Finance and Economic Development Committee

Information Technology Sub-Committee
Tax Supported Programs

Draft
BUDGET 2018

Balanced, Affordable and Progressive

Tabled November 8, 2017

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Corporate Services Department
2018 Budget Briefing Note

Description

The Corporate Services Department (CSD) supports the delivery of city services by: providing excellent service to the public and City departments; partnering with clients to develop innovative solutions to business needs; and ensuring compliance with all legislation, by-laws and other governance requirements.

Programs/Services Offered

CSD provides a broad range of services to internal and external clients. The service areas play critical roles throughout the corporation, and share commonalities that will help the department to become more efficient:

Information Technology (IT) Services

IT Services provides access to information for City staff and citizens, and ensures that the technology used to deliver City services is reliable, and secure. IT Services provides core technology infrastructure services to 350 City facilities, supports more than 11,900 clients and 14,500 computers and mobile devices, and maintains several hundred business-specific software and applications in support of the range of services and programs offered across the City.

IT's core services include:

- Workplace essentials such as e-mail system management, telephones, pagers, & smart phones, service desk, walk-in service centre and additional end user support services, hardware & software purchasing, phone, network & email account set-up, printing, fax and scanning support, mobility enablement and computer training

- Advisory services such as business technology planning; enterprise architecture; industry trends & market research; security & risk assessment; and vendor & product assessment
- Application services such as enterprise and business-specific system implementation, integration, support and maintenance; business intelligence tools, reporting & analytics; business process mapping & reengineering; and software application lifecycle management
- Infrastructure services such as network management (voice, data, & remote access); data management (storage & backup); security safeguards & engineering; facility technology fit-ups; investigations and audit support; and telecommunication services

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

	2016	2017		2018	
	Actual	**Forecast**	**Budget**	**Estimate**	**$ Change over 2017 Budget**
Expenditures by Program					
Office of the CIO	1,207	335	335	341	6
Network Operations	11,691	12,782	12,407	13,597	1,190
Frontline Services	14,477	14,112	13,939	13,985	46
Applications Management	16,948	15,854	15,884	16,160	276
SAP Solutions	6,979	6,634	6,709	7,143	434
Technology Security	2,448	2,523	2,048	2,696	648
Technology Modernization	7,083	3,582	3,584	4,378	794
Technology Project Management	2,420	2,478	2,599	2,852	253
Technology Solutions	1,413	2,373	2,709	2,782	73
Gross Expenditure	**64,666**	**60,673**	**60,214**	**63,934**	**3,720**
Recoveries & Allocations	-5,931	-4,774	-4,215	-4,215	0
Revenue	0	0	0	0	0
Net Requirement	**58,735**	**55,899**	**55,999**	**59,719**	**3,720**
Expenditures by Type					
Salaries, Wages & Benefits	37,311	31,100	32,706	33,381	675
Overtime	0	309	309	309	0
Material & Services	27,254	29,203	27,139	30,184	3,045
Transfers/Grants/Financial Charges	0	0	0	0	0
Fleet Costs	0	0	0	0	0
Program Facility Costs	0	0	0	0	0
Other Internal Costs	101	61	60	60	0
Gross Expenditures	**64,666**	**60,673**	**60,214**	**63,934**	**3,720**
Recoveries & Allocations	-5,931	-4,774	-4,215	-4,215	0
Net Expenditure	**58,735**	**55,899**	**55,999**	**59,719**	**3,720**
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	**58,735**	**55,899**	**55,999**	**59,719**	**3,720**
Full Time Equivalents			296.00	296.00	0.00

City Of Ottawa
2018 Draft Capital Budget
Information Technology Sub-Committee
Capital Funding Summary
In Thousands ($000's)

Project Description	Revenues	Capital Reserve Fund	Gas Tax	Development Charges	Debt Funding	Grand Total
Information Technology						
Renewal of City Assets						
908655 Microsoft Upgrade	96	7,101	-	-	-	7,197
908875 Technology Infrastructure - 2018	-	4,725	-	-	-	4,725
Renewal of City Assets Total	**96**	**11,826**	**-**	**-**	**-**	**11,922**
Information Technology Total	**96**	**11,826**	**-**	**-**	**-**	**11,922**
Service Ottawa						
Strategic Initiatives						
908388 Digital Service Strategy &Implementation	-	1,200	-	-	-	1,200
Strategic Initiatives Total	**-**	**1,200**	**-**	**-**	**-**	**1,200**
Service Ottawa Total	**-**	**1,200**	**-**	**-**	**-**	**1,200**
Grand Total	**96**	**13,026**	**-**	**-**	**-**	**13,122**