



IT Strategic Plan 2018

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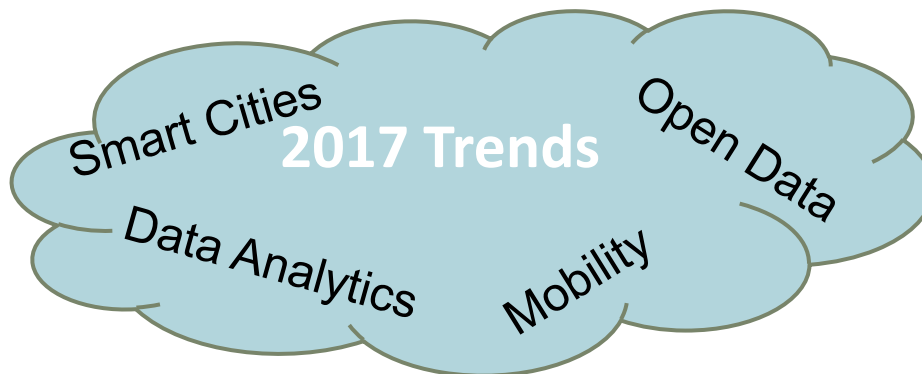
June 26, 2018

Key Messages

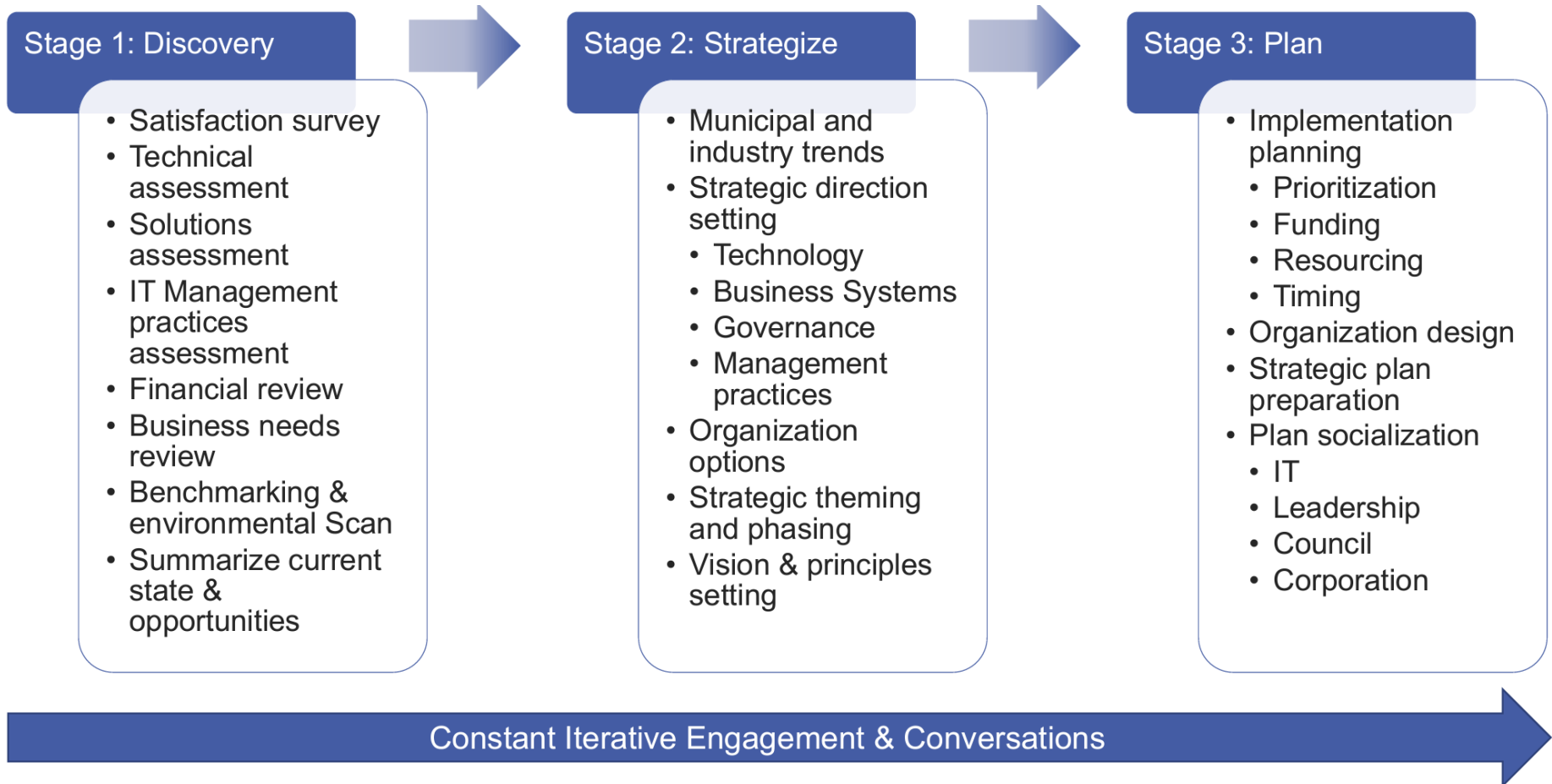
- ❑ Addresses the need for a vision and roadmap for how technology and data will be developed and used
- ❑ Result of extensive organizational feedback and analysis of the current state
- ❑ We're creating a future where great city service experiences are powered by data and technology, available anytime, anywhere.

Motivation for Change

- ▶ The last IT Strategic Plan is 11 years old
 - ❑ Technology has change drastically in 11 years
 - ❑ 90% of Canadians own 2 or more digital devices (Statistics Canada 2016)
- ❑ Our customers want to engage and provide input using their devices
- ❑ Municipalities are trending ahead of us
- ❑ Raise the profile of IT in the organization
- ❑ We need to prioritize and organize ourselves to deliver



Overview of Consultants Report



IT Strategic Plan: Vision

**“Great service experiences powered
by technology and data, available
anywhere, anytime”**

IT Strategic Plan: Top Three Outcomes

1. We can routinely demonstrate proper management and investment in technology
2. Key municipal services are appropriately supported by technology so that service performance meets end user expectations
3. We see our staff demonstrate a high degree of ability to anticipate, adapt and integrate technology in ways that improve key results



IT Strategic Plan: Timeframe and Measurements

4 year Perspective

- ▶ **Stage 1: Building Conditions for Success: 2018 – 2019**
 - ▶ Period of transition, projects will continue to be delivered, but focus will be on *how* things get done in the future
- ▶ **Stage 2: Building with Success: 2020 – 2021**
 - ▶ Governance and new organization will be in place and project capacity and delivery should begin to ramp up
- ▶ **Stage 3: Leveraging Success: 2022 and beyond**
 - ▶ City's technology governance will be refined and functioning well, including regular progress measures. Projects that require long-term, persistent work such as digitizing City records will be providing citizen access to information.

IT Strategic Plan: Roadmap

Roadmap:
The following timeline identifies the major and strategic activities that are recommended for the next four years.

Run, Grow, Transform	Project Type	Project Name	2018	2019	2020	2021+
Transform	Bus Sys	ACR Replacement (new Customer Relationship Management System)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Transform	Bus Sys	LPMS (Land Property Management System) - Implementation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Run	Bus Sys	CLASS Replacement (recreation and facility booking system)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Transform	Bus Sys	AMI (Advanced Metering Infrastructure) and AMR (Automatic Meter Reading)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Grow	Bus Sys	CityWorks (municipal asset management system) - Periodic Releases - delivering approved features	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Grow	Bus Sys	ERP (Enterprise Resource Planning)/PeopleSoft - Periodic Releases - delivering approved features	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Grow	Bus Sys	ECM (Electronic Content Management) / ERM (Electronic Records Management) strategy	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Transform	Integration	Dashboarding/Bi: Continuous implementation of IT Strategy recommended: corporate analytics platform, data warehouse, standard inquiry tools, data sharing privacy	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>



Corporate Information Technology Strategic Plan

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A portion of the roadmap in the IT Strategic Plan

What this delivers

Customer Facing System

**ePermits**

Add New ProjectManage Existing Projects

GENERIC BUILDING CUSTOMER
2222 5 AV NW, R-C2
Project Type: Secondary Suite
Project #: PDA2016-04308
[Click here for contact info](#)
Contact: Project Contact
Email: contact@calgary.ca
Site Supervisor Email: contact@calgary.ca
Phone: 4564564564
[Edit Info](#)

Major Business Systems

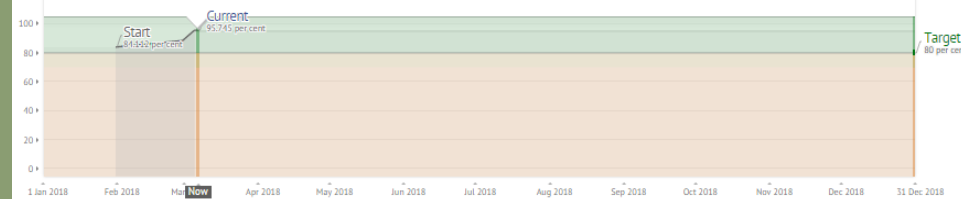


Integration

Maintain Single Construction Permits issued within 21 days above 80 per cent through December 2018

Issuing an SCP involves reviewing technical drawings of the proposed structure and ensuring that it complies with the Alberta Building Code. Planning & Development works to issue SCPs within 21 days, however work volumes, project complexity and the number of staff on duty at any given time can impact SCP timelines. [Explore the data](#)

95.74 per cent  On Track
Current as of Mar 2018 80 per cent Dec 2018 Target



Questions

