

The Corporation of the City of Kawartha Lakes

Council Report

Report Number CORP2018-015

Date: September 25, 2018

Time: 2:00 p.m.

Place: Council Chambers

Ward Community Identifier:

Title: Council Computer Systems Policy

Description:

Author and Title: Kari Kleven, Manager Information Technology
Justin Chevrier, Supervisor Network and Client Systems

Recommendation(s):

That Report CORP2018-015, **Council Computer Systems Policy**, be received;

That the policy entitled Council Computer Systems, attached as Appendix A to Report CORP2018-015, be adopted and numbered for inclusion in the City's Policy Manual, replacing all predecessor versions.

Department Head:_____

Financial/Legal/HR/Other:_____

Chief Administrative Officer:_____

Background:

The predecessor policy for council computer systems, Policy 090 ADM 004 Council Computer Policy was adopted in 2004.

Both the predecessor policy and the proposed policy address the manner by which Members of Council are equipped with technological resources to assist them in carrying out the City's business. Both the predecessor policy and the proposed policy outline the responsibilities of Councillors and the Information Technology Division for the budget, provision and use of council computer systems, services and consumables; support; and the return or purchase of council computer hardware.

The predecessor policy specifies that the provision and support of computer systems and related services is determined by and the responsibility of the Information Technology Division.

The proposed policy was developed to provide for more freedom of choice in council computer systems by Councillors. The proposed policy specifies that the acquisition and support of computer systems and related services is determined by and the responsibility of Councillors, and thereby enables Councillors to make choices that address their individual needs and preferences.

Rationale:

The model outlined by the predecessor policy was appropriate for the environment of the time because hardware, software and service options were limited and standardization of computer systems and services was prioritized over individual choice in order to streamline and stabilize the IT-centric support of council computer systems.

Options and preferences for computer hardware and services have evolved and IT determination of needs and provision of support is no longer the most effective way to address the computer system needs of Council.

The proposed policy advocates a model whereby Councillors choose the hardware, software, services, support providers, and support schedules that best meet their needs and preferences.

The proposed Council Computer System policy outlines responsibilities of Councillors, the Mayor's office, and the Information Technology Division for

- 1) the provision of hardware and services at the beginning of Council term
- 2) use and support of hardware, software and services
- 3) budgeting for purchases, services and consumables

- 4) return of Council computer hardware in the event a member does not complete the full term of office.

The proposed policy continues the model whereby

- 1) The Information Technology Division provides assistance and resolution for issues related to technology services provided by the City including e-mail services and remote access services.
- 2) The Capital Budget in the year of the election includes allotments for hardware
- 3) The Operating Budget includes allotments for services and consumables.

The proposed policy differs from the previous policy in that it establishes a model whereby

- 1) Councillors acquire their own hardware and services
- 2) Councillors obtain and coordinate any support services required from service providers, manufacturers or other third parties in relation to their acquired hardware and services
- 3) The City reimburses Councillors for expenses related to 1) and 2) as well as the one-time cost of acquiring a Microsoft Office license should the Councillor wish to use this software.

The approach outlined in the proposed policy enables Councillors to choose the hardware, software, services, support providers, and support schedules that best meet their needs and preferences.

Other Alternatives Considered:

Status Quo

Council could retain the current Council Computer Systems Policy. This is not recommended as it perpetuates a model that does not support the individual needs and preferences of Members of Council.

Financial/Operation Impacts:

The budget allotments required to implement the recommendations in this report and proposed policy are listed below showing the cost per Councillor and the total cost calculated for eight (8) Councillors and the Mayor.

	One-Time Excludes Tax	Annual Excludes Tax
Cost per Councillor	\$2,765	\$2,420
Total Cost	\$24,885	\$21,780

Relationship of Recommendation(s) To The 2016-2019 Strategic Plan:

The recommendation within this Report aligns with the Council Adopted Strategic Plan as it supports the Strategic Enabler of Municipal Service Excellence by providing council the technology to provide exceptional customer service, enhance communications, and demonstrate service excellence by being accessible and responsive to their constituents, city staff, and fellow council members.

Review of Accessibility Implications of Any Development or Policy:

N/A

Servicing Implications:

N/A

Consultations:

Corporate Services Director
Chief Administrative Officer
City Clerk

Attachments:

Appendix 'A' – Council Computer System Policy



Appendix A -
Council Computer S

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Department Head: Jennifer Stover, Corporate Services Director

Department File: