Ottawa

Draft
BUDGET 2020

An affordable approach for responsible growth, mobility and housing

Information Technology
Sub-Committee

Tabled November 6, 2019
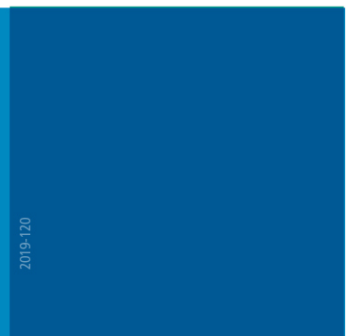
2019-120

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Information Technology Sub-Committee

Innovative Client Services Department
2020 Service Area Summary - Information Technology (IT) Service Area

Information Technology (IT) Services partners with the City's many different lines of business to provide innovative and cost-effective technology solutions to support delivery of municipal services to Ottawa residents. Client-focused and value-centric, IT Services attempts to proactively meet the needs of all client groups by helping them achieve their business priorities through technology, while taking into account all legal, cyber security, statutory and record-keeping obligations.

Programs/Services Offered

IT Services is responsible for the provision of technology services and systems to over 350 work locations across the city, more than 11,900 networked clients and 14,500 computers and mobile devices. IT Services also maintains hundreds of business-specific software and applications in support of the range of services and programs.

IT Services' core offerings include:

- Essential day-to-day technologies such as email and Office productivity suite; desktops and laptops; telephony; smartphones and tablets; and printing, fax and scanning;
- Frontline support for technology devices, systems and applications through the City Tech Solutions Desk, City Tech Service Counters and City Tech online portal;
- Digital workplace technologies, including team collaboration and messaging platforms, videoconferencing and mobile productivity solutions, that allow employees to access critical resources anytime and anywhere;
- Advisory services such as business technology planning; enterprise architecture; business process mapping and engineering; industry trends & market research; and vendor & product assessment;

- Application services such as enterprise and business-specific system implementation, integration, support and maintenance; business intelligence tools; cloud solutions, mobile and web application development and support; and software application lifecycle management and rationalization;
- Development, configuration, customization, maintenance and support of the City's critical SAP infrastructure which underpins a variety of corporate functions, including recruitment and human resources management, work management and financial management;
- Technology security services geared to ensuring the security and integrity of the organization's technology environment; these services include awareness, incident management and response, security monitoring and risk and threat assessment and management;
- Infrastructure services such as network management; data storage and management; engineering; facility technology fit-ups; investigations and audit support; and telecommunication services.

City of Ottawa
Innovative Client Services Department
Information Technology Services - Operating Resource Requirement
In Thousands ($000)

	2018	2019	2019	2020	
	Actual	**Forecast**	**Budget**	**Estimate**	**$ Change over 2019 Budget**
Expenditures by Program					
Office of the CIO/CISO	1,009	576	382	389	7
Network Operations	11,846	14,851	14,491	14,529	38
Frontline Services	15,336	12,572	10,744	10,949	205
Applications Management	17,631	18,519	18,172	18,554	382
SAP Solutions	7,527	8,432	8,310	12,805	4,495
Technology Security	3,497	3,384	4,355	4,438	83
Technology Modernization	5,783	6,170	6,333	6,446	113
Technology Project Management	0	0	0	0	0
Technology Solutions	3,598	3,418	3,068	3,135	67
Gross Expenditure	**66,227**	**67,922**	**65,855**	**71,245**	**5,390**
Recoveries & Allocations	-6,714	-6,922	-3,955	-3,955	0
Revenue	0	0	0	0	0
Net Requirement	**59,513**	**61,000**	**61,900**	**67,290**	**5,390**
Expenditures by Type					
Salaries, Wages & Benefits	34,520	36,842	34,211	34,996	785
Overtime	234	278	234	239	5
Material & Services	30,347	30,735	31,350	35,950	4,600
Transfers/Grants/Financial Charges	850	0	0	0	0
Fleet Costs	0	0	0	0	0
Program Facility Costs	0	0	0	0	0
Other Internal Costs	276	67	60	60	0
Gross Expenditures	**66,227**	**67,922**	**65,855**	**71,245**	**5,390**
Recoveries & Allocations	-6,714	-6,922	-3,955	-3,955	0
Net Expenditure	**59,513**	**61,000**	**61,900**	**67,290**	**5,390**

City of Ottawa
Innovative Client Services Department
Information Technology Services - Operating Resource Requirement
In Thousands ($000)

	2018	2019		2020	
	Actual	**Forecast**	**Budget**	**Estimate**	**$ Change over 2019 Budget**
Revenues By Type					
Federal	0	0	0	0	0
Provincial	0	0	0	0	0
Municipal	0	0	0	0	0
Own Funds	0	0	0	0	0
Fees and Services	0	0	0	0	0
Fines	0	0	0	0	0
Other	0	0	0	0	0
Total Revenue	**0**	**0**	**0**	**0**	**0**
Net Requirement	**59,513**	**61,000**	**61,900**	**67,290**	**5,390**
Full Time Equivalents			**296.00**	**296.00**	**0.00**

City Of Ottawa
2020 Draft Capital Budget
IT Sub-Committee
Funding Summary
In Thousands $(000's)

Project Description	Revenues	Gas Tax	Tax Supported/ Dedicated	Develop. Charges	Tax Supported/ Dedicated Debt	Grand Total
Information Technology						
Renewal of City Assets						
909621 Technology Infrastructure - 2020	-	-	4,900	-	-	4,900
909622 ITS Managed - 2020	-	-	8,200	-	-	8,200
Renewal of City Assets Total	**-**	**-**	**13,100**	**-**	**-**	**13,100**
Information Technology Total	**-**	**-**	**13,100**	**-**	**-**	**13,100**
Grand Total	**-**	**-**	**13,100**	**-**	**-**	**13,100**

City of Ottawa
Innovative Client Services Department
Information Technology Services - Operating Resource Requirement Analysis
In Thousands ($000)

	2019 Baseline			2020 Adjustments			2020	$ Change over 2019 Budget
	Forecast	Budget	Adj. to Base Budget	Maintain Services	Growth	User Fees & Revenues	Estimate	
Expenditures by Program								
Office of the CIO/CISO	576	382	0	7	0	0	389	7
Network Operations	14,851	14,491	0	38	0	0	14,529	38
Frontline Services	12,572	10,744	0	205	0	0	10,949	205
Applications Management	18,519	18,172	0	382	0	0	18,554	382
SAP Solutions	8,432	8,310	4,100	395	0	0	12,805	4,495
Technology Security	3,384	4,355	0	83	0	0	4,438	83
Technology Modernization	6,170	6,333	0	113	0	0	6,446	113
Technology Project Management	0	0	0	0	0	0	0	0
Technology Solutions	3,418	3,068	0	67	0	0	3,135	67
Gross Expenditure	**67,922**	**65,855**	**4,100**	**1,290**	**0**	**0**	**71,245**	**5,390**
Recoveries & Allocations	-6,922	-3,955	0	0	0	0	-3,955	0
Revenue	0	0	0	0	0	0	0	0
Net Requirement	**61,000**	**61,900**	**4,100**	**1,290**	**0**	**0**	**67,290**	**5,390**
Expenditures by Type								
Salaries, Wages & Benefits	36,842	34,211	0	785	0	0	34,996	785
Overtime	278	234	0	5	0	0	239	5
Material & Services	30,735	31,350	4,100	500	0	0	35,950	4,600
Transfers/Grants/Financial Charges	0	0	0	0	0	0	0	0
Fleet Costs	0	0	0	0	0	0	0	0
Program Facility Costs	0	0	0	0	0	0	0	0
Other Internal Costs	67	60	0	0	0	0	60	0
Gross Expenditures	**67,922**	**65,855**	**4,100**	**1,290**	**0**	**0**	**71,245**	**5,390**
Recoveries & Allocations	-6,922	-3,955	0	0	0	0	-3,955	0
Net Expenditure	**61,000**	**61,900**	**4,100**	**1,290**	**0**	**0**	**67,290**	**5,390**
Percent of 2019 Net Expenditure Budget			6.6%	2.1%	0.0%	0.0%	8.7%	

City of Ottawa
Innovative Client Services Department
Information Technology Services - Operating Resource Requirement Analysis
In Thousands ($000)

	2019 Baseline			2020 Adjustments			2020	
	Forecast	Budget	Adj. to Base Budget	Maintain Services	Growth	User Fees & Revenues	Estimate	$ Change over 2019 Budget
Revenues By Type								
Federal	0	0	0	0	0	0	0	0
Provincial	0	0	0	0	0	0	0	0
Municipal	0	0	0	0	0	0	0	0
Own Funds	0	0	0	0	0	0	0	0
Fees and Services	0	0	0	0	0	0	0	0
Fines	0	0	0	0	0	0	0	0
Other	0	0	0	0	0	0	0	0
Total Revenue	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**
Percent of 2019 Revenue Budget			0.0%	0.0%	0.0%	0.0%	0.0%	
Net Requirement	**61,000**	**61,900**	**4,100**	**1,290**	**0**	**0**	**67,290**	**5,390**
Percent of 2019 Net Requirement Budget			6.6%	2.1%	0.0%	0.0%	8.7%	
Full Time Equivalents (FTE's)		296.00	0.00	0.00	0.00	0.00	**296.00**	0.00
Percent of 2019 FTE's			0.0%	0.0%	0.0%	0.0%	0.0%	

City of Ottawa
Innovative Client Services Department
Information Technology Services - Operating Resource Requirement Explanatory Notes
In Thousands ($000)

2019 Forecast vs. Budget Variance Explanation	Surplus / (Deficit)		
	Expense	Revenue	Net
Operational savings due to lower than expected licensing costs, technical support and repairs & maintenance.	900	0	900
Total Surplus / (Deficit)	**900**	**0**	**900**

2019 Baseline Adjustment / Explanation	Increase / (Decrease)			
	Expense	Revenue	Net 2019 Changes	FTE Impact
Microsoft O365 licensing costs.	4,100	0	4,100	0.00
Total Adjustments to Base Budget	**4,100**	**0**	**4,100**	**0.00**

2020 Pressure Category / Explanation	Increase / (Decrease)			
	Expense	Revenue	Net 2020 Changes	FTE Impact
Maintain Services				
All programs include an adjustment for potential 2020 cost of living, increments and benefit adjustments.	790	0	790	0.00
Inflationary impact on maintenance contracts, purchased services, materials and services.	500	0	500	0.00
Total Maintain Services	**1,290**	**0**	**1,290**	**0.00**
Total Budget Changes	**5,390**	**0**	**5,390**	**0.00**

Capital Budget

City of Ottawa
2020 Draft Capital Budget
IT Sub Committee
In Thousands ($000)

Service Area: Information Technology											
							Debt				
Category	2020 Capital Budget	Revenues	Tax Supported/ Dedicated Reserves	Rate Supported Reserves	Develop. Charges	Gas Tax	Tax/ Dedicated	Rate	Develop. Charges	Gas Tax	Total Debt
Renewal of City Assets	**13,100**	0	13,100	0	0	0	0	0	0	0	0
Growth	**0**	0	0	0	0	0	0	0	0	0	0
Regulatory	**0**	0	0	0	0	0	0	0	0	0	0
Service Enhancements	**0**	0	0	0	0	0	0	0	0	0	0
Total	**13,100**	**0**	**13,100**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**

City of Ottawa
2020 Draft Capital Budget
Service Area: Information Technology
In Thousands ($000)

Project Information			Financial Details			
909621 Technology Infrastructure - 2020			**Class of Estimate:**	**Not Applicable**		
Dept: Corporate Services Department	Category: Renewal of City Assets	Ward: CW		Year of Completion: 2023		

This program funds the lifecycle replacement and growth of the City's computer network and telecommunications infrastructure. Specifically in 2020, these funds will be used to lifecycle: computer/laptops, servers, network switches, storage devices, modernization of data centre infrastructure. The funds will also be used to lifecycle various technologies that power the City's telephony network and upgrade bandwidth and connectivity to the Internet. Each year investments must also be made to replace aging infrastructure to ensure continuous vendor support and availability of security patches, and upgrade network capacity to accommodate increasing use of technology in City operations

2020 Request	**4,900**	Projected Yearend Unspent Bal.	0
Revenues	0	Debt	
Tax Supported/ Dedicated	4,900	Tax Supported/ Dedicated Debt	0
Rate Supported	0	Rate Supported Debt	0
Develop. Charges	0	Develop. Charges Debt	0
Gas Tax	0	Gas Tax Debt	0

Forecast	2020	2021	2022	2023
Authority	4,900	4,700	4,100	4,200
Spending Plan	4,900	4,700	4,100	4,200
FTE's	0	0	0	0
Operating Impact	0	0	0	0

Project Information			Financial Details			
909622 ITS Managed - 2020			**Class of Estimate:**	**Not Applicable**		
Dept: Corporate Services Department	Category: Renewal of City Assets	Ward: CW		Year of Completion: 2023		

Many aspects of city operations are increasingly relying upon technology to run their operations and deliver their services. Initiatives that have a high degree of technology component will be managed by ITS to execute technology transformations in HR, Supply and various other service lines.

2020 Request	**8,200**	Projected Yearend Unspent Bal.	0
Revenues	0	Debt	
Tax Supported/ Dedicated	8,200	Tax Supported/ Dedicated Debt	0
Rate Supported	0	Rate Supported Debt	0
Develop. Charges	0	Develop. Charges Debt	0
Gas Tax	0	Gas Tax Debt	0

Forecast	2020	2021	2022	2023
Authority	8,200	6,200	3,600	5,000
Spending Plan	8,200	6,200	3,600	5,000
FTE's	0	0	0	0
Operating Impact	0	0	0	0

City of Ottawa
2020 Capital Draft Budget
IT Sub-Committee
Four Year Forecast Summary
In Thousands $(000's)

Project Description	2020	2021	2022	2023	Total
Information Technology					
Renewal of City Assets					
909621 Technology Infrastructure - 2020	4,900	4,700	4,100	4,200	17,900
909622 ITS Managed - 2020	8,200	6,200	3,600	5,000	23,000
Renewal of City Assets Total	**13,100**	**10,900**	**7,700**	**9,200**	**40,900**
Information Technology Total	**13,100**	**10,900**	**7,700**	**9,200**	**40,900**
Grand Total	**13,100**	**10,900**	**7,700**	**9,200**	**40,900**

City of Ottawa
2020 Draft Capital Budget
IT Sub-Committee
Works-In-Progress
In Thousands $(000's)

Project Description	Authority	Expenditures as of August 31, 2019	August 31 2019 Unspent Cash Balance	Total Contractual Obligations	Unspent Balance Including Contractual Obligations
Information Technology					
904184 IT Lifecycle Renew Bus App	1,200	1,200	(0)	-	(0)
905989 IT Business Systems:Renewal Program 2011	1,398	1,398	0	-	0
908035 IT Technology Infrastructure - 2016	4,875	4,875	0	-	0
908522 Technology Infrastructure - 2017	3,485	2,667	818	-	818
908655 Microsoft Upgrade	12,200	11,849	351	-	351
908875 Technology Infrastructure - 2018	4,975	3,717	1,258	-	1,258
909473 Technology Infrastructure - 2019	4,700	649	4,051	-	4,051
909474 IT Systems Renewal	3,855	108	3,747	11	3,736
Information Technology Total	**36,688**	**26,463**	**10,225**	**11**	**10,214**
Grand Total	**36,688**	**26,463**	**10,225**	**11**	**10,214**