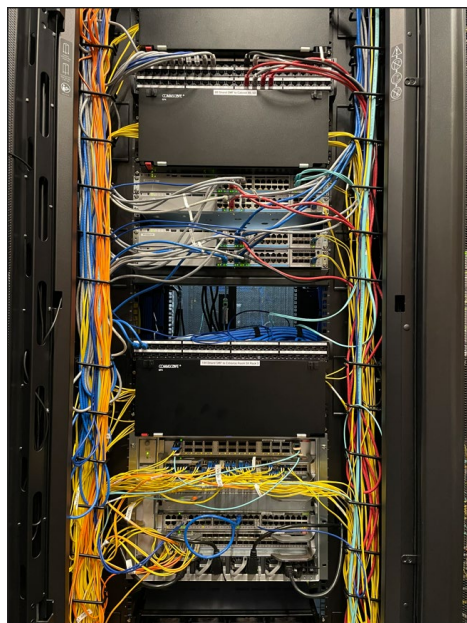
Following the successful transfer of equipment, an extensive final phase will commence, focusing on the thorough decommissioning and cleaning of the former Data Centre at City Hall. This work is targeted for completion by December 2025. These key milestones not only signify the modernization of the City's core network systems, but also lay the foundation for future technological growth, enhanced disaster recovery capability, and improved services for staff and citizens alike.

Key Results: On June 22, one of the last major network systems was successfully moved to the Laurel Street Data Centre, which is now functioning as the City's primary Data Centre. Almost all virtual machines (98%) and most server hosts (93%) have been transferred and set up.

Fresh anti-static wax applied within the Data Centre helps protect the City's server and storage infrastructure equipment:

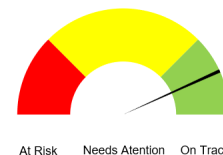


The City's core network switch has been racked and cabled into production:



3.1.7 Modern ERP System

Project Sponsor: Ratan Grewal
Project Manager: Mark Deacon

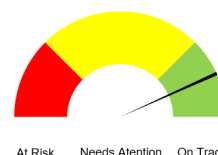


Description: The purpose of this project is to upgrade and modernize the City's core Enterprise Resource Planning (ERP) system, which manages critical functions like finance, human resources, and procurement. This upgrade and modernization program is essential for the City to maintain efficient operations, leverage modern technology, and ensure long-term stability of core business processes.

Status Update: The initial project to perform the technical upgrade and migration of SAP to the cloud is underway and currently on track for mid-November. The team have completed the build of the first cloud server and will use this server as a sandbox to allow the team to understand how the new solution works with our data and existing custom code and assess what will need fixing. The team successfully migrated our data into the sandbox during June and have made good progress identifying the technical changes that will be needed to successfully go-live with SAP S4. Over the summer the team will build the remaining cloud servers which will be used by the team for ongoing development, testing and to go-live. We will fix or replace any custom code or data that is incompatible with the new SAP version and begin the first of many testing cycles ensuring everything works as expected. Our first key milestone, which will confirm the rest of the project timeline, is scheduled for early August. The team is also assessing future enhancements and modernizations related to the cloud ERP. We expect to have a roadmap, including scope, timelines, and resource requirements, by the end of the year.

3.1.8 Digital Tool for Permitting Compliance

Project Executive Sponsor: Lee-Ann Garnett
Project Manager: Roseline Dias



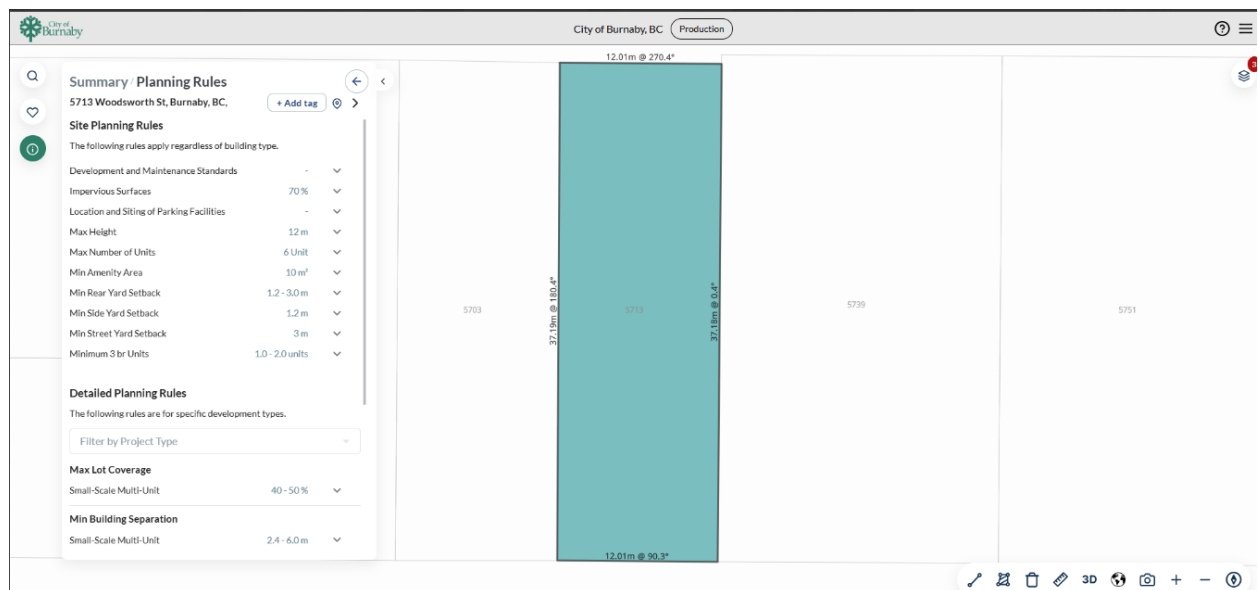
Description: The Artificial Intelligence (AI) Digital Tool for Permitting Compliance (Archistar) project aims to modernize and streamline the zoning compliance processes for the City of Burnaby. Currently, manual zoning reviews for development and building permits are time-consuming, causing delays for applicants and inefficiencies for City staff. This project utilizes digital tools to automate routine compliance checks and improve customer service.

By implementing the Archistar platform, the City will digitize zoning bylaws for the R1 district and deploy tools such as the Explore Platform (to provide zoning information) and the eCheck Platform (to automate compliance reviews). This initiative aligns with the City's IT Strategic Plan, which focuses on expanding digital resident services and enhancing operational efficiency. The project will be delivered in five releases over one year.

Status Update: The project is on track to successfully complete:

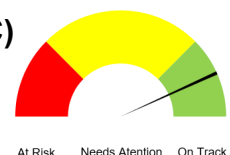
- Release 1 (search for an address and zoning information via the Explore Platform – this platform provides property-specific zoning information to users, including permissions and regulations)
- Release 2 (submit single-family dwelling with or without laneway)
- Release 3 (submit single-family dwelling with or without secondary suites)
- Release 4 and 5 are progressing as planned
- The tool delivers 90+% accuracy in assessing the zoning clauses to date
- Closed beta pilot launch for (staff) submitting citizen consented plans went live in June 2025

The following image displays the digitized zoning bylaws (Explore Module) and graphical information systems (GIS) map of the City of Burnaby:



3.1.9 Enterprise Platform Integrated Citywide Analytics (EPIC)

Project Sponsor: Bachar Khawajah
 Project Manager: Audrey Noordam



Description: We are continuing to advance our data strategy through the phased implementation of an Azure Data Lakehouse, aimed at continuously enhancing our data management and analytics capabilities. By updating to the latest technology and integrating the flexibility of data lakes with the performance of data warehouses, this evolving initiative supports scalable, unified, and efficient data operations to meet diverse and growing business needs.

Key Benefits: A unified data platform that delivers scalability, high performance, and enhanced data governance—while driving cost efficiency, enabling advanced analytics, and fostering improved cross-functional collaboration. These capabilities are foundational as we transition toward a data-driven decision-making model and prepare our ecosystem for future integration with Artificial Intelligence (AI) agentic tools.

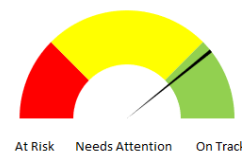
Status Update: Currently we are collaborating with the Lands & Facilities Real Estate division to develop use cases that integrate data from four key enterprise systems. By unifying property data and attributes within the Lakehouse, we aim to empower the division with deeper insights and more informed, data-driven decision-making.

Unlocking Business Value with a Unified Data Lakehouse: Empowering real-time insights, predictive analytics, and self-service intelligence through a secure, governed, and scalable data foundation:



3.1.10 Cybersecurity Enhancements

Project Sponsor: Bachar Khawajah
Project Manager: Tim Dyke



Description: The Cybersecurity Optimization and Enhancement Program includes the implementation of modern tools and optimization of processes to ensure City data, staff and systems are protected from modern-day cybersecurity threats. The program involves the implementation of:

- **Privilege Access Management Solution:** Privileged Access Management (PAM) is an identity security solution that helps protect organizations against cyber threats by preventing unauthorized privileged access to critical accounts.
- **Modern Vulnerability Management Solution:** Vulnerability management is a continuous, proactive, and often automated process that keeps your computer systems, networks, and enterprise applications safe from cyberattacks and data breaches.
- **Next Generation SIEM (XDR):** Extended detection and response (XDR) is a new approach to threat detection and response capabilities that provides holistic protection against cyberattacks, unauthorized access, and misuse of systems.

Key Results: Implementation of these projects will increase cyber resilience and enable robust security.

3.1.11 Technology Workplace Modernization

Project Sponsor: Bindu Tailor
Project Manager: Nikita Dabre



Description: The Technology Workplace Modernization initiative is a strategic transformation program designed to evolve the City of Burnaby's digital work environment. This project aims to meet the demands of a modern, hybrid workforce while focusing on sustainability. Our goal is to enhance operational efficiency, improve user experience, and align with the City's strategic goals of fostering a thriving organization and a connected community.

The key components of this project include transitioning the management of end-user devices from on-premises data centres to the cloud using Microsoft Endpoint Manager (Intune). This will help us manage both desktop and mobile endpoint devices more effectively, streamline application lifecycle management, enhance administrative control, and provide improved visibility into device performance and compliance. Additionally, we are preparing for the migration from Windows 10 to 11, considering Microsoft's end-of-support date for Windows 10 on October 14, 2025. As part of our device hardware replacement program, we are reviewing and choosing modern devices that are both environmentally sustainable and future-ready, paving the way for seamless integration with AI-driven technologies. Another exciting development is the introduction of the new IT Service Centre in 2024, which will allow staff to access a self-service portal to create, view, and monitor their incident and service requests easily. This solution is being expanded to include a virtual agent and additional service requests, including intake options for other departments.

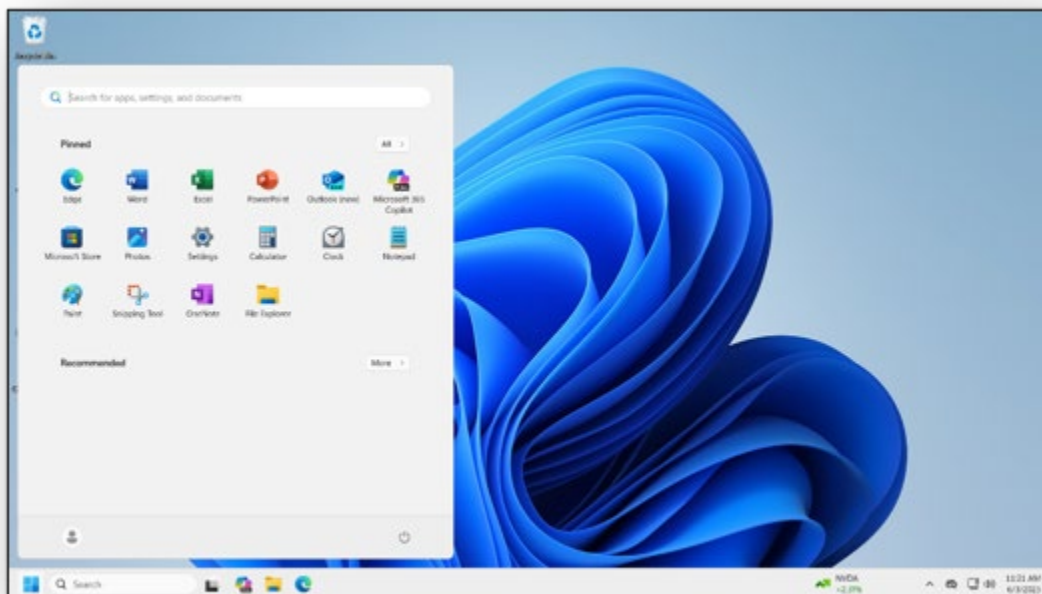
Status Update: Currently, our priority is to upgrade 3,500 devices across the City to Windows 11, including dedicated laptops, shared workstations, and POS/Kiosk terminals. To date, we have successfully upgraded 40% of IT users, and user acceptance testing groups in various departments have begun. Devices that do not meet Windows 11 requirements are being assessed, with replacement plans initiated

where necessary as part of the device hardware replacement program. Going forward, laptops will be the standard device for most users, ensuring each user holds a single device that allows them to travel between home and office. This will reduce maintenance, support, and licensing costs.

Since the launch of the IT Service Centre, 53% of incidents have been reported through the self-service portal, enabling Helpdesk agents to focus on more value-added activities. We have also introduced a virtual agent and live agent, allowing users to check ticket status and report issues. Additional service requests are under development, and we are onboarding additional technology groups in other departments to take advantage of the system, starting with Parks, Recreation & Culture.

Key Results: Successfully reduced support overhead by implementing standardized devices which has not only streamlined our processes but has also allowed us to better manage our resources. To date, we have retrieved a total of 104 secondary devices, with 39 of them now available as loaners and 65 recycled. Moreover, our IT Service Centre has been performing exceptionally well. On average, we are meeting service level agreements for 93% of incidents. This high level of efficiency is a clear indication of our commitment to providing the best customer service to our users. Additionally, our enhanced reporting capabilities have empowered the department to better respond to customer needs, ensuring that we are always aligned with their expectations.

Exploring the New Windows 11 Start Menu:

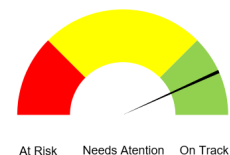


Standardized laptop and monitors:



3.1.12 Labor Relations Disability Management (LRDM)

Project Sponsor: Justyna Czerniej & Sergio Picco
Project Manager: Saad Khan



Description: The purpose of the project is to implement a new Grievances, Complaints and Misconduct, Incident and Disability Management System for the People and Culture department using Sodales, a SaaS platform.

Key Benefits: Process automation, digitization of paper-based forms, enforcement of data security and governance, automated tracking and reporting addressing labor relations and occupational health and safety challenges. The new system will streamline processes and improve efficiency for the City to continuously improve the required business practices and compliances.

Status Update: Several changes to Labor Relations' operational functionalities were identified, re-configured, tested, and successfully deployed by the team in June 2025. Testing of administration capabilities and reporting features is currently underway and remains on track for deployment in July, as per the agreed timelines.

The Claims module design has been revisited in collaboration with the Occupational Health and Safety and Payroll teams. Following discussions, the Payroll Team has decided to decouple payroll processes from the current system and reassess the implementation of payroll automation after the ERP upgrade project.

System architecture and configurations for the Claims module are being revised to align with the updated approach. The Claims module for the Occupational Health and Safety team is scheduled for the User Acceptance Testing in July. System training materials for the Occupational Health and Safety team will also be developed during July, with deployment planned for August following comprehensive testing and training.

Key Results:

- Reporting and system administration capabilities have been configured
- Three process improvements have been deployed in production to enhance labor-related processes
- The Claims module has been configured and is being prepared for User Acceptance Testing

3.1.13 Free Wi-Fi Access Expansion

Project Sponsor: Curt Watts

Project Manager: Janet Burns

Description: Expand Wi-Fi access in libraries, parks, recreation centers, and other public spaces, with the goal of helping bridge the digital divide and allowing broader citizen access to City services and information.

Status Update: Festival lawn additional Wi-Fi coverage was commissioned. Swangard Wi-Fi work is in progress with a target of July 2025 for completion. Wi-Fi equipment has been received with planning underway to start scheduling life cycling work.

Key Results: The Deer Lake/Shadbolt Wi-Fi was completed on June 6. This will greatly improve visitors' experience for seamless connectivity during concerts and public events. Citizens can enjoy reliable and high-speed connection.

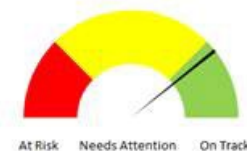


New wireless access points have been installed at Deer Lake Park to provide coverage across the outdoor space:



3.1.14 Conduit and Fibre Pull

Project Sponsor: Curt Watts
Project Manager: Janet Burns



Description: Continuing our multi-year program to establish a unified civic communications network, this project focuses on extending conduit and fiber-optic infrastructure to interconnect all City facilities. By laying new fiber cable within dedicated conduits, we are building a robust backbone to support future technology initiatives, including Internet of Things (IoT) deployments and smart city solutions.

Status Update: Recent progress on conduit and fiber installation has resulted in successful high-speed connectivity at five additional city sites: Firehall 8, University Highlands Elementary, Mintara, Rosemary Brown Recreation Centre, and Sohen Gill Sports Box at Confederation Park. The remaining 2025 fibre is planned for installation at the Burnaby Lake Rowing Pavilion.

2025	Forecasted (m)	Completed (m)	Percentage
IT Conduit	150.00	150.00	100%
IT Fibre	5955.00	5705.00	96%

Key Results: The activation of high-speed network access at these locations will significantly enhance the quality and efficiency of citizen-facing services, both in-person at municipal facilities and through online platforms. With this expanded infrastructure, the city is well-positioned to support current operational needs and embrace future technological advancements for the benefit of the entire community.

Underground data conduit is shown above ground before the concrete foundation is constructed:



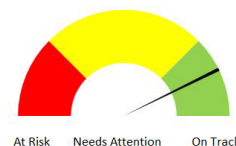
3.1.15 Meeting Room Technology Upgrades

Project Sponsor: Bindu Tailor
Project Manager: Andres Cicenía

Description: The objective of this project is to modernize the meeting room video conferencing systems and seamlessly integrate remote and local participants into a hybrid environment to improve collaboration. This will be achieved by following industry-standard solutions based on our primary communication platform, Microsoft Teams.

Key Benefits:

- **Improved Collaboration:** High-resolution cameras and ceiling microphones will process in real-time to re-frame participants in the meeting and reduce background noise.



- **Whiteboard Integration:** A whiteboard camera will integrate remote participants when using the in-room whiteboards.
- **Room Scheduler Tablets:** Tablets with meeting information will be placed outside high-profile rooms to avoid disruptions in ongoing meetings.
- **Automated Sleep Settings:** Motion sensors will allow the room to save energy and extend the life of the equipment by going into hibernation mode until woken up by the motion sensor.
- **Centralized Monitoring and Maintenance:** Tools for centralized monitoring and maintenance will be implemented.

Status Update: The project was awarded and kicked off in November 2024. Equipment procurement started in December 2024, with Infrastructure requirements completed between January and February 2025. Installation started in February 2025. The team is currently monitoring and validating room configurations and developing maintenance schedules. Two more room upgrades are in scope to be completed before the end of the year.

Key Results: Microsoft Teams rooms technology has been implemented and configured to work with our environment. We have completed upgrades in 18 meeting rooms providing access to new technology across the following city buildings, including City Hall, West Building, Deer Lake 1, Deer Lake 2, and Laurel Street Works Yard.

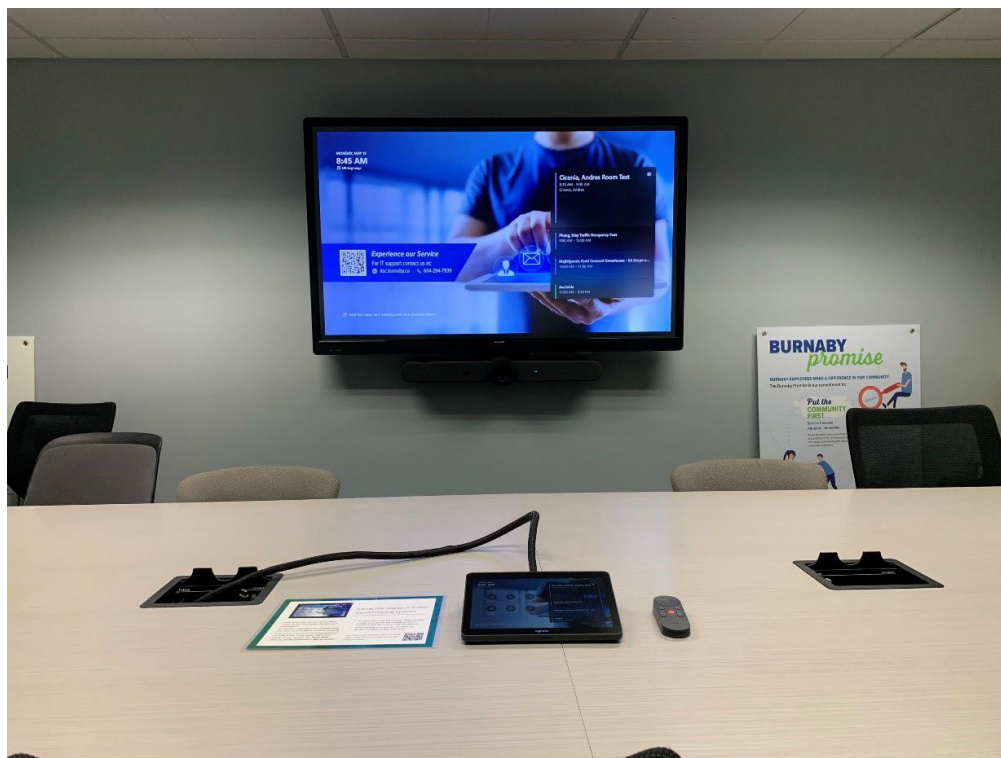
Video conferencing technology upgrades by meeting room:



Council Board Room



Laurel Street 437 Board Room



Engineering Large

4.0 COMMUNICATION AND COMMUNITY ENGAGEMENT

For all projects that interface with citizens, IT works closely with the Marketing & Communications department on communication plans to citizens to increase their awareness of these new online services and to gather feedback where required.

5.0 FINANCIAL CONSIDERATIONS

Funding for these IT initiatives are included in the 2024-2028 Capital Plan and Operating Plan.

Respectfully submitted,

Bachar Khawajah, Chief Information Officer

ATTACHMENTS

SU - Key IT Initiatives Timeline April - June 2025 – Attachment 1

SU – Key IT Initiatives Capital Financials 2025 – Attachment 2

REPORT CONTRIBUTORS

This report was prepared and reviewed by the IT team.