



Q2 2022 Information Technology Services Divisional Update

Item 8

July 27, 2022

Building Investment, Finance and Audit Committee

Report: BIFAC:2022-108

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

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

Date: July 4, 2022

PURPOSE:

The purpose of this report is to provide the Building Investment, Finance and Audit Committee ("BIFAC") with the Q2 2022 Information Technology Services divisional update.

RECOMMENDATION:

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

SUMMARY:

This report covers the period of April 1 to June 30, 2022.

TORONTO SENIORS HOUSING ("TSHC") TECHNOLOGY INITIATIVES PHASE 2:

In the first quarter of 2022, ITS initiated thirteen (13) separate technology initiatives to support Toronto Seniors Housing Corporation with a deadline of June 1, 2022. All 13 initiatives were completed on time, within budget and within scope. In the second quarter, ITS has commenced the scoping for a second phase of work that is required but did not have a hard deadline of June 1, 2022 for implementation. There are currently five (5) projects in review.

The key initiatives are outlined in the Table 1.

Table 1: TSHC IT Technology Initiatives Phase 2

Initiative	Scope, Status and Risks
ITSM (Information Technology Service Management) process review and Update	Scope: Adjustment of ITS internal processes and support technologies (ServiceNow) to support TSHC Status: Scoping in progress Risks: No significant risks noted
Identity Management Phase 2	Scope: Implementation of a trust relationship between TSHC domain and TCHC domain. Includes updates to authentication methods for core business applications Status: Scoping in progress Risks: no significant risks noted
Password Self-Service	Scope: Implementation of new self-service password reset for TSHC email (torontoseniorshousing.ca) Status: Scoping in progress. Risks: no significant risks noted
Shared Drive Review	Scope: Review and implementation of Shared Drive requirements for TSHC Status: Scoping in progress. Risks: no significant risks noted
TSHC Org Structure Updates	Scope: Implementation of final TSHC corporate structure in various support technologies Status: Scoping In progress Risks: no significant risks noted

The ITS team will continue to work with TSHC to identify and document the degree of change and impact that employees may experience as a result of the updates to technology and provide a recommended change management approach.

Q2 ACTIVITY SUMMARY:

An overview of the team's activities in the second quarter of 2022, exclusive of the work being completed for TSHC, 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 Q2 2022, the ITS team responded to and resolved 2935 incidents. Approximately 39% of the incidents were issues under the category of Software and Applications. In Q2 2021, the ITS team also responded to and completed 4354 requests.

2. Information Technology Services-Led Initiatives: Information Technology Services projects initiated in 2022 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 2022 are, for the most part, multi-year initiatives with specific milestones scheduled for completion in 2022.

Some initiatives for Q2 include:

- Webex Upgrade;
- Windows 10 Update;
- Integration of new VoIP solution with call centre technologies; and
- Continued focus on cybersecurity initiatives.

3. Business-Led Initiatives: The ITS team supports the organization through the implementation or enhancement of technologies. In Q2, the ITS team initiated work on the following business initiatives:

- Tenant Rep Email Pilot Project; and
- Supporting CSU to implement new Fob/Key management processes.

SIGNATURE:

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