

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

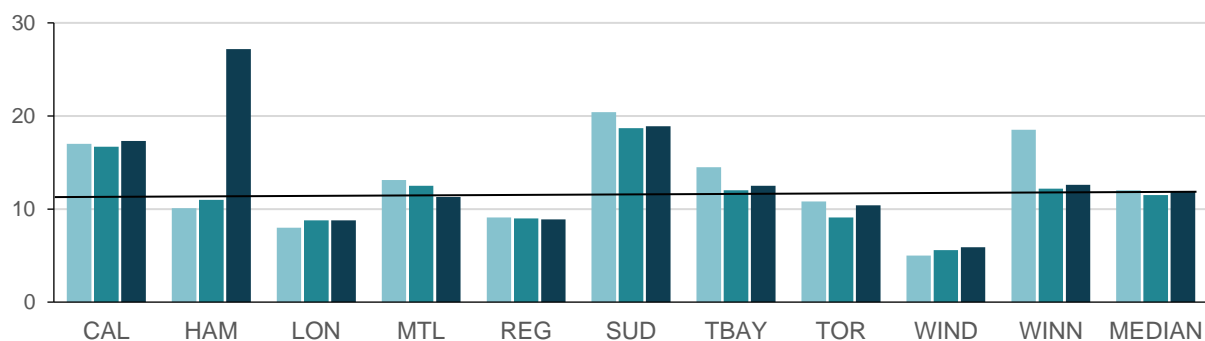
For a full description of influencing factors, please go to: www.mbncanada.ca

Information Technology

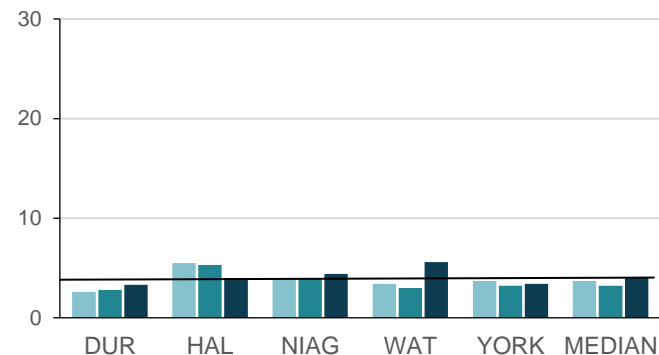
Figure 15.1 Number of Visitor Sessions to Municipal Website per Capita

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.

Single-Tier



Upper-Tier



2017	17.0	10.1	8.0	13.1	9.1	20.4	14.5	10.8	5.0	18.5	12.0	2.6	5.5	4.0	3.4	3.7	3.7
2018	16.7	11.0	8.8	12.5	9.0	18.7	12.0	9.1	5.6	12.2	11.5	2.8	5.3	4.0	3.0	3.2	3.2
2019	17.3	27.2	8.8	11.3	8.9	18.9	12.5	10.4	5.9	12.6	11.9	3.3	4.0	4.4	5.6	3.4	4.0

Source: INTN105 (Community Impact)

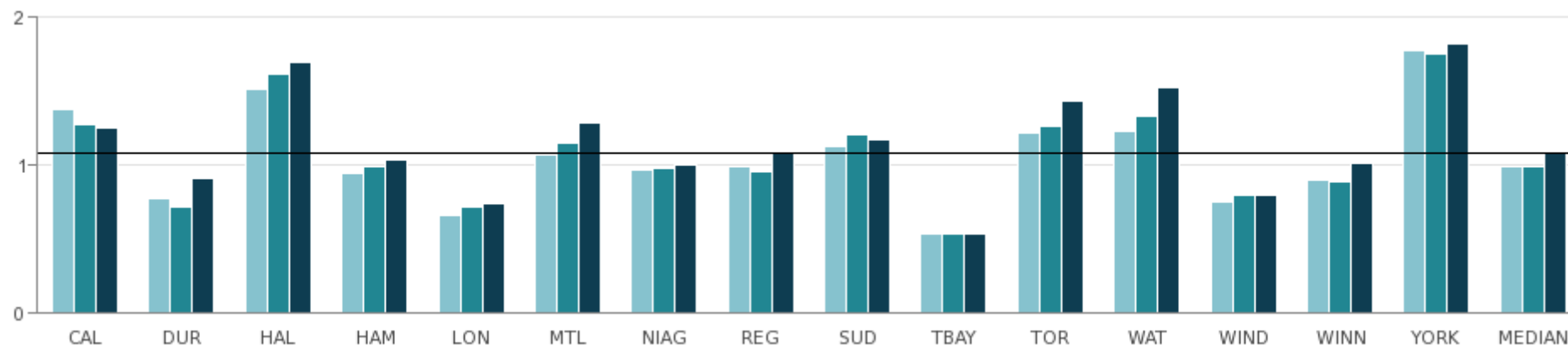
Hamilton: The City is currently reconciling historical data for all IT measures.

Winnipeg: Revised tracking tools in 2017 resulted in non-human visitors (bots, etc.) being filtered out. 2018 and 2019 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. The number of technology devices will fluctuate year over year in response to identified business needs.



2017	1.38	0.77	1.51	0.94	0.66	1.07	0.97	0.99	1.13	0.53	1.22	1.23	0.75	0.90	1.77	0.99
2018	1.27	0.72	1.62	0.99	0.71	1.15	0.98	0.95	1.21	0.53	1.26	1.33	0.79	0.88	1.75	0.99
2019	1.25	0.91	1.69	1.03	0.74	1.28	1.00	1.08	1.17	0.53	1.43	1.53	0.79	1.01	1.82	1.08

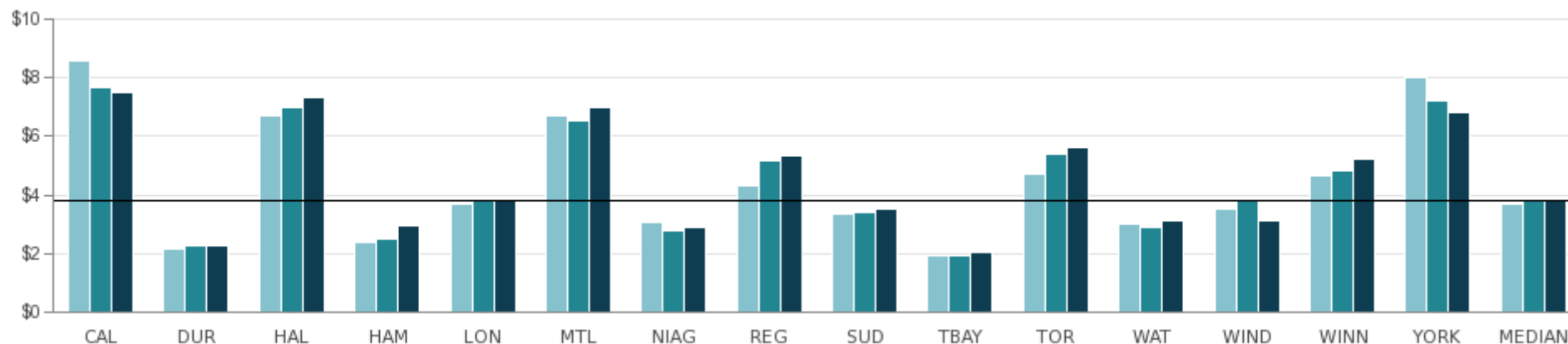
Source: INTN205 (Service Level)

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)



2017	\$8,607	\$2,166	\$6,721	\$2,369	\$3,714	\$6,694	\$3,058	\$4,291	\$3,332	\$1,944	\$4,737	\$3,003	\$3,493	\$4,629	\$8,049	\$3,714
2018	\$7,701	\$2,285	\$6,984	\$2,511	\$3,819	\$6,553	\$2,786	\$5,185	\$3,404	\$1,928	\$5,411	\$2,867	\$3,792	\$4,801	\$7,217	\$3,819
2019	\$7,494	\$2,275	\$7,322	\$2,938	\$3,809	\$6,970	\$2,861	\$5,354	\$3,501	\$2,043	\$5,633	\$3,099	\$3,105	\$5,228	\$6,796	\$3,809

Source: INTN243T (Service Level)

Windsor: Higher than average capital spending in 2018 was followed by reduced spending in 2019.

