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# Service Level Review

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People, Information & Technology  
October 14, 2004

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## Objectives

- To provide an overview of...
    - current services and service levels
    - accomplishments
    - program objectives
    - program issues & trends
    - actions for the next 2 – 3 years
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## People, Information & Technology Current Services

### Information and Technology

- ❑ I&T Service Desk and tech. support
- ❑ Plan, implement and support I&T infrastructure
- ❑ I&T applications delivery and support
- ❑ I&T asset management

### Human Resources

- ❑ Advice, guidance, program development & consultation
- ❑ Employee Information
- ❑ Labour & employee relations
- ❑ Learning & staff development
- ❑ Employment related policies and processes

## People, Information & Technology Current Service Levels

- 45% increase in I&T Service Desk (Help Desk) requests
- 99.6% average up-time for corporate systems
- HR represents 0.5% of Region's operating budget compared to municipal average of 0.7%
- I&T represents 1.7% of Region's operating budget compared to municipal average of 2.0%

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## People, Information & Technology Accomplishments

- ❑ Implementing ITIL best practice framework for IT support services
  - ❑ Achieved substantial cost savings for clients through review of long distance and cellular contracts
  - ❑ Partnered with Halton Region, to implemented Automated Vehicle Location system for Ambulance in one week
  - ❑ Canadian Public Relations Society bronze metal award for excellence for our new employee orientation program
  - ❑ Launched the “*Essentials*” - Program for Management and Leadership development
  - ❑ Digitization of employee files, part of Electronic Information Management (EIM)
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## People, Information & Technology I&T Objectives

- ❑ Provide strategic direction for corporate information and technology investments
  - ❑ Partner with clients to address their business information and technology needs
  - ❑ Maintain a leadership position in technology
  - ❑ Practise Service Excellence
  - ❑ Strengthen the Information and Technology Services Team
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## People, Information & Technology

### HR Objectives

- ❑ To strengthen the skills and abilities of the Human Resources Division staff and support their needs
  - ❑ To be client focused
  - ❑ To enhance human resource programs and services
  - ❑ To support development and career advancement for all staff
  - ❑ To support the Region's commitment to a healthy workplace
  - ❑ To position HRMS as the primary system for employee information
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## People, Information & Technology

### I & T Issues & Trends

- ❑ Increased rigour to justify I & T investments
  - ❑ Professional standards (ITIL, PMP, COBIT)
  - ❑ Changing relationships between I&T Services and business partners/clients
  - ❑ Addressing expectations for service availability (zero down time), capacity, security and privacy
  - ❑ Inter-departmental, and inter-jurisdictional solutions
  - ❑ Wireless/access from any where, any time
  - ❑ Scrutiny of I&T procurement and vendor relations
  - ❑ Changing market place (outsourcing, open source)
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## People Information & Technology Hot HR Issues for the Next Two Years

- Building your **leadership** pipeline is a must
- **Leadership** must be dispersed throughout the organization
- Managing **talent** – shrinking labour force, build talent from within, employment branding gets you the talent you seek
- **Learning & growth** - Organizational capacity must exceed the rate of change in the business environment
- Get ready for a heterogeneous workforce and make **diversity** a living value
- **Healthy workplace**, employee satisfaction focus is growing in importance
- Increasing emphasis on the importance of the role of the manager-managers must **communicate** effectively with employees
- **Measurement** leads to credibility, but are HR measures meaningful

Source: 2004 Conference Board Report - Hot HR Issues for the Next Two Years

## People, Information & Technology Actions/Implications

- Review alternatives to streamline/integrate printer, copier, fax and scanning technology
- Plan for next client technology replacement in 2006
- Strengthen I&T security, availability and continuity
- Implement wireless and remote access solutions
- Further develop Talent Management Programs
  - Enhance recruitment and selection of management staff
  - Foster a continuous learning culture at the Region
- Review of benefit programs
  - Cost containment and flexibility
- Develop HR management system capabilities (HRMS)