



London
CANADA

BUILDING THE FOUNDATION FOR BETTER HOUSING INFORMATION



CHALLENGE

The City's Housing Division had no central information system to track data on properties, providers and projects related to housing services. Information was managed in various Access and Excel files, making data management labour intensive and raising concerns about data integrity.

INVESTMENT

Working with the Housing Division, a 10-Phase Housing Division Information System Project has been initiated. Phase I included the customization of available source-code to catalogue tombstone data for housing properties and service providers.

BENEFITS

- Centralized Information Database
- Decreased Administrative Burden
- Stronger Data Integrity
- Solid Foundation for Implementation of Longer-Term HDIS Project

BIGGER PICTURE

With the completion of Phase I of the HDIS project, the Housing Division has a centralized database of tombstone data for all properties. Housing Division staff has more immediate access to information about properties and projects and up-to-date contact information for community partners.

Housing Division Information System, Phase I



CITY OF LONDON STRATEGIC PLAN 2011-2014 - MISSION

To be a respected and inspired public service partner

TECHNOLOGY SERVICES DIVISION - IT STRATEGY

Enable Growth & Service Excellence via Improved Organizational, Service, Information & Technology Supports

HISTORY

The Housing Division had no central database to track housing providers, projects, properties, and relevant contact information. Information was stored in multiple Access and Excel files, leading to accounting and auditing complications, concerns about data integrity and general difficulty in managing an unwieldy information system.

Driven by the Housing Division's research and interest in adopting the SHAMIS cataloguing system from the City of Ottawa, TSD supported Housing in its effort to build a central database. This project is being rolled out in 10 phases, with Phase I currently wrapping up with the establishment of a tombstone data catalogue.

The transition to a customized version of the SHAMIS information system will improve efficiency and effectiveness in the way that the Housing Division tracks critical information about its projects and partners.

Supported by TSD's project management and technical development skills, the Housing Division has laid a strong foundation for the development of a more complex database. The new HDIS will allow staff to easily access vital information and result in considerable improvements to service delivery and the way the City works with its community and institutional partners.

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



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Results-Based Accountability Linking Success to Strategy

CITY OF LONDON STRATEGIC PLAN, 2011-2014

WHAT WE LEARNED

Communication is key!

The Housing Division has driven this project and continues to articulate its needs as the project moves forward.

Adequate, project-specific resourcing is critical to project success.

The introduction of project management principles has resulted in a phased project that will allow both the Housing Division and TSD to build on successes and lessons learned as each Phase is completed.

FUTURE DIRECTION

The Housing Division and TSD will continue to collaborate on the ongoing implementing of the HDIS project.

The Housing Division is currently seeking opportunities for sector collaboration by working with other municipalities to seek Provincial support and share lessons learned and develop solutions that will work on a larger scale for Housing managers across the province.

A Caring Community

- Citizens have access to services that they need

A Strong Economy

- Built partnerships with key private, institutional and community partners

IT STRATEGY

Organizational Strategy

- Improved Security & Risk Management
- Expanded Shared Services Mode

Service Strategy

- Improved operational processes
- Reduced the cost of providing the service
- Implemented a managed service program

Information & Data Strategy

- Improved web and content capability
- Improved decision supports
- Enabled collaboration and engagement

Technology Strategy

- Delivered business specific application

SERVICES LEVERAGED

- Business Engagement
- Project Management
- Customized Solutions

KEYS TO SUCCESS:

BUSINESS OWNERSHIP + TSD SUPPORT

- Engaging all stakeholders means solutions are more likely to meet needs.
- Strong relationships lead to successful partnerships.
- Approaching projects in stages lets us build on our successes.
- Citizen-centered service requires support from business and technology.