



Committee of the Whole

Meeting Date: Tuesday, January 17, 2023
Submitted by: Chris Bailey, Director of Information Technology Services
Subject: Municipal Modernization Program – IT Strategic Plan

BACKGROUND:

As part of intake 3 of the Municipal Modernization Program, Middlesex County Information Technology Services department submitted a third-party review stream application regarding an IT Service Delivery Review and Strategic Plan.

The motivation for this project was to provide a comprehensive assessment of current Information Technology Services (ITS) within Middlesex County and develop a Strategic Plan.

The Strategic Plan will help staff make informed decisions, ensure consistency in decision-making, provide a long-term step-by-step guide for future improvements, and deliver a formal process for documenting and prioritizing ITS projects. In addition, the plan will achieve cost savings and efficiencies through strategic decision-making that will help manage current and future technology services. There will also be a focus on investments in shared municipal business systems to deliver value and reduce costs.

ANALYSIS:

Blackline Consulting was the successful respondent of the RFP for this project as presented to County Council in 2022. County ITS worked with Blackline over the last six (6) months to review IT services and develop a Strategic Plan.

The comprehensive plan has several recommendations.

- Revise IT Service Agreements
- Develop a Modernization Plan
- Create an Application Architecture
- Develop a Technology Literacy Program
- Revise ITS Documentation Standards
- Build and Execute a Technology Migration Plan
- Enhance IT Governance
- Revise Service Continuity Practices

- Enhance ITS' Service Delivery
- Revise ITS Service Desk Practices

County ITS will begin working through the attached Strategic Plan, prioritizing recommendations on the implementation roadmap for 2023.

FINANCIAL IMPLICATIONS:

This project was fully funded through Intake 3 of the Municipal Modernization Program.

ALIGNMENT WITH STRATEGIC FOCUS:

This report aligns with the following Strategic Focus, Goals, or Objectives:

Strategic Focus	Goals	Objectives
Promoting Service Excellence	Innovate and transform municipal service delivery	<ul style="list-style-type: none"> • Anticipate and align municipal service delivery to emerging needs and expectations • Collaborate with strategic partners to leverage available resources and opportunities • Build organizational capacity and capabilities

RECOMMENDATION:

THAT the recommendation contained within the ITS Strategic Plan be received for information;

THAT the Director, Information Technology Services be directed to ensure any costs related to the recommendations are contained in the draft 2023 and future budget submissions for consideration and support.

Attachments