Information, Communications
&Technology Sub-Committee
Minutes
September 26, 2013

Members	Staff
Present: Councillor Howard Shore, Chair Regional Councillor Gordon Landon Councillor Alex Chiu Councillor Logan Kanapathi Regrets: Mayor Frank Scarpitti (x-officio) Regional Councillor Jim Jones	Trinela Cane, Commissioner of Corporate Services Laurie Canning, Manager of Fleet and Supplies Dennis Flaherty, Director of Communications & Community Relations Mohammed Hosseni-Ara, Director of Culture Lisa Lombardo, Web & Social Media Coordinator Peter Loukes, Director of Environmental Services Tim Moore, Director of Building Standards Nasir Kenea, Chief Information Officer Sagun Rao, Manager of Technology Judy Rigby, Senior Manager, Financial Planning & Reporting Andrea Tang, Manager of Financial Planning Teodar Tecsca, Manager of Applications Laura Gold, Council/Committee Coordinator

The Information, Communications and Technology Sub-Committee Meeting convened at 2:06 p.m. with Councillor Howard Shore presiding as Chair.

1. **2014 INFORMATION, COMMUNICATION AND TECHNOLOGY CAPITAL BUDGET SUBMISSIONS**

The Committee reviewed the following 2014 Information, Communication and Technology Capital Budget Items:

Item	Discussion
ITS-Building Services	
No. 14070 – Electronic Plan Service Delivery Implementation - $993,900	A Committee Member asked the following questions: 1) Is the two to three year implementation phase realistic for this project? Staff were confident that the timelines presented in the consultant's

	report were realistic and attainable.
	2) What is being done to ensure the project is implemented successfully? The electronic plan service delivery will be first piloted on a few types of planning applications so that any issues can be identified and resolved prior to launching the electronic process on a larger scale. 3) Will the electronic plan service delivery process improve the coordination of the plan review process? Staff were confident that the implementation of the electronic plan service delivery will help improve the coordination of the plan review process. 4) Will Applicants be able to track their planning applications? Yes, applicants will be able to track their planning applications online. 5) Will the implementation of an electronic plan service reduce the amount of paper currently being used to review planning applications? According to the consultant's report, there will be a measurable reduction in the amount of paper used and in other resources used when reviewing a plan.
Culture	
No. 14075 Photo Archive System - $20,400	A Committee Member questioned how this program was different than PhotoShare? Staff advised that this program is an archival tool that will be used to store photos corporate wide. The software will provide (1) a more consistent practice in storing corporate photos and (2) a more robust solution to managing corporate photos .
Library	
No. 14076 - Library Service Improvements (Tablets) - $20,400	A Committee Member questioned why the Library required the tablets and whether they would be available to be used at Library events and activities? Staff advised that this budget request is being made as part of the

	Library's customer service strategy. The tablets will enable the Library to more effectively respond to customer expectations without the need for additional staff by providing quick access to the regular catalogue. This strategy has been successfully tested in libraries as part of a pilot project. It was confirmed that the tablets would be made available to use at appropriate library events and activities. The tablets currently being used by the Library do not have a data plan. **This item was referred to the Markham Library Board for its feedback.**
No. 14077 Library Services Improvements (Software) - $28,000	A Committee Member questioned why this software was required? Staff advised that the software is required to provide more accurate information pertaining to the library entrance people count. The new software will also break the information down by the hour, which the existing software will not do. **This item was referred to the Markham Library Board for its feedback.**
Fire	
No. 14078 Geographic Information System – ArcEditor Software License - $11,600	
Operations	
NO. 14080 Mobile Work Computer – Fleet - $12,400	A Committee Member questioned if this cost included staff training? Staff reported that this cost is for the devices and that staff training will be done in-house.
Waterworks	
No. 14089 Location Intelligence Software- Item - $7,500	
No. 14090 Mobile Work Computer Waterworks- $55,100	
No. 14091 Crystal Report Migration –	

$56,600	
No. 14092 Data Management Strategy - $50,900	A Committee Member questioned whether the use of SCADA remote monitoring system could be extended beyond Waterworks? Staff reported that the SCADA remote monitoring system could possibly be used to monitor other types of data, but that different instrumentation would need to be used with the system. It was noted that this budget request is for consultant services to study and provide strategic guidance in managing various data being collected by Waterworks.
Other	
No. 14081 Corporate Database Licenses- Item - $140,000	The Committee questioned if this request was for licenses for Cloud based databases? Staff reported that this budget request is for licenses required to support corporate databases, which have been created in Oracle. The funds for additional Oracle licenses are being requested as the number of business applications supported by these databases has increased over the years.
No. 14082 Geographic Information System – ArcGiS Desktop Licenses	
No. 14084 IT Disaster Recovery (Business Continuity) – $1,053,300	The Committee requested clarification with respect to the breakdown of funds being spent? Staff reported that the $365,000 will be spent on providing redundant power and cooling to the City's primary data centre to make it more reliable in an emergency and that $816, 355 will be spent to replicate the City's data centre at a secondary location. The Committee questioned how much distance is required between the primary and secondary data sites and when the secondary data site will be determined? Staff advised that the primary and the secondary data sites should be at a considerable distance from each other. The location of the secondary data site will likely be determined in the first quarter of 2014.
No. 14084 Core Base	A Committee Member questioned whether the Geometric Area

Architecture - $982,400	Photograph program could be used to provide more current images at Development Services Committee Meetings? Staff reported that this program could possibly be used in the future to provide more current images at Development Services Committee Meetings, but that the organization may not be quite ready for this yet.
No. 14086 Payment Card Industry Compliance (PCI) – Phase 2 of 3 - $14,086	A Committee Member inquired why we are undertaking this project given that we do not currently accept payment of property taxes by credit card. if residents would now be able to pay their property taxes by credit card. Staff advised that while Markham still pays a transaction fee when residents pay by credit card for program registrations, fines, ec., the dollar value involved with respect to property taxes would be cost prohibitive. Residents will not be able to pay their property taxes by credit card, as the cost of providing this service would be too high.
No. 14087 - Strategy for Resident Facing Communication Technology - $50,900	The Committee requested clarification on this budget item? Staff advised that this money will be used towards a study to determine the most effective use of technology to share information with Markham residents. The study will help ensure that the technology being purchased fits into Markham's corporate strategy. An open house will be held in November to obtain feedback on Building Markham Future Together. Information on the most effective way of reaching residents is hoped to be collected at this session.
New - Smart City Forum - $10,000	The Chair requested that $10,000 be added to the budget to host a Smart City Forum in Markham this fall.

Moved by Councillor Logan Kanapathi
Seconded by Regional Councillor Landon

1) That staff investigate the possibility of spending $10,000 to host a Smart City Forum in Markham in the fall of 2013; and,

2) That the Information, Communication and Technology 2014 Capital Budget Items be approved as presented (excluding items No. 14076 and 14077); and further,

3) That the Library Services Information, Communication and Technology 2014 Capital Budget Items No. 14076 and 14077 be referred to the Markham Library Board for its feedback.

CARRIED

2. ADJOURNMENT

The Communications and ITS Sub-Committee adjourned at 3:55 p.m.

...