

**Communications &  
Information Technology Sub-Committee Meeting  
Minutes  
May 13, 2013**

<b>Members</b> <u>Present:</u> Councillor Howard Shore, Chair Regional Councillor Jim Jones Regional Councillor Gordon Landon Councillor Alex Chiu  <u>Regrets:</u> Mayor Frank Scarpitti (x-officio) Councillor Logan Kanapathi	<b>Staff</b> Trinela Cane, Commissioner of Corporate Services Dennis Flaherty, Director of Communications & Community Relations Nasir Kenea, Chief Information Officer Sagun Rao, Manager of Technology Laura Gold, Council/Committee Coordinator
---	---

The Communications & Information Technology Sub-Committee Meeting convened at 9:05 p.m. with Councillor Howard Shore presiding as Chair.

**1. REVIEW OF THE MINUTES**

It was recommended that staff investigate how Powerstream manages its confidential e-documents. Staff advised that options for a confidential e-agenda are currently being considered and that Powerstream's process for managing its confidential e-documents can be investigated as part of this process.

Other matters discussed regarding e-agendas included the following: ensuring the Chair references page numbers to help users with the navigation of the e-agenda; providing training to e-agenda users; being champions of the e-agenda initiative; and having e-agendas for Planning Public meetings.

Moved by Councillor Alex Chiu

Seconded by Regional Councillor Gord Landon

That the April 19, 2013 Communications & Information Technology Sub-Committee Minutes be approved as presented.

CARRIED

**2. LEVERAGING TECHNOLOGY FOR BUSINESS TRANSFORMATION**

Nasir Kenea reported that staff are currently working toward linking business priorities with Building Markham's Future Together (Councils Strategic Priorities). The priorities identified for 2012 include: leveraging technology for business transformation, growth, community engagement and people management. Project charters have been created for each of these priorities. The project charter for leveraging technology for business transformation focuses on IT governance; IT strategy refresh; and ITS operational review; and delivering on high priority initiatives (e.g. eAgena and the 2014 Election).

The following matters were discussed in more detail:

### IT Strategic Refresh

The Committee suggested that the vision for the IT strategic refresh should be based on external trends in information technology. Staff noted the importance of working in synergy with business stakeholders when creating the strategic plan.

### Markham News

It was questioned if a page could be added to Markham's website where residents could sign up to get email updates on Markham news. Staffs preference was to better leverage existing real time technology.

### Portal

It was reported that like services are being bundled together to streamline services being offered online through the Portal and that the next stage of the Portal will be to add a personalization component.

It was noted that both Richmond Hill and Aurora have investigated the possibility of partnering with Markham and the Region to develop their portals, but at this point in time neither have pursued this option.

### Human Resource Systems

It was reported that staff are currently exploring the option of partnering with the Region to implement a human resource system.

### Electronic Plans

It was reported that a consultant has been hired to review the site plan review process. Staff will look for an e-plan solution once this process is better understood.

### Replacement of the Server

It was reported that staff are starting to plan for the replacement of the server, which will occur based on its scheduled life cycle replacement. The whole system should be more robust once the server is replaced.

### **3. DISASTER RECOVERY PLANNING**

The committee reviewed six options for IT systems disaster recovery. Currently, the City has no back-up data centre. Having a back up data centre will be important to business continuity in an emergency. A sub-committee has been established to review which existing business processes/services are critical services. The sub-committee is developing criteria for identifying which services are critical services.

### **4. REGION OF YORK BROADBAND NETWORK**

The Committee discussed the possibility of joining York Technology Network, a private not-for-profit broadband network being planned for York Region. Currently, Markham contracts this service through a service provider. If Markham decides to join this network, York Region would be responsible for the capital costs and Markham would be responsible for the operating costs. Legal is currently investigating this opportunity for Markham.

It was suggested that the service provider currently providing this service be advised that Markham is looking into this opportunity.

### **5. SMART CITIES CONFERENCE & 2013 CANADIAN TELECOM SUMMIT**

The Committee discussed having representatives from this Committee attend both the Smart Cities Conference and the 2013 Canadian Telecom Summit. Both conferences are being held in Toronto in June 2013. Attending these conferences will help educate the Committee on the smart city and related concepts.

Moved by Regional Councillor Gord Landon

Seconded by Regional Councillor Jim Jones

That it be approved that a representative from this Committee attend the Smart City Conference to be held in Toronto from June 3 to June 4, 2013; and,

That it be approved that a representative from this Committee attend the Telecom Summit to be held in Toronto from June 3 to June 5, 2013.

CARRIED

### **6. REBRANDING – COMMUNICATIONS & ITS-SUB-COMMITTEE**

The Committee discussed changing the name of the Communications & ITS Sub-Committee to the Information Communications and Technology Sub-Committee. Staff noted that the proposed name may not cover communications in a broader sense, as “Information, Communications and Technology” is traditionally an IT term.

Moved by Regional Councillor Jim Jones

Seconded by Regional Councillor Gordon Landon

That the Communications & Information Technology Sub-Committee be renamed the Information, Communication and Technology Sub-Committee.

CARRIED

## **7. UPDATE ON MAP HYPERLINK FOR DSC**

This matter was deferred to the June meeting, as a representative from the Planning Department was not available to attend this meeting.

Moved by Regional Councillor Gord Landon

Seconded by Regional Councillor Jim Jones

That the agenda item "Update on Map Hyperlink for DSC" be deferred to the June meeting.

CARRIED

## **8. AGENDA FOR JUNE MEETING**

The Chair requested that there be a guest speaker at the next meeting to either discuss the smart city initiative or to discuss another matter of interest to this Committee.

## **9. NEW BUSINESS**

### Increasing Paper Reduction Goal

There was a discussion on whether the City should increase its paper reduction goal of 10% per year. The Chair suggested that the City should increase its paper reduction goal to 25% per year. Input will be sought from each commission over the next few months on resources required before a new target is recommended by this Committee.

It was noted that prior to increasing this goal more tools for reducing paper usage should be put into place

### Wi-Fi Capabilities

It was suggested that staff look into expanding its Wi-Fi capabilities so that people can access the internet from the parking lot or the outside area of Civic Centre.

**10. ADJOURNMENT**

Moved by Regional Gordon Landon

Seconded by Regional Councillor Jim Jones

That the Communications & Information Technology Sub-Committee adjourn at 10:47 a.m.

**CARRIED**