



Subject: IT Study

Report Number: CS 22-07

Department: Corporate Services Department

Submitted by: Director of Corporate Services

Meeting Type: Council Meeting

Meeting Date: Monday, February 28, 2022

RECOMMENDATION

That the overview and recommendations contained in the IT Study be received for information.

BACKGROUND

The Town received monies for an IT Study and related Town Hall Study from the Ministry of Municipal Affairs and Housing. +VG partnered with Spechtech to conduct this review.

DISCUSSION

In conjunction with the Town Hall Study, it was important to identify the current IT infrastructure and to ensure a plan forward in the event of any administrative operations moving (ie customer service moving to Corporate or entire administration to a standalone building). That information has been gathered and processed as part of the Town Hall Study project.

In order to reduce new Town Hall Space (in any of the proposed options), it was suggested that the Town leverage current technology to improve remote collaboration, conduct virtual meetings, and host virtual Town Hall services. The consultants are recommending that we transition away from Zoom for internal meetings and consider purchasing Microsoft Teams (Microsoft 365). Teams is a one stop place to chat, meet, call, and collaborate on files and projects. It is also recommended that we look at creating meeting rooms capable of hosting or joining web conferences witch can be fitted with all-in-one kits that come pre-programmed with Microsoft Teams. A small 4 to 10-person room could be fitted out for roughly \$15 to 20K.

In addition to the primary scope of the project as it relates to the Town Hall, the Town also asked for a review of the current system in hopes of obtaining efficiencies with our software applications, hardware and current network configurations.

From a service standpoint, frontline support from the county is excellent and the back end support is doing a great job of keeping the servers and services up to date.

From an IT Security, Privacy and Compliance Standard perspective, the consultant recommends that standards regarding information and technology be established immediately, and before any subsequent recommendations are implemented. These standards should provide a framework and guidelines on how information and technology is to be used and stored by the Town. The consultants provided a price of \$20,000 to do this work and it is hoped that through on-ongoing discussions between the County and the Town that we can work together to develop such standards. Our current software, hardware and mobile devices were also reviewed with the recommendations/observations made as follows:

Software

- The current tax system (Great Plains) needs to be reviewed and updated (underway)
- Fleet GPS tracking products such as On-Track and Locate should be reviewed and consideration should be given to move towards MESHTracks
- Laserfiche is a great tool for content capture, document and records management that can automate processes and integrate other applications but consideration should be given to rolling this software out to other departments and team members to help support workflows.
- Recommend moving from Microsoft Office 2010 to Microsoft 365 under an E3 or E5 licence.

Computer Hardware

- Moving from a 4-year lifecycle to 5 years;
- Office or mobile users should have the following – laptop with i5 or greater CPU, 250GB HDD, 8 GB or RAM, a docking station for the office and dual monitors on articulating arm mounts for the office and home.
- Shared systems not be moves or BAS/Hydro system: desktop with i5 or greater CPU, 250 GB HDD, 8GB of RAM;
- For Corporate cellphone lifecycle, it is recommended that this should be 3 to 5 years with staff to be able to use their preferred phone (Android, Apple or BYOD).

Mobile Device Management & Mobile Application Management

- Recommend that Intune, a mobile device manager (MDM) and mobile application manager (MAM) be purchased to better track and manage mobile devices.

CONSULTATION

Team members were asked to meet with the consultants to provide their feedback on software, hardware and mobile devices.

FINANCIAL IMPACT/FUNDING SOURCE

There have been no monies budgeted for any recommendations in 2022. A plan will be created in 2022 and monies budgeted in 2023.

CORPORATE GOALS

How does this report support the corporate goals identified in the Community Strategic Plan?

- Lifestyle and amenities
- Customer service, communication and engagement
- Business attraction, retention and expansion
- Community growth
- Connectivity and transportation
- Not Applicable

Does this report relate to a specific strategic direction or project identified in the Community Strategic Plan? Please indicate section number and/or any priority projects identified in the plan.

Goal – The Town of Tillsonburg will strive for excellence and accountability in government, providing effective and efficient services, information, and opportunities to shape municipal initiatives.

Strategic Directions – Explore opportunities for efficiencies and ensure that our team members have the right tools for the job they do.

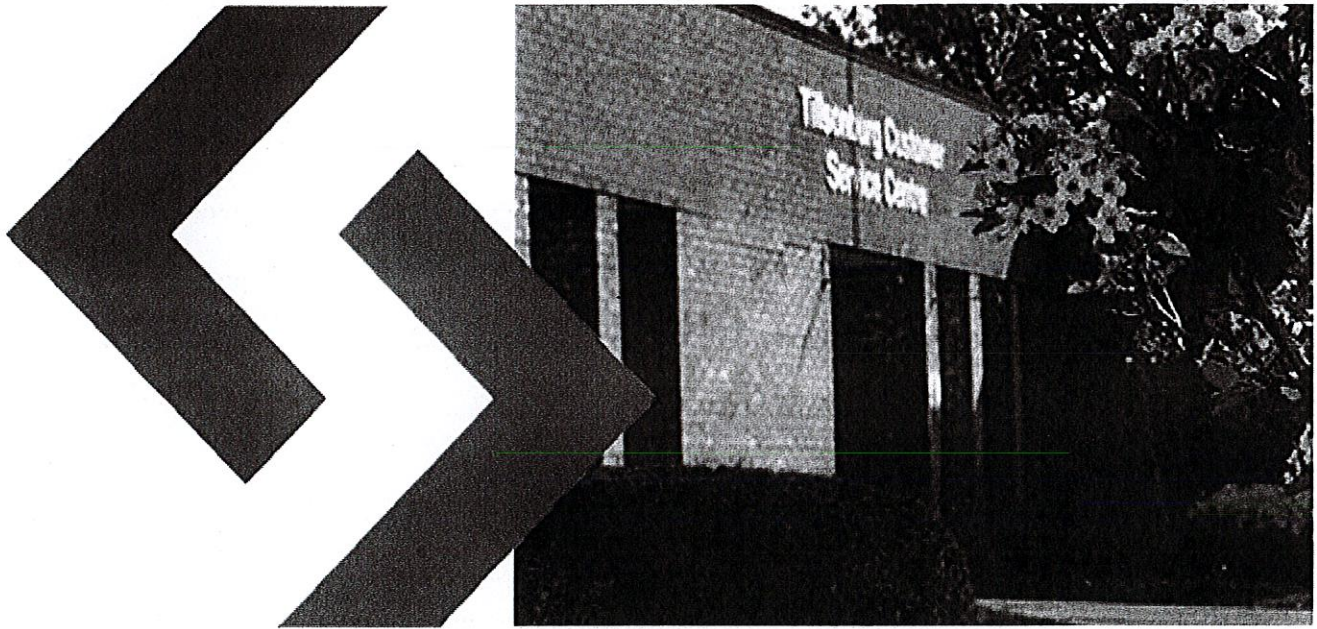
Ongoing Projects – Not applicable.

ATTACHMENTS

None



Town Hall IT Audit Report



Project Number: 21052-00
Issue: Issued for Presentation
Issue Date: 2021-12-23

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EXECUTIVE SUMMARY

This report represents the results of our study of the Town of Tillsonburg's (the town) current network, software, hardware, and IT Services in support for determining a new town hall site location.

Our study covered a review of the town's IT security, privacy, and compliance standards as well as its own policies in governing and budgeting its software and hardware assets.

In summary, we found fundamental deficiencies in that no such standards and policy documents are in place for reference and guidance. The first 2 observations below are most significant as they would lead towards resolution of subsequent observations. These observations are summarized below and detailed in the attached body of the report:

- The creation of IT security, privacy, and compliance standards is foundational to defining how data is stored and recovered, how software and hardware assets are used and protected, and how the town can maintain a high level of compliance.
- There is a need for a better software and hardware asset management for tracking, lifecycle management, and reporting purposes.
- Information was received in pieces from various sources from the town and Oxford County. This information at times was found to have incomplete, missing, or conflicting data.
- Network infrastructure was found to have sources of single-point failures.
- Cases where critical software features are underutilized, not functional, or entirely at end-of-life were found.
- Computers and laptops are nearing the end of their lifecycle.
- Computers and laptops could not be confirmed to be in or out of service.
- Corporate cellphone lifecycle, deployment, and management information was not found.
- Conflicting budgetary information was found.

Our observations show that necessary processes are not in place and the impact this has on the management and usage of IT assets. All observations highlight notable areas of risk against the town's ability to offer services, functionality, and security.

We believe that addressing the first 2 observations above will better position the town to plan, manage, and budget its IT related needs; meet demands for services more effectively; maintain a higher level of compliance; operate on a more proactive basis; and withstand future audit exercises.

