

INFORMATION TECHNOLOGY

OVERVIEW

The Information Technology Department provides centralized corporate IT services to all County departments and staff, and provides guidance and resources concerning IT matters to Council, General Managers, local municipalities and other community-based organizations.

Additionally, IT acts as a centralized liaison between related IT vendors and departmental staff. Responsibilities of the Department include ensuring appropriate IT policies and resources are allocated for County IT projects and identifying emerging technologies that may assist in County operations.

The Information Technology department encompasses four main areas of support: GIS Services, Web Services, Communication Services, and Computer Services.

GIS Services support the County of Lambton's GIS systems enabling staff, citizens, businesses, and the agricultural community to access geographical systems, tools, and applications. Steadily increasing, the County's GIS internet applications receive on average over 1,900 hits per month.

Web Services support the County's Internet site and Intranet portal as well as develops applications utilizing web technology. A valuable communications tool, the Intranet Portal supports interdepartmental communications among all County departments and all County employees. Also showing a steady increase, the County web site attracts over 14,000 hits per month.

Communications Services is responsible for all data and voice communications for the County. This includes telephones and phone systems, cell phones, the wide area network connecting 47 County facilities to services at the County Administrative building, telecommunications between the County and Provincial and Federal governments, network security and disaster recovery services. Communications is also responsible for email delivery and security services supporting all County staff.

Computer services is responsible for all computer hardware throughout the County facilities including over 580 PC's, 50+ laptops, 15 servers, and a variety of printers and scanners. Over 25 major software applications used by all County departments are also supported by this group. Computer Services also provides systems analysis services to all County departments which encompasses process reviews, research, systems design and specification writing, and project management and implementation support.

Total FTE's: 13

Total Budget: \$2,461,627

Service Analysis

- 2004 -Provided 99% uptime to County's Telecommunications
- Supports approximately 700 phones, 3 phone systems
- 47 networked sites
- Provide mandated connectivity to three provincial network interfaces (ENA-Ontario Works, SSH-Smart Systems for Health, ICON-Provincial Offences)
- Supporting 667 County email users (increasing to 1200 by end of year)
- Implemented Blackberry server to provide integrated real-time voice and email communication to senior management and identified staff.
- Centralized support to IT for cell phones to provide single contact for staff, consolidate billing, and reduce costs.
- Implemented a County Virtual Private Network to allow staff to remotely access, County IT resources.
- Deployed High Speed internet access to Library facilities to provide enhance services to Patrons

<p>Planning</p> <ul style="list-style-type: none">• Consult with local municipalities on software and hardware issues	<p>Growing</p> <ul style="list-style-type: none">• Improve ability to meet changes in delivery of services as a result of provincial downloading utilizing technology.• Provide expedient service on new initiatives introduced by provincial and federal partners <p>Innovative</p> <ul style="list-style-type: none">• Use of tablets and laptops to improve service (Building inspections)• Enhancement of the virtual office for remote workers• Use of technology to provide stable flexible work environment				
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Service Analysis

- 2004 -Provided 98% uptime to County's Information Systems
- 100% uptime to Provincial Networks.

HelpDesk Statistics

Department	Avg. Time	% of Problems	% of Time
Comm. S - EMS	32.6	2.26%	2.66%
Comm. S - L/G/M	31.3	14.12%	15.94%
Comm. S - LMV	23.2	3.11%	2.60%
Comm. S - MGM	39	5.65%	7.95%
Comm. S - NLRH	35.6	2.54%	3.26%
Comm. S - SH	23.7	5.37%	4.58%
Corp. S - Admin	10	0.85%	0.31%
Corp. S - Finance	33	10.73%	12.79%
Corp. S - HR	40.9	3.11%	4.58%
Corp. S - IT	29.5	1.69%	0.25%
Corp. S - Legal/POA	22.1	1.98%	1.58%
External Groups	27.1	1.98%	1.94%
I&D - Planning	18	2.82%	1.83%
I&D - PW	37.5	0.56%	0.76%
S&HSD - Admin	37	2.82%	3.77%
S&HSD - CS	19	4.24%	2.90%
S&HSD - EHPS	20	0.28%	0.20%
S&HSD - HP&PS	29	11.58%	12.12%
S&HSD - OW	25.3	16.67%	15.23%
S&HSD - SP&PS	17.2	7.63%	4.74%
Totals	27.55	100%	100%

- Approximately 18,000 “issues” were stopped at the firewall in May. These are things such as attempts to hack county network, worms, viruses, etc. 61.5% of this activity on the Firewall was rated as high risk. These are problems blocked before they get into the network.
 - 745 viruses are blocked monthly before causing damage
 - 29% of email is blocked as spam
 - Support 15 application servers centrally located in Wyoming and accessed by the majority of remote sites through the network.
 - Support Storage Area Network providing centralized storage and backup for the entire County (4 Terabyte of Storage)
 - Support 580+ PC's
 - Support approximately 101 Public Access PC's at the 27 County Libraries throughout the County.
 - Support 50+ Laptops
 - Support 25 major applications used across all county departments
 - Support almost 700 users. (increasing to 1200 by end of year)
 - Support Sarnia Lambton Economic Partnership, Community Development Corporation, and Local Municipalities.
- * other revenue include transfers from Community Services Division – Social Housing department and Social and Health Services Division –Ontario Works Department for IT support and software.

CORPORATE SERVICES

DEPARTMENT: IT
 SERVICE UNIT: GIS Services
 BUDGET YEAR: 2005

Description of Service	Benefit of the Service	Categorization of the Service	Legislation, Regulations, Standards	Costs and FTE's (Five Largest Expense Categories)	Funding Sources (as a % of Total Funds Required)														
<p>Discretionary</p> <ul style="list-style-type: none"> • Providing Online standard maps for public and staff outlining the location of community amenities • Providing Measurement tool used by public and staff to determine setbacks and property areas • Providing Search tools used by public and staff to track and locate businesses and tourism sites • Providing a Password enabled site used by County and local municipal staff to display and track infrastructure and property ownership data • Generating custom maps displaying attributes of County and local municipal assets such as roads and in-ground infrastructure • Generating custom maps showing demographics to plan service delivery for Social 	<ul style="list-style-type: none"> • Provides access to electronic maps to the general public. <p>#1 Building our Local Economy supporting agriculture/ agri-business and diversification by:</p> <ul style="list-style-type: none"> • Providing support to farmers through the nutrient management application. <p>#3 Develop Community Development Initiatives adding to Lambton's ability to attract new businesses by:</p> <ul style="list-style-type: none"> • Provides support to the Sarnia-Lambton Economic Partnership through the economic development GIS site. • Supporting the attraction and retention of business in Lambton County through facility locators, mapping your own business tools, etc. <p>#4 Creating a Progressive Organization actively pursuing continuous improvement by:</p> <ul style="list-style-type: none"> • Providing many benefits in Planning, i.e., validate compliance with the official plan and zoning, etc • Providing many benefits in Public Works, i.e., pavement and other asset management • Providing Social Services the ability compile maps in support of its Best Start initiative. • Community Health Services tracks West Nile incidents and the County's response. • Emergency Planning will utilize GIS as a data repository and 	<p>Discretionary</p>	<p>Council motions – November 2004, July 2005 regarding renewal of aerial photography</p> <p>Bill 175 mandates standards for in-ground infrastructure for local municipalities</p>	<table border="0"> <tr> <td>Total Budget</td> <td style="text-align: right;">\$216,594</td> </tr> <tr> <td>Salary and benefits</td> <td style="text-align: right;">\$148,146</td> </tr> <tr> <td>Maintenance</td> <td style="text-align: right;">\$45,970</td> </tr> <tr> <td>Capital</td> <td style="text-align: right;">\$42,000</td> </tr> <tr> <td>Less Capital Grant (One Time)</td> <td style="text-align: right;">(\$17,000)</td> </tr> <tr> <td>Sale of GIS data</td> <td style="text-align: right;">(\$3,000)</td> </tr> <tr> <td> FTE's</td> <td style="text-align: right;"> 2</td> </tr> </table>	Total Budget	\$216,594	Salary and benefits	\$148,146	Maintenance	\$45,970	Capital	\$42,000	Less Capital Grant (One Time)	(\$17,000)	Sale of GIS data	(\$3,000)	 FTE's	 2	<p>Levy: 91%</p> <p>Other Revenue 9%</p>
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<p>Services, Libraries, Housing, EMS</p>	<p>utilizes GIS for 911 data accuracy</p> <ul style="list-style-type: none">• Also utilized in work with CAER & CVECO <p>Caring</p> <ul style="list-style-type: none">• Provide accurate community information• Improve 911 dispatch information• West Nile and other County healthcare initiatives <p>Growing</p> <ul style="list-style-type: none">• Used by Sarnia Lambton Economic Partnership to attract new employers• Used to intensify agriculture and generate rural employment <p>Innovative</p> <ul style="list-style-type: none">• Support farmers with nutrient management• Support SOBIN's agricultural/chemical				
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Service Analysis

- County GIS services all County residents through the County Atlas and Tourism site locator
- The County GIS is used to ensure the 911 database is accurate as well as for West Nile programs and monitoring, both aiding public safety for all citizens of the County.
- County businesses utilize the GIS system's link utility to add "map it" functionality to their web pages to show locations to their prospective clients.
- GIS is utilized by Social Services to aid in program delivery by plotting current demographics onto maps and designing appropriate delivery systems.
- Tourism and tourists use the GIS System to provide information on County attractions and points of interest.
- The Nutrient Management application provides services to the Lambton County agricultural sector
- Planning and Works utilize GIS extensively to verify encroachment, accuracy of planning applications ensuring compliance with the OP, etc.
- Approximately 2,000 users view the County's map pages on a monthly basis.
- Some additional revenue is realized yearly from the sale of orthophotography and parcel fabric (approximately \$3,000)

CORPORATE SERVICES

DEPARTMENT: IT
 SERVICE UNIT: Web Services
 BUDGET YEAR: 2005

Description of Service	Benefit of the Service	Categorization of the Service	Legislation, Regulations, Standards	Costs and FTE's (Five Largest Expense Categories)	Funding Sources (as a % of Total Funds Required)																
Discretionary <ul style="list-style-type: none"> • Provide a framework to improve service delivery • Programming of web based systems • Provide Intranet services to enhance corporate communications • Support local municipalities needs in developing and maintaining their web presence • Work with federal and provincial governments to improve the effectiveness of cross jurisdictional transactions 	Strategic Plan Areas of Effort: #2 Enhancing our Communications by: <ul style="list-style-type: none"> • Improve citizen access to County services • Providing a means for all county divisions to deliver information to citizens and businesses • Providing a communications vehicle to deliver mandated services to Ontario Works and Children's Services to share data. #4 Enhancing our Organizational Culture by: <ul style="list-style-type: none"> • Providing a means to enable eLearning and collaboration Caring <ul style="list-style-type: none"> • Provide collaborative tools for employees working together • Improve service delivery letting citizens' access County services 24x7. Growing <ul style="list-style-type: none"> • Working with other levels of government to provide simple access to all government services at point of contact. Innovative <ul style="list-style-type: none"> • Utilize relevant technology to streamline how citizens and businesses access County services • Latest technologies • Modeling practices and behaviours to support vision 	Discretionary	Council motions Motion to bring web services in house, (2004) Motion to develop internet and intranet site (2003)	<table border="0"> <tr> <td>Total Budget</td> <td align="right">\$88,395</td> </tr> <tr> <td>Salary and Benefits</td> <td align="right">\$63,324</td> </tr> <tr> <td>Internet access</td> <td align="right">\$15,750</td> </tr> <tr> <td>Software</td> <td align="right">\$12,582</td> </tr> <tr> <td>Fee for Service</td> <td align="right">(\$2,000)</td> </tr> <tr> <td> Total FTE</td> <td align="right"> 1</td> </tr> </table>	Total Budget	\$88,395	Salary and Benefits	\$63,324	Internet access	\$15,750	Software	\$12,582	Fee for Service	(\$2,000)	 Total FTE	 1	<table border="0"> <tr> <td>Levy</td> <td align="right">98%</td> </tr> <tr> <td>Fee for Service</td> <td align="right">2%</td> </tr> </table>	Levy	98%	Fee for Service	2%
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Service Level

- Internet site services all constituents of the County to provide information about services, alerts and bulletins, facility locations with maps, contact information, and online services such as pay tickets.
- Provides the framework to offer GIS services to the County residents and those visiting the area, and for economic development.
- Intranet serves all departments and all employees of the County providing information and the means to communicate.
- 57,000 visits to the County web site for the first 6 months of 2005
- Internet contains 360 active pages
- Intranet site contains 110 active pages
- Provides Web Services to local municipalities where requested (fee for service)