

Notice of Motion: Continuing Markham's Digital Transformation: "The Future of Work is Now"

Moved By: Regional Councillor Jim Jones

Seconded by: Ward 4 Councillor Karen Rea

Whereas, in just a few short months the Covid-19 pandemic has fundamentally changed the way we live and work, and its impact will continue to be felt for the foreseeable future; and

Whereas, working remotely has created immense challenges for governments, businesses and employees, and has heightened the requirement for more integrated systems, and advanced collaboration tools and videoconferencing technologies to ensure productivity; and,

Whereas, cities and workplaces are in the midst of an unprecedented digital transformation driven by the rise of mobile and connected systems, the explosion of online data, and the emergence of automated integrated business solutions and technologies such as artificial intelligence and machine learning; and,

Whereas, the Covid-19 pandemic has accelerated the opportunity for governments and businesses to dramatically transform how they work, significantly improve operational efficiency, and support remote team collaboration ; and,

Whereas, the City of Markham is proceeding with its vision of a "frictionless City, with the implementation of Digital Markham, its roadmap for digital innovation, collaboration and partnership among citizens, businesses and government; and,

Whereas, Markham is already a leader in the provision of digital services and has already leveraged a number of the latest technology platforms to improve service delivery to residents and businesses including online voting, ePlan, and a full suite of online services; and,

Whereas, cities need to consider the role technology should play in facilitating remote work, enhancing engagement, collaboration, new ways of working and potential leveraging of opportunities across municipalities/other levels of government; and,

Whereas, Markham has become aware of potential benefits of Microsoft 365 in supporting "work anywhere", organizational effectiveness and employee productivity, and a possible opportunity for a free six month trial of Microsoft 365 Enterprise software.

And therefore, be it resolved that Markham Council direct Staff to investigate the opportunity and report back on the feasibility of implementing a free trial of the Microsoft 365 Enterprise integrated software solution, including associated costs, work effort, anticipated benefits and the establishment of a Council/Staff committee to guide the pilot, if approved.