

# INFORMATION TECHNOLOGY



## VALUE PROPOSITION

*I expect to be able to access municipal information and services when, where, and how it is convenient to me.*

*I expect IT services to provide advice and cost-effective technology solutions that reduce risks and best enable me to do my job.*

### 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

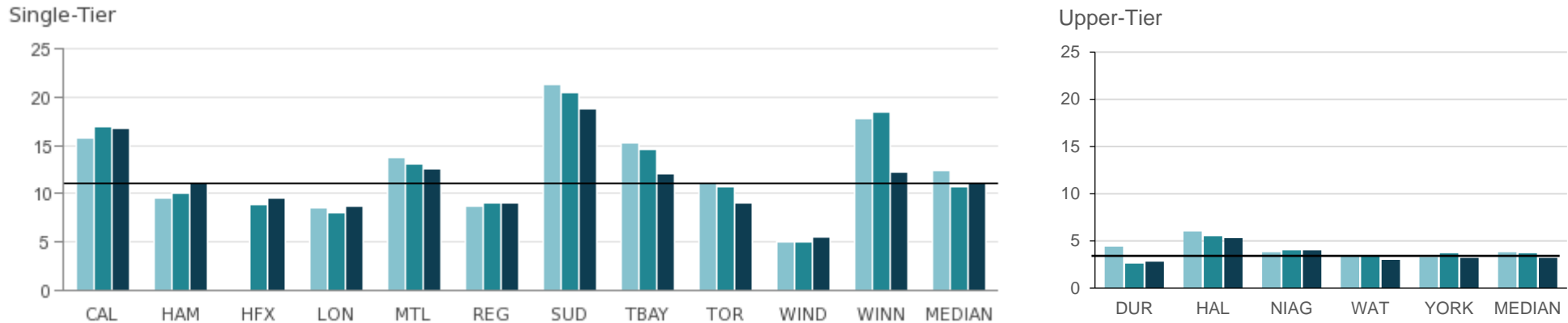
*Database systems impact reporting capabilities*

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

## Information Technology

### Figure 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.



2016	15.7	9.5	N/A	8.6	13.7	8.8	21.3	15.3	11.0	5.0	17.7	12.4	4.4	6.0	3.8	3.5	3.4	3.8
2017	17.0	10.1	8.9	8.0	13.1	9.1	20.4	14.5	10.8	5.0	18.5	10.8	2.6	5.5	4.0	3.4	3.7	3.7
2018	16.7	11.0	9.6	8.8	12.5	9.0	18.7	12.0	9.1	5.6	12.2	11.0	2.8	5.3	4.0	3.0	3.2	3.2

Source: INTN105 (Community Impact)

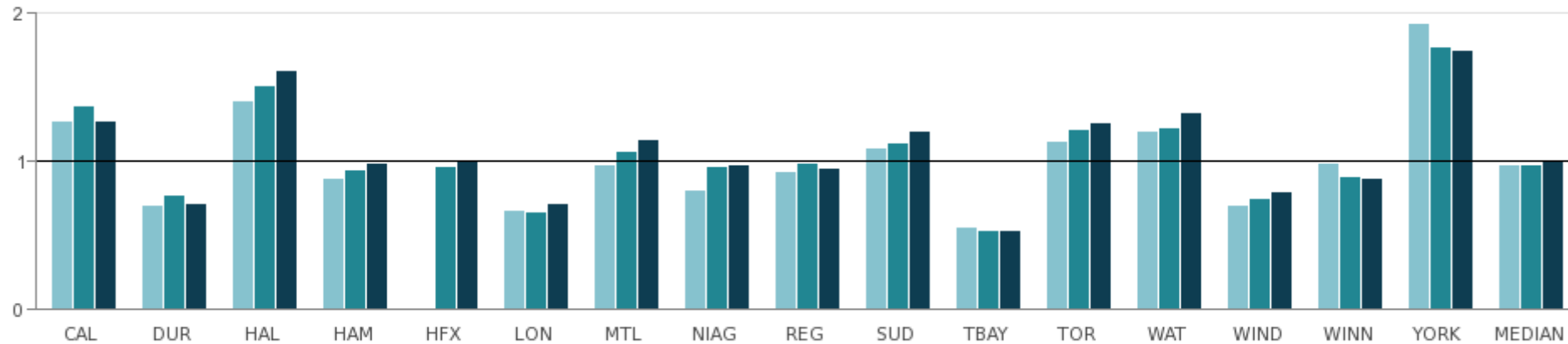
**Durham:** In 2016, the Region did extensive outreach to citizens through a series of surveys and focus groups as part of a website redevelopment project.

**Winnipeg:** Revised tracking tools resulted in non-human visitors (bots, etc) being filtered out. 2018 results are more reflective of actual traffic.

## Information Technology

**Figure 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, thin clients, and tablets.



2016	1.27	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	1.38	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
2018	1.27	0.72	1.62	0.99	1.00	0.71	1.15	0.98	0.95	1.21	0.53	1.26	1.33	0.79	0.88	1.75	1.00

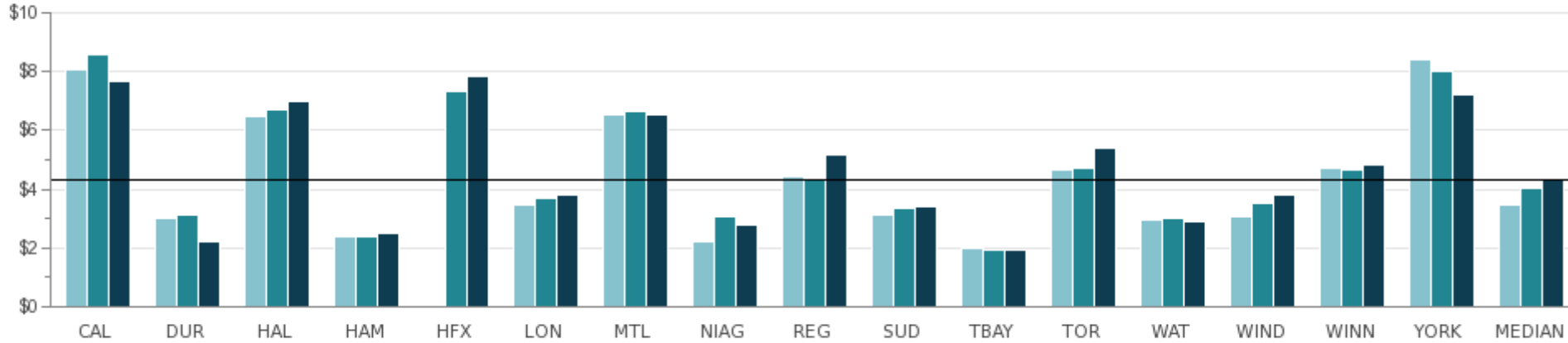
Source: INTN205 (Service Level)

## Information Technology

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

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

(In Thousands)



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
2018	\$7,701	\$2,215	\$6,984	\$2,511	\$7,858	\$3,819	\$6,517	\$2,786	\$5,185	\$3,404	\$1,928	\$5,411	\$2,867	\$3,792	\$4,801	\$7,217	\$4,310

Source: INTN243T (Service Level)

