

INFORMATION TECHNOLOGY

SNAPSHOT MEDIANS FOR 2016



INTN105 (COMMUNITY IMPACT)

WEBSITE VISITS PER PERSON

14.5 times
SINGLE-TIER

3.8 times
UPPER-TIER



\$3,460 per FTE
for technology services

INTN243T (EFFICIENCY)

Number of
technology devices
.98 per FTE

FTE = FULL-TIME EQUIVALENT

INTN205 (SERVICE LEVEL)



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



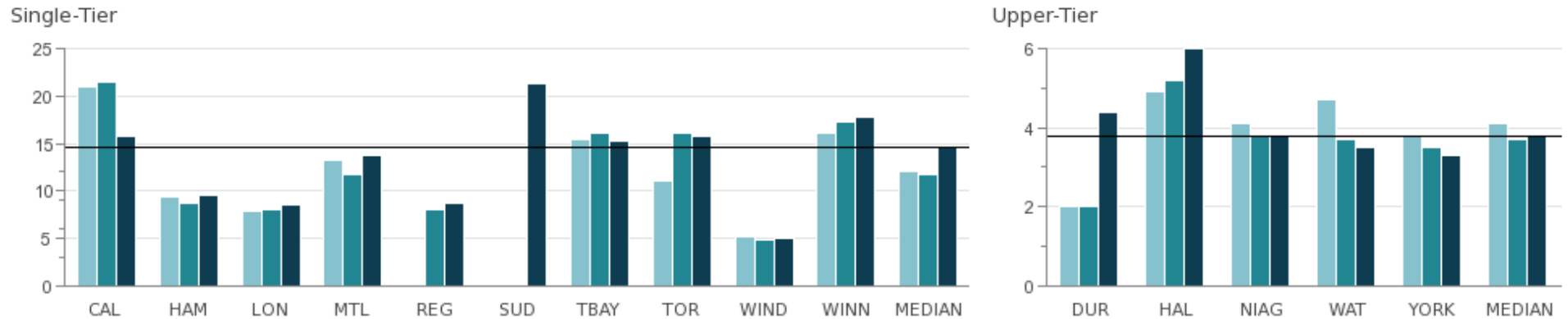
Processes & Systems

Database systems impact reporting capabilities

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

Fig. 15.1 Number of Visits to Municipal Website per Capita

This measure reflects the number of visits made to the main municipal website that is hosted internally by the Municipality or externally by a third party and/or is cloud based.



2014	20.9	9.4	7.9	13.2	N/A	N/A	15.5	11.1	5.2	16.1	12.2	2.0	4.9	4.1	4.7	3.8	4.1
2015	21.4	8.8	8.0	11.8	8.0	N/A	16.1	16.1	4.8	17.3	11.8	2.0	5.2	3.8	3.7	3.5	3.7
2016	15.7	9.5	8.6	13.7	8.8	21.3	15.3	15.7	5.0	17.7	14.5	4.4	6.0	3.8	3.5	3.3	3.8

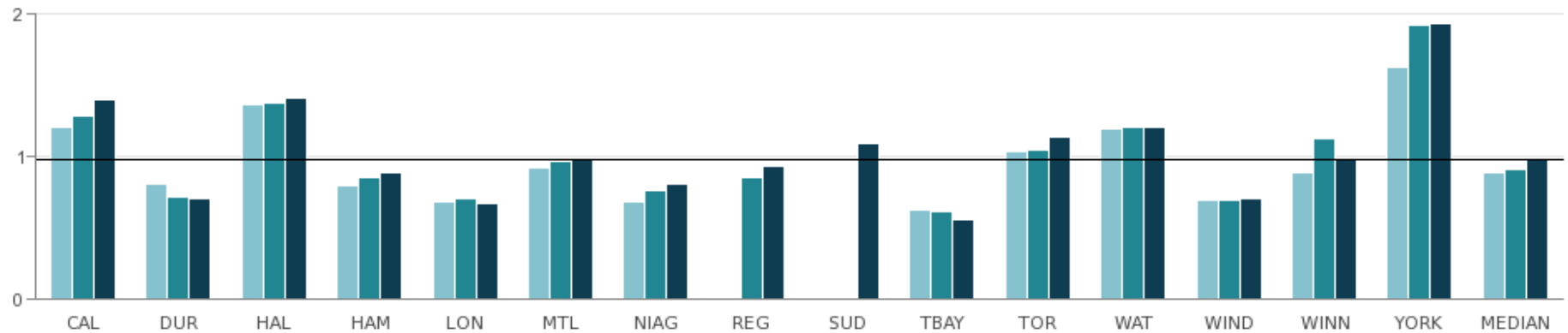
Source: INTN105 (Community Impact)

Comment:

In 2016, Durham Region did extensive outreach to citizens through a series of surveys and focus groups as part of a website redevelopment project.

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

This measure includes desktops, laptops, smartphones, handheld PDA, and tablets. It does not include cell phones, which are defined as a voice, text and camera only, printers, scanners and peripherals.



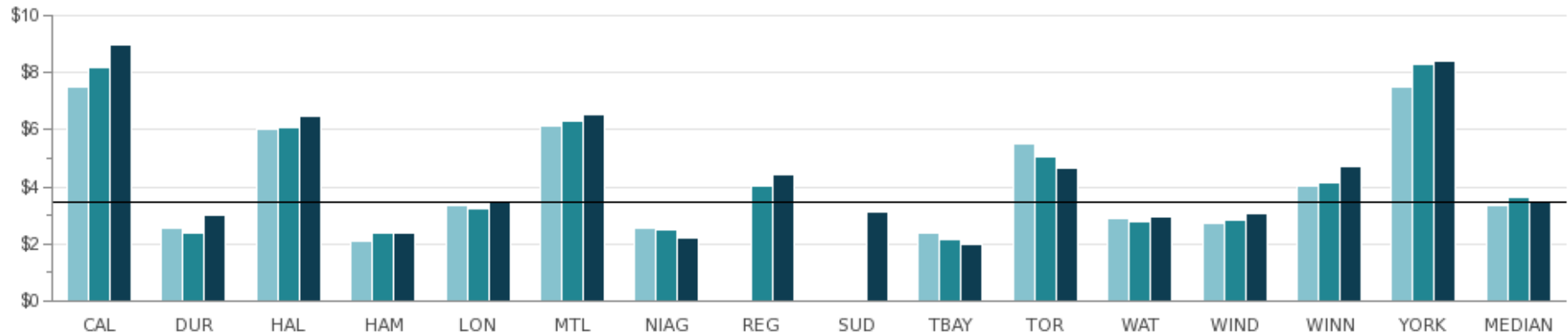
2014	1.20	0.81	1.36	0.79	0.68	0.92	0.68	N/A	N/A	0.62	1.03	1.19	0.69	0.88	1.63	0.88
2015	1.28	0.72	1.38	0.85	0.70	0.97	0.76	0.85	N/A	0.61	1.05	1.21	0.69	1.12	1.92	0.91
2016	1.40	0.70	1.41	0.88	0.67	0.98	0.81	0.93	1.09	0.56	1.14	1.20	0.70	0.99	1.94	0.98

Source: INTN205 (Service Level)

Fig. 15.3 Total Cost for Information Technology per Municipal FTE

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

(In Thousands)



2014	\$7,535	\$2,562	\$6,033	\$2,078	\$3,368	\$6,118	\$2,545	N/A	N/A	\$2,378	\$5,506	\$2,891	\$2,718	\$4,054	\$7,502	\$3,368
2015	\$8,210	\$2,372	\$6,105	\$2,352	\$3,213	\$6,303	\$2,513	\$4,055	N/A	\$2,167	\$5,056	\$2,795	\$2,855	\$4,135	\$8,310	\$3,634
2016	\$9,013	\$3,003	\$6,484	\$2,371	\$3,460	\$6,551	\$2,207	\$4,447	\$3,142	\$1,974	\$4,631	\$2,937	\$3,066	\$4,737	\$8,411	\$3,460

Source: INTN243T (Efficiency)