

2020-22

INFORMATION TECHNOLOGY Department Business Plan

Overview

Information Technology (IT) facilitates the efficient and effective management and use of information and technology to serve the community's needs. IT delivers the reliable technology solutions necessary to provide services to residents, including computers and mobile devices, software, Geographic Information System (GIS), and an internal data network that connects all City facilities and staff. The department continuously works to provide hardware and software support, training and data security, and to develop innovative and sustainable technology solutions that ensure staff, decision-makers and residents have quick access to the information and tools they need every day.



CITY OF
FORT SASKATCHEWAN

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Program	Description
Network Infrastructure	Manage the network and all connected devices / appliances, virtual server environment, storage servers, switches and data pathways. Follow life cycle replacement procedures with continuous upgrades and patching as necessary. Provide strategic framework and policy development.
IT Consulting and Project Management (Internal Departments)	Provides support for selecting and implementing new business solutions while working closely with departments. Ensure their needs are met by providing technical and strategic leadership. This includes providing opportunity assessments, developing technology business cases and strategies, and producing roadmaps.
Corporate Application Support	Provide support of corporate application; Great Plains, CityView, Worktech and Intelli. This includes system upgrades, testing, problem resolution, application integration, back end database support, user training, and managing software licensing.
End User Systems Support	Provide support to staff in the use of computers, cell phones, tablets and printers. Includes lifecycle management of purchasing, installation and recycling of disposal equipment.
Geographical Information Systems (GIS)	Provide the leadership and guidance for the enterprise GIS system. Coordination of geospatial data models that hold department data and manage the data with the support and use of GIS business intelligence and reporting tools; custom map creation and GIS training.
IT Security and Data Management	Make certain that all City information and data is secure and available through backup, restore and disaster recovery methods. Security controls are designed to provide a robust and stable environment with appliance based and software security services. This includes Security Education awareness programs.

My Fort: Engaged People, Thriving Community

OUR COMMUNITY VISION

We are a welcoming, compassionate City.

We are a friendly, multi-generational community and there is a strong sense of pride and ownership in what we have accomplished together.

As a community, we are stewards of the environment and are committed to using our resources wisely.

We have a deeply rooted respect for our place and celebrate the river valley.

The Fort is a leader in sustainable eco-industrial development with a flourishing local economy.

We support every aspect of life in Fort Saskatchewan from local business to social services.

We know our history, and have a dynamic vision for our future.

Arts, recreation and culture thrive.

Downtown is the heart of the community; it is a vibrant destination for business or play and an attractive place to live.

Fort Saskatchewan is home with a small-town feeling at heart and where a strong sense of community thrives.

OUR MISSION

Working together to create a sustainable and thriving community through exemplary leadership and management.

OUR CORE VALUES

Our commitment to each other and to our citizens

LEADERSHIP – Take ownership in achieving results

INNOVATION – Embrace new ways of doing things

SERVICE EXCELLENCE – Deliver “WOW” service to our community

FUN – Enjoy what we do and bring passion to our work

OUR GUIDING PRINCIPLES

Just as our values are reflected in everything we do, our decisions and actions are aligned with the following guiding principles.

CONTINUOUS IMPROVEMENT	We constantly look for ways to improve our services, refining our daily practices, keeping the leading edge in sight and being open to change.
COLLABORATION	We work collaboratively with our colleagues, residents, partners, regional neighbours, and stakeholders.
STRATEGIC THINKING	We use a strategic and forward thinking mindset and consider the impact of decisions on others.
STEWARDSHIP	We are good stewards, accountable for our community's resources, managing costs and investing for the future.

Department Goals and Initiatives

Legend

	Project or phase complete
	In progress, upcoming

- Goal 1: IT Department Consulting
- Information technology provides technical and strategic leadership and consultation to City departments.

Linkages: Excellence in Government

Initiatives:		Timeframe		
		2020	2021	2022
1.1	Establish IT consulting services to work with departments to identify how best to use technology to improve processes and service delivery			
1.2	Communicate on a regular basis City IT-related news, work plans, project status, policies, practices and processes to employees			
1.3	Educate employees on new and emerging technologies			
1.4	Identify technologies to facilitate communication between departments and residents			

- Goal 2: IT Infrastructure
- The IT Infrastructure is enhanced and supported to provide tools and resources for Information Technology to operate efficiently and effectively.

Linkages: Well Planned and Maintained Municipal Infrastructure

Initiatives:		Timeframe		
		2020	2021	2022
2.1	Deploy fiber optic connectivity to City facilities			
2.2	Upgrade network backbone from 1 Gb to 10 Gb or greater			
2.3	Increase Internet bandwidth to support increasing bandwidth demands from applications and storage			
2.4	Enhance the backup recovery process			
2.5	Implement security measures to protect the City's technology infrastructure and comply with industry and government standards			
2.6	Regularly evaluate disaster preparedness and test system efficiencies			

Goal 3: Software Integration and Interaction

- Software systems are integrated, adaptable and user friendly, supporting efficient and effective business processes and service delivery.

Linkages: Excellence in Government

Initiatives:

		Timeframe		
		2020	2021	2022
3.1	Review Enterprise Resource Planning (ERP) - integration management of core business processes			
3.2	Extend the capabilities of GIS geographic information systems throughout the City and integrate with address based applications			
3.3	Explore opportunities for efficiencies within current integration of software applications			

Goal 4: Training and Education

- City employees are provided the training necessary to increase the organization's technological competency and productivity. Technology staff is provided the training and resources necessary to support and enhance information technology.

Linkages: Excellence in Government

Initiatives:

		Timeframe		
		2020	2021	2022
4.1	Continue to encourage staff training and foster an environment for life-long learning			
4.2	Provide ongoing training opportunities for IT technical staff			
4.3	Continue to "test" and educate staff in the Security Awareness program			