

2021

INFORMATION TECHNOLOGY

Department Service Levels

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

DEPARTMENT SERVICE LEVELS

Service level documentation includes Priority Based Budgeting (PBB) data to support service level understanding and enhance understanding of program costs.

PBB is a business planning and budgeting tool to help better understand City programs. Prioritization through results and attributes scoring shares new information about programs and the budget.

Results are drawn from the City's strategic plan and other guiding documents.

Attributes are additional characteristics that also affect a programs overall relevance and prioritization.

Individual results/attributes are scored 0 to 4 with score of 4 being critical in achieving result/attribute and score of 0 not having influence.

The total combined score of results and attributes places individual programs in a quartile grouping with quartile 1 and 2 programs more aligned with strategic goals, results and attributes and quartile 3 and 4 programs less aligned.



Corporate Application Support

PBB Program Area Description/Overview:

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.

For detailed information about program cost, revenue, full-time equivalent, basic program attributes, and program results, refer to the [Program Summary Report](#).

Reason for Offering: Provide support to City staff with use of the corporate software applications while maintaining and upgrading to stay current with technology offerings.

Inventory/Volume/Demand: Demand is increasing.

Standard Operating Procedures/Specifications: maintain applications with regular scheduled upgrades and software patches. Provide support and follow up of incident tickets in helpdesk system until issue has been resolved.

Service Levels: Hours of support Mon – Fri 8am – 4:30pm; Respond to support tickets within 2 hours.

Profile of Users: City staff and occasional external vendors.

End User System Support

PBB Program Area Description/Overview:

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.

For detailed information about program cost, revenue, full-time equivalent, basic program attributes, and program results, refer to the [Program Summary Report](#).

Reason for Offering: Provide hardware and system software support to City staff for all their technology needs.

Inventory/Volume/Demand: Demand is high.

Standard Operating Procedures/Specifications: Computer equipment replacement 4 years. Provide support and follow up of incident tickets in helpdesk system until issue has been resolved.

Service Levels: Hours of support Mon – Fri 8am – 4:30p; Respond to support tickets within 2 hours; Cell phone replacement 2-3 years; Internet Access enforcement through policy and monitoring; Provide best possible equipment for a good experience and staff performance.

Policy Alignment: GEN-015-A Internet Access, GEN-020-A Computer and Network Acceptable use

Profile of Users: City staff and occasional external vendors, contractors and council related presentations.

Geographic Information Systems (GIS)

PBB Program Area Description/Overview:

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.

For detailed information about program cost, revenue, full-time equivalent, basic program attributes, and program results, refer to the [Program Summary Report](#).

Reason for Offering: Manage spatial data for a better representation of the assets within the City and create reports to reflect the accuracy of the data.

Inventory/Volume/Demand: Demand is increasing.

Standard Operating Procedures/Specifications: Maintain data with timely updates of new development within the City and high frequency of collaboration with Finance to ensure accurate benchmarks of data.

Service Levels: Map creation and printing upon request based on the level of detail. Updating spatial data to reflect new tax role and utility information. City mapping system training offered as needed or with new release/updates. Manipulation of data to accurately present the information through mapping data – a real picture.

Profile of Users: City staff / a few outside vendors and contractors.

Information Technology Consulting and Project Management

PBB Program Area Description/Overview:

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.

For detailed information about program cost, revenue, full-time equivalent, basic program attributes, and program results, refer to the [Program Summary Report](#).

Reason for Offering: Assist City departments in planning projects and assigning IT resources and budget as necessary.

Inventory/Volume/Demand: Demand is increasing.

Service Levels: Projects from City departments are to be brought forward to Council in a business case produced by the department with the assistance of IT for system integration and technology related items. Budget is provided by the department presenting the business case in the year prior.

Profile of Users: City departments with project requests having an IT vested interest.

Information Technology Security and Data Management

PBB Program Area Description/Overview:

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.

For detailed information about program cost, revenue, full-time equivalent, basic program attributes, and program results, refer to the [Program Summary Report](#).

Reason for Offering: Ensure security of data, disaster recovery and data retention.

Demand: Demand is high and increases as staff increase.

Standard Operating Procedures/Specifications: Protect the City of Fort Saskatchewan data.

Service Levels: Daily backup of data and cloud storage. Security Education Awareness training offered 2 times each year; Network security Assessments annually.

Policy Alignment: GEN-020-A Computer and Network Acceptable Use

Other Data as Required Necessary to Undertake Reviews of Service Levels: 10 year capital plan

Profile of Users: City staff

Network Infrastructure

PBB Program Area Description/Overview:

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.

For detailed information about program cost, revenue, full-time equivalent, basic program attributes, and program results, refer to the [Program Summary Report](#).

Reason for Offering: Enable City staff access to network resources including file sharing, collaboration tools and printing in a robust, secure and stable environment.

Inventory/Volume/Demand: Demand is high and increases as staff increase.

Standard Operating Procedures/Specifications: Equipment replacement 3-5 years

Service Levels: Network uptime 98%; Provide Internet Access; WiFi access

Other Data as Required Necessary to Undertake Reviews of Service Levels: 10 year capital plan

Profile of Users: City staff and occasional external vendors, contractors and council related present.