



Information Technology Sub-Committee

Minutes 4

Monday, 25 November 2019

9:34 a.m.

Champlain Room, 110 Laurier Avenue W.

- Notes:
1. *Please note that these Minutes are to be considered DRAFT until confirmed by the Sub-committee.*
 2. *Underlining indicates a new or amended recommendation approved by Sub-committee.*

Present: Chair: Councillor J. Leiper
Councillors: G. Darouze, J. Sudds, T. Tierney

Prior to the start of the meeting, Sub-Committee Chair Leiper acknowledged that the meeting was being held on the unceded and unsundered territory of the Algonquin Anishinaabe people.

DECLARATIONS OF INTEREST

No Declarations of Interest were filed.

CONFIRMATION OF MINUTES

Minutes 3, of the Information Technology Sub-Committee meeting of Friday, 4 October 2019, were confirmed.

CITY MANAGER'S OFFICE

1. PROPOSED 2019-2022 TERM OF COUNCIL PRIORITIES

ACS2019-ICS-ST-0003

CITY WIDE

Referred from the City Council meeting of November 6, 2019.

REPORT RECOMMENDATION:

That the Information Technology Sub-Committee consider the Actions under its mandate, as outlined in Document 1, and forward its recommendations to Council for consideration at the meeting to be held December 11, 2019.

At the outset, the Committee received a slide presentation overview of its proposed Term of Council Priorities of *Economic Growth and Diversification* and *Service Excellence Through Innovation*. The presentation was given by Ms Valerie Turner, General Manager, Innovative Client Services (ICS) Department, Messrs. Marc René de Cotret, Director, Service Transformation (ST), ICS, Sandro Carlucci, Chief Information Officer (CIO), Information Technology Services (ITS), ICS, Ms Asha Gajaria, Manager, Technology Solutions, ITS, ICS and Ms Andrea Lanthier-Seymour, Director, Public Information and Media Relations, ICS. A copy of this presentation is held on file with the City Clerk.

The Chair said he looked forward to receiving regular updates. There being no questions, the report recommendation was put before the Sub-Committee and was 'CARRIED', as presented.

This Extract of Draft Minute will be forwarded to the Coordinator of the Finance and Economic Development Committee, who will prepare a report containing the recommendations of all Standing Committees, Sub-Committees, Commissions and Boards, for Council's consideration at its meeting of Wednesday, 11 December 2019.

PRESENTATIONS

INNOVATIVE CLIENT SERVICES DEPARTMENT

INFORMATION TECHNOLOGY SERVICES

2. TECHNOLOGY SECURITY STATUS UPDATE –
INFORMATION TECHNOLOGY SERVICES

CITY WIDE

Councillor Darouze introduced the following Motion to allow the Sub-Committee to receive a presentation from staff and to dispense with the requirement for staff to follow up with a separate written report.

MOTION N^o ITSC 2019 04/01

Moved by Councillor G. Darouze:

THAT, pursuant to Subsections 89(3) and 83(4)(a) of the Procedure By-law, the Information Technology Sub-Committee waive the Rules of Procedure to receive a presentation from the Chief Information Officer, Information Technology Services (ITS), Innovative Client Services Department, regarding ITS' *Technology Security Status Update* at today's meeting, and dispense with the requirement for staff to provide a separate written report on this verbal update / presentation.

CARRIED

Mr. Sandro Carlucci, CIO, ITS, ICS, spoke to a slide presentation regarding efforts made to improve ITS' Technology Security Status. A copy of this presentation is held on file with the City Clerk.

Questions to staff touched upon the structure and governance of ITS' Technical Security Risk Management Team; follow-up reporting to the City's Auditor General and, email security.

Discussions having concluded, the Sub-Committee 'RECEIVED' the presentation.

SERVICE TRANSFORMATION

3. CONVERSATIONAL ARTIFICIAL INTELLIGENCE

CITY WIDE

Councillor Tierney introduced the following Motion to allow the Sub-Committee to receive a presentation from staff and to dispense with the requirement for staff to follow up with a separate written report.

MOTION N^o ITSC 2019 04/02

Moved by Councillor T. Tierney:

THAT, pursuant to Subsections 89(3) and 83(4)(a) of the Procedure By-law, the Information Technology Sub-Committee waive the Rules of Procedure to receive a presentation from the Director, Service Transformation, Innovative Client Services Department, regarding *Conversational Artificial Intelligence* at today's meeting, and dispense with the requirement for staff to provide a separate written report on this verbal update / presentation.

CARRIED

Mr. Marc René de Cotret, Director, ST, ITS, ICS, spoke to a slide presentation regarding next-generation Artificial Intelligence (AI) and cognitive technology, and how it will impact the City's service delivery. He noted that a highlight of the City's efforts was its partnership with MicroSoft Corporation on a 3-1-1- AI chatbot (voice-user interface). Mr. René de Cotret also thanked Messrs. Aaron Byrne, Web Services and Business Operations, Jeff Kozera, Automation, Technology Modernization, and Ms Tejinder Sondhi, Digital Service and Innovation, for their efforts on this project. A copy of this presentation is held on file with the City Clerk.

Questions to staff touched upon whether this technology could lead to greater connectivity with partners (i.e., Library, Public Health); the 3-1-1 chatbot's history and evolution; its Q1 2020 launch and eventual wider implementation; public engagement and testing opportunities; its business case, resources and potential cost savings; integration with external AI virtual assistants; and, opportunities for

third party application programming interfaces to build into the functionality of the platform while maintaining the security and integrity of its environment.

Discussions having concluded, the Sub-Committee 'RECEIVED' the presentation.

FINANCE SERVICES DEPARTMENT

CORPORATE FINANCE

4. 2020 DRAFT OPERATING AND CAPITAL BUDGETS –
INFORMATION TECHNOLOGY SUB-COMMITTEE

ACS2019-FSD-FIN-0007

CITY WIDE

REPORT RECOMMENDATION:

That the Information Technology Sub-committee consider the relevant portions of the draft 2020 Operating and Capital Budgets, and forward its recommendations to Council, sitting as Committee of the Whole, for consideration at the meeting to be held 11 December 2019.

The Sub-Committee received a slide presentation overview of its portion of the 2020 Draft Operating and Capital City Budget. The presentation was introduced by Messrs. Sandro Carlucci, CIO, IT, ICS and Marc René de Cotret, Director, Service Transformation, ICS. A copy of this presentation is held on file with the City Clerk. Ms Marian Simulik, General Manager, Finance Services and City Treasurer, and Ms Wendy Stephanson, Deputy City Treasurer, Revenue, were both present to respond to questions.

Councillor Sudds then introduced the following 'Roadmap' Motion:

MOTION N^o ITSC 2019 04/03

Moved by Councillor J. Sudds:

THAT the Information Technology Sub-committee (ITSC) recommend that Council, sitting as Committee of the Whole, approve the ITSC portion of the 2020 Draft Operating and Capital Budget, as follows:

- 1. The Information Technology Services Budget as follows:**
 - a. Information Technology Services Operating Resource Requirement (pages 3-4 of the ITSC budget book);**
 - b. ITSC Capital Budget (page 5 of the ITSC budget book, individual projects listed on page 11).**

The Sub-Committee then heard from Mr. Matthew Darwin, who provided comment on Open Data; automation; a need for better data quality; and, the need for improved communication and collaboration with the community early on in the development process for artificial intelligence and other projects.

Discussions included points raised by the delegation, along with questions on WiFi connectivity, with staff acknowledging the need to keep communications open and undertaking to return with more information in the new year.

There being no further discussion, the report recommendation was put before the Sub-Committee and was 'CARRIED', as amended by Motion N^o ITSC 2019 04/03.

INQUIRIES

ITSC 01-19

OFFICE 365 COMPATIBILITY WITH OUTDATED SOFTWARE / DATA SYSTEMS

(Councillor G. Darouze)

I would like to ask staff if during implementation or a new software upgrade, like the city has been doing with Office 365, is the time for retrofitting our files like the PST data files that ARE NOT compatible with the 365-system factored in to this process?

The reason why I ask is that we are always happy to move forward with bigger and better, as well as the benefits to the new system that come with the upgrades, but the growing pains and lack of ability to perform our jobs efficiently, is greatly affecting city staff.

Because Office 365 can't search the Data files that are our PST folders, finding past information for our meetings, residents and staff are impossible, let alone an MFIPPA request.

Therefore, I would like to know before another change like this is being done, how can we ensure that it is not the city employee's responsibility to migrate their data? This has wasted much of our time that cannot be afforded.

Secondly, I would like to know what issues the Office 365 team has experienced with this migration and if there is anything that can be done to prevent more staff from the extended time consumption or can staff help those that aren't fully migrated into the cloud with their PST files.

ADJOURNMENT

The meeting was adjourned at 10:35 a.m.

Committee Coordinator

Chair