







## 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)

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## 2021 Opportunities

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

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## 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

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## 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

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