Memo

To: Finance and Administration Committee

From: Robyn Scott

Date: June 16, 2021

Re: **Update on Information Technology Projects 2020/2021**

Wireless Hot Spots/Web Steaming Cameras:

- All city WIFI hot spots are up and running with signage. Sites are WH Collins, Centennial Arena, Miners Memorial Park, Westview Part, Simpson Park, Elliot Lake Boat Launch, Spruce and Spine Beach, Municipal Airport, Fire Lookout, Municipal Pool and City Hall.

- Two new web streaming cameras at Miners' Memorial and the Elliot Lake boat launch/pier have been installed and operational. Once signage is ready, the feeds will go live on the city's website. Cameras live stream only, they do not record nor have sound.

Software Upgrades/Updates/Reports:

- Fire Department software changed from FirePro to Crysis (call handling and dispatch software for fire hall).

- Building Department software moved from older software to My Lisa (property information, permits and by-laws).

- IT Department upgraded Track It Help desk software. Introduced Nitro software as a more cost effective product to the existing Adobe Suite with limited licenses.

- Escribe upgraded and training city staff is ongoing with goal to standardize reporting and manage approvals through software. Later in 2021, we will be able to move webcast/recording of meetings from Swagit to Escribe and meet AODA website compliance. We are now publishing agendas both in PDF and HTML via Escribe.

- MFOA (Municipal Finance Officers Association) report completed as part of the Asset Management project with Director of Public Works and Treasury. Data from various city sources exported to Crysis and DOT Infrastructure Solutions software (for asset management planning).

- Microsoft Dynamics/Great Plains paperless pay stubs and e-send payment options functionality added to system with Treasury staff and Central Square support.

Network/Security/Remote Workplace:

- In the summer of 2020, we lost the firewall due to hydro outage/power bump. Fortunately, we were in process of a complete revamp of the network security platform and suffered no breach or data loss. New system includes: two new firewalls for redundancy (both cloud and hardware), antivirus, wireless, VPN, mobile protection, email gateway and server/computer analytics. All sites had been upgraded with compatible network switches /routers allowing remote management and improved access to corporate systems.

- VPN (Virtual Private Network) access and rollout of corporate devices was successfully launched to accommodate Remote workplace due to Covid.

- A new Terminal server was built for staff to access the office and programs in order to continue operations remotely from their own devices while maintaining security.

- Updating current city owned private network equipment to improve site access and internet for Water Treatment Plant on Spine.

- Developed scripts and policies within IT to automate day to day tasks and removal of old unsupported operating systems within the organizations servers and computers.

Current projects

- RFI completed for telecommunication system including PSAP NG 9-1-1 ESInet requirements. Currently testing solutions ability to meet the cities requirements. Report to Council with recommendation to follow.

- Microsoft Dynamics/Great Plains upgrade scheduled for fall of 2021. Current version 2016 will no longer be supported in 2022.

- Review of cybersecurity training for staff and digital transformation.

- UBF funding applications for improved broadband infrastructure: no funding decision announced to our submission as of yet. I continue to monitor Government of Canada's website.

Respectfully submitted,

Robyn Scott
Director of Information Technology