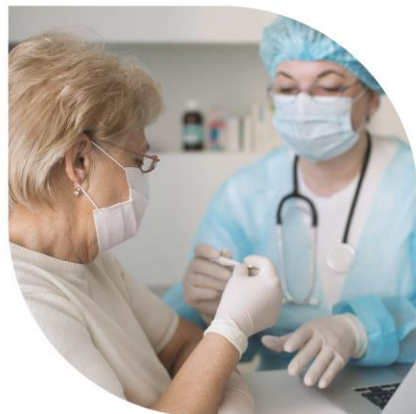




Draft **BUDGET 2021**

Investing in our community.
Moving Ottawa forward.

Information Technology Sub-Committee



Tabled November 4, 2020

2020-071

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Information Technology Sub-Committee

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Innovative Client Services Department

2021 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 works 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)

	2019	2020		2021	\$ Change over 2020 Budget
	Actual	Forecast	Budget	Estimate	
Expenditures by Program					
Office of the CIO/CISO	626	1,160	390	398	8
Network Operations	13,617	12,286	14,138	14,518	380
Frontline Services	11,697	12,555	9,829	10,131	302
Applications Management	17,091	16,720	16,492	16,979	487
SAP Solutions	7,228	13,394	12,372	12,798	426
Technology Security	3,372	2,967	4,198	4,318	120
Technology Modernization	5,004	5,374	6,542	6,739	197
Technology Project Management	0	0	0	0	0
Technology Solutions	3,415	3,334	3,329	3,409	80
Gross Expenditure	62,050	67,790	67,290	69,290	2,000
Recoveries & Allocations	0	0	0	0	0
Revenue	0	0	0	-480	-480
Net Requirement	62,050	67,790	67,290	68,810	1,520
Expenditures by Type					
Salaries, Wages & Benefits	36,807	34,541	34,996	35,791	795
Overtime	285	444	239	244	5
Material & Services	34,257	41,247	35,949	37,149	1,200
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	-9,299	-8,442	-3,894	-3,894	0
Gross Expenditures	62,050	67,790	67,290	69,290	2,000
Recoveries & Allocations	0	0	0	0	0
Net Expenditure	62,050	67,790	67,290	69,290	2,000

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

	2019	2020		2021	\$ Change over 2020 Budget
	Actual	Forecast	Budget	Estimate	
Revenues By Type					
Federal	0	0	0	0	0
Provincial	0	0	0	-480	-480
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	-480	-480
Net Requirement	62,050	67,790	67,290	68,810	1,520
Full Time Equivalents			296.00	296.00	0.00

City Of Ottawa
2021 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						
910007 Technology Infrastructure - 2021	-	-	4,735	-	-	4,735
910008 ITS Managed - 2021	-	-	6,200	-	-	6,200
Renewal of City Assets Total	-	-	10,935	-	-	10,935
Information Technology Total	-	-	10,935	-	-	10,935
Grand Total	-	-	10,935	-	-	10,935

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

	2020 Baseline			2021 Adjustments				2021	\$ Change over 2020 Budget
	Forecast	Budget	Adj. to Base Budget	Maintain Services	Growth	COVID-19	User Fees & Revenues	Estimate	
Expenditures by Program									
Office of the CIO/CISO	1,160	390	0	8	0	0	0	398	8
Network Operations	12,286	14,138	0	310	0	70	0	14,518	380
Frontline Services	12,555	9,829	0	227	0	75	0	10,131	302
Applications Management	16,720	16,492	0	387	0	100	0	16,979	487
SAP Solutions	13,394	12,372	0	276	0	150	0	12,798	426
Technology Security	2,967	4,198	0	85	0	35	0	4,318	120
Technology Modernization	5,374	6,542	0	147	0	50	0	6,739	197
Technology Project Management	0	0	0	0	0	0	0	0	0
Technology Solutions	3,334	3,329	0	80	0	0	0	3,409	80
Gross Expenditure	67,790	67,290	0	1,520	0	480	0	69,290	2,000
Recoveries & Allocations	0	0	0	0	0	0	0	0	0
Revenue	0	0	0	0	0	-480	0	-480	-480
Net Requirement	67,790	67,290	0	1,520	0	0	0	68,810	1,520
Expenditures by Type									
Salaries, Wages & Benefits	34,541	34,996	0	795	0	0	0	35,791	795
Overtime	444	239	0	5	0	0	0	244	5
Material & Services	41,247	35,949	0	720	0	480	0	37,149	1,200
Transfers/Grants/Financial Charges	0	0	0	0	0	0	0	0	0
Fleet Costs	0	0	0	0	0	0	0	0	0
Program Facility Costs	0	0	0	0	0	0	0	0	0
Other Internal Costs	-8,442	-3,894	0	0	0	0	0	-3,894	0
Gross Expenditures	67,790	67,290	0	1,520	0	480	0	69,290	2,000
Recoveries & Allocations	0	0	0	0	0	0	0	0	0
Net Expenditure	67,790	67,290	0	1,520	0	480	0	69,290	2,000
Percent of 2020 Net Expenditure Budget			0.0%	2.3%	0.0%	0.7%	0.0%	3.0%	

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

	2020 Baseline			2021 Adjustments				2021	\$ Change over 2020 Budget
	Forecast	Budget	Adj. to Base Budget	Maintain Services	Growth	COVID-19	User Fees & Revenues	Estimate	
Revenues By Type									
Federal	0	0	0	0	0	0	0	0	0
Provincial	0	0	0	0	0	-480	0	-480	-480
Own Funds	0	0	0	0	0	0	0	0	0
Fees and Services	0	0	0	0	0	0	0	0	0
Fines	0	0	0	0	0	0	0	0	0
Other	0	0	0	0	0	0	0	0	0
Total Revenue	0	0	0	0	0	-480	0	-480	-480
Percent of 2020 Revenue Budget			0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	
Net Requirement	67,790	67,290	0	1,520	0	0	0	68,810	1,520
Percent of 2020 Net Requirement Budget			0.0%	2.3%	0.0%	0.0%	0.0%	2.3%	
Full Time Equivalents (FTE's)		296.00	0.00	0.00	0.00	0.00	0.00	296.00	0.00
Percent of 2020 FTE's			0.0%	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)

	Surplus / (Deficit)			
2020 Forecast vs. Budget Variance Explanation	Expense	Revenue	Net	
Deficit primarily due to one-time additional costs and temporary resources required to address additional network services, licensing/hardware, and overtime as a result of COVID-19.	-500	0	-500	
Total Surplus / (Deficit)	-500	0	-500	
	Increase / (Decrease)			
2021 Pressure Category / Explanation	Expense	Revenue	Net 2021 Changes	FTE Impact
Maintain Services				
All programs include an adjustment for potential 2021 cost of living, increments and benefit adjustments.	800	0	800	0.00
Inflationary impact on maintenance contracts, purchased services, materials and supplies.	720	0	720	0.00
Total Maintain Services	1,520	0	1,520	0.00
COVID-19				
One-time additional costs and temporary resources required to address additional network services, licensing/hardware, and overtime as a result of COVID-19.	480	0	480	0.00
One-time government funding required to fund additional COVID-19 costs and pressures in 2021.	0	-480	-480	0.00
Total COVID-19	480	-480	0	0.00
Total Budget Changes	2,000	-480	1,520	0.00

Capital Budget

City of Ottawa
2021 Draft Capital Budget
Finance & Economic Development Committee
In Thousands (\$000)

Service Area: Information Technology											
Category	2021 Capital Budget	Revenues	Tax Supported/ Dedicated Reserves	Rate Supported Reserves	Develop. Charges	Gas Tax	Debt				
							Tax/ Dedicated	Rate	Develop. Charges	Gas Tax	Total Debt
Renewal of City Assets	10,935	0	10,935	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	10,935	0	10,935	0	0	0	0	0	0	0	0

City of Ottawa
2021 Draft Capital Budget
Service Area: Information Technology
In Thousands (\$000)

Project Information			Financial Details								
910007 Technology Infrastructure - 2021			Class of Estimate:		Not Applicable						
Dept: Innovative Client Services Department		Category: Renewal of City Assets	Ward: CW		Year of Completion: 2024						
This program funds the lifecycle replacement and growth of the City's computer network and telecommunications infrastructure. Specifically in 2021, 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			2021 Request		4,735		Projected Yearend Unspent Bal.		0		
			Revenues		0		Debt				
			Tax Supported/ Dedicated		4,735		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		2021		2022		2023		2024
			Authority		4,735		4,140		4,230		4,320
			Spending Plan		4,735		4,140		4,230		4,320
			FTE's		0		0		0		0
			Operating Impact		0		0		0		0
910008 ITS Managed - 2021			Class of Estimate:		Not Applicable						
Dept: Innovative Client Services Department		Category: Renewal of City Assets	Ward: CW		Year of Completion: 2024						
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.			2021 Request		6,200		Projected Yearend Unspent Bal.		0		
			Revenues		0		Debt				
			Tax Supported/ Dedicated		6,200		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		2021		2022		2023		2024
			Authority		6,200		3,600		0		0
			Spending Plan		6,200		3,600		0		0
			FTE's		0		0		0		0
			Operating Impact		0		0		0		0

City Of Ottawa
 2021 Draft Capital Budget
 IT Sub Committee
 Four Year Forecast Summary
 In Thousands \$(000's)

Project Description	2021	2022	2023	2024	Total
Information Technology					
Renewal of City Assets					
910007 Technology Infrastructure - 2021	4,735	4,140	4,230	4,320	17,425
910008 ITS Managed - 2021	6,200	3,600	-	-	9,800
Renewal of City Assets Total	10,935	7,740	4,230	4,320	27,225
Information Technology Total	10,935	7,740	4,230	4,320	27,225
Grand Total	10,935	7,740	4,230	4,320	27,225

City Of Ottawa
2021 Draft Capital Budget
IT Sub Committee
Works-In-Progress
In Thousands \$(000's)

Project Description	Authority	Expenditures as of August 31, 2020	August 31, 2020 Upsent Cash Balance	Total Contractual Obligations	Unspent Balance including Contractuals
Information Technology					
908522 Technology Infrastructure - 2017	3,485	3,411	74	41	34
908875 Technology Infrastructure - 2018	5,075	5,016	59	59	0
909473 Technology Infrastructure - 2019	4,700	4,061	639	181	458
909474 IT Systems Renewal	3,855	1,543	2,312	1,718	594
909621 Technology Infrastructure - 2020	4,900	2,804	2,096	2,563	(467)
909622 ITS Managed - 2020	8,200	945	7,255	5,487	1,768
Information Technology Total	30,215	17,779	12,436	10,048	2,387
Grand Total	30,215	17,779	12,436	10,048	2,387