



Information Technology Sub-Committee

Tax Supported Programs



2019-194

Draft BUDGET 2019

Better roads and transit.
Safer communities.
More housing.

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Department of Corporate Services

Information Technology (IT) Service Area

2019 Service Area Summary

Description

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
- 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 footprint; 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
 Corporate Services Department
 Information Technology Services - Operating Resource Requirement
 In Thousands (\$000)

	2017	2018		2019	\$ Change over 2018 Budget
	Actual	Forecast	Budget	Estimate	
Expenditures by Program					
Office of the CIO	499	1,009	1,452	1,483	31
Network Operations	13,585	11,846	12,670	12,845	175
Frontline Services	13,809	15,336	13,037	14,317	1,280
Applications Management	14,731	17,630	19,285	19,580	295
SAP Solutions	7,179	7,527	7,925	8,028	103
Technology Security	2,485	3,497	2,406	2,435	29
Technology Modernization	3,058	5,783	3,911	3,996	85
Technology Project Management	2,414	0	0	0	0
Technology Solutions	1,929	3,599	3,038	3,110	72
Gross Expenditure	59,689	66,227	63,724	65,794	2,070
Recoveries & Allocations	-5,703	-6,714	-4,005	-4,005	0
Revenue	0	0	0	0	0
Net Requirement	53,986	59,513	59,719	61,789	2,070
Expenditures by Type					
Salaries, Wages & Benefits	31,695	34,520	33,381	34,129	748
Overtime	236	234	309	316	7
Material & Services	27,736	30,347	29,973	31,288	1,315
Transfers/Grants/Financial Charges	0	850	0	0	0
Fleet Costs	0	0	0	0	0
Program Facility Costs	0	0	0	0	0
Other Internal Costs	22	276	61	61	0
Gross Expenditures	59,689	66,227	63,724	65,794	2,070
Recoveries & Allocations	-5,703	-6,714	-4,005	-4,005	0
Net Expenditure	53,986	59,513	59,719	61,789	2,070

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

	2017	2018		2019	\$ Change over 2018 Budget
	Actual	Forecast	Budget	Estimate	
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	53,986	59,513	59,719	61,789	2,070
Full Time Equivalent			296.00	296.00	0.00

City Of Ottawa
2019 Draft Capital Budget
Finance & Economic Development Committee
Capital Funding Summary
In Thousands (\$000's)

Project Description	Revenues	Capital Reserve Fund	Gas Tax	Development Charges	Debt Funding	Total
Information Technology						
Renewal of City Assets						
909473 Technology Infrastructure - 2019	-	4,700	-	-	-	4,700
909474 IT Systems Renewal	-	3,855	-	-	-	3,855
Renewal of City Assets Total	-	8,555	-	-	-	8,555
Information Technology Total	-	8,555	-	-	-	8,555
Total	-	8,555	-	-	-	8,555

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

	2018 Baseline			2019 Adjustments			2019	\$ Change over 2018 Budget
	Forecast	Budget	Adj. to Base Budget	Maintain Services	Growth	User Fees & Revenues	Estimate	
Expenditures by Program								
Office of the CIO	1,009	1,452	0	31	0	0	1,483	31
Network Operations	11,846	12,670	0	175	0	0	12,845	175
Frontline Services	15,336	13,037	0	1,280	0	0	14,317	1,280
Applications Management	17,630	19,285	0	295	0	0	19,580	295
SAP Solutions	7,527	7,925	0	103	0	0	8,028	103
Technology Security	3,497	2,406	0	29	0	0	2,435	29
Technology Modernization	5,783	3,911	0	85	0	0	3,996	85
Technology Project Management	0	0	0	0	0	0	0	0
Technology Solutions	3,599	3,038	0	72	0	0	3,110	72
Gross Expenditure	66,227	63,724	0	2,070	0	0	65,794	2,070
Recoveries & Allocations	-6,714	-4,005	0	0	0	0	-4,005	0
Revenue	0	0	0	0	0	0	0	0
Net Requirement	59,513	59,719	0	2,070	0	0	61,789	2,070
Expenditures by Type								
Salaries, Wages & Benefits	34,520	33,381	0	748	0	0	34,129	748
Overtime	234	309	0	7	0	0	316	7
Material & Services	30,347	29,973	0	1,315	0	0	31,288	1,315
Transfers/Grants/Financial Charges	850	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	276	61	0	0	0	0	61	0
Gross Expenditures	66,227	63,724	0	2,070	0	0	65,794	2,070
Recoveries & Allocations	-6,714	-4,005	0	0	0	0	-4,005	0
Net Expenditure	59,513	59,719	0	2,070	0	0	61,789	2,070
Percent of 2018 Net Expenditure Budget			0.0%	3.5%	0.0%	0.0%	3.5%	

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

	2018 Baseline			2019 Adjustments			2019	\$ Change over 2018 Budget
	Forecast	Budget	Adj. to Base Budget	Maintain Services	Growth	User Fees & Revenues	Estimate	
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 2018 Revenue Budget			0.0%	0.0%	0.0%	0.0%	0.0%	
Net Requirement	59,513	59,719	0	2,070	0	0	61,789	2,070
Percent of 2018 Net Requirement Budget			0.0%	3.5%	0.0%	0.0%	3.5%	
Full Time Equivalents (FTE's)		296.00	0.00	0.00	0.00	0.00	296.00	0.00
Percent of 2018 FTE's			0.0%	0.0%	0.0%	0.0%	0.0%	

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

2018 Forecast vs. Budget Variance Explanation	Surplus / (Deficit)		
	Expense	Revenue	Net
Savings as a result of reduced expenditures to support IT Client operations and infrastructure.	206	0	206
Total Surplus / (Deficit)	206	0	206

2019 Pressure Category / Explanation	Increase / (Decrease)			
	Expense	Revenue	Net 2019 Changes	FTE Impact
Maintain Services				
All programs include an adjustment for potential 2019 cost of living, increments and benefit adjustments.	755	0	755	0.00
Maintenance contracts fees to support the installed network hardware and software (e.g. Oracle, IBM, Quest and Microsoft, JAWS, SmartGuide, CrossBrowserTest, Managed Security Service, etc.).	415	0	415	0.00
Additional licensing costs for a cloud-based human capital management solution.	900	0	900	0.00
Total Maintain Services	2,070	0	2,070	0.00
Total Budget Changes	2,070	0	2,070	0.00

Capital Budget

City of Ottawa
 2019 Draft Capital Budget
 IT Sub Committee
 In Thousands (\$000)

Service Area: Information Technology											
Category	2019 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	8,555	0	8,555	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 Enhancement	0	0	0	0	0	0	0	0	0	0	0
Total	8,555	0	8,555	0	0	0	0	0	0	0	0

City of Ottawa
2019 Draft Capital Budget
Service Area: Information Technology
In Thousands (\$000)

Project Information			Financial Details								
909473 Technology Infrastructure - 2019			Class of Estimate: Not Applicable								
Dept: Corporate Services Department	Category: Renewal of City Assets	Ward: CW	Year of Completion: 2022								
<p>This program funds the lifecycle replacement and growth of the City's computer network and telecommunications infrastructure. Specifically in 2019, 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.</p>			2019 Request		4,700		Projected Yearend Unspent Bal.		0		
			Revenues		0		Debt				
			Tax Supported/ Dedicated		4,700		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		2019		2020		2021		2022
			Authority		4,700		4,914		4,734		4,139
			Spending Plan		4,700		4,914		4,734		4,139
			FTE's		0		0		0		0
Operating Impact		0		0		0		0			
909474 IT Systems Renewal			Class of Estimate: Not Applicable								
Dept: Corporate Services Department	Category: Renewal of City Assets	Ward: CW	Year of Completion: 2022								
<p>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.</p>			2019 Request		3,855		Projected Yearend Unspent Bal.		0		
			Revenues		0		Debt				
			Tax Supported/ Dedicated		3,855		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		2019		2020		2021		2022
			Authority		3,855		7,200		6,200		3,600
			Spending Plan		3,855		7,200		6,200		3,600
			FTE's		0		0		0		0
Operating Impact		0		0		0		0			

City of Ottawa
2019 Draft Capital Budget
Finance & Economic Development Committee
Capital Forecast Summary
In Thousands (000's)

Project Description	2019	2020	2021	2022	Total
Information Technology					
Renewal of City Assets					
909473 Technology Infrastructure - 2019	4,700	4,914	4,734	4,139	18,487
909474 IT Systems Renewal	3,855	7,200	6,200	3,600	20,855
Renewal of City Assets Total	8,555	12,114	10,934	7,739	39,342
Information Technology Total	8,555	12,114	10,934	7,739	39,342
Grand Total	8,555	12,114	10,934	7,739	39,342

**City of Ottawa
IT Sub Committee
Capital Works-In-Progress**

Project Description	Total Authority	Total Expenditures as of September 30th, 2018	Unspent Cash Balance as of September 30th, 2018	Total Contractual Obligations	Unspent/ Uncommitted Balance as of September 30th, 2018
Information Technology					
Renewal of City Assets					
904184 IT Lifecycle Renew Bus App	1,200,000	1,200,000	(0)	-	(0)
905989 IT Business Systems:Renewal Program 2011	1,398,000	1,372,538	25,462	25,462	(0)
908035 IT Technology Infrastructure - 2016	4,875,000	2,835,609	2,039,391	1,160,991	878,401
908522 Technology Infrastructure - 2017	3,485,000	1,795,227	1,689,773	160,512	1,529,261
908655 Microsoft Upgrade	12,200,000	8,042,516	4,157,484	3,937,994	219,490
908875 Technology Infrastructure - 2018	4,975,000	690,268	4,284,732	-	4,284,732
Renewal of City Assets Total	28,133,000	15,936,159	12,196,842	5,284,958	6,911,883
Information Technology Total	28,133,000	15,936,159	12,196,842	5,284,958	6,911,883
Grand Total	28,133,000	15,936,159	12,196,842	5,284,958	6,911,883