

Purpose

To inform Council of the new Information Technology (IT) Strategic Plan which will guide technology at the City of Greater Sudbury (CGS) for the next four (4) years and to provide a vision for the way we will use and develop technology and data solutions in the longer run.

Background

CGS issued a Request for Proposal (RFP) on July 21, 2017 to replace its previous IT Strategic Plan dated June 2007.

One of the key principles in organizational restructuring that took place in early 2017 was a desire on the part of CGS Executive Leadership team (ELT) to raise the profile of IT as having a strategic leadership role in the future of service to citizens and efficient management of CGS's services.

As a result of the RFP, Perry Group Consulting Ltd., which has extensive experience developing successful municipal IT strategies, was contracted. The consultant facilitated the Project through the following phases: 1. Discovery – to conduct a current state assessment; 2. Strategize – where a series of workshops defined the vision, principles and priorities; and 3. Plan – which resulted in a recommended roadmap and final report.

This work was actively supported by a Project Team, made up of City staff from across various divisions and across various levels. Project Team members, acknowledged here, included: Aaron Green, David Shelsted, Ian Wood, Jason Ferrigan, Jeff Pafford, Jim Dolson, Kevin Fowke, Kris Longston, Krista Carre, Marc Rancourt, Michael MacIsaac, Nikki Durys, Paul Giroux, Peter Taylor, Renee Higgins, Rob Blackwell, Ron St-Onge, Shawn Turner, Tanya Gravel. The project team met 6 times over the course of the project, there were 3 sessions on this topic with CGS Business Leadership Group, 5 sessions with CGS Executive Leadership Team and 8 sessions with IT Division staff. All of these groups are thanked for their partnership in achieving this significant milestone.

March 20, 2018, the Director of Information Technology, Peter Taylor, presented to the Finance and Administration Committee on key findings and emerging strategies that would form the Plan.

In late June 2018, the Corporate Information Technology Strategic Plan was completed and is presented attached to this report.

Analysis

The purpose of this report is to inform about the strategic approach to IT; there are no financial implications in this report.

Resources required to implement this strategic plan and the projects on the roadmap will be the subject of separate business cases for Council consideration as the plan progresses.

Next Steps

The Information Technology Strategic Plan shall be the CGS guide towards the vision of 'Great service experiences powered by technology and data, available anywhere, anytime'.

Resources Cited

City of Greater Sudbury, Corporate Information Technology Strategic Plan