

TO: CITY MANAGER 2002 February 05
FROM: DIRECTOR FINANCE File: IS- RTC
SUBJECT: BACKUP POWER GENERATOR AND HELP DESK SOFTWARE
PURPOSE: To request funding for the purchase of a backup power generator and help desk software.

RECOMMENDATION:

1. That a Capital Reserves Expenditures Bylaw in the amount of \$88,300 (inclusive of 7% GST) be brought down to finance the purchase of a power generator.
2. That an expenditure of \$100,000 be approved for the purchase of help desk software as outlined in this report.

REPORT

Over the years, the Burnaby city computer systems have become an integral part of the conduct of city business. The increasing reliance on services such as Interactive Voice Response, Computer Aided Fire Dispatch, and the move toward Internet enabled access to other city services, has dictated the need to provide uninterrupted, twenty-four hour a day service.

Last year, the installation of an Uninterrupted Power Supply (UPS) increased protection of the city's computer network and data from damage done by an interruption or surge in electrical power supplied by B.C. Hydro. The external auditor's technical division has recommended the next step in uninterrupted computer services to be the provision of backup power. In the event of a power failure, the UPS will keep the computers operating for 30 minutes allowing an orderly shutdown of the entire system or providing the time to switch over to a backup generator.

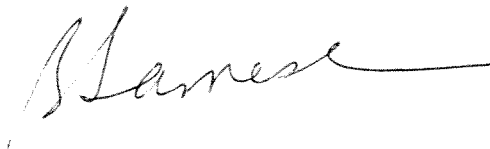
In 2001, hydro power was interrupted on three separate occasions for periods longer than 30 minutes. These interruptions resulted in the Library and Parks operations being without their automated systems until hydro power was restored. Currently, a small backup generator is in place to operate the emergency lights through out the city hall complex. The cost of a new backup generator system of a size sufficient to provide power for the central computer site is \$85,000 (inclusive of net GST).

Another initiative to improve the reliability of the city's computer systems and provide efficient support for all desk top computers is the implementation of "Help Desk" software. Help Desk software provides an enhanced ability to record, document and track the problems of all user related computer issues utilizing our existing staff complement. This enables staff to more efficiently service and resolve computer problems, concisely track issues for warranty claims, better schedule priority service calls and expeditiously report back to users on the status of their computer repairs.

The software, installation and setup services to implement this product will cost \$100,000 (inclusive of net GST).

FINANCING

Sufficient Capital Reserves and Computer Equipment Replacement Reserves are available to finance the equipment estimated to cost \$85,000 and \$100,000 respectively (net of GST). These items are included under the 2002 Information Services component of the 2002-2006 Provisional Capital Program.



Brian Sameshima
Chief Information Officer

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