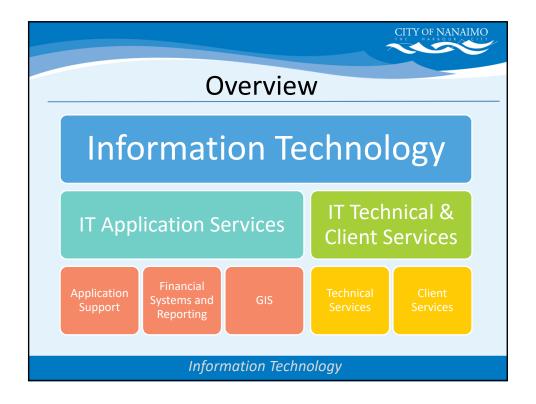


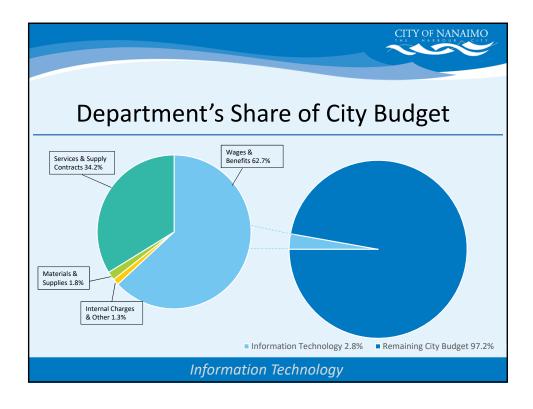
CITY OF NANAIMO

Overview

- Application Support
- Client Services
- Financial Systems & Reporting Services
- Geographic Information System (GIS) Services
- Technical Services

Information Technology







2020 Achievements

- COVID-19 Response
 - Remote access
 - Mobile technology for frontline employees
 - Digital workflow improvements
- New Signage System
- Hub Map v2
- IT Security Enhancements
- Electronic Document and Records Management System Selection (EDRMS)

Information Technology



2021 Opportunities

- Intelligent City Strategy Development
- Enabling the Digital Workplace
- Managing IT Complexity
- Addressing Cybersecurity Risks

Information Technology



2021 Key Initiatives

- VICC Audio-Visual Upgrade
- Intelligent City Planning
- EDRMS Rollout
- Business case for Microsoft Office 365
- Implement Budget Planning Software
- IT Security Enhancements
- Planning for ERP Business Transformation
- Transition of Fire 911 Dispatch

Information Technology



Business Cases Developed - Not Currently in Draft Budget

- Business Case Corporate Asset Management System
 - An expandable computer system to enhance the City's asset management capabilities

Information Technology

