



Q4 2021 Information Technology Services Divisional Update

Item 2D

March 8, 2022

Building Investment, Finance and Audit Committee

Report: BIFAC:2022-28

To: Building Investment, Finance and Audit Committee
("BIFAC")

From: Vice President, Information Technology Services ("ITS")

Date: February 4, 2022

PURPOSE:

The purpose of this report is to provide the Building Investment, Finance and Audit Committee ("BIFAC") with the Q4 2021 Information Technology Services divisional update.

RECOMMENDATION:

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

SUMMARY:

This report covers the period of October 1 to December 31, 2021.

Q2 ACTIVITY SUMMARY:

An overview of the team's activities in the fourth quarter of 2021 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 Q4 2021, the ITS team responded to and resolved 3612 incidents. Approximately 43% of the incidents were issues under the category of Software and Applications. In Q4 2021, the ITS team also responded to and completed 4323 requests.

2. Information Technology Services-Led Initiatives: Information Technology Services projects initiated in 2021 are part of the ITS long-term technology roadmap and include the modernization of many of TCHC's end of life technologies. Information Technology Services projects in 2021 are, for the most part, multi-year initiatives with specific milestones scheduled for completion in 2021.

Some accomplishments for Q4 include:

- Initiating the information technology services work required to successfully implement the new Toronto Seniors Housing Corporation;
- Technology deployment for new Tenant Service Hubs launched in Q4;
- Drafted the 2022 Information Technology Services Divisional Plan; and
- Continued focus on cybersecurity initiatives.

3. Business-Led Initiatives: The ITS team supports the organization through the implementation or enhancement of technologies. In Q4, the ITS team focused on the following business initiatives:

- Development of an Affordable Housing Waitlist;
- Planned the information technology activities for the transition of Contract Managed buildings to Direct Managed; and
- Implementation of a Personal Protective Equipment (PPE) inventory management solution

SIGNATURE:

"Luisa Andrews"

Luisa Andrews
Vice President, Information Technology Services

STAFF CONTACT:

Luisa Andrews, VP IT Services

416-981-5012

Luisa.andrews@torontohousing.ca