

AC2014-0161

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CITY OF CALGARY  
RECEIVED  
IN ENGINEERING TRADITIONS ROOM  
FEB 20 2014  
ITEM: AC2014-0161

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**ANNUAL UPDATE - IT RISK MANAGEMENT**  
2014 Feb 20





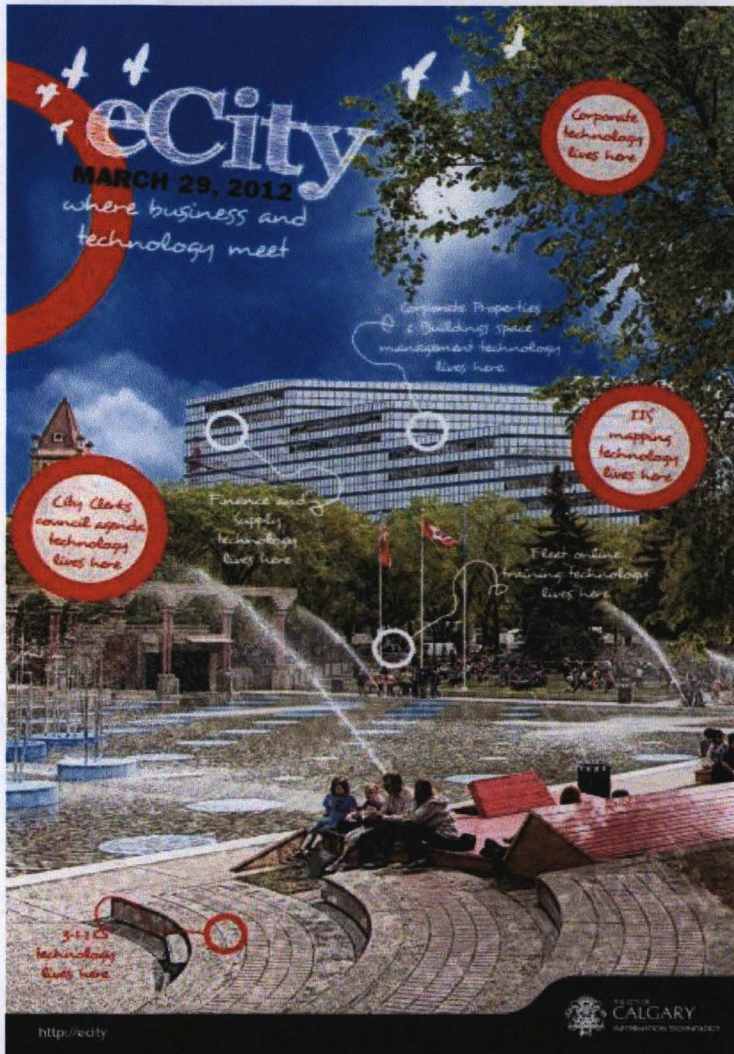
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## **Annual Update - IT Risk Management:**

- 1. Overview**
- 2. Vulnerabilities**
- 3. People & Process**
- 4. Trends & Case Studies**



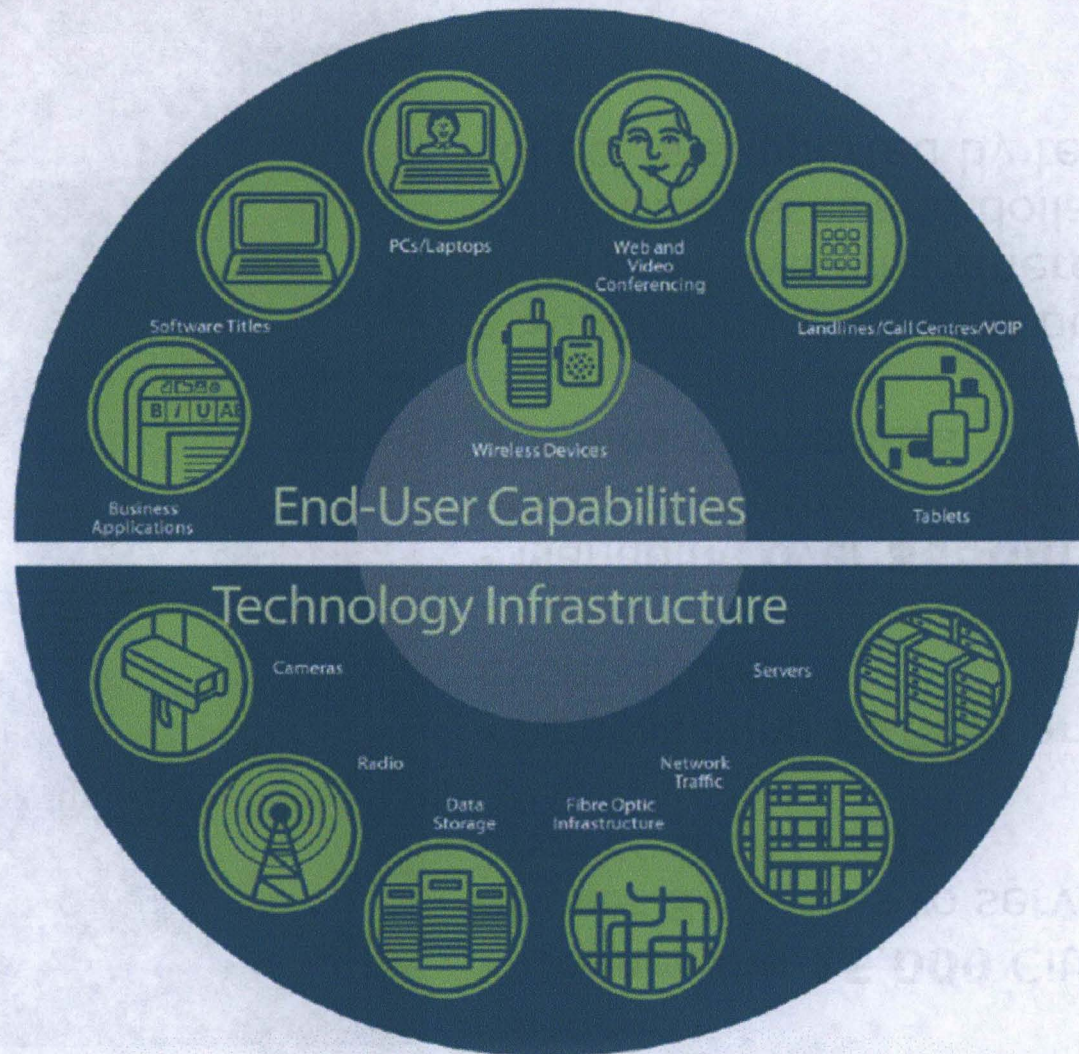
# CITY IT LIVES EVERYWHERE



- Connecting **15,000** City employees, at over **325** sites to serve 1.1 million citizens **24/7/365**
- Approaching **\$100M** annual gross expenditures.
- Managing over **\$350m** in technology assets and provide in-house services to **30** lines of business.
- Supporting over **400** business & enterprise systems where every Corporate asset and dollar we spend or collect is supported by technology.



# THE CITY OF CALGARY - TECHNOLOGY LANDSCAPE



**Asset value replacement: \$350 m**



# ASSET INVENTORY

Asset Type	Replacement Value
Desktop (PC & Monitors)	\$12.9m
Laptops	\$5.8m
Printers	\$3.0m
Storage	\$16.5m
Data Centre/Environmentals	\$12.5m
Network	\$15.5m
Servers	\$10.9m
Cabling & Conduit (Fibre & Copper)	\$28.4m
Voice Systems	\$6.9m
Software	\$208.4m



# CRITICAL SYSTEMS (SAMPLE)

Application Name	Business Unit
911 CAD Dispatch	Public Safety Communications
311 CSR	Customer Service & Communication
Imobile Map Data	Fire
LIMS Lab Information Management	Water Resources/Water Services/Parks
OWAM – Work Order Management	Water Resources/Water Services/Parks
Access Calgary IVR	Calgary Transit
Trapeze	Calgary Transit
Hansen	Roads
Hazmat Gas Detection	Roads
FICA (CoC Cash Processing System)	Finance & Supply
Lenel On-Guard System	Corporate Security
C-Web/ www.calgary.ca	Customer Service & Communication / IT
Peoplesoft Human Capital Management (HCM)	All
Microsoft Exchange	All



# BUSINESS SYSTEM MANAGEMENT

## MSPS Time Tracking

- Time tracking by hour (includes contract employees)
- Utilized to calculate application costs throughout application lifecycle, which are considered in capital decision making.

## Application Inventory

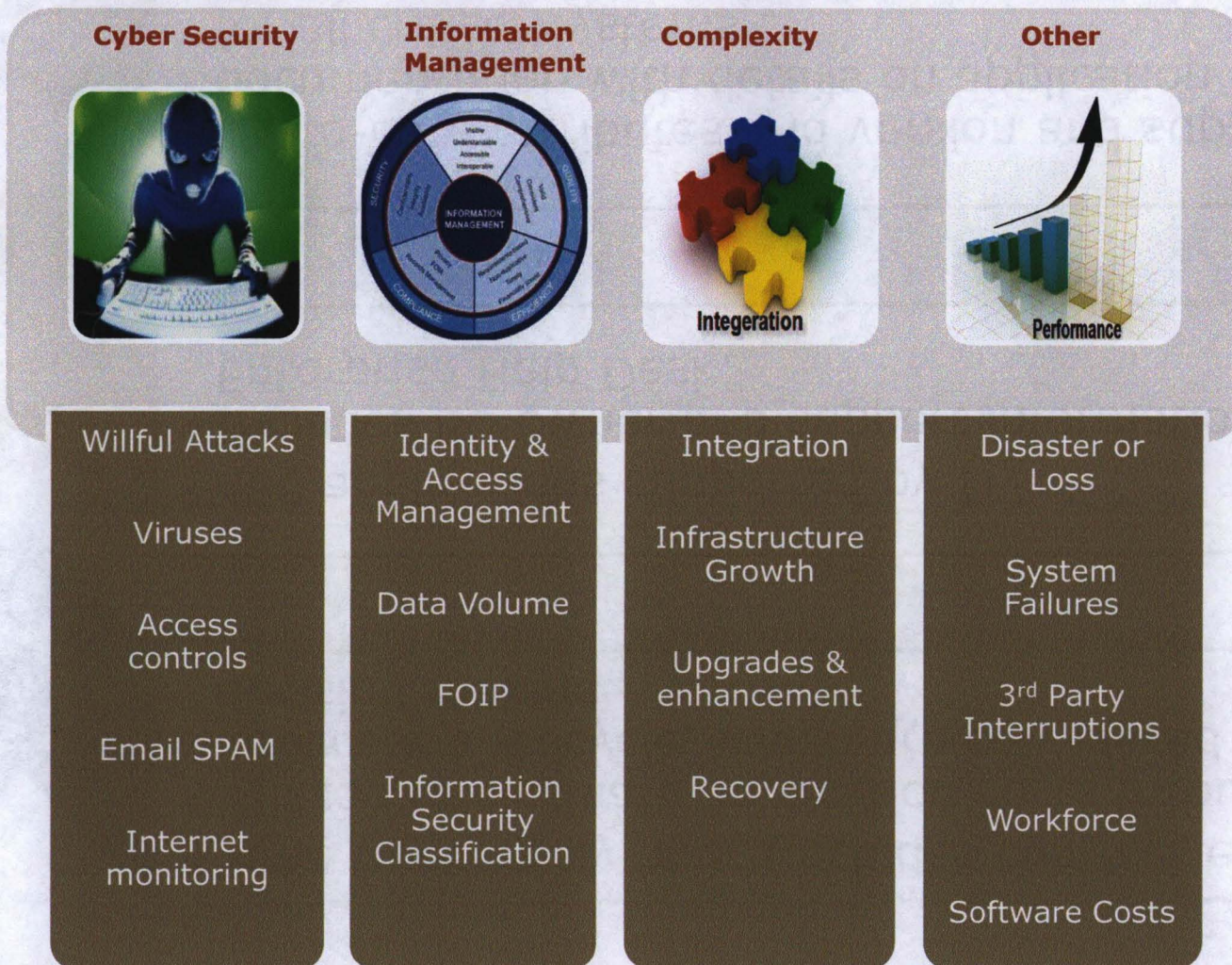
- 480 applications supported by IT
- Includes BU owner and support information in Enterprise Help Desk.

## Support Documents

- Up-to-date attributes and version and support documentation with details on application architecture for all critical systems .

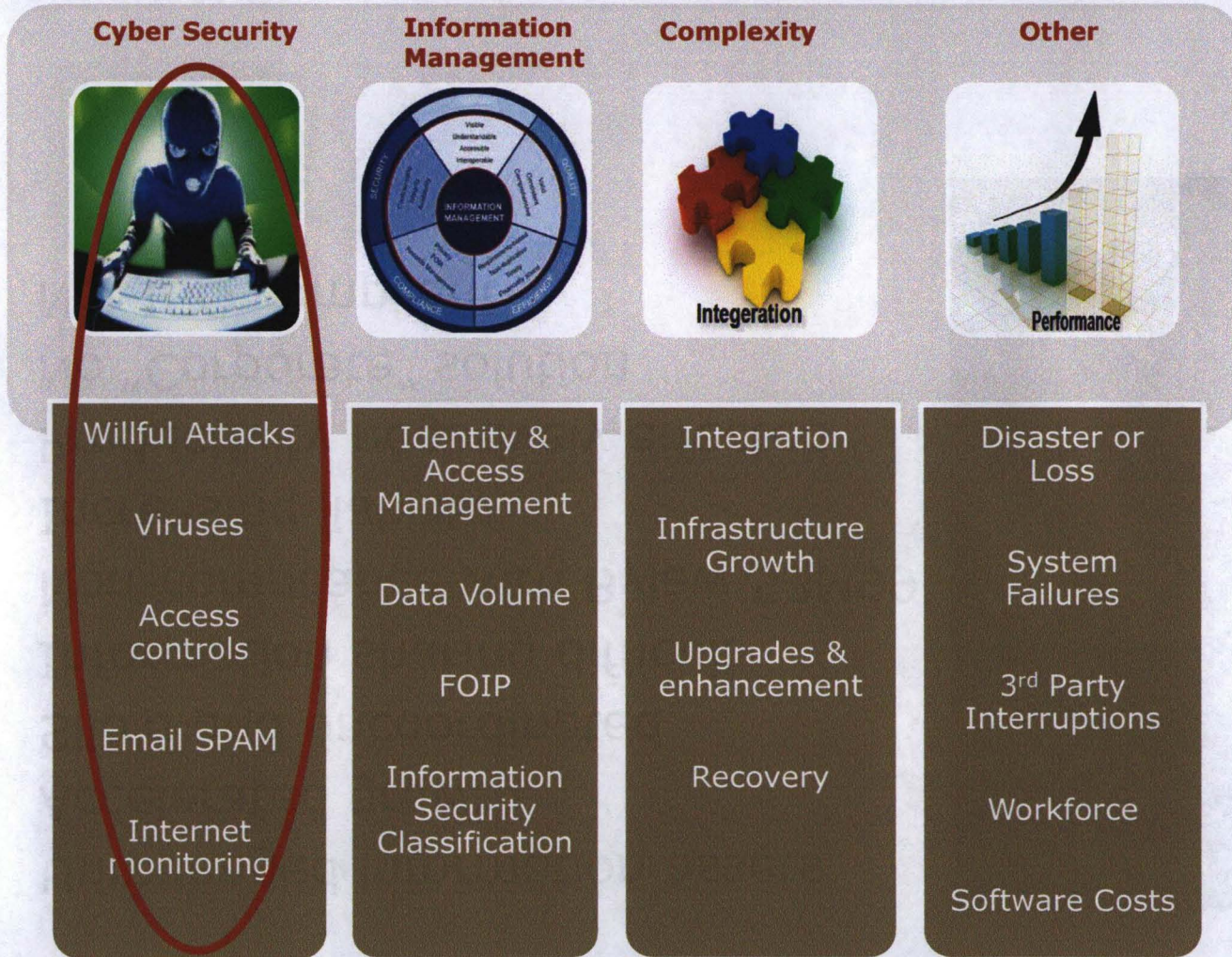


# KEY CONCERNS & CONSIDERATIONS





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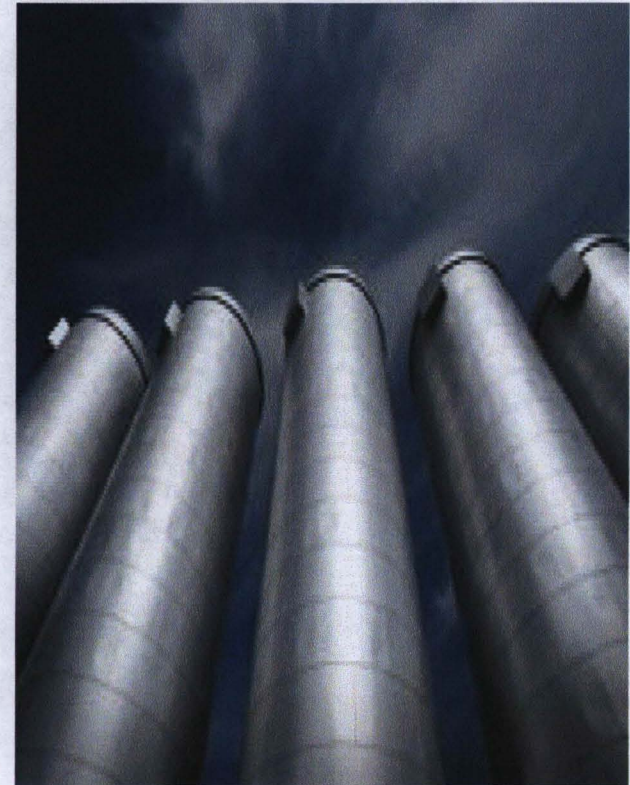




# INFORMATION RISKS

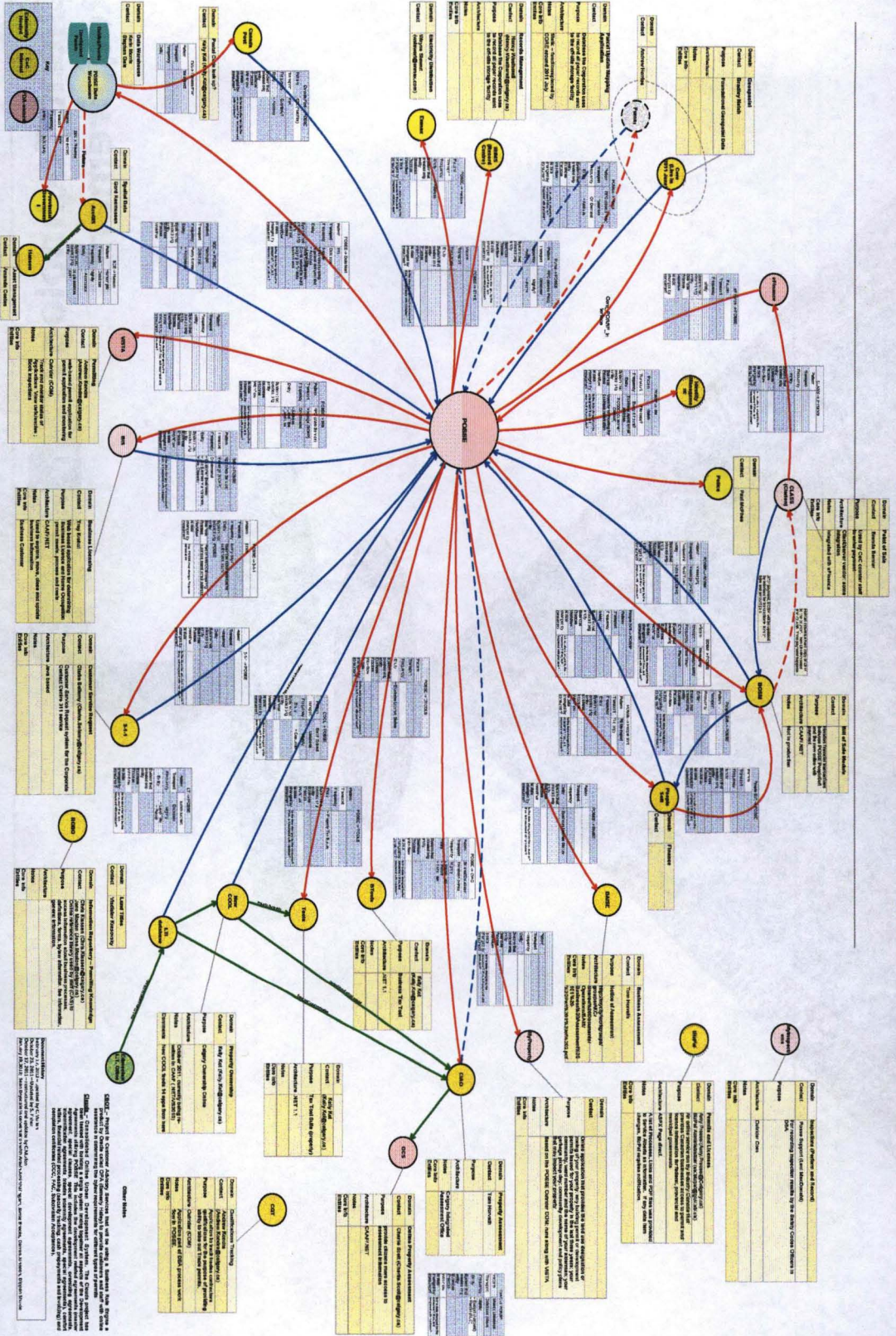
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- Unmanaged information assets
- Accelerated growth
- Silo'd and uncoordinated
- Information sharing difficult
- Non-compliance with Bylaw 53M99
- Increasing liability
- Productivity negatively affected
- No "Corporate" solution
- Not ISO compliant





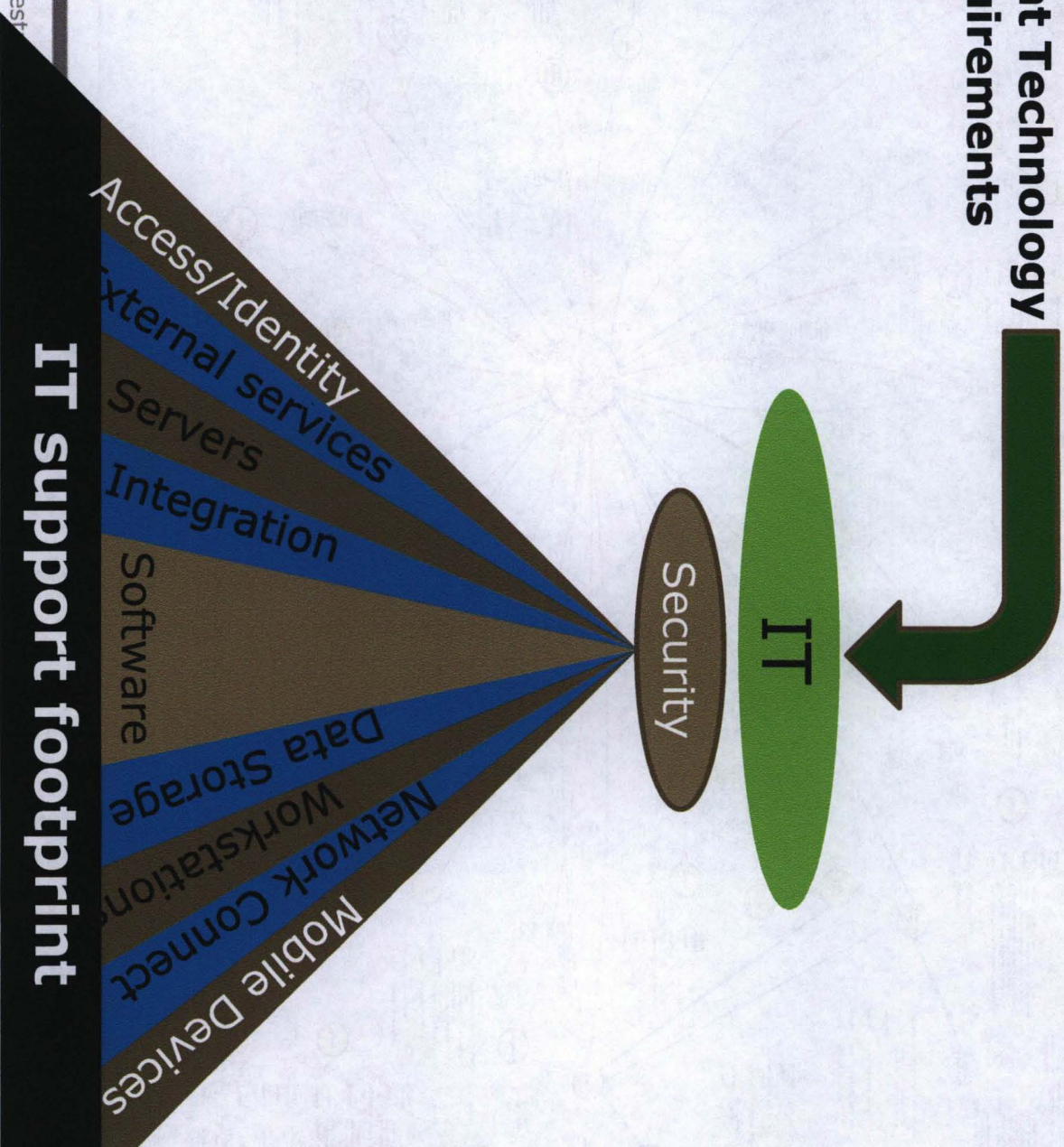
# COMPLEXITY - SYSTEMS INTEGRATION





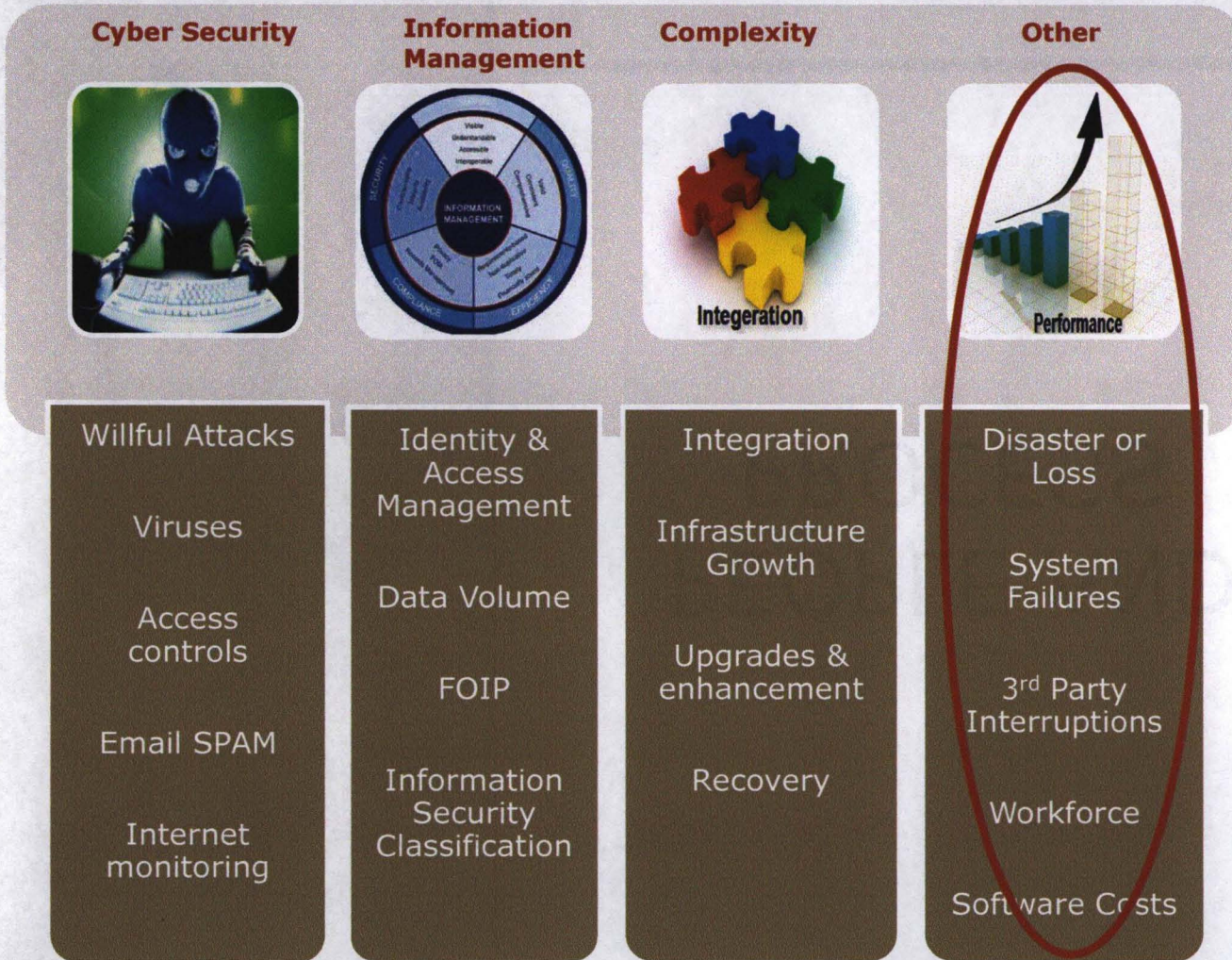
# TECHNOLOGY COMPLEXITY

Client Technology Requirements






# KEY CONCERNS & CONSIDERATIONS







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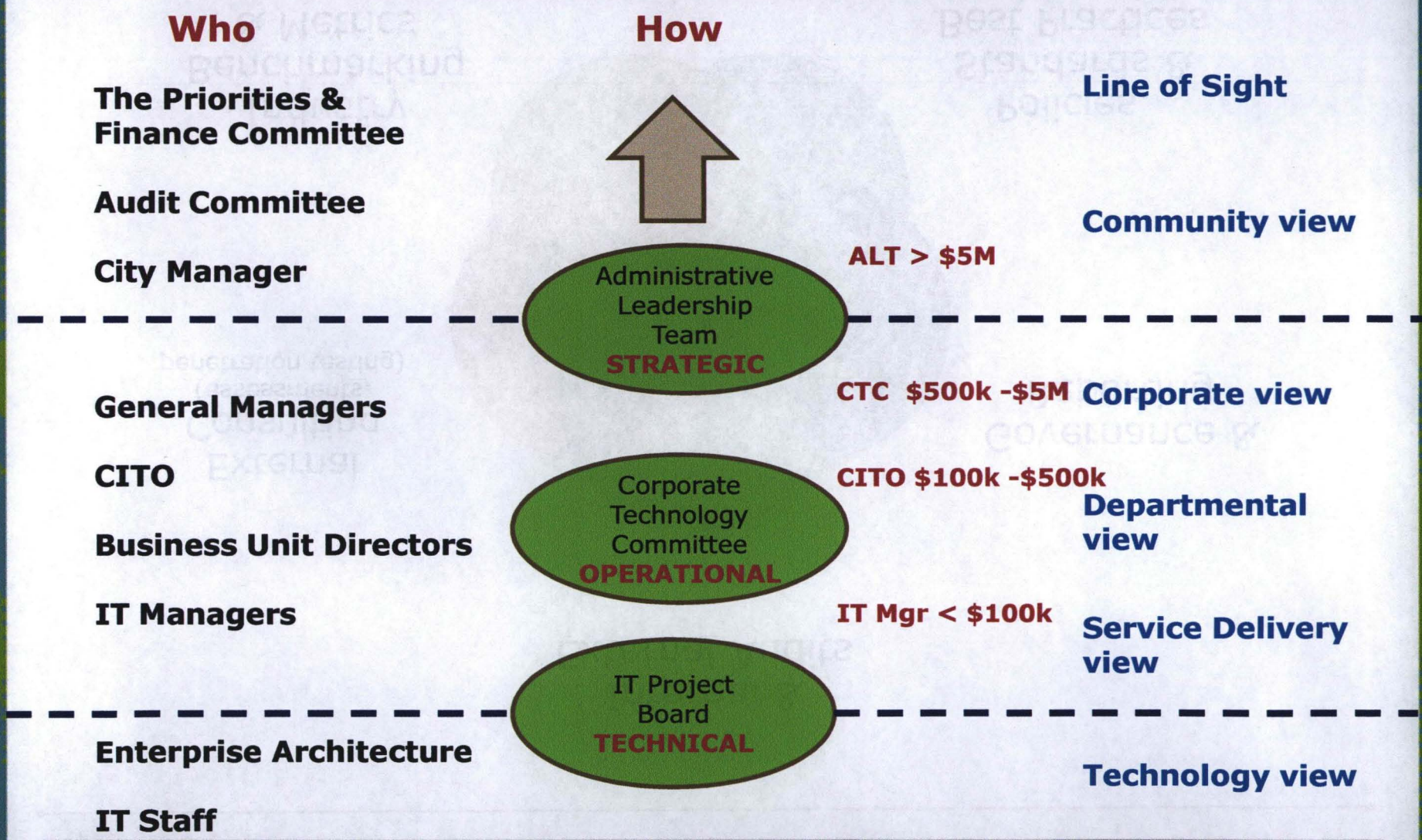
# PEOPLE AND PROCESS

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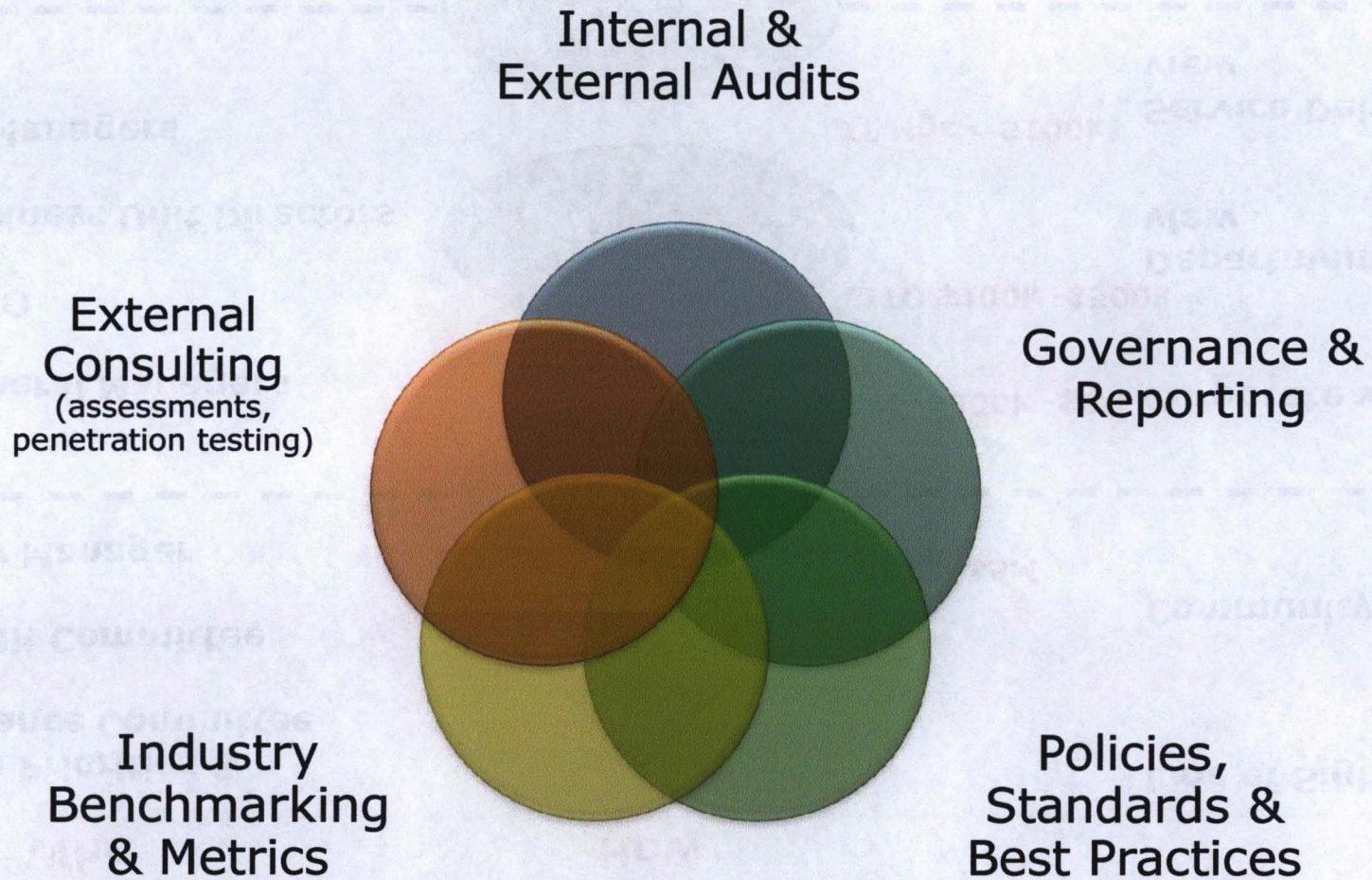
# CITY TECHNOLOGY GOVERNANCE MODEL





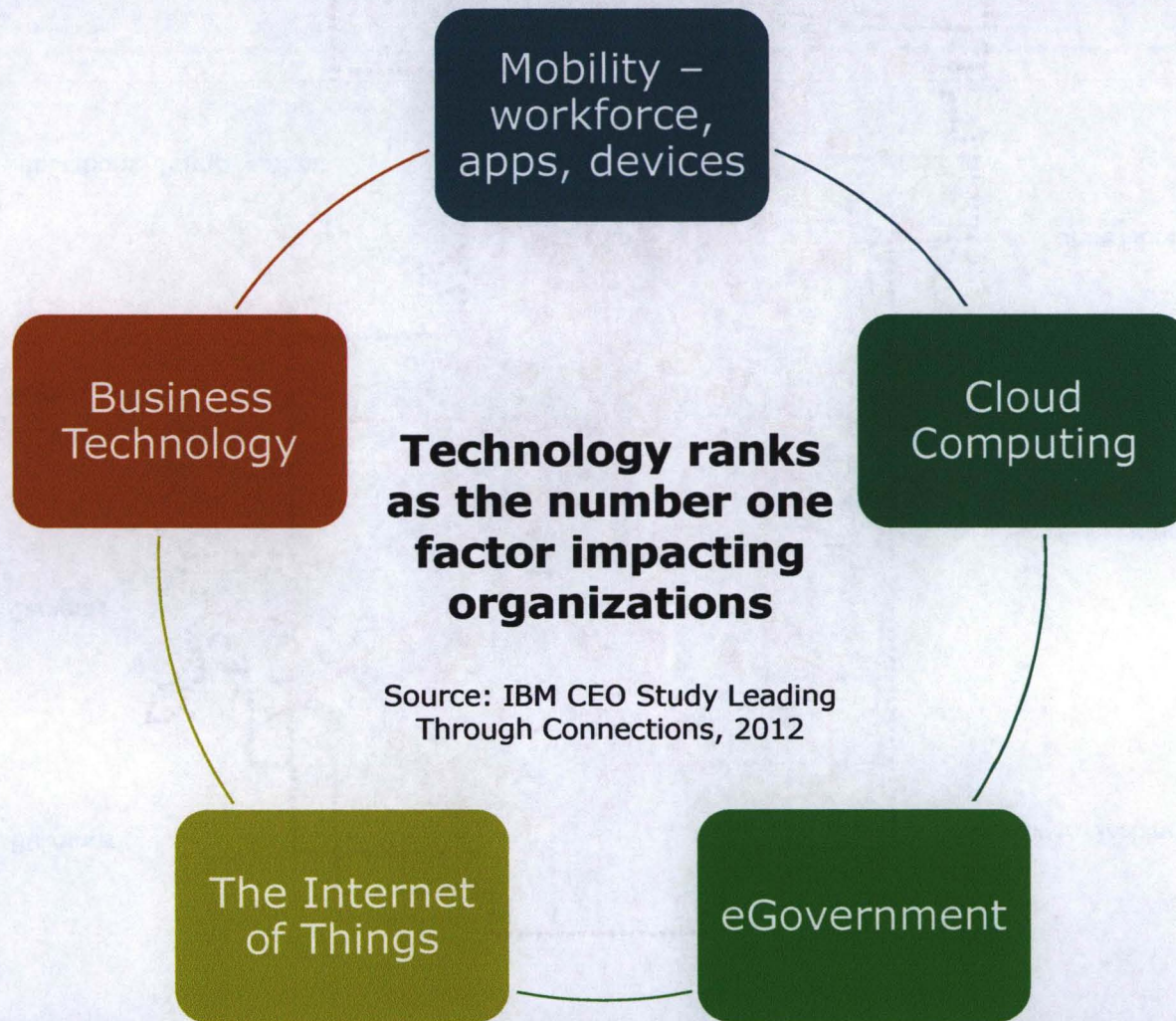
# MANAGING THE ENVIRONMENT

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# IT INDUSTRY TRENDS





# A CONNECTED CITY



Buildings



Cameras



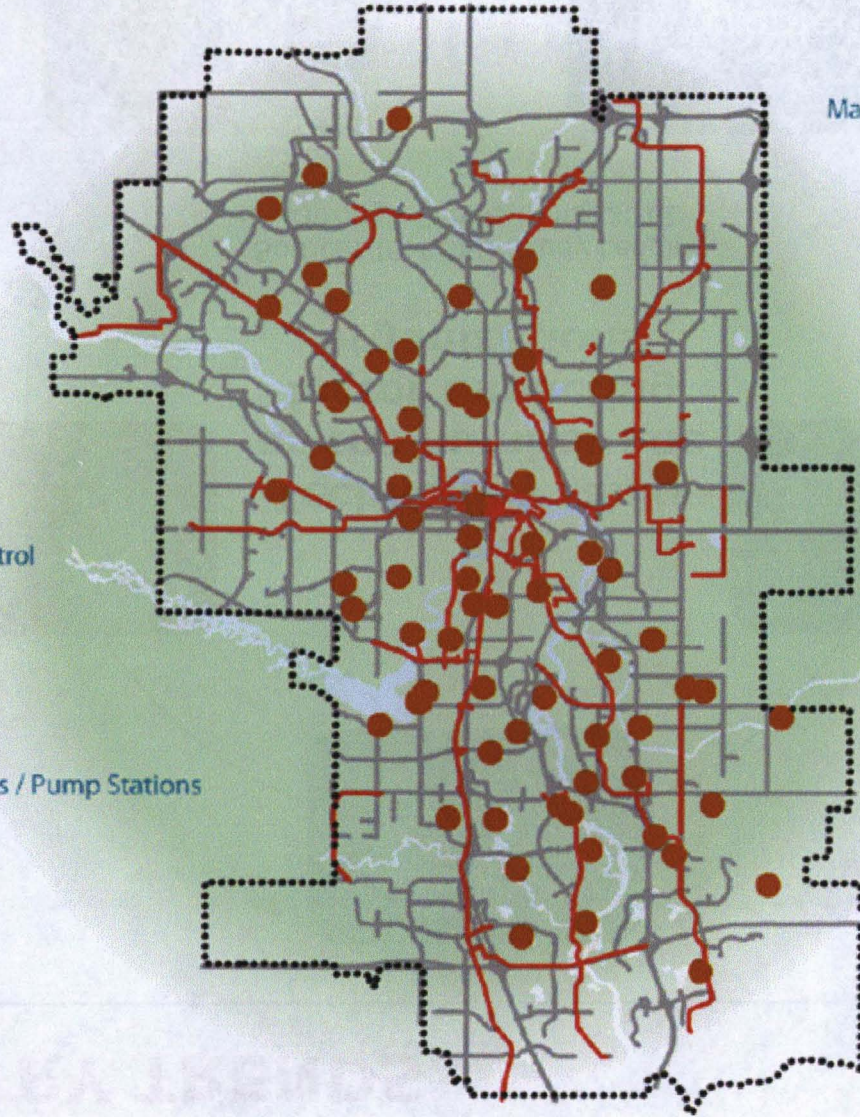
Traffic Control



Lift Stations / Pump Stations



Bus Stops



Machine to Machine



Fibre Optic Infrastructure



Future Fibre



Calgary City - Net



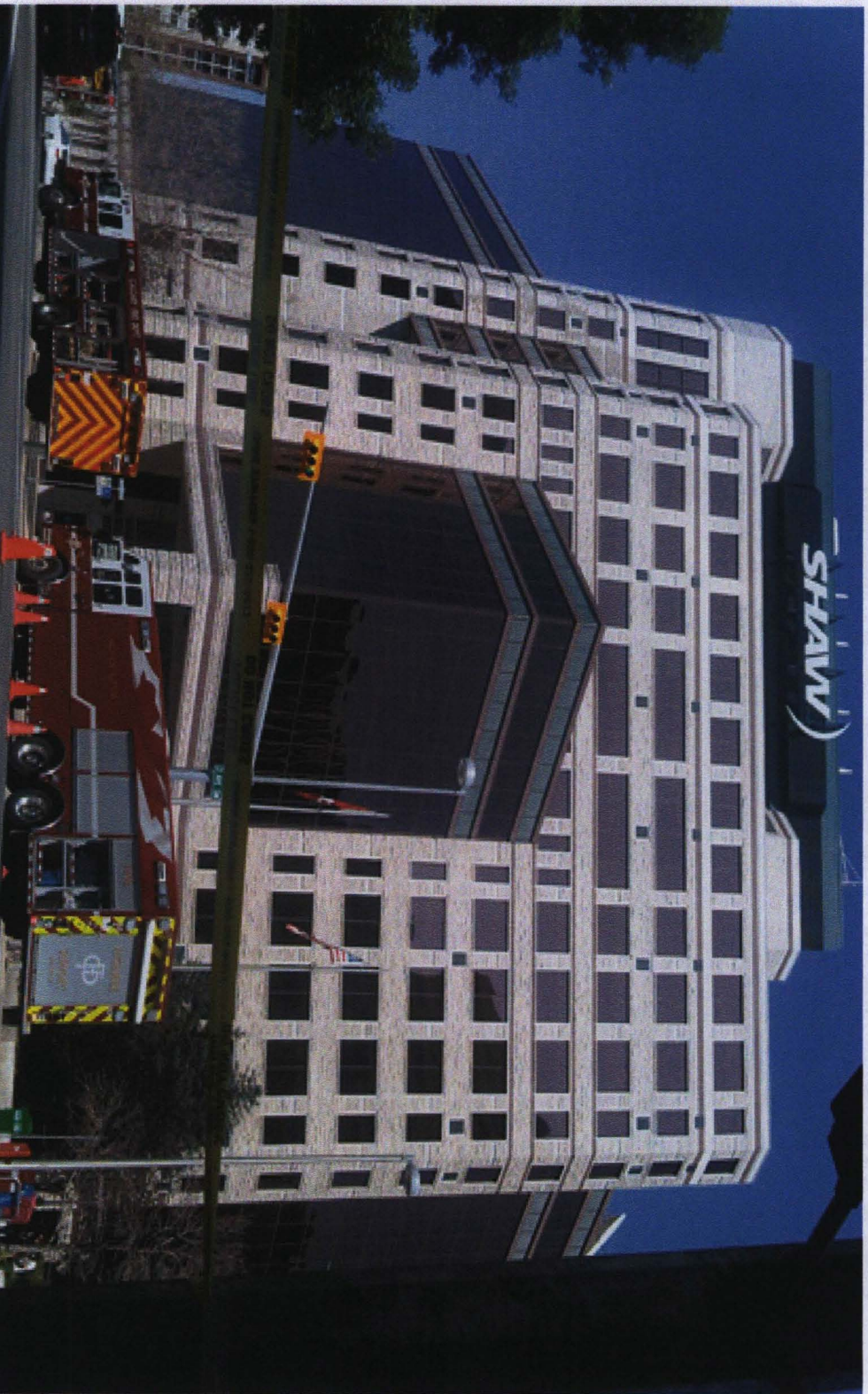


# CALGARY FLOOD





# SHAW COURT FIRE



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INFORMATION TECHNOLOGY



# INTERNAL ERROR

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## Crisis Management





# Questions?

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