



# INFORMATION SYSTEMS

## 2021 Goals and Objectives

RESOURCES	
Department Head:	Brad Payne, Manager, Information Systems and GIS
Current FTEs:	5 (five) FTE

### 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 CSRD 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 2021

### *Guiding Document: 2019 – 2022 STRATEGIC PLAN*

#### **General and Responsible Government**

##### ✓ **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.

##### ✓ **Integrate Finance**

- Link Vadim addressing to BCAA and GIS.
- Integrate internal mapping and Vadim to show serviced parcels by utilities.

##### ✓ **ParcelMap BC**

- Implement ParcelMap BC.
- Incorporate parcel lines and attributes into current system.

##### ✓ **Web Mapping Enhancements**

- Add Layers, functionality and usability.
- Add Sessional Resident layers.
- Update the mapping portal for staff and public use.

##### ✓ **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 – including, but not limited to:
  - Park assets
  - Trail and trailhead assets
  - CSRD owned or managed water and sewer system infrastructure

##### ✓ **Asset Management**

- To work with the new Asset Management Coordinator to digitize and add all the CSRD infrastructure into the Asset Management system.

##### ✓ **Electronic Records**

- Conduct discovery with Ec. Dev./Tourism/Film and IT/GIS and build out folder structure in Laserfiche Repository.
- Implement electronic filing for Corporate Administration (Summer 2021), Operations Management (Late Fall 2021), Tourism, IT & GIS (Spring 2021).
- Involves training staff, troubleshooting new software implementation.
- Forms Creation to improve efficiencies in department (ie timesheets).

## ***Natural Distaster Mitigation and Action on Environment & Climate***

### ✓ **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.

**Costs:** The overall project including installation, configuration and licensing is \$60,000.

### ✓ **Email Server – Upgrade to Office 365 On-Line Exchange**

- Within the office we are currently using Exchange 2013 and are moving to Exchange On-Line.
- This project will be started in Spring of 2021 with an expected completion in the fall 2021. We are currently using Exchange 2013 and are upgrading to keep current with technology.
- With the move to on-line Exchange we are able to reduce the number of servers in our server room.

**Costs:** There is a one-time charge of \$2500 from our provider, however the bulk of the work will be performed inhouse.

### ✓ **Microsoft Office Update**

- Within the office we are currently using Microsoft Office 2013, which will be at end of life 2021. We are currently moving over to Office 365 Standard.

**Costs:** We have budgeted \$15,000 for this project. This amount is to cover the license cost as we convert.

### ✓ **SharePoint Update**

- Within the office we are currently using SharePoint 2013 and are converting to SharePoint Online
- With the move to on-line SharePoint we are able to reduce the number of servers in our server room.

**Costs:** This Project will have no external costs as it is included in the Office 365 subscription

## ***Culture of Engagement***

### ✓ **Mass Notification System**

- Mass notification software is part of our plan to improve communication with the residence and visitors within the CSRD. This software will be used for:
  - Emergency evacuation and alert notices
  - Notice of water and sewer system outages and and other CSRD related communications.

**Costs:** We have budgeted \$15,000 for this project.