

## **SERVICE CATEGORY**

### ***Corporate Services***

#### **IT SERVICES DIVISION**

##### **Service Mission Statement**

The IT Services Division will manage the City's computer resources and plan for the development of computer applications to serve the City's business needs. The IT Services Division is responsible for the effective and efficient operation of the computer equipment and software, and for support of the user departments.

We strive...To partner with our customers toward the successful integration of technology in the workplace so that they may better serve their customers.

- To collaborate with our customers to implement cost effective technology to support the city's objectives;
- To provide options and advice on the technology needs of the organization;
- To support the acquisition and implementation of computer applications;
- To provide on-going technical support to customers;
- To provide on-going availability and management of computer resources;
- To monitor security and provide for disaster recovery;
- To continue to apply enhancements to existing applications; and
- To create interfaces between various purchased software applications.

##### **Service Statements / Key Performance Indicators / Performance Goals and Objectives**

###### **To collaborate with our customers to implement cost effective technology to support the city's objectives;**

Consistent communication with City management and staff for technology reviews.

- An annual review of requested computer resources reported back to each director outlining a combined review of all divisional capital requests.

###### **To provide options and advice on the technology needs of the organization;**

Planning for adequate resources to meet customer needs.

- An annual review of computer resources that forms the foundation for the IT Services Division Capital Plan.

- Systems will meet with all managers annually for specific discussions on future technology resource needs. The information received will be combined and added into the capital expenditure program for the IT Services Division budget planning and reported on an annual basis to the Directors.

**To support the acquisition and implementation of computer applications;**

Acquisition, implementation and/or development of new applications.

- Will work with customers to execute capital plan expenditures on software and hardware within budget and within desired timeframes.
  - Will meet and review project status with leader of major application requests quarterly.

**To provide on-going technical support to customers;**

Technical support for computer users.

- Will respond effectively during supported hours to helpdesk calls at least 90% of the time.
  - The IT Services Division will acknowledge all helpdesk calls within 4 supported hours of initial entry at least 90% of the time.
  - The IT Services Division will respond and resolve all General “Deskside” support calls that have been acknowledged, within 10 supported days of acknowledgement at least 90% of the time.

**To provide on-going availability and management of computer resources;**

Management of all computer resources.

- Will provide computing resource availability to staff at least 98% of supported hours.
  - Email servers will be available for activity at least 98% of supported hours. This will be reported on a monthly basis to the Director of Corporate Services.

**To monitor security and provide for disaster recovery;**

Monitoring security and providing for disaster recovery.

- Will annually review and maintain a disaster recovery plan for all IT related activities.
  - An annual report to the Director of Corporate services outlining the disaster recovery plan.

**To continue to apply enhancements to existing applications; and**

Enhancements to existing applications.

- Will work with customers to assist with improvements to their applications.
  - Will create and maintain a call log listing application improvement requests. Status will be reviewed with application leaders bi-annually and reported to the Director of Corporate Services on an annual basis.

**To create interfaces between various purchased software applications.**

Write Interfaces where required.

- Will work with customers and vendors to improve interaction and automation between applications.
  - Will create and maintain interface requests within application teams' call logs. These logs are open to the application representatives for their input at all times and are reviewed and reported back to the application teams by the development teams.