

This document highlights some of the major projects that Technology Services Division (TSD)is currently involved in.

JD Edwards Technical Upgrade:

JD Edwards upgrade project is progressing well. Along with staff from the consulting company, staff from several business units from the City and seven TSD staff are involved in this project. The upgrade phase of the project is managed by Darren Hack from Finance division. Once this phase is complete, TSD staff will continue leveraging JD Edwards for other business functions including Human Resources Information Management System and Asset Management System. **This is led by Finance and assisted by several divisions including TSD.**

City of London Website Modernization:

The modernization of City of London website is underway. Having a modern, well designed and easily accessible website is no longer an option, it is a necessity. The goals of the website redevelopment project are to ensure the public can easily find and access information and services through the website and to enhance the City's image to residents, businesses and visitors through an online presence that is effective and efficient, and that is modern and attractive. **This is led by Corporate Communication and assisted by several divisions including TSD.**

Ontario Works-Client Management System:

This is a multi-year project which is in the final stages of development. TSD and the business unit have committed to completing this project by the end of 2012. This project will bring enormous benefits to the staff who are involved in serving Ontario Works recipients and will ultimately improve the service to the clients. **This project is lead by Social and Community Services Division and assisted by TSD.**

Corporate IT Training-Leveraging IT:

According to OMBI, the City of London investment in IT is right in the middle compare to other municipalities in Ontario. But most organizations do a very poor job in leveraging technology investment to increase their ROI. Effective use of technology is one of the most critical aspects of leveraging technology. This begins with training City of London staff to use technology effectively and efficiently. For this reason TSD has redesigned the training curriculum and the training has begun. **This is led by TSD.**

Council Chamber and Committee Room Technology

Upgrades:

The second phase of this upgrade is underway and the progressing well. This project extends technologies such as high quality projection system, audio/video technology, electronic agenda, and electronic voting to Committee rooms #4 and #5. In addition this project will provide over flow technology and live web streaming of council sessions. **This is led by Clerk's office and assisted by TSD.**

Prosecution Office Electronic Resource Tool:

This project is to enable our lawyers to build a valuable knowledge base about cases they are working on which will be easily accessible going forward. We are in the process of designing a solution that will allow quick import of case files from different formats and different sources, and tailored search function and navigation tools to allow access to desired content within one minute. **This is led by the prosecution office and assisted by TSD.**

Network Refresh:

Network is one of most critical aspect on an enterprise IT infrastructure such as ours. In many ways it is a nerve system that connects everything and passes the information from one point to another; it is the back bone of “Information Highway”. The convergence of data, voice and video and the amount of data we collect, store and analyze has created a huge demand for network bandwidth, resiliency, redundancy and high performance. In addition, our network is aging and on occasion we are beginning to see issues popping up. For these reasons, TSD has started a “Network Refresh” project to proactively manage any potential risks associated with network failures, to provide redundant and resilient network infrastructure, and to design and develop more futuristic network infrastructure. **This project is led by TSD.**

Unified Communication & Collaboration:

Convergence of voice and data technologies and the explosion of mobile technology, social networking, etc. bring to light the importance of a unified communication strategy. TSD is studying the communication needs (voice and data) of the Corporation to implement an effective communication and collaboration framework. **This is currently led by TSD.**

Desktop Virtualization:

The City of London provides PCs, laptops, etc. to staff members who need to them to perform their functions. Unfortunately most staff get a PC and laptop with same technical configuration regardless of their function, and the end devices may not be aligned with their needs. TSD is studying the business benefits of implementing Desktop Virtualization technology. When implemented this would allow TSD to tailor the equipment based on the needs of the user. In addition, this would reduce the amount of time spent on managing, maintaining and securing these devices. **This is led by TSD.**

There is no such thing as an “IT Project”. Every project is a Business Project!