

# INFORMATION TECHNOLOGY

## SNAPSHOT MEDIANS FOR 2017



INTN105 (COMPLIANCE IMPACT)

### WEBSITE VISITOR SESSIONS PER PERSON

**14.5 times**  
SINGLE-TIER

**3.5 times**  
UPPER-TIER



**\$4,003 per FTE**  
for technology services

INTN243T (EFFICIENCY)

Number of  
technology devices  
**0.98 per Supported FTE**

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*



#### Financial Model

*Use of 'as a service' or leased solutions increase operating costs and reduce amortization costs*



#### Government Structure

*Single-tier vs. Upper-tier municipalities*



#### IT Services

*Services vary by municipality*



#### Organizational Form

*Centralized vs. decentralized*



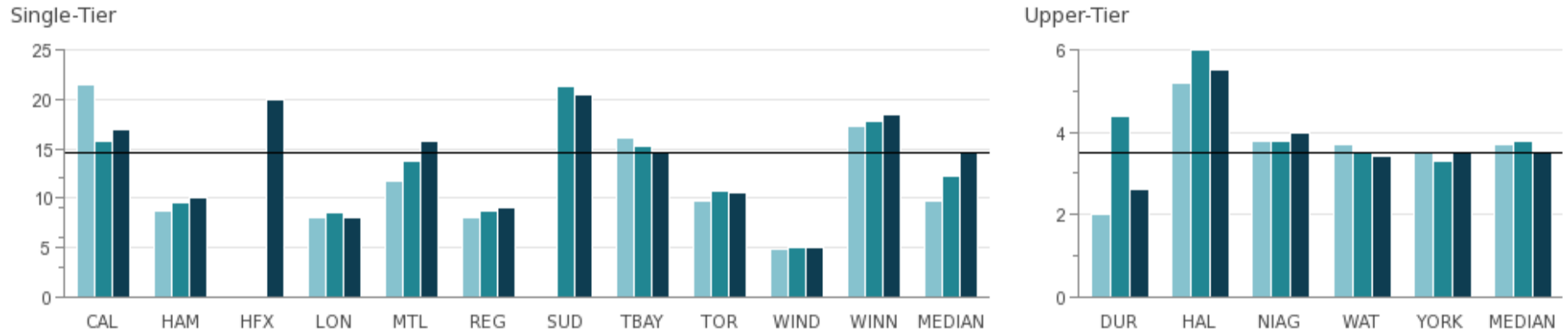
#### Processes & Systems

*Database systems impact reporting capabilities*

For a full description of influencing factors, please go to: [www.mbcncanada.ca](http://www.mbcncanada.ca)

**Fig. 15.1 Number of Visitor Sessions to Municipal Website per Capita**

This measure reflects the number of visitor sessions to the main municipal website. A visitor session is a group of interactions that take place on the website within a given time frame, by an individual visitor.



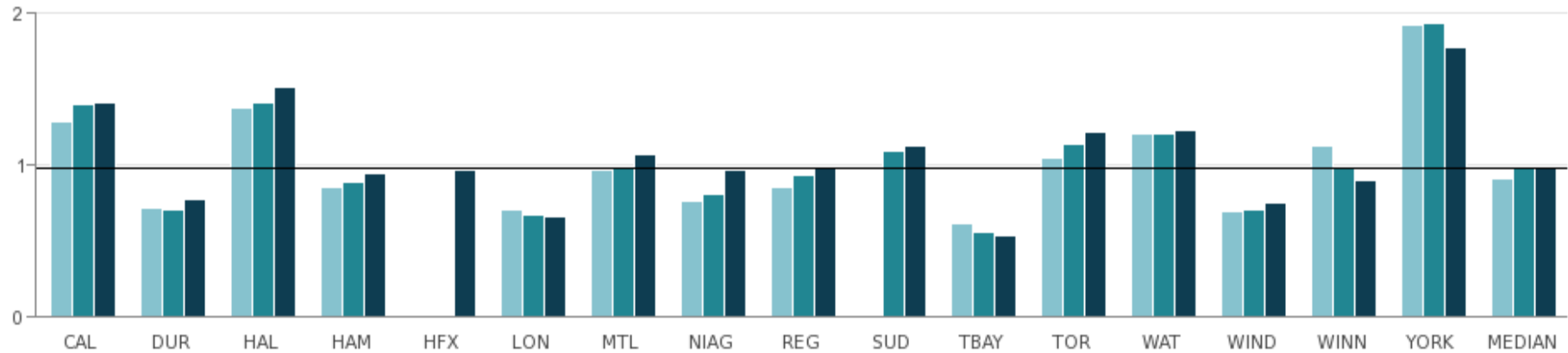
2015	21.4	8.8	N/A	8.0	11.8	8.0	N/A	16.1	9.8	4.8	17.3	9.8	2.0	5.2	3.8	3.7	3.5	3.7
2016	15.7	9.5	N/A	8.6	13.7	8.8	21.3	15.3	10.8	5.0	17.7	12.3	4.4	6.0	3.8	3.5	3.3	3.8
2017	17.0	10.1	20.0	8.0	15.8	9.1	20.4	14.5	10.6	5.0	18.5	14.5	2.6	5.5	4.0	3.4	3.5	3.5

Source: INTN105 (Community Impact)

Durham: In 2016, the 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 Supported Municipal Full Time Equivalent (FTE)**

This measure represents how many IT devices are used to support municipal service delivery. It includes desktops, laptops, smartphones, handheld PDA, and tablets.



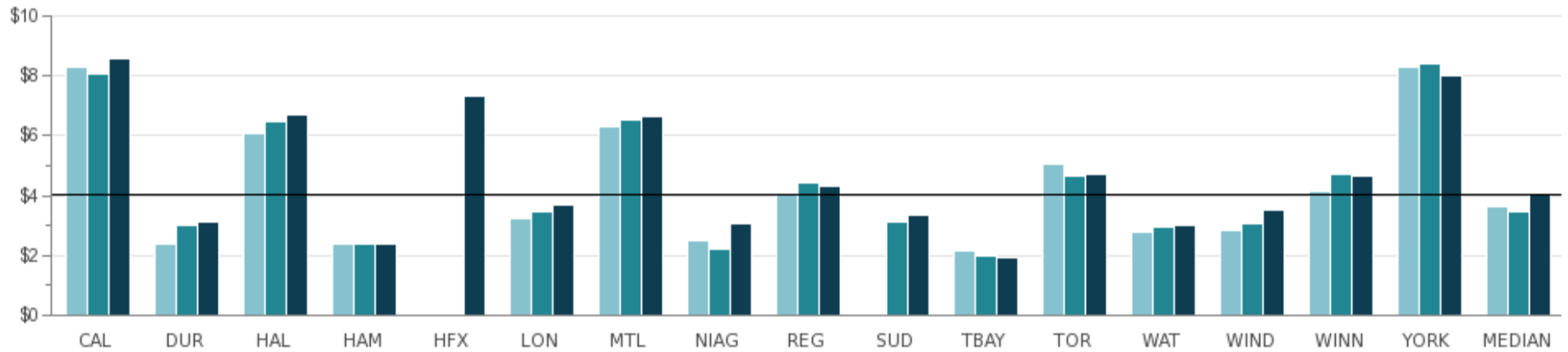
2015	1.28	0.72	1.38	0.85	N/A	0.70	0.97	0.76	0.85	N/A	0.61	1.05	1.21	0.69	1.12	1.92	0.91
2016	1.40	0.70	1.41	0.88	N/A	0.67	0.98	0.81	0.93	1.09	0.56	1.14	1.20	0.70	0.99	1.94	0.98
2017	1.41	0.77	1.51	0.94	0.97	0.66	1.07	0.97	0.99	1.13	0.53	1.22	1.23	0.75	0.90	1.77	0.98

Source: INTN205 (Service Level)

**Fig. 15.3 Total Cost for Information Technology per Supported Municipal Full Time Equivalent (FTE)**

This measure includes the operating cost, plus amortization for information technology.

(In Thousands)



2015	\$8,281	\$2,372	\$6,105	\$2,352	N/A	\$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	\$8,090	\$3,003	\$6,487	\$2,371	N/A	\$3,460	\$6,551	\$2,207	\$4,447	\$3,142	\$1,974	\$4,631	\$2,937	\$3,066	\$4,737	\$8,411	\$3,460
2017	\$8,607	\$3,093	\$6,721	\$2,369	\$7,337	\$3,714	\$6,662	\$3,058	\$4,291	\$3,332	\$1,944	\$4,737	\$3,003	\$3,493	\$4,629	\$8,049	\$4,003

Source: INTN243T (Efficiency)

Calgary: The results for 2015 and 2016 were restated using the Cost of IT per Supported Municipal FTE instead of Cost of IT per Budgeted Municipal FTE to more accurately reflect the total number of consumers of IT products and services.