2020-242 Attachment-1 Digital and Technology Master Plan progress summary

Digital and Technology Master Plan

2020 – 2023; 67% of 2020 actions complete and 20% complete overall

Recent progress/achievements to date

- Develop a web-based format for the City's 2021 budget for greater transparency
- Acquire and configure new performance management for City staff
- Convert existing positions to business analyst position to fill a gap identified in the Digital and Technology Master Plan
- Digitize 123 public facing forms

New opportunities or relevant challenges of public interest

- Increase number of services available online in an effort to reduce in-person interactions and increase process efficiency
- Increase ratio of laptops (or mobile device) to desktops – PC lifecycle for 2021 will be laptop by default
- Modernize City meeting rooms – accommodating video conferencing at City Hall and satellite locations 2020 through 2021

Next steps

- Implement solution for citizens to book appointments with City departments, to reduce the number people in City Hall and ensure the appropriate staff are available based on appointment type.
- Update IT policies including Acceptable Use, Information Security, IT Governance, Mobile Device Usage.
- Update business application to allow increased self-service.