

TO: CITY MANAGER 2002 February 28

FROM: CHIEF INFORMATION OFFICER

SUBJECT: CONSOLIDATION & EXPANSION OF INTERNET SERVICES

PURPOSE: To continue with the consolidation of internet pages and develop new online internet services including Intranet hosting and expanded internet content.

RECOMMENDATION:

1. THAT a \$175,000 Capital Expenditure Bylaw be brought down to fund the purchase of equipment, software and implementation services to consolidate and expand internet services.

REPORT

1.0 BACKGROUND

The first phase of the City's Internet initiative was to consolidate the multiple web pages hosted by a variety of different Internet Service Providers (ISPs). Phase two of the project is the continuation of the consolidation of web pages and the implementation of software that allows departments to update their own information contained in the web pages. This phase also consists of creating an intranet to provide access to common internal information.

2.0 WEBSITE PROPOSAL

Consolidating the Website has created both a standard appearance and technical architecture for the city's Web presence. Phase 1 included the purchase of web content management tools to enable easier maintenance and support of the web pages. This software will be implemented in 2002.

In Phase two an intranet web page will be developed to give access to common tools like bulletin boards, job posting, virus alerts, calendar of events and building alarm notices enabling Council and staff to retrieve information more readily.

The internet web pages will be enhanced by providing access to other City information including the Geographic Information Systems (maps) and permit information.

Also, a "portal" will be created to provide easier and more efficient access to web page content depending on the needs of the person accessing the information.

3.0 BENEFITS

This initiative will include the following benefits:

- provide easier and more efficient access to web page content depending on the needs of the person accessing the information.
- the use of content management software will allow internal staff to update web pages without the current iterative process and significant use of consultant services.
- adding other web pages, such as, Human Resources information, will be accomplished by internal staff rather than using consultants.
- staff will have easy access to internal information including bulletins, calendar of events, job postings, building alarm notices, etc.
- provide internet access to the Geographic Information Systems (mapping) and permits information; and
- provides the basis for more elaborate web page processes such as transactional based systems, like payments via the Internet. (licences, permits, programs, property taxes, etc.)

The recommended funding is necessary to continue with the improvements in updating the city's web pages and preparing the city for transactions through the Internet.

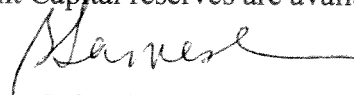
4.0 IMPLEMENTATION PHASES

The various phases of this project are:

Phase	Description	Year
1	Website consolidation, standardization, and creation of the infrastructure for a City Intranet.	Completed 2001
2	Create an Intranet web page giving access to common tools like bulletin boards, job posting, virus alerts, calendar of events & building alarm notices. External access to the city mapping and permit systems.	2002
3	Create a more interactive Website by creating transactional and interactive based system, such as, Interactive Voice Recognition (IVR) payments on the Internet.	2003

5.0 FINANCING

The impact on future operating budgets is estimated to be \$15,000 per year for software maintenance beginning in 2003. Sufficient Capital reserves are available and this project is included in the 2002 Financial Plan.



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CHIEF INFORMATION OFFICER

cc: Director of Finance