Information, Communications &Technology Sub-Committee
Minutes
November 15, 2013

Members	Staff
Present: Councillor Howard Shore, Chair Regional Councillor Jim Jones Councillor Alex Chiu Councillor Logan Kanapathi Regrets: Mayor Frank Scarpitti (x-officio) Regional Councillor Gordon Landon	Trinela Cane, Commissioner of Corporate Services Nasir Kenea, Chief Information Officer Victoria Georgiou, Manager of Client Dilevery Sagun Rao, Manager of Technology Teodar Tecsca, Manager of Applications Laura Gold, Council/Committee Coordinator

The Information, Communications and Technology Sub-Committee Meeting convened at 12:35 p.m. with Councillor Howard Shore presiding as Chair.

1. PRESENTATION

Nasir Kenea, Chief Information Officer, provided a presentation to the Information, Technology and Communications Sub-Committee on the following: (1) Bring Your Own Device and Blackberry 10 Rollout; (2) Portal Phase 3 Scope; and (3) Outstanding Items from Previous Discussions.

Discussion

A) Bring Your Own Device Blackberry 10 Roll Out

The Committee asked for clarification on the program, how it will be communicated and whether the in-house Blackberry server can support the program.

Staff advised that Members of Council and staff provided with a Blackberry for work purposes will now be able to opt to use their own mobile device (e.g. iPhone) for work purposes. The employee will be reimbursed the amount the City would pay for a standard voice and data plan. This program is being introduced for employee satisfaction purposes and to improve the flexibility of the existing program. The program will be limited to mobile phone devices and will be run as a pilot project. Users will need to indicate their interest in participating in the program before mid December. Communications promoting this program along with the policy information will be sent to users in the next few weeks. This program can be supported by the in-house Blackberry server, as it is able to support other mobile phone devices.

The Committee asked for information on the standard mobile device and whether training will be provided for the new devices.

Staff advised that the corporate mobile device will be the standard Blackberry Z10 or Q5. Employees will have the option to upgrade to the Blackberry Q10 for $130. The existing mobile devices are required to be migrated to Blackberry's new platform before end of 2013 in order to avoid additional recurring costs moving forward. Corporate training will be provided for the new devices.

Moved by Councillor Alex Chiu
Seconded by Councillor Logan Kanapathi

That the Information, Technology and Communications Sub-Committee Committee approve the rollout of the new corporate mobile phone device, the Blackberry 10 platform and the rollout of Bring Your Own Devices program.

CARRIED

B) Portal Phase 3

An update on the accomplishments of phase 2 was highlighted – including over 50 interactive online services made available to our customers. It was presented that the scope for Phase 3 includes making the website compatible with mobile devices (smartphones, tablets etc), single-sign-on, and additional mobile apps.

The Committee inquired whether the website will be able to be customized to the user's preferences and if targeted information can be pushed out based on their preferences. It was also questioned if there would be a mobile application for reporting a problem.

Staff advised that in Phase 3 of the portal residents will be able to subscribe to the website and customize their web settings. Information will also be able to be pushed out based on the user's preferences. New mobile applications will include: winter road maintenance; report a problem; and elections information.

C) Outstanding Items from Previous Discussions

Long distance call using WiFi hotspots

Staff advised that the City currently spends about $5K per year on long distance phone calls and that the investment to install the infrastructure to be able to make long distance calls using a data network or WiFi is approximately $35K. Based on the City's long distance usage this investment does not pay off at this time.

A Member suggested that a custom solution be considered for City stakeholders who make a large number of long distance phone calls.

Outlook plug-in for calls and notes

Staff advised it would cost about $50K to purchase the bundle of services that is required to permit staff to make phone calls directly from their outlook calendars. Purchasing this Outlook plug-in would not be cost efficient.

A Member noted that different information was provided in regards to providing this service when the new telephone system was being installed.

2. NEW BUSINESS

A) Smart City Forum

The Chair advised that the Smart City Forum that Council approved to hold in Markham in November 2013 will now be held in the first quarter of 2014. The date of the Smart City Forum is being moved to allow time to plan for the event. Council will need to re-approve the $10K required to host the conference due to the forum now being held in 2014. This will be brought back to the General Committee for Council's approval. A number of experts in the field have already demonstrated an interest in speaking at the forum.

B) Corporate Communications Update

Multi Functional Podium

A multi functional podium and media backdrop was approved in principle as part of the 2014 Capital Budget review.

Building Markham Future Together Display

The display created for Building Markham's Future is currently being circulated for display at Markham Community Centres and Libraries and will return back to Markham Civic Centre in January.

Social Media

The City currently has 2700 twitter followers, with 200 new followers every week and 852 Facebook followers. Residents can also view event photos through the City's Flicker Account.

Staff will be updating the Corporate Social Media Policy. Any revisions to the policy will be brought forward to this committee prior to it being brought forward to the General Committee for Council's approval.

Lighting in the Great Hall

The lighting in the Great Hall will be improved.

Press Conference Area

The Committee inquired whether there is a possibility of having a permanent press conference area at Civic Centre.

Staff advised that the possibility of having a permanent press conference area will be explored as part of the re-configuration of Civic Centre. The current design of Civic Centre does not permit for this at this time.

C) Paperless Agenda and Mobile Devices

The Committee inquired whether it would be possible to work with the Region to adopt a similar paperless agenda system so that Members of Council would only have to learn one system. It would be optimal for Members of Council if the same paperless systems could be used by York Region, Powerstream and the City of Markham.

Staff advised that it would be challenging to have the same paperless systems as both the Region and Powerstream as they have different needs, budgets and timelines. Attempts to work with the Region in the past on this initiative have not been successful due to reasons listed above.

The Committee requested that a review of the paperless agenda and mobile devices being used by Members of Council be conducted. The review should look at usage patterns and other technology tools and should be completed by end of June 2014.

A Member inquired if Members of Council would be able to access their ipads through the internet. Staff advised that an additional investment would need to be made in order for this to be possible.

Moved by Regional Councillor Jim Jones
Seconded by Councillor Alex Chiu

That staff conduct a review of the paperless agenda and mobility devices and other technology tools being used by Members of Council by the end of June.

CARRIED

ADJOURNMENT

The Information, Technology and Communications Sub-Committee adjourned at 1:58 p.m.