Toronto Community Housing

Q1 2023 Information Technology Services Divisional Update

Item 10
June 23, 2023
Building Investment, Finance and Audit Committee

Report:	BIFAC:2023-61
To:	Building Investment, Finance and Audit Committee ("BIFAC")
From:	Vice President, Information Technology Services ("ITS")
Date:	May 8, 2023

PURPOSE:

The purpose of this report is to provide the Building Investment, Finance and Audit Committee ("BIFAC") with the Q1 2023 Information Technology Services divisional update.

RECOMMENDATION:

It is recommended that the BIFAC receive this report for information.

SUMMARY:

This report covers the period of January 1, 2023 to March 31, 2023.

Q3 ACTIVITY SUMMARY:

An overview of the team's activities in the first quarter of 2023 are outlined in the following three categories:

1. Keep the Lights On ("KTLO"): This category outlines all the activities required to ensure that the business remains up and running. These activities include actioning any issues impacting business operations as they arise or fulfilling standard requests from the business, such as setting up new shared folders or onboarding a new employee.

In Q1 2023, the ITS team responded to and resolved 2,789 incidents. This was a decrease of 12% from the previous quarter, and was as a result of the stabilization of new technologies introduced in Q4 to both TCHC and the Toronto Seniors Housing Corporation ("TSHC"). Approximately 40% of the incidents were issues under the category of Software and Application. In Q1 2023, the ITS team also responded to and completed 4,969 requests, an increase of 28% over the previous quarter. This was due to three contributing factors:

1. Reduction in incidents resulted in a greater capacity to handle more requests than in the previous quarter;
2. Process improvements were implemented in Q1 in the area of onboarding, resulting in a much improved turnaround time; and
3. Increase in the number of requests for onboarding, devices and access.

2. Q1 2023 Priorities: Information Technology Services focused on a number of priorities in Q1 2023:

1. Continuing to strengthen TCHC's cybersecurity posture through a number of projects and improvements, as reported on in Report BIFAC:C2023-42.
2. Initiating the Microsoft365 Program, which will bring additional tools to TCHC and TSCH such as SharePoint and Microsoft Teams. This program will be fully implemented in 2023. The Q2 Information Technology Services Divisional Update will provide details of the progress of this program.
3. ITS delivered several new data dashboards to the Operations team. This is the first launch in a year-long project to provide enhanced reporting and analytics capabilities to the organization via a business intelligence tool. As this is a very new service to the organization, there will be iterations required as users become familiar with the new dashboards and requirements are refined.
4. Technology planning with several divisions within the organization.

3. Toronto Seniors Housing ("TSHC"): The ITS team supports TSHC and continues to work with TSHC to improve service delivery. In Q1, the following initiatives were started:

1. Implement workflow changes to support TSHC roles and responsibilities that differ from TCHC;
2. Implement changes to vendor processes to enable TSHC corporate vendors to utilize Vendor Café; and
3. Improve governance process between ITS and both TCHC and TSHC to reduce frustration and speed up enhancements and service delivery.

2022 END USER SURVEY RESULTS:
In November 2022, ITS launched its first End User Survey, executed by Info-Tech, to all TCHC and TSHC staff. The purpose of the survey was to:

1. Measure overall satisfaction levels across all divisions, business units and levels of the organization for both TCHC and TSHC;
2. Establish a baseline for future surveys and to measure improvement; and
3. Benchmark ITS performance to other organizations.

In February 2023, the results of this first survey were presented by Info-Tech to ITS Leadership and the Executive Leadership teams of both TCHC and TSHC.
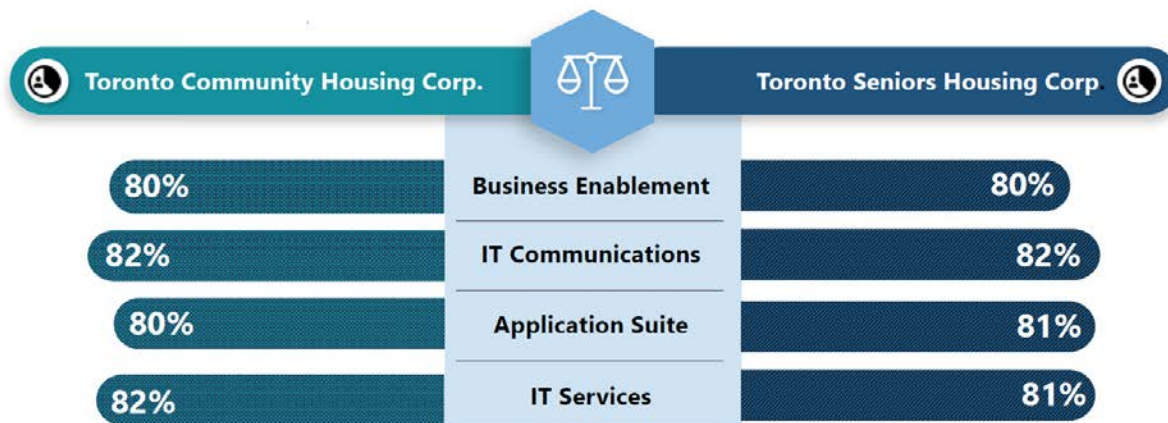
Overall Results:
The response rate for both organizations was sufficient to obtain meaningful and statistically significant results. The survey was anonymous.

The survey measured four areas:

1. **Business Enablement:** "How satisfied are you with ITS's ability to enable the organization to meet its overarching goals?"
2. **IT Services:** "How satisfied are you that the services provided by IT enable you to perform your job effectively?"
3. **IT Communications:** "How satisfied are you with ITS's ability to communicate with you regarding the information you need to perform your job effectively?"
4. **Suite of Applications:** "How satisfied are you that the suite of applications you have is the appropriate set for enabling you to do your job effectively?"

2023 End User Survey Results

Overall Satisfaction with IT

Toronto Community Housing Corp.		Toronto Seniors Housing Corp
80%	Business Enablement	80%
82%	IT Communications	82%
80%	Application Suite	81%
82%	IT Services	81%

Deeper Dive:

While the overall results were favorable, ITS leadership received detailed data and analysis that provided greater insights.

1. Overall, all respondents viewed the ITS team as professional, courteous and very responsive.
2. Higher levels of satisfaction came from front-line staff. Front-line staff represented the majority of respondents.
3. Lower levels of satisfaction came from the management levels of both organizations. Respondents at this level have a greater reliance on technology and have the lowest satisfaction rates.
4. Satisfaction rates across divisions varied significantly with the highest satisfaction coming from the Operations divisions and the lowest in the corporate support areas.
5. Respondents identified several areas for improvement.
6. Comments did not consistently align with satisfaction scores.

ITS met with all business units in both corporations to discuss the results, review comments and to validate that the results of the survey reflected their satisfaction with ITS.

Work to be done:

The End User Survey, along with ITS operational data, end user direct feedback and project close-out reports have provided ITS with the needed intelligence to make meaningful changes to improve service delivery.

Where possible, short-term action plans have been developed and implemented to improve specific services that have a more immediate impact, such as improvements to the onboarding process. Longer-term service improvements require a review of the service offerings, capabilities of the team, and the capacity to take on more activities to improve services.

SIGNATURE:

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