



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, 2025



DEPARTMENT GOALS AND INITIATIVES

Focus Area: Network Equipment Improvements							
#	Department Initiative	Strategic Plan Goal Alignment	Funded	Upcoming	3-Year Forecast		
			2023 - 2026 Strategic Plan		Future Strategic Plan		
			2025	2026	2027	2028	2029
Network							
Other							
1.1	Backup and data recovery cloud expansion	5					
1.2	Improve fibre optic redundancy for City facilities	2					
1.3	New Fire Hall - build out Fibre from Westpark	2					

Focus Area: Software							
#	Department Initiative	Strategic Plan Goal Alignment	Funded	Upcoming	3-Year Forecast		
			2023 - 2026 Strategic Plan		Future Strategic Plan		
			2025	2026	2027	2028	2029
Enterprise Resource Planning (ERP)							
2.1	Implement recommendations from ERP Study	5					
2.2	Acquire ERP Software						
2.3	ERP Software Implementation (Including IT Staffing Resources)	5					
SharePoint and Office 365							
2.4	Roll-out SharePoint and Office 365, including training and configuration with existing modules	5					
2.5	Work with Legislative Services/Records Mangement to create a long-term records management plan in Sharepoint and Laserfiche including data cleanup across all systems.	5					
Other							
2.6	Aruba WiFi Reconfiguration Study & Implementation	5					

Focus Area: Operations							
#	Department Initiative	Strategic Plan Goal Alignment	Funded	Upcoming	3-Year Forecast		
			2023 - 2026 Strategic Plan		Future Strategic Plan		
			2025	2026	2027	2028	2029
Cyber-network Security							
3.1	Review network security controls and implement security measures to protect the City's technology infrastructure	5					
3.2	Azure Disaster Recovery - Cloud Hosted Platform	5					
Staffing							
3.3	Increase Desktop Support capacity	5					
3.4	Cloud Applications Specialist / Security	5					
Other							
3.5	Setup IT Governance Committee	5					
3.6	City Wide VOIP Telephone Renewal/Review	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.

