

**Minutes of the Operational Review Committee  
Meeting Held  
Monday, May 16, 2016**

**Present:**

Councillor Maroosis, Committee Chair  
Councillor Bain, Committee Member  
Councillor King, Committee Member  
Councillor Serran, Committee Member  
Councillor Anthony, Committee Member  
Councillor Mayne  
Councillor Forgette  
Mayor McDonald, Committee Member  
Jerry Knox, Chief Administrative Officer  
Lea Janisse, Managing Director Corporate Services  
John Severino, Managing Director Community Services  
David Euler, Managing Director of Engineering, Environmental Services and Works  
Margaret Karpenko, Chief Financial Officer  
Gord Mulcahey, Executive Member North Bay Professional Firefighters' Association  
Scott Bradford, Director of IS

**Regrets:**

Grant Love, Fire Chief  
Brian Phillips, President CUPE Local 122

Special Review Committee Chair, George Maroosis, called the meeting to order at 5:15 p.m.

1. Adoption of Minutes:  
The May 9, 2016 Minutes were approved by the Committee and will be presented to Council on May 30, 2016.
  - Can we make sure questions are included in the minutes?
    - Yes.
  - Do we have an operational review budget? Where did the money for the monitor in the front entryway come from?
    - We do not have a budget. The money came from the IS operational budget. The spending was discretionary.
  
2. Operational Review of Corporate Services.
  - Lea Janisse presented information from Corporate Services. Copies of the two presentations were provided to the Committee.
  - ERP (Enterprise Resource Planning)
    - An ERP can be a system or collection of systems.
    - We need to look at the integrated flow of information.
    - Would the payroll system in the ERP show banked time, vacation, etc., more easily?
      - We'll look at that. Yes.
    - Can you provide a colour legend of slide two when you provide an electronic version of this information?
      - Yes.
    - To clarify, want to replace the centre circle with the ERAP.
      - Yes. Need integrated data flow.
    - We're spending \$129,000 on the fleet system tonight. Will it work with this modern system?
      - Yes.
    - Fair to say we have more applications than what is on the slide?
      - Yes. These are the core applications.
    - Would the new system knock any existing systems out?
      - Would keep what we have and integrate the existing systems with the new ERP.
    - What about hardware. Can our handle his?
      - We would include our existing hardware capabilities in the RFP.

- We recommend establishing a steering committee, to develop an RFP in the fall of 2016.
- Will look for possible synergies with the ABC's.
- Were any of the ABC's present when you chose SIRE?
  - Some elected to use SIRE, some didn't.
- Lea and Scott should be speaking with the ABC's to see if we can collaborate with them.
- In 2017, we'll look at our business needs and challenge the status quo. We'll develop a second RFP, and use the facilitator to get us the technical requirements we need for the system.
- By December 2017 we would be recommending a system solution to Council.
- It is forecast to be implemented in 2018. How will we pay for this?
  - This plan sets us up for implementation in 2018-2019. We have it in the 2018 and 2019 capital budgets.
- Will we pay in Canadian dollars?
  - Yes, we will pay in Canadian dollars.
- A key success factor is having strategic support, and the 5-6 FTE's with backfills for those existing staff.
- If the organization moves more quickly than expected, could the FTE's be finished sooner?
  - Yes. The FTE's would be part of the capital project. They are factored into the capital line. You will see them on the personnel line, but as a capital allocation.
- How will we inform and educate the rest of Council on this project?
  - We're suggesting setting up a steering committee, that will then explain the project to Council.
- The timing of this project will coincide with year-end and other projects. We have a lot of projects using the same resources.
  - Dates aren't etched in stone. We'll have to look at our priorities.
- Is there a chart of what you're going to do six months to two years from now?
  - When financial services presents to the Operational Review Committee you'll see deadlines that are driven by legislation.
- Are there options other than the \$2,000,000-\$3,000,000 plan?
  - Yes. We will look at different options during the process.

#### ➤ Information Systems

- The structure of the department hasn't changed a lot in the last several years. We did eliminate one part time person a couple of years ago.
- IS works at 16 locations around the City.
- Is the North Bay Hydro person paid for by the City?
  - North Bay Hydro pays us for this person's services.
- There are approximately 750 computers and over 1,600 end points, with over 100 user applications, and between 6,500-7,500 help desk requests per year.
- Do we provide mapping services to 9-1-1?
- They require base mapping. Ours is the best in the City. They want the most accurate data.
- Could we try and get revenue from this?
  - We have to ask that question.

- What do the staff in IT do? Are we efficient? In a crunch what do you do to get help?
  - We work the same way as Engineering. We have specialists. If we don't have in-house resources we have specialists come in. We do this regularly.
- How do we know the IS department is the right size.
  - We're busy 100% of the time. We're at the mercy of the projects coming in. Project demands are accelerating. We're introducing and incorporating new technology while maintaining existing technology.
- Do the help desk requests that were listed on the slide include capital projects?
  - No, just day-to-day projects.
- Can you breakdown the type of tickets that come in?
  - We can, but projects are in there too. They can impact the data.
- It would be nice to see statistics.
  - Yes, we can provide them, but they would need to be aggregate statistics. The ABC's don't always want their information to be shared.
- How often do you contract out?
  - Every year we have to, but it depends on the year.
- Is there an opportunity to save money if we moved our data to a cloud?
  - Moving to a cloud is becoming more of an option. Cloud moves the cost from capital to operating.
- Does DNSSAB have their own IS person?
  - No, they contract this service from us.
- Have the Police ever looked at having a FT contract person from us?
  - This question is on our list for upcoming meetings.
- Do Casselholme and the City each have their own GIS person?
  - They do, but they have different work. They don't generally use the same data sets.
- We're looking to continuously improve. Some examples are the live streaming, the e-portal and the google ads.
- Can we block the type of ads we get with google?
  - We have blocked the ones that would be considered less tasteful.
- How far along is the AVL implementation?
  - Three or more vehicles have the hardware installed. We're testing on a sample group now.
- Can we look at other options for streaming the Council minutes.
  - We have not heard a lot of complaints, but we can look at other options.
- How are the google ads doing?
  - We've generated about \$200 in three months. We've put the ads on the most used pages.

3. **ACTION ITEMS:**

- (i) Move forward the recommended plan as presented.
- (ii) The Deputy Mayor is the recommended representative for the steering committee.
- (iii) Provide statistics on the breakdown of ticket requests in IS.

Next Meeting – Tuesday, May 24, 2016 – 5:15 p.m.

Agenda Items:

Meeting adjourned at 6:50 p.m.

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Councillor George Maroosis  
Chair Operational Review Committee

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Melanie Shaye  
Deputy City Clerk