



2023 - 26

INFORMATION TECHNOLOGY

Department Business Plan

Department Overview

Information Technology (IT) facilitates the efficient and effective management and use of information and technology to serve the City's needs. IT creates a secure environment to deliver reliable technology solutions necessary to provide services, including computers and mobile devices, software applications, 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

Last Updated: May 1, 2024



DEPARTMENT GOALS AND INITIATIVES

Focus Area: Network and Equipment Improvements							
Department Initiative			Timeframe				
#	Description	Strategic Plan Goal Alignment	Funded	Upcoming	3-Year Forecast		
			2023 - 2026 Strategic Plan			Future Strategic Plan	
			2024	2025	2026	2027	2028
Equipment							
1.1	Install new security cameras at City facilities	n/a					
1.2	Replace/upgrade network storage array	2					
1.3	Replace/upgrade virtual server environment to support increased demands	5					
1.4	Replace Facility Network UPS (Uninterruptible Power Supply)						
1.5	Backup and data recovery modernization	5					
Network							
1.6	Improve fibre optic redundancy for City facilities	5					
1.7	Review network security controls and implement security measures to protect the City's technology infrastructure	n/a					
1.8	Connect Windsor Pointe and River Road lift stations to the SCADA network	1					

Focus Area: Software							
Department Initiative			Timeframe				
#	Description	Strategic Plan Goal Alignment	Funded	Upcoming	3-Year Forecast		
			2023 - 2026 Strategic Plan			Future Strategic Plan	
			2024	2025	2026	2027	2028
Enterprise Resource Planning (ERP)							
2.1	Implement recommendations from ERP Study	5					
SharePoint and Office 365							
2.2	Roll-out SharePoint and Office 365, including training and configuration with existing modules	5					
2.3	Work with Legislative Services to create a long-term records management plan	5					
Other							
2.4	Support the replacement of project management software	2					
2.5	Explore Great Plains / Dynamics cloud-based solutions	5					
2.6	Update City's website in partnership with Corporate Communications	5					



Focus Area: Operations							
Department Initiative			Timeframe				
#	Description	Strategic Plan Goal Alignment	Funded	Upcoming	3-Year Forecast		
			2023 - 2026 Strategic Plan			Future Strategic Plan	
			2024	2025	2026	2027	2028
Operations							
3.1	Create helpdesk service level targets	2					
3.2	Increase Desktop Support capacity	5					

Legend:

- Operational Initiative
- One-time Operating Initiative
- Capital Initiative

Strategic Plan Goals:

- 1 - Well-Planned Community and Resilient Economy
- 2 - Strategically Managed Infrastructure
- 3 - Welcoming, Compassionate and Active Community
- 4 - Environmental Stewardship
- 5 - Operational Excellence and Continuous Improvement

*Asterisk denotes a department initiative that is directly linked to a strategic initiative within the 2023 – 2026 Strategic Plan.