Recent Accomplishments

Corporate Services

TOWNSHIP OF
SOUTH
STORMONT

Recent Accomplishments

- Business Impact Analysis (Phase 1 Disaster Recovery)
- Electronic Agenda (eScribe)
- Building Department Software
- Procedural By-law Review
- Mobile Device Management Policy and implementation
  - BYOD devices enrolled: 17
  - BYOD devices awaiting enrollment: 6
  - Corporate devices to be converted to BYOD in the near future: 8
  - Newly-activated corporate plans in 2019: 3

TOWNSHIP OF
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Recent Accomplishments

- Yard & Maintenance By-law
- Office 365 implementation
- IT Policy Development
- Water Wastewater Plant Network Security
- Accessibility Plan Overview
- Extended Staff Training Opportunities

Recent Accomplishments

CUSTOMER SERVICE
AccessE11 is the Township's complaint / request tracking system

Staff are pleased to report that as a result of additional follow up and the use of mobile phones, up to 90% of cases are closed and the complainant has been advised of case closure.

Department	2018	2019 (to date)
Fire & Rescue	254	310
Parks & Recreation	10	25
Public Works	704	697

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Recent Accomplishments

INFORMATION TECHNOLOGY

Due to improvements to our information technology systems we report the following:

- Total spam emails blocked between August 1, 2019 and November 7, 2019: **43,000**
- Total malware attachments blocked between August 1, 2019 and November 7, 2019: **140**

Recent Accomplishments

INFORMATION TECHNOLOGY
Emails per day (2-week period) blocked by our anti-phishing and anti-spoof filters. Each of these emails is considered an attempt to defraud/extort the Township.

- September 16 – 28
- September 17 – 3
- September 18 – 12
- September 19 – 14
- September 20 – 10
- September 21 – 2
- September 22 – 2
- September 23 – 5
- September 24 – 10
- September 25 – 3
- September 26 – 14
- September 27 – 6
- September 28 – 6

It is interesting to note that the 5 most targeted email addresses are:

info@southstormont.ca
dsmith@southstormont.ca
cindy@southstormont.ca
loriann@southstormont.ca
kevin@southstormont.ca

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Recent Accomplishments

RECORDS MANAGEMENT

In 2015, the municipality began moving to an electronic system. Files are scanned, catalogued and checked for quality control.

Total property files scanned and categorized in Filehold: **7,288**

Property files checked for quality and shredded, to date: **3,672** (50% +/-)

It is estimated the property files represent **18%** of total files to be scanned and incorporated into the electronic system.

More than **75** drainage boxes have been scanned and stored off site.

Recent Accomplishments

RECORDS MANAGEMENT

Initiatives Continuing

- Website Re-Development Commenced
- Fire Establishing By-law and Management Software
- Building By-law
- IT Managed Services Project
- Cemetery Support
- By-law and Policy review

Initiatives Continuing

Preparations for Recording of Council Meetings including: equipment, technology; and training for members of Council.

Proposed Capital Projects

Corporate Services

Project Title:

Request	Website Development
Rationale	Website must be evolved to support online eServices and public engagement while supporting tourism and marketing initiatives.
Considerations	Potential lost revenue due to inability pay online Current hosting does not appear to meet security requirements
Cost	$10,000
Funding Source	Tax Dollars – carry forward project from 2019
Time Span	End date: July, 2020

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Project Title:	
Request	Fire Management Software
Rationale	Current process is manual and inefficient leaving the Township unable to meet legislated requirements
Considerations	Off site access and centralized reporting is beneficial
Cost	$10,000 for development plus $5,000 for hosting
Funding Source	Tax Dollars – carry forward project
Time Span	End date: March, 2020

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Project Title:

Request	Human Resource (HR) Management Software
Rationale	Management of HR is currently done manually with a paper based inefficient and time consuming process
Considerations	Increase efficiencies in Payroll and HR processes; ensure proper retention of documents
Cost	$15,000 for development plus $10,000 for hosting
Funding Source	Tax Dollars
Time Span	End date: June, 2020

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Other Projects for Consideration:

Pet Licensing Software The current process is manual and paper based using upwards of 2 weeks of staff time	$5,000 for development plus $2,000 for hosting
Mobile App Public engagement and enhancement of online activity	$18,000 plus hosting cost

Project Title:	
Request	Administration Building Renovation – Phase 2
Rationale	The 2019 budget included funds to create a meeting room and re-location the reception area equipment. Staff are requesting 2020 funds to create additional workstations and facilitate additional office sharing.
Cost	$25,000
Funding Source	Tax Dollars
Time Span	End date: May, 2020

Proposed Operations Budget Highlights

Corporate Services

Proposed Operations Budget Highlights - 2020

Corporate Services
Disaster Recovery and Investigation into Cloud interconnectivity ($10,000)
Telecommunications review ($5,000)
Professional fees anticipated for cemetery title research ($2,500)
Hardware upgrades across departments due to end of lease ($50,000)
Increase in hosting and license fees as a result of software upgrades ($27,000)
Transferred portion of IT Capital Project Budget from 2019 to operating costs to offset professional services software support and training for Vadim and Asset Management ($60,000)

SOUTH STORMONT

Questions?

Corporate Services