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## 2020 Department Overview

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### Information Technology

#### Service Description

The Information Technology department is responsible for:

- providing strategic technology leadership and guidance to the County
- maintaining a state of good repair of the technology infrastructure (network, server, storage, software, and user computing devices)
- providing high-quality customer services such as helpdesk and technical support, customer relationship management, and I.T. project and implementation expertise
- ensuring the security and managing the risk of the County's technology assets and information.

In addition, the department provides information technology managed services to a select number of member municipalities/organizations, as well as working collaboratively with other external partners.

Department activities are grounded in Northumberland County's core values:

#### **Mutual Trust and Respect**

As a support department we work collaboratively with all other County departments, member municipalities, various external partners and stakeholders. We recognize the importance of quality customer service and strive to be professional, consistent, fair, and helpful in all our dealings.

#### **Honesty and Integrity**

In order to accomplish our objectives and provide the best service to internal and external customers we must develop strong relationships with all stakeholders. Honesty and Integrity form the basis for those relationships. We frequently work with potentially sensitive or confidential information and must ensure that it is managed properly and securely.

#### **Collaboration/Communication**

Since we provide support to all departments in the County and we must develop strong working relationships with all stakeholders, it is imperative that we work collaboratively. This



requires us to communicate effectively to ensure that we understand the needs of our stakeholders and provide them with the best possible service and solutions.

### **Caring and Supportive**

We strive to understand the needs and priorities of our stakeholders. We work to ensure that the County delivers quality customer service and solutions to its clients. We care about our internal and external partners and the community and work to have a positive impact.

### **Accountability**

As a support department we are accountable to all other County departments, Council and all our stakeholders. We are responsible for the collection and safekeeping of important information. We maintain systems and controls to ensure the integrity, accuracy, and safekeeping of that information. We strive to ensure that decisions that we are involved with keep the core values of the organization in mind and that our work furthers the goals of the organization.

### **Innovation and Excellence**

We are always looking for ways to improve to ensure we are providing the best possible service in the most efficient manner. We use our expertise to help further the work of other departments in the areas of innovation and excellence.

## **Mandatory Programs**

The Information Technology department supports the organizational strategic plan and individual department mandatory business objectives through the effective use of information technology. Additionally, the IT department acts as a centralized liaison between technology vendors and departmental staff, works to reduce overall cost of technology through systems integration and efficiency realization initiatives, and provides advice and support on the implementation of technical solutions throughout the organization.

## **Discretionary Programs**

The Information Technology department provides the following core functions:

- Service Strategy
- Service Design
- Service Transition
- Service Operation
- Continual Service Improvement



### Service Strategy

Understanding organizational objectives and business needs is central to I.T.'s ability to deliver cost effective technology solutions that provide demonstrable business value. This is accomplished by activities related to customer relationship management initiatives, portfolio and demand management and financial management of technology assets.

### Service Design

This function is responsible for supporting the service strategy by procuring, delivering and ensuring that technology solutions meet business requirements. This is accomplished by activities related to service catalogue and supplier management, availability, capacity and service continuity management, information security, and contract/vendor management.

### Service Transition

To ensure that new services and solutions are integrated into the existing technology infrastructure in a controlled and risk-managed way, activities related to change management, asset and configuration management, and release management are integrated into I.T. operational procedures to ensure a seamless transition.

### Service Operation

Using established functions such as a service or helpdesk, processes such as request/access and incident/problem management are incorporated and managed effectively. Event management processes are used by technical and operational staff to ensure optimal and efficient functioning of I.T. technology assets and resources.

### Continual Service Improvement

CSI activities are used to continually align and re-align I.T. services to meet changing business needs.

Some examples of strategy-based I.T. projects include:

- Development and management of the County digital strategy
- Implementation and management of an I.T. customer relationship framework
- Implementation and management of an I.T. policy framework
- Implementation and management of a shared IT services model

Some examples of business-focused I.T. projects include:

- HRIS (Human Resources Information System)
- Office 365 migration
- SARA Staff Security solution
- Digital Signage
- Municipal 511 integration
- ArcGIS Upgrade and Cityworks integration



- Shared Fire/Paramedic bases technology setup

Some examples of I.T. infrastructure related projects include:

- Cyber Security Awareness Training
- Business continuity / disaster planning
- VDI (Virtual Desktop Infrastructure) project
- Windows 10 upgrade
- Network and security upgrades
- Network capacity and redundancy project
- Wi-Fi upgrades

In addition to the projects mentioned above, staff also perform regular customer support activities for County staff and managed services partnerships. These include:

- Service Desk support for all County departments and managed services partners
- Procurement, configuration and deployment of technology assets
- General application and computer use training
- Contract and vendor management
- Project planning and leadership for inter-municipal I.T. support.

Current I.T. infrastructure assets include:

- Approximately 75 Servers hosted in Virtual Environments
- Storage Area Network (SAN) / Network Attached Storage (NAS)
- Approximately 500 workstations
- County Phone System (maintain all other phone lines at County locations)
- Approximately 200 Mobile Devices (Smartphones, Cellphones, Tablets)
- Operating and Network Systems
- Enterprise applications (Email Systems, Office Suite, Financial System & various other applications)
- County Website / Intranet
- 85 photocopiers and printers
- Approximately 50 Network devices (switches, routers and firewalls)

We are responsible for the remote computer and telecommunication systems and users at the following locations:

- Golden Plough Lodge
- 600 William Street
- 860 William Street
- Material Recovery Facility
- Brighton Landfill
- Seymour Landfill
- Bewdley Landfill



- Morganston Garage
- Veronica St. Garage
- Port Hope Ambulance Base
- Cobourg Ambulance Base
- Colborne Shared Emergency Base
- Brighton Ambulance Base
- Roseneath Ambulance Base
- Campbellford Ambulance Base
- Toughbooks in EMS Vehicles
- Port Hope Social Services Hub
- Brighton Social Services Hub
- Campbellford Social Services Hub
- Colborne Social Services Hub
- County Headquarters
- OAFVC
- Various locations in the Township of Cramahe
- Various locations in the Township of Hamilton
- Various locations in the Municipality of Port Hope
- Port Hope Police
- Cobourg Police

## Partnerships

We have developed partnerships with all other support and operating departments in the County as well as with the seven municipalities within Northumberland County where we have a focus on promoting shared services throughout Northumberland. The I.T. Department currently provides IT support and planning services for the Township of Cramahe, Hamilton Township, and the Municipality of Port Hope, as well as the Port Hope and Cobourg Police services. We also participate in several inter-organizational working groups and committees

## Environmental Scan

### Population & Demographics

The I.T. Department provides support and I.T. services to all County departments and business units. We also provide I.T. services and support for the Township of Cramahe, Hamilton Township, the Municipality of Port Hope as well as the local Police services. (Cobourg & Port Hope). The I.T. department also has relationships and cooperation with the surrounding Counties and regional teams to support the communities we serve.



### **Funding**

Funding is provided through the Corporate County Levy or through a shared services cost recovery model.

### **Legislative**

The Municipal Act governs some aspects of the work of the I.T. group while PIPEDA and MPIFFA guide privacy-related activities.

### **Economic Factors**

Technology is a focal point for investment attraction by providing a single source of data related to Northumberland opportunities as well as sources of provincial and federal assistance to new and existing investment driven initiatives. Providing supportive information and participating in a cooperative information exchange with individual municipal staff and service providers support business retention and attraction.