

**Communications &
Information Technology Sub-Committee Meeting
Minutes
June 20, 2013**

Members <u>Present:</u> Councillor Howard Shore, Chair Regional Councillor Gordon Landon Councillor Logan Kanapathi <u>Regrets:</u> Mayor Frank Scarpitti (x-officio) Regional Councillor Jim Jones Councillor Alex Chiu	Staff Trinela Cane, Commissioner of Corporate Services Dennis Flaherty, Director of Communications & Community Relations Nasir Kenea, Chief Information Officer Sagun Rao, Manager of Technology Teodar Tecsa, Manager of Applications Laura Gold, Council/Committee Coordinator
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The Communications & Information Technology Sub-Committee Meeting convened at 9:05 p.m. with Councillor Howard Shore presiding as Chair.

1. GUEST SPEAKER – NAMIR ANANI

Namir Anani, President and CEO of the Information and Communications Technology Council (ICTC), was in attendance to speak about innovation in technology and how it is affecting industry in both Canada and in the global economy.

One of the largest technological impacts on industry in both Canada and in the global economy is mobile/smart devices. For example in some countries you can now pay for your taxi cab with your mobile device.

Another technological impact affecting industry in both Canada and in the global economy are businesses moving from having a physical space to having cloud/online space. For example a business that only has an online store.

Technology can bring related information together and can simplify business processes. Organizations can prepare for advances in technology by simplifying their business processes and by bringing like services together. For example a municipality may simplify its business process for getting a municipal permit by creating an online process and by having related information easily accessible for patrons applying for a permit online.

There may be opportunities for municipalities to partner with the private sector to obtain outside expertise on technological matters and to help cover the cost of making technological advancements to municipal services. Municipalities should have a vision/roadmap of how they would like to advance technologically and they should engage the public in this process. Municipalities may consider targeting the audience they engage when making technological advances (e.g. the business community).

Questions/Discussion

There was a question on how to be efficient technologically and protect private information at the same time. It was noted that information on a cloud system can be private or public, where private information is only made available to specified users.

It was questioned how municipalities can move away from a bureaucratic environment to a technology savvy organization. It was suggested that new talent who are digitally savvy be hired.

It was questioned how municipalities can move forward with the automation of business processes in a cost efficient manner and at a pace that keeps up with the pace of technology. Partnering with private organizations was recommended.

There was a discussion on how small businesses are driving many of the technological advances in industry today. The Committee was interested in learning more about the small information technology organizations in Markham and the type of technological advances they are making.

Namir Anani offered to assist with or provide feedback on Markham's new Information Technology vision/roadmap. He also offered to provide Markham with businesses contacts in Markham that could possibly be explored for partnership opportunities.

2. REVIEW OF MINUTES

Moved by Regional Councillor Gord Landon

Seconded by Councillor Logan Kanapathi

That the Minutes from the May 13, 2013 Communications & ITS Sub-Committee be approved as presented.

CARRIED

3. SMART CITIES (CONFERENCE FEEDBACK)

Councillor Howard Shore spoke about the Smart Cities Conference held in Toronto on June 3 and 4, 2013. The speakers at the conference were from both the public and private sector and were of very high calibre. The focus of the conference was largely on advancing broadband

technology. Attending the conference was a good networking opportunity and it was interesting to hear what is occurring in other cities with respect to technology.

4. E AGENDA AND GOOGLE MAPS

Kimberley Kitteringham, City Clerk, provided an update on the e-agenda initiative. Staff are in the process of reviewing the current e-agenda tools and are developing a plan to roll out e-agendas corporate wide in September. A workshop on the e-agenda is being planned to be held over the summer months to educate key stakeholders on this initiative.

Staff have committed to having e-agendas for the Development Services Public Meeting, Confidential Council and Standing Committee Meetings, Sub-Committees of Council and for Advisory Committee Meetings by September.

The Planning Department has committed to adding a link to Google maps in their presentations to the Development Services Committee on planning applications.

5. LEVERAGING TECHNOLOGY PRIORITY ITEMS

Nasir Kenea, Chief Information Officer, spoke briefly about the corporate project Leveraging Technology to Transform Business and its project deliverables. Under this project Markham's roadmap/vision for technology will be updated. This roadmap will look at Markham's medium and long term goals with respect to technology.

6. PORTAL ROADMAP

Nasir Kenea reported that staff are wrapping up phase two of the Portal and will soon be starting phase three of the Portal. A demonstration of what has been achieved in phase two of the Portal and of what will be achieved in phase three of the Portal will be provided at the next meeting.

7. E-NOTIFICATIONS AND GENERAL COMMUNICATION UPDATE

Dennis Flaherty, Director of Communications & Community Relations, provided an update on how staff are using social media to engage the public. The number of social media followers was anticipated to increase with Markham's recent launch of its mobile applications.

Kimberley Kitteringham reported that for the last election a voice mail blast was a very effective method of promoting Markham residents to vote.

8. ADJOURNMENT

Moved by Councillor Logan Kanapathi

Seconded by Regional Councillor Gordon Landon

That the Communications & ITS Sub-Committee adjourn at 4:49 p.m.

CARRIED