



2023 Service Review Council Questions

SERVICE AREA: Corporate Services - Municipal Revenue and Economic Prosperity

PAGE NUMBER: 6

ELECTED OFFICIAL: DiManno

QUESTION:

Has there been any consideration into developing an economic prosperity full-time position coming out of the pandemic?

ANSWER:

One of the recommendations from the Economic Prosperity Strategy was to fund a full-time position in this area. A New Service Request was first brought to Council as part of the 2015 Service Review to fund an Economic Prosperity Coordinator position. The position was not funded at that time and Council has not given any further direction to reconsider such a position in the meantime.



2023 Service Review Council Questions

SERVICE AREA: Corporate Services - Information Governance

PAGE NUMBER: 11

ELECTED OFFICIAL: DiManno

QUESTION:

What year does the IG master plan take us to? What's a status update on how much of the plan we have left to implement?

ANSWER:

The Information Governance Master Plan does not provide a specific year or timeframe for full implementation. Rather it provides a target GARP score of 3.0. One of the single largest projects recommended in the plan was a suggested 3-year SharePoint deployment. Our departmental migration process from the files shares to SharePoint took 3 years and 3 months. Many of the tasks are not finite, but rather ongoing (retention schedule annual reviews, ongoing physical records management and FOIP program). There is still a lot of work to do to move the organization from our current GARP score of 2.6 to 3.0.



2023 Service Review Council Questions

SERVICE AREA: Corporate Services - Information Governance

PAGE NUMBER: 11

ELECTED OFFICIAL: Pelham

QUESTION:

2023 - could we please have a SharePoint refresher/tutorial? I struggle with successful searching.

ANSWER:

Yes, now that all departments have been onboarded to SharePoint there will be more capacity in 2023 for user training.



2023 Service Review Council Questions

SERVICE AREA: Corporate Services - Information Technology

PAGE NUMBER: 21

ELECTED OFFICIAL: DiManno

QUESTION:

Understanding we still have to finalize the cyber security implementation, how are the enhancements to the system working in terms of being better protected?

ANSWER:

The initial cyber security work has focussed on removing vulnerabilities that allowed for the initial cyber security incident to occur. Security in the following areas has been greatly enhanced: Email system and internet connections, server, desktop and laptop computers, Office 365, VPN access and Wi-Fi access.



2023 Service Review Council Questions

SERVICE AREA: Corporate Services - GIS

PAGE NUMBER: 23

ELECTED OFFICIAL: DiManno

QUESTION:

Just flagging for the whole document - should we be moving away from the language of "workshop" and instead to a Gov + Finance Committee meeting where we could seek advice from officials in camera if required?

ANSWER:

Agreed, we will update our language.



2023 Service Review Council Questions

SERVICE AREA: Corporate Services - NSLR ARO Consultant

PAGE NUMBER:

ELECTED OFFICIAL: DiManno

QUESTION:

Is there any way for this to be funded through General Capital reserve since its related to tangible capital assets?

ANSWER:

Yes, there is a tenuous connection between this new accounting standard and tangible capital assets. Administration would not recommend this approach as the General Capital Reserve is forecasted to go into a negative position at the end of 2022 and is not forecast to return to a positive position until 2032.



2023 Service Review Council Questions

SERVICE AREA: Corporate Services - NSLR New Position - Finance Department

PAGE NUMBER:

ELECTED OFFICIAL: DiManno

QUESTION:

When was the last time a position was added to the finance department?

ANSWER:

There was a 0.5 FTE added when Business Licencing went to the Planning Department in the 2000's, around the same time the Corporate Services Administrative Assistant position was eliminated.



2023 Service Review Council Questions

SERVICE AREA: Corporate Services - NSLR New Position - Finance Department

PAGE NUMBER:

ELECTED OFFICIAL: DiManno

QUESTION:

If this is not approved, what can we expect to happen to our service levels?

ANSWER:

The current demand on the finance department is such that during peak demand times (i.e. service review/budget and year-end), a significant amount of overtime is required especially by the Manager, Finance and the Finance Officer. This peak demand period now extends from September to April. It is becoming increasingly difficult for these positions to schedule their vacation allotment in during a year and any significant sick time would result in major disruption. As a result we are starting to see important analytical work, such as the 100 year reserve analysis, being delayed. This additional position will allow for a more balanced distribution of work during the peak times and will add capacity to ensure the ongoing financial analysis is kept up to date and increased analysis of data could be added to support better organizational decision making.



2023 Service Review Council Questions

SERVICE AREA: Corporate Services - NSLR Software Consultant

PAGE NUMBER:

ELECTED OFFICIAL: DiManno

QUESTION:

If the IT department receives more capacity in 2023, would there be more bandwidth to take on this project in-house?

ANSWER:

No, the additional position requested for the IT department is required to support existing service level demands. We don't currently have the in house expertise to manage this type of project.



2023 Service Review Council Questions

SERVICE AREA: Corporate Services - NSLR cyber security

PAGE NUMBER:

ELECTED OFFICIAL: Pettigrew

QUESTION:

why not just buy additional insurance w/o additional staffing?

ANSWER:

Without addressing the root causes of our cyber security risks we would remain vulnerable to future cyber attacks. As a public entity we have an obligation to protect the personal information that we collect and hold. Failing to address the outstanding vulnerabilities in our IT systems would lead to much higher insurance premiums and could lead to significant reputational risk.



2023 Service Review Council Questions

SERVICE AREA: Corporate Services - NSLR cyber security

PAGE NUMBER:

ELECTED OFFICIAL: DiManno

QUESTION:

Did MNP Consulting identify IT as a department where it's been recommended to add a position to deliver the same level of service?

ANSWER:

Yes, the MNP report recommended increasing the IT Department by one FTE immediately. The recommendation considers that any excess capacity created by the addition of the FTE ought to be directed towards providing departmental leadership and support for the team to ensure the effective use of available resources.