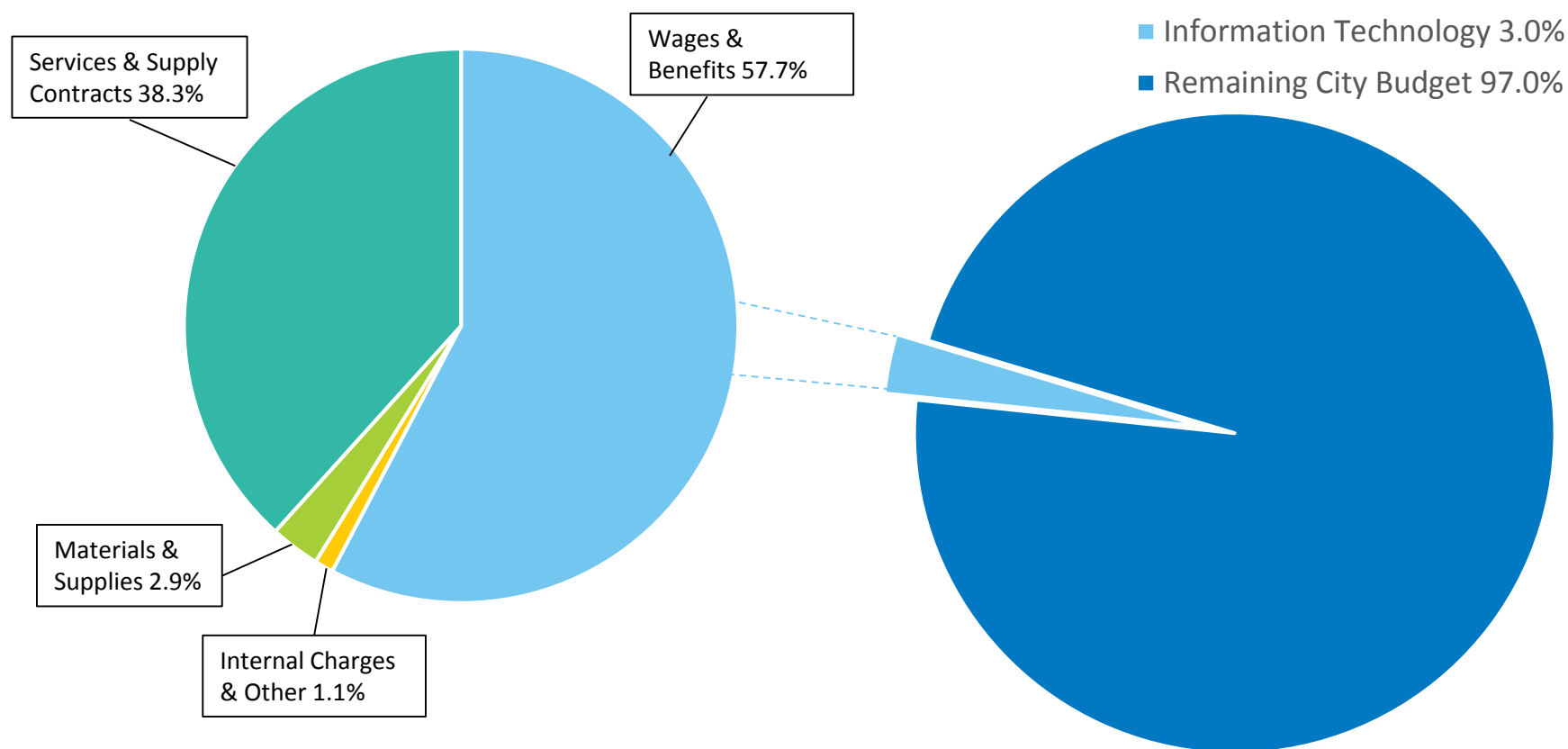# Information Technology
2019 Business Plan

Overview

- Application support services

- Client support services

- Financial systems & reporting services

- Geographic Information System (GIS) services

- Technical services

Department's Share of City Budget

Wages & Benefits 57.7%

Services & Supply Contracts 38.3%

Materials & Supplies 2.9%

Internal Charges & Other 1.1%

Information Technology 3.0%

Remaining City Budget 97.0%

2018 Achievements

- Parks & Recreation software implementation

- IT Service Desk software implementation

- Capital Project Management System (CPMS) enhancement

- Digital agendas and minutes software implementation

2019 Key Challenges

- Security

- Innovation and enabling change

- Community and staff expectations

2019 Key Initiatives

- Mobile GIS data collection for field workers
- City Portal Intranet SharePoint upgrade
- Network security enhancements
- Request for Information (RFI) for a Computerized Maintenance Management System (CMMS)
- Electronic Records Management pilot

Draft Operating Budget
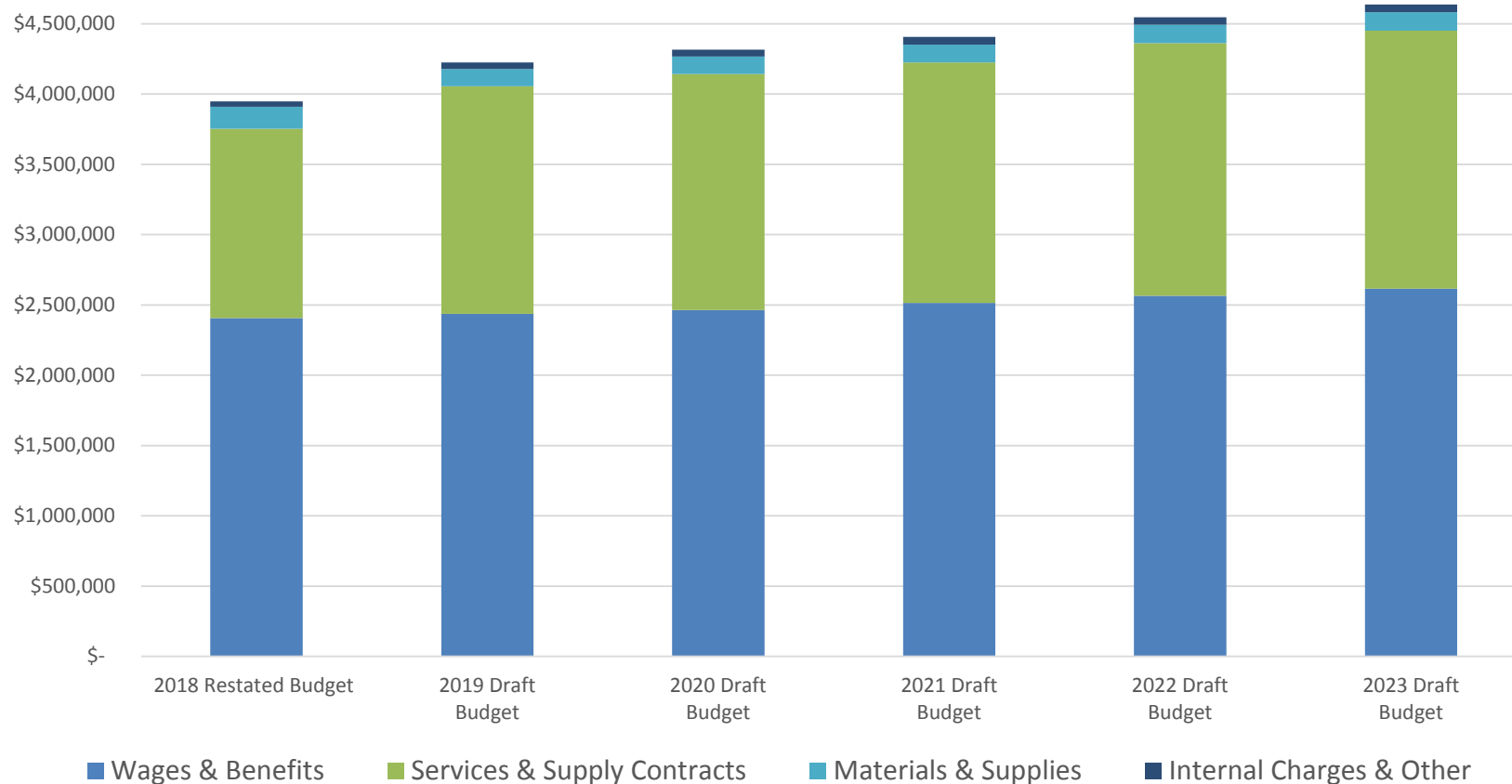
Proposed Changes to Budget

- No proposed changes for 2019

Changes Not Included in Draft Budget

- Geographic Information Systems (GIS) position
- Client Support Specialist position