**Barrie**

| TO: | **GENERAL COMMITTEE** |
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| **SUBJECT:** | **2018-2022 COUNCIL TECHNOLOGY SERVICES** |
| **WARD:** | **ALL** |
| **PREPARED BY AND KEY CONTACT:** | **FRANK BARBARO, SERVICE DESK SUPERVISOR – EXT. 4708** |
| **SUBMITTED BY:** | **R. NOLAN, DIRECTOR OF INFORMATION TECHNOLOGY** |
| **GENERAL MANAGER APPROVAL:** | **R. BUNN, EXECUTIVE DIRECTOR OF INNOVATE BARRIE** |
| **CHIEF ADMINISTRATIVE OFFICER APPROVAL:** | **M. PROWSE, CHIEF ADMINISTRATIVE OFFICER** |

## RECOMMENDED MOTION

1.  That the technology services for the 2018 – 2022 Term of Council as described in Appendix "A" to Staff Report ICT001-18 be approved.

## PURPOSE & BACKGROUND

Report Overview

2.  Technology hardware, software and related support services are provisioned to members of Council each term by the City to ensure they are supported with electronic tools to sufficiently execute their duties.

3.  On September 15, 2014, City Council adopted the recommended motion from Staff Report IT002-14 which identified the technology hardware, software and service level standards provisioned to members of the 2014-2018 term of Barrie City Council. The particulars of the technology are listed below.

    a)  Council members would be deployed a cellular device of their preference based on options available through the City's contracted service provider. Councillors will have a dedicated 4 digit extension that will be forwarded to the cell phone, whereas the Mayor will have a dedicated 4-digit extension programmed to a phone in the Mayor's office.

    b)  Members of Council will have the option of a laptop computer or a tablet based on their personal preference. Council members would also be able to use the computer and printer located in the Councillors Lounge. The Mayor will also have a computer in their office.

    c)  All cellular and computing devices will have LTE (cellular internet) and Wi-Fi available. Computers located at City Hall in the Councillors Lounge and the Mayor's office will be cabled to the corporate network.

    d)  Print/Fax/Copy/Scan services will be available in the Mayor's Office and the Councillors Lounge.

e)    Technical Support will be provided by AskI.T. (The City IT Service Desk) either by email or phone and the City's ticketing system will continue to be used to log, track, and manage Council service requests.

f)    Expenses associated with each Council Member's technology services will be reported on a minimum annual basis, in accordance with the Municipal Act.

4.    The purpose of this report is to seek approval for the hardware, software and service level standards recommended for provision to members of the 2018-2022 term of Barrie City Council by the Information Technology Department.

## ANALYSIS

5.    Members of Council typically require the following technology services in the delivery of their duties as elected officials. These services need to be provisioned in a mobile and/or office environment – pending the preferences of each Council member.

a)    Ability to communicate by voice, email, text, messaging and other social media forums
b)    Use of a computing device with standard office productivity capabilities (word processing, etc.)
c)    Access to the internet
d)    Access to committee and council documents and materials
e)    Technical support for the technology services provisioned, and
f)    Tracking and reporting of costs, as per the provisions of the Municipal Act.

6.    Staff considered the following when identifying tools and standards that should be applied regarding the hardware, software and service levels provided to members of the 2018-2022 City Council:

a)    Council and staff feedback regarding the technology deployed during the 2014-2018 term
- Comfort levels with the technology provided was good as many use the same devices in their personal lives (i.e. iPad, iPhone, etc.)
- Stability of the devices and connectivity is good
- Internet speeds and capabilities are excellent for most work functions and social media

b)    Changes in technology from the previous term
- Tablets have become more powerful and portable and with integrated cellular internet are now ideal for working from anywhere
- Work required to be done by members of council can be done on a tablet without the requirement of having a full PC

c)    Electronic online services
- City staff successfully manage and maintain all committee and council agendas, minutes and meetings through an electronic agenda application, accessed via http://barrie.legistar.com. This on-line service features full text search of legislation, staff reports, by-law status, dates, actions, and attachments. Through the Legislative Information Portal, both Council and the public are able to view records from 2002 to present for each meeting of City Council and its Standing Committee (General Committee), Reference and Advisory Committees, as well as the Circulation List, which contains memorandums and correspondence including agendas, minutes and other supporting documents. Having access to this on a mobile device would allow Members of Council to be paperless at Council and Committee meetings.

- The electronic agenda application (Legistar) also has an iPad app - iLegislate. As well as enabling direct access to documents online, this app also allows an elected official to add notes and mark-ups, bookmark sections for review, send questions/comments for further information, and research items. The benefit of this app is to improve the use of electronic documents and streamline the meeting process.
- Each member of council is provided an email address based on the City's email naming convention. In addition, a generic email address has traditionally been provided to each councillor that is Ward<1-10>@barrie.ca; this address is linked to the named email address.

## ENVIRONMENTAL MATTERS

7.    The City of Barrie IT Department makes every attempt to use green technology whenever possible and participates in electronics recycling programs. Any technology brought in for members of Council would be acquired and disposed of in accordance with these conditions.

## ALTERNATIVES

**Alternative #1**      General Committee could choose to continue with the 2010-2014 technology services, detailed in paragraph 3 for the 2014-2018 term of Council.  This is not recommended due to advancements in mobile technology that have occurred since the last term.  This option does not accommodate the preferences of Members in their use and selection of the technology.  This alternative would hinder the direction to embrace paperless as a consistent platform is necessary to ensure the success of the new program.

## FINANCIAL

8.    There are no incremental financial implications resulting from the recommendations in this report. The costs associated with the provisioning of hardware, software and communications devices are included in the annual business plan, budgeted and administered by the IT Department.

## LINKAGE TO 2014-2018 STRATEGIC PLAN

9.    The recommendation(s) included in this Staff Report support the following goals identified in the 2014-2018 Strategic Plan:

☒      Responsible Spending

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**APPENDIX "A"**

**Technology Services for the 2018 - 2022 Term of Council**

The IT Department would be responsible for deploying, administering and supporting the following technology services for Council Members during the 2018 - 2022 term:

a. Voice communications - Members of Council would be issued a smart phone based on their preference and the device options available through the City's contracted service provider.  Additionally for,

   i. City Councillors - a dedicated telephone extension will be assigned to each Councillor, this extension will automatically route all calls to their mobile phone or voicemail

   ii. The Mayor - a dedicated telephone extension will be assigned and programmed to a desk phone in the Mayor's office

b. Computing hardware - Members of Council will receive a tablet.

   i. For City Councillors, this device would be in addition to any computing technology made available to them in the Councillors' office and lounge

   ii. For the Mayor, this device would be in addition to a computer deployed in the Mayor's office

c. Internet access – tablets will be equipped with integrated Wi-Fi and LTE (cellular) network connectivity.  Computing devices deployed in the Mayor's office and the Councillors' office and lounge will be connected via cable to the City's network infrastructure

d. Printing/Faxing/Copying - multi-function work-centre units will be available in the Mayor's office and Councillors' office and lounge at City Hall

e. Technical support - the City's service ticketing system will continue to be used to log, track and manage Council service requests

f. Financial reporting – the expenses associated with each Council Member's technology services will be reported on a minimum annual basis, in accordance with the *Municipal Act, 2001.*

g. Email Access – each member of council will be provided with an email address that conforms to the City's email naming convention.  Generic email addresses based on ward will no longer be used.  The council information page on the Barrie.ca website will be updated to reflect each councillor's email address.