



24. INFORMATION AND TECHNOLOGY SERVICES

Municipal Information Technology Services plan, build and sustain the technology and information environments that support municipal service delivery. Business, IT leaders and staff collaborate to develop portfolios of initiatives in alignment with the overall strategic goals of the organization, and meet the service delivery objectives of each line of business.

Specific objectives of Information Technology Services include:

- provide reliable, secure service to residents, businesses and municipal staff across multiple channels including counter, kiosk, call-centre and the wired and mobile internet
- develop and support information and technology infrastructure
- establish best practices to monitor the efficiency of service delivery results and make solutions flexible enough to meet future demands

What should you consider when reviewing these results?

Each municipality's results are influenced to varying degrees by a number of factors, including:

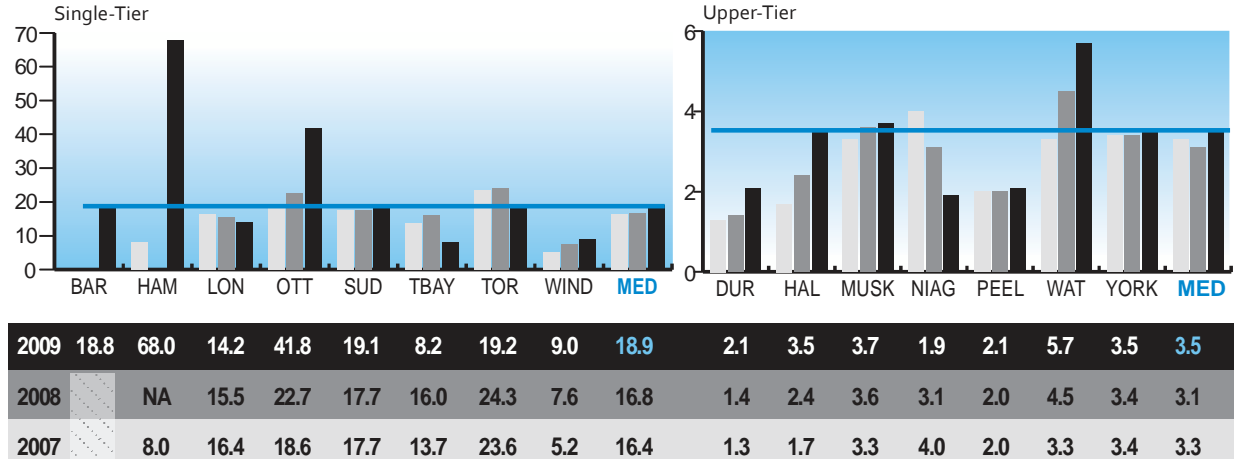
- order of government: due to the nature of service delivery obligations, results may vary among upper-tier and single-tier municipalities
- organizational form: the extent to which IT services are centralized, decentralized or contracted to third parties in each municipality can influence reported results
- unique conditions: each municipality exercises flexibility in how it chooses to deploy technology to meet its own unique needs
- IT Services: the types of IT services provided may vary from one municipality to another (e.g. does IT deliver all/some Telecommunications Services, Geospatial Information Services, etc.)

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What are the results?

How often are our municipal websites visited?

Fig. 24.1 Number of Visits to Municipal Website per Capita

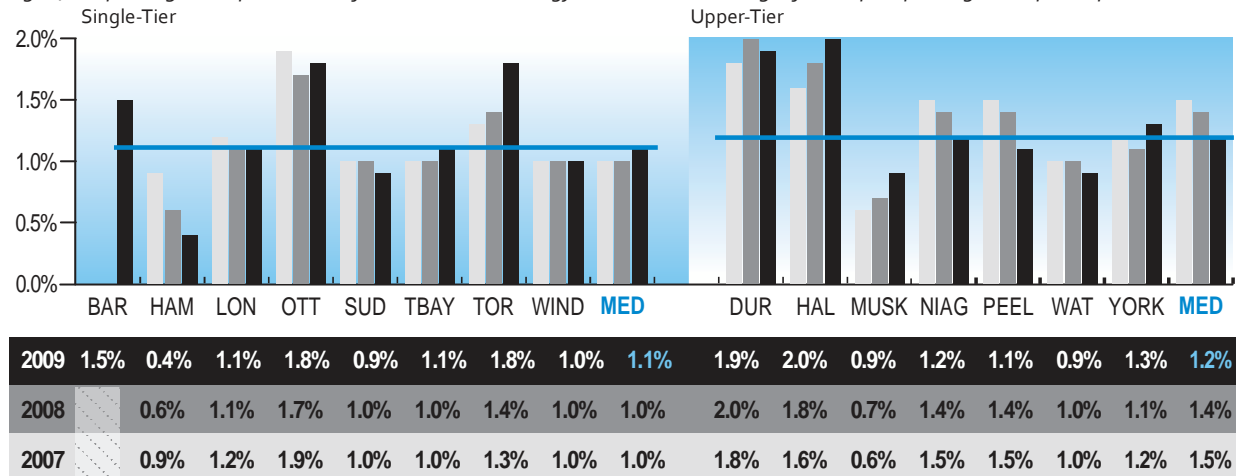


Source: INTN105 (Community Impact)

NOTE: Hamilton has had a significant increase in visits due to a vastly expanded web presence and new online transactional services and recommend not comparing to prior years. Ottawa implemented a new tracking method in 2009 and does not recommend comparing to prior years.

What is the percentage of investment in information and technology services?

Fig. 24.2 Operating and Capital Cost in Information and Technology Services as a Percentage of Municipal Operating and Capital Expenditures

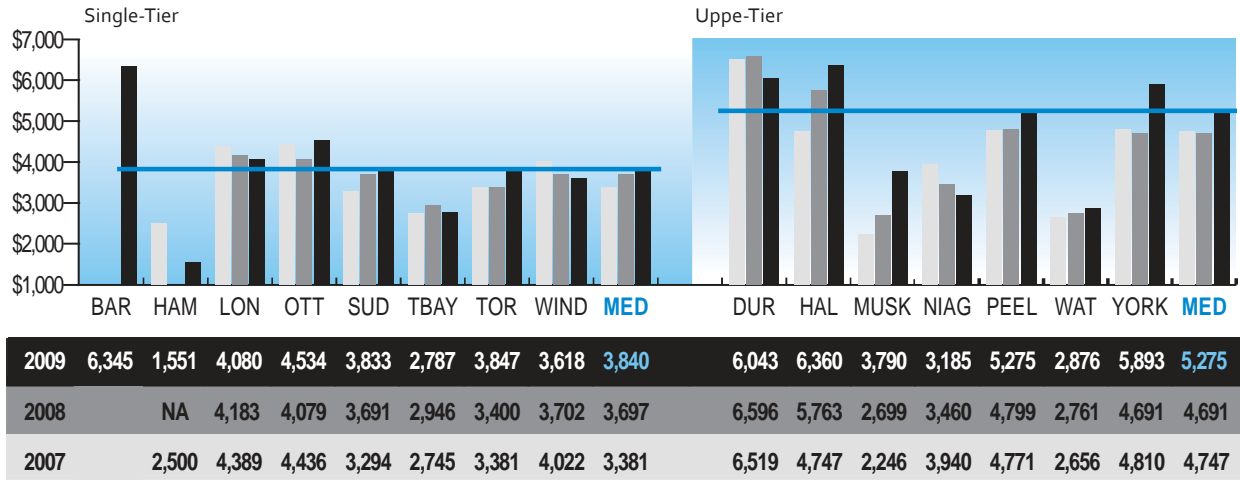


Source: INTN235 (Service Level)

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How much does information and technology services cost per municipal staff member supported?

Fig. 24.3 Operating and Capital Costs for Information and Technology Services per Staff Supported with Active I&T Account



Source: INTN₃₁₀ (Efficiency)