



INFORMATION SYSTEMS

2019 Goals and Objectives

RESOURCES	
Department Head:	Brad Payne, Manager, Information Systems and GIS
Current FTEs:	Six FTE
2019 Operating Budget	See Corresponding Budget Sheets Admin Cost Allocation + IT (012) GIS (260) House Numbering (264)

MANDATE

The role of the Information Systems Department is to provide reliable, stable and current technology systems to all Regional District departments. This division of Corporate Administration maintains all servers, workstations, firewalls, printers, scanners, telephones, cellular phones, pagers, and security systems.

The Information Systems department coordinates and manages short and long term information technology infrastructure planning, acquisition of corporate computer equipment, software services and telecommunications equipment and services.

The Information Systems Manager's role is to:

- Manage the Information Systems department (including GIS)
- Provide technical support for all staff
- Recommend hardware and software for all departments
- Install and maintain all CSR hardware and software within the region including:
 - Cell Phones / Land Lines / Internal phone system
 - Network server and network infrastructure
 - Email server and internet connectivity
 - Data servers and data security and storage
 - Data and Document Management
 - Computer hardware and software purchases
 - Workstation and enterprise software and hardware installations
 - Photocopiers, fax machines etc.

- All mapping and mapping requests / All GIS data layers
- Report to and collect data from external agencies
- Maintain 911 and house number attributes
- Maintain all Zoning and OCP information
- Software installation and implementation

INFORMATION SYSTEMS GOALS FOR 2019

✓ **Corporate Initiative – Replace failing USP’s in Server Room**

- While the CSRD Server Room has an independent generator, there is a delay during startup. The current UPS’s are approx. 5yrs old and we are starting to see battery failures.
- **Costs:** We have budgeted \$5000 for the upgrade, as some electrical upgrades will also need to be done.

✓ **Corporate Initiative – Server Room – Network Switch Upgrade**

- One of the challenges the CSRD is facing is older technology within the server room. All the current network switches were purchased 7 to 9 years ago and are coming to end of life (Cisco). All network switches will be replaced with Meraki switches to ensure compatibility with our current as well as future goals.
- **Cost:** The overall project including installation, configuration and licensing is \$60,000.

✓ **Corporate Initiative – Email Server – Upgrade to Exchange 2016**

- This project will be started in Spring of 2019 with an expected completion in the summer 2019. We are currently using Exchange 2013 and are upgrading to keep current with technology.
- **Costs:** There is a one-time charge of \$1700 from our provider, however the bulk of the work will be performed inhouse.

✓ **Corporate Initiative – Office Update**

- Within the office we are currently using Microsoft Office 2013, which will be at end of life 2020. We are starting the upgrade now to ensure all machines are converted before the end of life date.
- **Costs:** We have budgeted \$20,000 for this project. This amount is to cover the one-time Microsoft license fees.

- ✓ **GIS Department - Data Integrity and Data Reliability**
 - To review the number of layers that are maintained by the CSRD and to move towards a shared model of data collection and mapping usage.
 - Costs: There are no cost for this project.
- ✓ **GIS Department – Integrate Finance**
 - Link Vadim addressing to BCAA and GIS.
 - Integrate internal mapping and Vadim to show serviced parcels by utilities.
- ✓ **GIS Department – ParcelMap BC**
 - Implement ParcelMap BC.
 - Incorporate parcel lines and attributes into current system.
- ✓ **GIS Department – Web Mapping Enhancements**
 - Add Layers, functionality and usability.
 - Add Sessional Resident layers.
 - Update the mapping portal for staff and public use.
- ✓ **GIS Department – Parks and Water mapping**
 - To update the GIS layers with accurate data for our CSRD trails and water systems.
 - To GPS (as needed) various CSRD owned assets – this will include (but not limited to:)
 - Park assets
 - Trail and trailhead assets
 - CSRD owned or managed water system infrastructure
 - CSRD owned or managed sewer system infrastructure
- ✓ **Electronic Records – Discovery Completion**
 - Conduct discovery with Ec. Dev./Tourism/Film and IT/GIS and build out folder structure in Laserfiche Repository.
- ✓ **Electronic Records – Implementation**
 - Implement electronic filing for Finance (early 2019), Corporate Administration (early 2019), Operations Management (mid 2019), Development Services (Fall 2019).
 - Involves training staff, troubleshooting new software implementation.
- ✓ **Electronic Records – Forms Creation**
 - Purchase Orders
 - Asset Disposal Requests
 - Timesheets
 - Technical support requests