

TO: CITY MANAGER 2003 February 25

FROM: DIRECTOR FINANCE

SUBJECT: EXTERNAL TRAINING AND CONFERENCE AUTHORIZATION

PURPOSE: To request Council approval for training and conference expenditures.

RECOMMENDATION:

1. THAT Council approve training and conference expenditures not to exceed \$4, 600 Cdn for the Information Services Support Services Supervisor's attendance at the Help Desk Institute's 2003 Annual Conference.

REPORT

In 2002 staff received Council approval for the purchase and installation of Help Desk software. Help Desk software provides an enhanced ability to record, document and track computer problems. This, in turn, enables staff to service and resolve computer problems, concisely track issues for warranty claims, schedule priority service calls and report back to users on the status of their computer systems.

The Help Desk Institute Annual Conference & Expo will be held March 17-20, 2003 in Las Vegas. This conference includes certification courses for Help Desk Administrators and Managers. It also offers seminars relating to employee development directed at improving best practises, customer support, leadership and management in this field. Over 80 workshops will address the management of service level agreements, customer support issues, asset management, staff management, the building a team approach for Service Desk staff. It is estimated that 1,500 North American support service professionals will take part in this training offered at the conference.

Staff are requesting Council's approval to send our Support Services Supervisor, Lynda Miller to the training offered at the Conference. The cost of U.S. exchange, conference registration, travel, and accommodation expenditures are estimated to be \$4,600 Cdn. Council approval is required for staff training and conference expenditures in excess of \$2,500.


Rick Earle
DIRECTOR FINANCE