

UPDATE FROM THE EGOVERNMENT STRATEGY ADVISORY COMMITTEE

EXECUTIVE SUMMARY

In October 2012, Council appointed seven citizens to monitor and guide the overall vision, strategy and program plan for eGovernment at The City of Calgary. This report is the annual report on the progress of the eGovernment Strategy Advisory Committee (hereafter the eGovernment Committee) as per the terms of reference.

This report provides an update on work completed, items currently underway and the expected deliverables by the next report. The next report from the eGovernment Committee will be the eGovernment Digital Strategy: 2015-2018 presented to Standing Policy Committee on Utilities and Corporate Services no later than June 2014.

ADMINISTRATION RECOMMENDATION(S)

That the Standing Policy Committee on Utilities and Corporate Services recommend that Council:

1. Receive this report for information;
2. Direct the eGovernment Committee to conduct a public consultation with Calgarians through discussion forums to understand their needs and ideas relating to eGovernment;
3. Direct the eGovernment Committee to report back to Standing Policy Committee on Utilities and Corporate Services the eGovernment Digital Strategy: 2015-2018, no later than June 2014.

PREVIOUS COUNCIL DIRECTION / POLICY

In the meeting on 2011 March 21, Council approved the eGovernment Strategy and associated projects. At its meeting of 2011 September 19, Council approved the eGovernment Advisory Committee Terms of Reference. In the organizational meeting on 2012, October 22 Council appointed seven members to the eGovernment Committee.

BACKGROUND

In response to a notice of motion by Alderman Pincott and Alderman Ceci (NM2009-38 Access to City Data and Services) the public data catalogue was launched in October 2010. Following the public data catalogue launch, the eGovernment team conducted workshops with members of Council, the Administrative Leadership Team and the Senior Management Team to understand the direction the Corporation was headed regarding eGovernment.

In late July 2010, KPMG was awarded a contract for eGovernment consulting services. KPMG delivered the initial version of the eGovernment Strategy and Roadmap report.

Following are the six key strategies for the current eGovernment Program (2012-2014):

1. **Citizen Centric Service Delivery (e-Service)** – Improved recognition and access to City services available via the web. Shift citizens towards the web as the primary channel with information and services designed for their convenience.

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- 2. Citizen Participation and Engagement (Engage)** – Improved engagement with Calgarians in decision making, policy development, and setting strategic direction.
- 3. Fostering eGovernment Partnerships (e-Partner)** – Collaborating with partners for improved access to any service in Calgary regardless of who provides the service.
- 4. Access to City Information and Data (Access Info.)** – Strengthening trust and transparency in government.
- 5. City Information Workplace (e-Workplace)** – Improved employee productivity based on increased access to the appropriate internal services and information assets when and where they are needed.
- 6. Services Anytime, Anywhere (Mobile)** – Mobility enables citizens, business units and employees to carry out business anytime, anywhere.

Details on the progress of the six strategies and the projects funded by the eGovernment Program (2012-2014) is available in Attachment 1.

INVESTIGATION: ALTERNATIVES AND ANALYSIS

To further develop The City's strategies and plans for eGovernment, Council appointed seven citizens to the eGovernment Committee. The work of the eGovernment Committee is provided in Attachment 2.

The eGovernment Committee has identified five major themes at the core of eGovernment in Calgary. These themes will form the basis for the eGovernment Digital Strategy: 2015-2018.

1. Transparency and Open Data
2. e-Services – Citizen-centric design and access
3. Engagement and Participatory Governance
4. City Workplace (Culture, Measures and Performance)
5. Partnerships

The following is a summary of the eGovernment Committee work accomplished to date:

4. Background and brainstorm – Making eGovernment work for you
5. eGovernment Program Overview and Open Data and Transparency
6. eServices – Citizen-centric design and access
7. Special Meeting to review SPC Report and Committee evaluation

Strategic actions for two themes were developed during engagements with the eGovernment Committee and Administration. Additional strategic actions will be developed in the upcoming eGovernment committee meetings.

In 2014, the eGovernment Committee will be back at work to finalize the strategic actions and develop the eGovernment Digital Strategy: 2015-2018.

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Stakeholder Engagement, Research and Communication

The eGovernment Committee has met with staff from various departments.

The eGovernment Committee is planning to use some of The City's new online tools to do an online public consultation. The results of this consultation will strengthen the recommendations for the eGovernment and Digital Strategy: 2015-2018. The results from this consultation will be shared with the Business Planning and Budget Coordination team.

Strategic Alignment

The eGovernment Strategy aligns with and furthers:

- Council Fiscal Plan Priority Area 5
- 2020 Sustainability Direction

The eGovernment Strategy also aligns with the following strategies in the 2012-2014 Corporate Services business plan:

- 3B – Businesses benefit from efficient City processes and serviced industrial land
- 4Z – Our customers and stakeholders receive quality and cost-effective services

Social, Environmental, Economic (External)

Social

Providing increased access to City data and services allows enhanced opportunities for participation and engagement.

Environmental

Enabling citizens and business to access data and City services and provide input into public issues online reduces the need for citizens to travel in order to be involved in civic issues.

Economic (External)

Providing access to data and services online provides economic benefits beyond the Corporation to business and citizens.

Financial Capacity

Current and Future Operating Budget:

There is no impact to the current operating budget.

Current and Future Capital Budget:

The eGovernment Program (2012-2014) is funded through the Web Initiative Capital (Program 744).

Risk Assessment

There are no significant risks associated with the recommendations in this report.

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REASON(S) FOR RECOMMENDATION(S):

To provide the Standing Policy Committee on Utilities and Corporate Services with a progress report from the eGovernment Committee.

ATTACHMENT(S)

1. eGovernment Program Update 2013
2. eGovernment Committee Progress Report December 2013