City of
Burnaby

FINANCIAL MANAGEMENT COMMITTEE

HIS WORSHIP, THE MAYOR
AND COUNCILLORS

SUBJECT: APRIL 2018 INFORMATION TECHNOLOGY CAPITAL PROGRAM

RECOMMENDATION:

1.   THAT Council authorize the City Solicitor to bring forward a Capital Reserve Fund Bylaw in the amount of $3,574,000 to finance the information technology capital program.

REPORT

The Financial Management Committee, at its meeting held on 2018 April 17, received and adopted the *attached* report seeking a Capital Reserve Fund Bylaw to finance the information technology capital program, as outlined in this report.

Respectfully submitted,

Councillor D. Johnston
Chair

Councillor C. Jordan
Vice Chair

Copied to:	City Manager
	Chief Information Officer
	Director Corporate Services
	Director Finance
	Director Engineering
	Director Planning & Building
	Director Public Safety & Community Services
	City Solicitor

![City of Burnaby logo]

City of Burnaby

TO:	CHAIR AND MEMBERS FINANCIAL MANAGEMENT COMMITTEE	**DATE:**	2018 April 05
FROM:	CHIEF INFORMATION OFFICER	**FILE:**	

SUBJECT: **APRIL 2018 INFORMATION TECHNOLOGY CAPITAL PROGRAM**

PURPOSE:

To request a Capital Reserve Fund Bylaw to finance the information technology capital program as outlined in this report.

RECOMMENDATIONS:

1. **THAT** Financial Management Committee recommend Council authorize the City Solicitor to bring forward a Capital Reserves Bylaw in the amount of $3,574,000 to finance the information technology capital program.

REPORT

1.0 INTRODUCTION

The 2018-2022 Annual Financial Plan will provide funding for the annual information technology capital program. This program facilitates the replacement, expansion and upgrading of enterprise and departmental hardware and software in order to enhance City's services to the public and improve the efficiency of internal processes.

2.0 POLICY SECTION:

The subject project is aligned with the City of Burnaby's Corporate Strategic Plan, typically by supporting the following goals and sub-goals of the Plan.

- A Dynamic Community – Build and maintain infrastructure that meets the needs of our growing community.
- A Thriving Organization – Protect the integrity and security of City Information, Services, and Assets.

3.0 IT INFRASTRUCTURE PROGRAM

The 2018 IT Infrastructure Program includes replacement and growth initiatives to replace aging computer equipment, upgrade or expand infrastructure to support technical applications throughout City departments, and to enhance service to the public and internal stakeholders.

3.1 INFRASTRUCTURE REPLACEMENT   Estimated $827,800

The City maintains an annual replacement program for its computer equipment such as servers, workstations, monitors, tablets and associated peripheral devices. For 2018, funding is required to replace a number of older servers, workstations, networking devices, cabling, and equipment that have reached the end of their useful life.

Specific replacement works consist of:

- Computers, laptops, and related workstation equipment
- Application servers
- Storage disk systems.

3.2 INFRASTRUCTURE REQUIRED FOR GROWTH   Estimated $1,100,900

This program includes purchases of new computer equipment, peripherals, supporting software and services and software application upgrades. These purchases will support planned 2018 City initiatives designed to address organizational needs, augment public services and reduce business risks associated with aging technology.

Specific works include:

- City network uplink upgrades
- Pilot Cloud Disaster Recovery
- Security improvements
- New desktop requirements for departments.

Project descriptions and 2018 cost estimates for the IT Infrastructure Program are presented in Appendix 1.

4.0   BUSINESS SOLUTIONS PROGRAM   Estimated $1,645,300

The City develops an annual plan to replace and upgrade business applications for the purposes of enhancing citizen service through quicker and easier access to City information and services online, and to ensure internal systems are robust, sustainable and continue to evolve to meet the changing needs of the business.

The projects which comprise the proposed 2018 program have been selected by City departments and prioritized based on criteria established by the City's Executive Steering Committee which consists of senior staff from all departments.

The 2018 Business Solutions Program includes the following key initiatives:

- SAP Upgrades
- Learning Management System
- Web Content Management System Replacement
- IT Service Management System Replacement
- Departmental systems enhancements and upgrades

These expenditures will be included in the 2018 – 2022 Annual Financial Plan and sufficient Reserves are available to finance the capital projects outlined in this report.

5.0 RECOMMENDATION

It is recommended that the Financial Management Committee recommend Council authorize the City Solicitor to bring forward a Capital Reserve Fund Bylaw in the amount of $3,574,000 to finance the information technology capital program.

Shari Wallace
CHIEF INFORMATION OFFICER

SW:DB /dd

Copied to: City Manager
Deputy City Manager
Director Finance
Director Engineering
Director Planning and Building
Director Public Safety and Community Services
City Solicitor

Appendix 1

1.0 IT INFRASTRUCTURE REPLACEMENT   **Estimated $827,800**

The City maintains an annual replacement program for its computer equipment such as servers, cabling, network, workstations and associated peripheral devices. For 2018, funding is required to replace older servers, workstations, and equipment that have reached the end of useful life.

Specific replacement works consist of:

- AEC.0016 PC's, laptops, tablets and related workstation equipment - *$129,100*
  - Deployment of Windows 10 operating system software and updated application packages to City computers, laptops and workstations.
  - Replacement of mobile Data911 computers in the City's Fire vehicle fleet.
  - Standard lifecycle replacement (Note: Given the greater reliability of equipment, IT has moved to a 5-year replacement schedule for standard workstations, 3 years for laptops and 6 years for monitors)

- AEC.0016 Server hardware - *$152,500*
  - Replacement of existing physical servers with faster, larger format, servers that will better support server virtualization.

- AEC.0016 Storage disk systems - *$546,200*
  - Standard hardware lifecycle replacement based on risk analysis of the expected life of the units and disk combined with the business criticality of the applications.

To: *Chair and Members Financial Management Committee*
From: *Chief Information Officer*
Re: *2018 Information Technology Capital Program*
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1.0 INFRASTRUCTURE REQUIRED FOR GROWTH   **Estimated $1,100,900**

This program includes purchases of net new computer equipment, peripherals, software licences and implementation services, as well as upgrades to the technical systems software that operates the hardware. This new infrastructure will support planned 2018 City business solutions initiatives which address organizational needs, augment public services and reduce business risks associated with aging technology.

Specific works include:

- AEC.0015 City network uplink upgrades – 8 locations - *$385,200*
    - Upgrade network speed to 10GB links for large City facilities.
    - Inclusion of City conduit in existing Engineering capital works projects, building long-term network capacity for civic communications.
    - Migration of City facilities from 3rd party links to City-owned fibre and radio links.

- AEC.0015 Pilot Cloud Disaster Recovery - *$171,200*
    - Build a pilot backup servers in the cloud to test backup and recovery in a case of disaster that prevents the City from using its local data centres.

- AEC.0015 Security posture improvements - *$267,500*
    - Continuing improvement of the City's infrastructure hardening and security posture improvements; this project includes the implementation of enhanced network monitoring tools, e-mail threat detection and security upgrades.
    - Upgrades to perimeter and edge firewalls.

- AEY.2018 New desktop requirements for departments - *$277,000*
    - Additional IT equipment for City departments to accommodate changes to staffing and service requirements in 2018.

Appendix 2

IT Business Solutions Capital Program for 2018 – Supplementary Information

1. AEA.0095 - SAP Upgrades   Estimated $321,000

SAP has announced that "end of life" for current version of the Portal is December 31, 2020. The City is committed to migrating its SAP Enterprise Resource Planning (ERP), Supplier Relationship Manager (SRM) and Business Warehouse (BW) databases from Oracle to Hana (the Suite on Hana project). For this migration SAP strongly recommends that the Portal be upgraded to the latest version.

2. AEA.0078 - Learning Management System   Estimated $214,000

The enterprise learning management system will provide the City with modules covering Learning Catalogue, Learning Registration & Approval, Learning Profiles, Course Completion, Online Surveys and Course Evaluations, Online Learning Platform, Learning Records Management, Integration with Massive Open Online Courses (MOOC), Comprehensive Reporting, Executive Dashboards, and Mobile Compatibility. This project will also provide a cost effective approach to the administration and tracking of mandatory job certifications for staff.

3. AEA.0094 - Web CMS Replacement   Estimated $235,400

Currently the City is maintaining a number of websites and other digital channels. The main City of Burnaby website, www.burnaby.ca, was redeveloped and launched in 2011 using a Content Management System (CMS) called ACTIVE Content Manager. The vendor recently announced that the system is at end-of-life. The current CMS also no longer meets the needs of the City given the growth in usage and plans for new online service delivery. This project will replace the existing CMS with a new application that will provide a better user experience for citizens as well as enhanced technical functionality for City staff who maintain the website.

4. AEA.0068 - IT Service Management System Replacement   Estimated $214,000

This project will start the replacement process for the end of life Magic Help Desk system by initiating a requirements gathering study to determine the best fit for the City's needs and to scope out subsequent phases. This project will also include a review of IT service management best practices (e.g., ITIL) with a view to optimizing IT service delivery.

5. Departmental Systems Enhancements and Upgrades   Estimated $660,900

A range of departmental systems upgrades and enhancements to improve departmental systems functionality and address emerging business needs.
- AEA.0084: Group of small Systems Upgrades $374,500
- AEA.0097: Organization Chart Optimization $53,500

- AEA.0069: Fuel Card Management System $107,000
- AEA.0092: Bill Presentation and Payment $53,500
- AEA.0081: Engineering Work Order System Upgrade $40,000
- AEA.0072: Project Portfolio Management Tool $32,400