

Chief Financial Officer's Report to
Audit Committee
2018 October 24

ISC: UNRESTRICTED
AC2018-1210

Information Technology Challenges and Opportunities

EXECUTIVE SUMMARY

Each year, Information Technology provides an update to Audit Committee on technology-related risks and the measures being taken to mitigate their likelihood and/or impact. During the 2018 February 13 meeting, Information Technology was asked to report back to Audit Committee with additional information on the challenges and opportunities facing Information Technology at The City of Calgary.

ADMINISTRATION RECOMMENDATION:

That Audit Committee:

1. Receive this report for information.

PREVIOUS COUNCIL DIRECTION / POLICY

Per direction received at the 2011 January 20 meeting of Audit Committee, and in accordance with the Audit Committee Terms of Reference (Bylaw Number 48M2012), Information Technology (IT) is to provide an annual update on information technology risk management and controls. This report provides an overview of IT's risk management strategies and demonstrates how risk management has been embedded into IT's Action Plan.

During the 2018 February 18 meeting of Audit Committee, Administration was directed to bring forward a presentation to Audit Committee no later than Q4 2018 on the challenges and opportunities facing The City of Calgary as it relates to:

- The evolving role of IT in municipalities;
- Decision-making processes around hardware and software investments;
- Leveraging new technologies while maintaining existing systems;
- Securing City assets against new and emerging threats;
- Benchmarking to compare IT business functions and associated costs with other private and public sector organizations of similar size and complexity; and
- Impacts of machine learning, artificial intelligence, augmented reality, and robotics on city operations and decision making.

BACKGROUND

On 2018 February 13, IT presented the Annual Update – Information Technology Risk Management (AC2018-0133) to Audit Committee. Information Technology was asked to report back to Audit Committee with additional information on the challenges and opportunities facing Information Technology at The City of Calgary.

INVESTIGATION: ALTERNATIVES AND ANALYSIS

Not Applicable

Stakeholder Engagement, Research and Communication

Not Applicable

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Strategic Alignment

The Information Technology Challenges and Opportunities report is aligned with the 2015-2018 Action Plan, IT's 2015-2018 Business Plan, and IT's future One Calgary Service Plan.

Social, Environmental, Economic (External)

Not Applicable

Financial Capacity

Current and Future Operating Budget:

There are no operating budget implications as current resources were used to complete this presentation.

Current and Future Capital Budget:

There are no capital budget implications as current resources were used to complete this presentation.

Risk Assessment

Information on IT's risk assessment was included in the Annual Update – Information Technology Risk Management (AC2018-0133) presentation to Audit Committee on 2018 February 13.

REASON(S) FOR RECOMMENDATION(S):

During the 2018 February 18 meeting of Audit Committee, Administration was directed to bring forward a presentation to Audit Committee no later than Q4 2018 on the challenges and opportunities facing The City of Calgary.

ATTACHMENT(S)

1. Information Technology Challenges and Opportunities