

INFORMATION TECHNOLOGY

SNAPSHOT MEDIANS FOR 2015



fig. INTN105 (COMMUNITY IMPACT)

AVERAGE MUNICIPAL
WEBSITE VISITS
PER PERSON

11 times
SINGLE-TIER

3.7 times
UPPER-TIER



\$4,184 per FTE
for technology services

fig. INTN243T (EFFICIENCY)

Number of
technology devices
.93 per FTE

fig. INTN205 (SERVICE LEVEL)



FTE = FULL-TIME EQUIVALENT

KEEP IN MIND:

Influencing Factors

Influencing factors can create variances in comparison data from year-to-year and from municipality-to-municipality.



Devices

Types of services provided and/or organizational culture



Government Structure

Single-tier vs. Upper-tier municipalities



IT Services

Services vary by municipality



Organizational Form

Centralized vs. decentralized



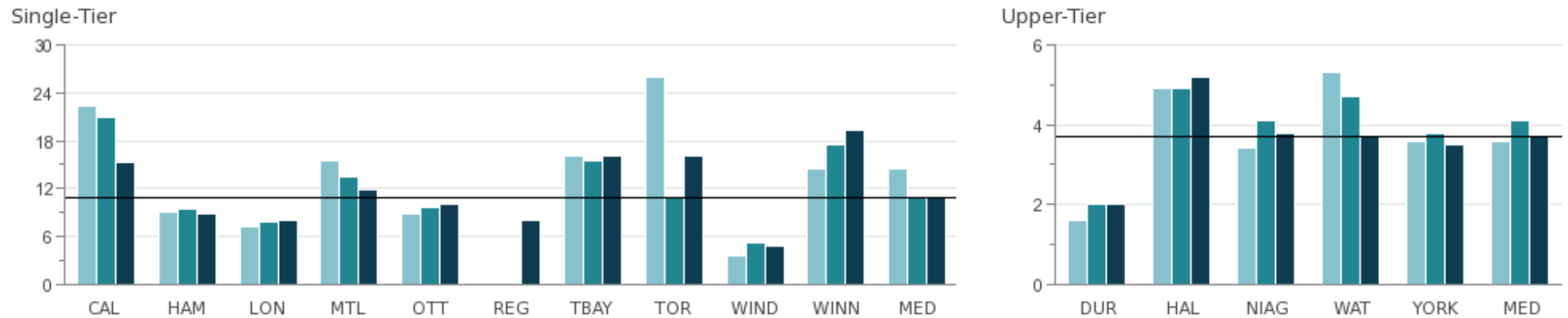
Processes & Systems

Database systems impact reporting capabilities

For a full description of influencing factors, please go to: www.mbncanada.ca

Fig. 15.1 Number of Visits to Municipal Website per Capita

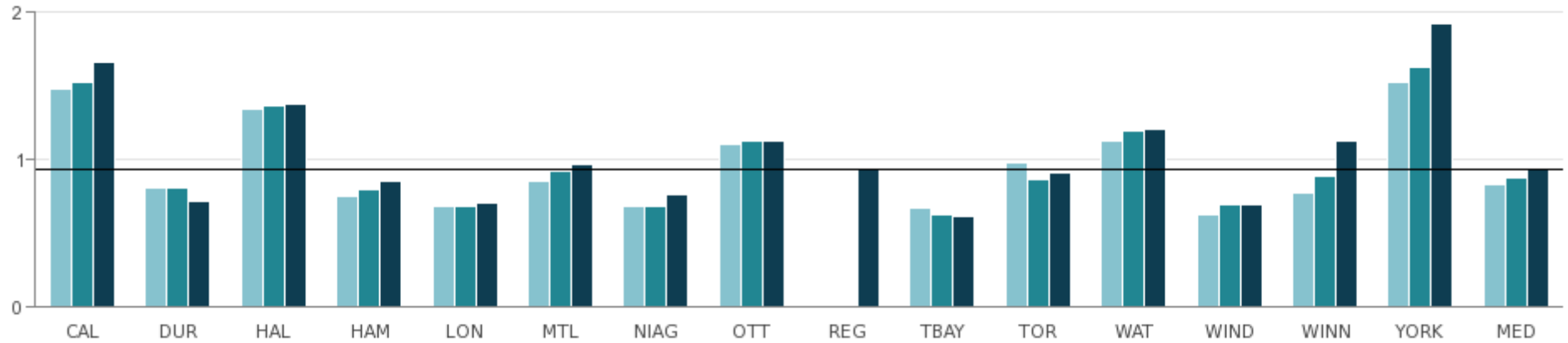
This measure reflects visits to the main municipal website only, e.g. www.ottawa.ca, www.calgary.ca, etc.



2013	22.3	9.0	7.2	15.4	8.8	N/A	16.0	25.9	3.6	14.5	14.5	1.6	4.9	3.4	5.3	3.6	3.6
2014	20.9	9.4	7.9	13.4	9.7	N/A	15.5	11.1	5.2	17.6	11.1	2.0	4.9	4.1	4.7	3.8	4.1
2015	15.2	8.8	8.0	11.8	10.1	8.0	16.1	16.1	4.8	19.4	11.0	2.0	5.2	3.8	3.7	3.5	3.7

Source: INTN105 (Community Impact)

Fig. 15.2 Number of Information Technology Devices per Total Municipal FTE



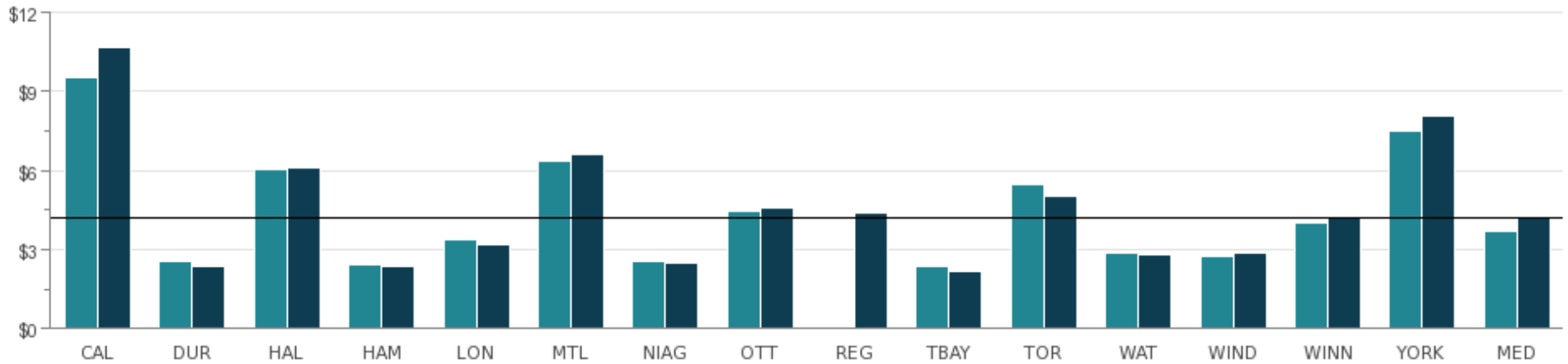
2013	1.48	0.81	1.34	0.75	0.68	0.85	0.68	1.10	N/A	0.67	0.98	1.13	0.62	0.77	1.52	0.83
2014	1.52	0.81	1.36	0.79	0.68	0.92	0.68	1.12	N/A	0.62	0.86	1.19	0.69	0.88	1.63	0.87
2015	1.66	0.72	1.38	0.85	0.70	0.97	0.76	1.13	0.93	0.61	0.91	1.21	0.69	1.13	1.92	0.93

Source: INTN205 (Service Level)

Fig. 15.3 Total Cost for Information Technology per Municipal FTE

The measure includes operating cost for information technology plus amortization; and excludes annual capital investment related to information technology assets.

(In Thousands)



2014	\$9,562	\$2,562	\$6,033	\$2,446	\$3,368	\$6,388	\$2,545	\$4,491	N/A	\$2,378	\$5,506	\$2,891	\$2,718	\$4,038	\$7,502	\$3,703
2015	\$10,658	\$2,372	\$6,105	\$2,352	\$3,213	\$6,592	\$2,513	\$4,591	\$4,419	\$2,167	\$5,056	\$2,795	\$2,855	\$4,184	\$8,094	\$4,184

Source: INTN243T (Efficiency)