Corporate Services Report to
SPC on Utilities and Corporate Services
2014 January 29

ISC: UNRESTRICTED
UCS2014-0112
Page 1 of 3

COLLABORATING ON TECHNOLOGIES FOR MUNICIPAL SERVICE DELIVERY GRANT APPLICATION

EXECUTIVE SUMMARY
Council authorization is requested to participate in an application for funding under the Alberta Municipal Affairs Regional Collaboration Grant Program for the Collaborating on Technologies for Municipal Service Delivery Project.

ADMINISTRATION RECOMMENDATION(S)
That the Standing Policy Committee on Utilities and Corporate Services recommend that Council:
1. Authorize Information Technology to participate in an application under the Regional Collaboration Program; and

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PREVIOUS COUNCIL DIRECTION / POLICY
None

BACKGROUND
The City of Calgary in conjunction with other participating municipalities across Alberta is in the process of evaluating technology regionalization and collaboration opportunities for municipal service delivery across Alberta. In order to proceed with the grant application each participating municipality is required to adopt a resolution of Council for participation. The purpose of this project is to secure funding through the Provincial Regional Collaboration Program to obtain services from a consultant to assist in identifying:

    a. The tangible and intangible benefits of services that could be regionalized.

    b. Opportunities for Regional Service Delivery may include but are not limited to:
- i. Volume purchasing
- ii. Centrally hosted services from one municipality or contract from private vendor
- iii. Infrastructure as a service
- iv. Software as a service
- v. Shared processes/learning – e.g. work order management, project and portfolio management, asset management, IT leadership development, IT Strategy Development
- vi. Regionalized training
- vii. Shared development opportunities e.g. mobile apps

The following is the proposed process that the consultant awarded the Request for Proposal would follow:
1. Survey participating municipalities to describe their current state of technology, and initiatives:
   - a. Hardware platforms
   - b. Software primarily used

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UCS2014-0112
Page 2 of 3

COLLABORATING ON TECHNOLOGIES FOR MUNICIPAL SERVICE DELIVERY GRANT APPLICATION

      c. Current initiatives

      d. Service gaps where there is a need (e.g. mobility, mobile apps)

      e. Technology areas where IT could provide for regionalized service delivery

      f. Determine the current participation in regional service delivery

      g. Determine their current awareness of regional service delivery opportunities, and desire to participate in future implementations

2. Analyze opportunities for regional service delivery and outline costs/benefits.

3. Create a model for municipalities to define total cost of ownership (TCO) for delivering services that are recommended by the consultant for potential regional service delivery. This would assist participants in determining if any of the recommendations are beneficial for them to pursue.

4. The report would be owned by participating municipalities and shared with all Municipal Information Systems Association members. Outcomes from the report could then be pursued either by an individual municipality or jointly, with potential for future regional collaboration grants as well.

The project partners have been in contact with Alberta Municipal Affairs to discuss obtaining a Regional Collaboration Grant for the purposes of this project. Municipal Affairs reacted very favourably to the idea of the project. If the grant application is successful then it is expected that any minor costs required would be absorbed within IT's existing operating budget. There will be a requirement for staff time to meet with the consultant and provide the municipal specific information to them. If grant funding is not obtained then the project would not proceed at this time.

INVESTIGATION: ALTERNATIVES AND ANALYSIS
None

Stakeholder Engagement, Research and Communication
The City of Calgary, Information Technology will work with the other municipalities on communication and engagement processes.

Strategic Alignment
This report supports Council's Fiscal Plan to become a more effective and disciplined organization, Corporate Services 2012-2014 Business Plan and IT's 2012-2014 Business Plan.

Social, Environmental, Economic (External)
This initiative supports the direction of becoming a sustainable organization and becoming a highly connected city. As technology adoption continues to accelerate and budgets continue to contract, the need to find efficiencies through the strategic use of municipal assets increase.

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SPC on Utilities and Corporate Services
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ISC: UNRESTRICTED
UCS2014-0112
Page 3 of 3

COLLABORATING ON TECHNOLOGIES FOR MUNICIPAL SERVICE DELIVERY GRANT APPLICATION

Financial Capacity
  Current and Future Operating Budget:
  Funding of IT staff to participate in the study will be absorbed within IT's operating budget.

  Current and Future Capital Budget:
  None

Risk Assessment
No significant risks have been identified.

REASON(S) FOR RECOMMENDATION(S):
Further collaboration with other municipalities maximizing the value of municipal assets while leveraging Provincial funding opportunities.

ATTACHMENT(S)
None