



Draft **BUDGET** 2022

**Pathway to recovery:
Investing in our
people and communities**

**Information Technology
Sub-Committee**

Tabled November 3, 2021



2021-039_03

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Innovative Client Services Department

2022 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 the delivery of municipal services to Ottawa residents. IT Services strives to deliver digital leadership by proactively supporting client groups to achieve their business priorities through innovative technology, while considering all legal, cyber security, statutory and record-keeping obligations.

IT Services Core Operations

- Support the corporation by ensuring that information technologies are secure, highly available and perform at their peak for all departments.
- Provide 24/7 frontline support for day-to-day technologies and city-wide projects and initiatives that contribute to the future of work and innovation.
- Replace legacy systems with powerful platforms and continuing to modernize the IT skills portfolio and service delivery model.
- Ensure the protection of people, services & data against harm by way of theft, unauthorized use, disclosure, modification, damage and/or loss to the City's digital infrastructure
- Continue to adapt to the next wave of technology, talent, and tactics for all services and programs, using emerging technology and behaviour-driven designs

IT Services COVID-19 Support:

- **Solutions:** Self-assessment tool, online booking tool and contact tracing tools
- **Digital:** Virtual Council/Committee meetings, public consultations, and Ottawa Public Health media availabilities
- **Connectivity:** Design and connectivity setup for COVID testing and vaccination sites
- **Support:** Provide 24/7 IT Support, working from home support and Ottawa Public Health Live Agent support

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

	2020	2021		2022	\$ Change over 2021 Budget
	Actual	Forecast	Budget	Estimate	
Expenditures by Program					
Office of the CIO	2,396	3,089	389	711	322
Network Operations	14,260	14,897	14,897	15,092	195
Frontline Services	14,822	11,900	11,650	13,836	2,186
Applications Management	20,151	17,947	17,947	18,290	343
SAP Solutions	14,119	13,227	13,227	13,467	240
Technology Security	3,771	4,405	4,405	4,471	66
Technology Modernization	7,027	6,999	6,999	7,203	204
Technology Solutions	4,251	3,524	3,524	3,596	72
Gross Expenditure	80,797	75,988	73,038	76,666	3,628
Recoveries & Allocations	-11,753	-4,124	-3,874	-3,977	-103
Revenue	-1,945	-3,180	-480	0	480
Net Requirement	67,099	68,684	68,684	72,689	4,005
Expenditures by Type					
Salaries, Wages & Benefits	40,306	36,415	35,665	36,573	908
Overtime	540	244	244	249	5
Material & Services	39,802	39,329	37,129	39,844	2,715
Gross Expenditures	80,797	75,988	73,038	76,666	3,628
Recoveries & Allocations	-11,753	-4,124	-3,874	-3,977	-103
Net Expenditure	69,044	71,864	69,164	72,689	3,525
Revenues By Type					
Provincial	-1,945	-3,180	-480	0	480
Total Revenue	-1,945	-3,180	-480	0	480
Net Requirement	67,099	68,684	68,684	72,689	4,005
Full Time Equivalents			295.00	296.00	1.00

City Of Ottawa
2022 Draft Capital Budget
IT Sub Committee
Capital 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						
910494 Technology Infrastructure - 2022	0	0	5,493	0	0	5,493
910495 ITS Managed - 2022	0	0	4,770	0	0	4,770
Renewal of City Assets Total	0	0	10,263	0	0	10,263
Information Technology Total	0	0	10,263	0	0	10,263
Grand Total	0	0	10,263	0	0	10,263

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

	2021 Baseline			2022 Adjustments				2022	\$ Change over 2021 Budget
	Forecast	Budget	Adj. to Base Budget	Maintain Services	Growth	COVID-19	User Fees & Revenues	Estimate	
Expenditures by Program									
Office of the CIO	3,089	389	0	7	0	315	0	711	322
Network Operations	14,897	14,897	-70	265	0	0	0	15,092	195
Frontline Services	11,900	11,650	-75	2,261	0	0	0	13,836	2,186
Applications Management	17,947	17,947	-100	443	0	0	0	18,290	343
SAP Solutions	13,227	13,227	-150	390	0	0	0	13,467	240
Technology Security	4,405	4,405	-35	101	0	0	0	4,471	66
Technology Modernization	6,999	6,999	53	151	0	0	0	7,203	204
Technology Solutions	3,524	3,524	0	72	0	0	0	3,596	72
Gross Expenditure	75,988	73,038	-377	3,690	0	315	0	76,666	3,628
Recoveries & Allocations	-4,124	-3,874	-103	0	0	0	0	-3,977	-103
Revenue	-3,180	-480	480	0	0	0	0	0	480
Net Requirement	68,684	68,684	0	3,690	0	315	0	72,689	4,005
Expenditures by Type									
Salaries, Wages & Benefits	36,415	35,665	103	760	0	45	0	36,573	908
Overtime	244	244	0	5	0	0	0	249	5
Material & Services	39,329	37,129	-480	2,925	0	270	0	39,844	2,715
Gross Expenditures	75,988	73,038	-377	3,690	0	315	0	76,666	3,628
Recoveries & Allocations	-4,124	-3,874	-103	0	0	0	0	-3,977	-103
Net Expenditure	71,864	69,164	-480	3,690	0	315	0	72,689	3,525
Percent of 2022 Net Expenditure Budget			-0.7%	5.3%	0.0%	0.5%	0.0%	5.1%	

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

	2021 Baseline			2022 Adjustments				2022	\$ Change over 2021 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	-3,180	-480	480	0	0	0	0	0	480
Total Revenue	-3,180	-480	480	0	0	0	0	0	480
Percent of 2022 Revenue Budget			-100.0%	0.0%	0.0%	0.0%	0.0%	-100.0%	
Net Requirement	68,684	68,684	0	3,690	0	315	0	72,689	4,005
Percent of 2022 Net Requirement Budget			0.0%	5.4%	0.0%	0.5%	0.0%	5.8%	
Full Time Equivalents (FTE's)	295.00	295.00	1.00	0.00	0.00	0.00	0.00	296.00	1.00
Percent of 2022 FTE's			0.3%	0.0%	0.0%	0.0%	0.0%	0.3%	

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

2021 Forecast vs. Budget Variance Explanation	Surplus / (Deficit)		
	Expense	Revenue	Net
Safe Restart COVID-19 revenue and vaccination revenue	0	2,700	2,700
Additional purchased services, network services and overtime as a result of COVID-19 and Vaccination distribution	-2,450	0	-2,450
Increased Professional Services Costs offset by savings as a result of Shared Services Canada Agreements	-250	0	-250
Total Surplus / (Deficit)	-2,700	2,700	0

2021 Baseline Adjustment / Explanation	Increase / (Decrease)			
	Expense	Revenue	Net 2022 Changes	FTE Impact
Reverse One-time Safe Restart Covid-19 costs	-480	0	-480	0.00
Reverse One-time Safe Restart Covid-19 Revenue	0	480	480	0.00
Compensation for FTE to support Automated speed Enforcement (ASE) Program on Council report# ACS2021-TSD-TRF-0005	103	0	103	1.00
Compensation recovery from Traffic Services for positions to support Automated Speed Enforcement (ASE) Program on Council report# ACS2021-TSD-TRF-0005	-103	0	-103	
Total Adjustments to Base Budget	-480	480	0	1.00

2022 Pressure Category / Explanation	Increase / (Decrease)			
	Expense	Revenue	Net 2022 Changes	FTE Impact
Maintain Services				
All programs include an adjustment for potential 2022 cost of living, increments and benefit adjustments.	765	0	765	0.00
Inflationary impact on maintenance contracts, purchased services, materials and supplies including enhanced security	2,925	0	2,925	0.00
Total Maintain Services	3,690	0	3,690	0.00

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

2022 Pressure Category / Explanation	Increase / (Decrease)			
	Expense	Revenue	Net 2022 Changes	FTE Impact
COVID-19				
Temporary position for Adoption Support to the City Employee Vaccine Implementation Program, funding from tax stabilization	45	0	45	0.00
City Employee Vaccine Implementation Program system development costs	270	0	270	0.00
Total COVID-19	315	0	315	0.00
Total Budget Changes	3,525	480	4,005	1.00

Capital Budget

City of Ottawa
2022 Draft Capital Budget
Finance & Economic Development Committee
In Thousands (\$000)

Service Area: Information Technology											
Category	2022 Draft 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	10,263	0	10,263	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	10,263	0	10,263	0	0	0	0	0	0	0	0

City of Ottawa
2022 Draft Capital Budget
Service Area: Information Technology
In Thousands (\$000)

Project Information			Financial Details						
910494 Technology Infrastructure - 2022			Class of Estimate: Not Applicable						
Dept: Innovative Client Services Department	Category: Renewal of City Assets	Ward: CW	Year of Completion: 2025						
<p>This program funds the lifecycle replacement and growth of the City's computer network and telecommunications infrastructure. Specifically in 2022, 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>			2022 Request		5,493		Projected Yearend Unspent Bal.	0	
			Revenues		0		Debt		
			Tax Supported/ Dedicated		5,493		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		2022	2023	2024	2025	
			Authority		5,493	6,803	8,139	9,502	
			Spending Plan		4,293	5,603	6,939	8,302	
			FTE's		0	0	0	0	
			Operating Impact		0	0	0	0	
			910495 ITS Managed - 2022			Class of Estimate: Not Applicable			
Dept: Innovative Client Services Department	Category: Renewal of City Assets	Ward: CW	Year of Completion: 2025						
<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>			2022 Request		4,770		Projected Yearend Unspent Bal.	0	
			Revenues		0		Debt		
			Tax Supported/ Dedicated		4,770		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		2022	2023	2024	2025	
			Authority		4,770	1,058	1,079	1,100	
			Spending Plan		4,770	1,058	1,079	1,100	
			FTE's		0	0	0	0	
			Operating Impact		0	0	0	0	

City Of Ottawa
2022 Draft Capital Budget
IT Sub Committee
Four Year Forecast Summary
In Thousands \$(000's)

Project Description	2022	2023	2024	2025	Total
Information Technology					
Renewal of City Assets					
910494 Technology Infrastructure - 2022	5,493	6,803	8,139	9,502	29,937
910495 ITS Managed - 2022	4,770	1,058	1,079	1,100	8,007
Renewal of City Assets Total	10,263	7,861	9,218	10,602	37,944
Information Technology Total	10,263	7,861	9,218	10,602	37,944
Grand Total	10,263	7,861	9,218	10,602	37,944

City Of Ottawa
 Capital Works-In-Progress as at August 31, 2021
 IT-Sub Committee
 In Thousands \$(000's)

Project Description	Authority	Expenditures	Unspent Cash Balance	Total Contractual Obligations	Unspent Balance including Contractual Obligations
Information Technology					
908875 Technology Infrastructure - 2018	5,075	5,070	5	0	5
909474 IT Systems Renewal	3,855	3,484	371	453	-82
909621 Technology Infrastructure - 2020	4,900	3,511	1,389	418	971
909622 ITS Managed - 2020	9,450	7,610	1,840	1,638	202
910007 Technology Infrastructure - 2021	4,735	3,705	1,030	184	846
910008 ITS Managed - 2021	6,200	686	5,514	642	4,872
910299 ICIP-HB - Digital Connectivity	104	0	104	52	52
Information Technology Total	34,319	24,066	10,253	3,387	6,866
Grand Total	34,319	24,066	10,253	3,387	6,866