



Staff Report to Council - for Direction

Title: Agreement to Provide IT Service Delivery

From: Michael Kirkpatrick, Director of Information Technology Services

Date: December 14, 2023

Staff Recommendation:

That the Information Technology (IT) Services Agreement between the Corporation of the County of Bruce and the Corporation of the Municipality of Kincardine be approved effective January 1, 2024.

Report Summary:

As the reliance on technology grows, the importance of system availability and resilience cannot be overstated. Municipalities require systems that are not only robust against various threats but also flexible enough to adapt to changing demands and remain current through technological advancements. The County and Kincardine intend to partner our expertise and deliver IT services with a strong focus on customer service, system lifecycle management and cyber security.

Background:

Beginning January of 2023, the Municipality of Kincardine (MOK) and the County of Bruce (COB) began discussions to explore various options for IT service delivery, building upon the collaborative efforts initiated through the Municipal Innovation Council (MIC), which focused on shared IT services delivery.

MOK was interested in building its IT capacity and sought a model that wasn't solely reliant on full-time equivalents. To achieve this, COB and MOK engaged in extensive discussions and research with other municipalities experienced in IT service delivery, aiming to develop a service model that effectively addressed gaps in front-line IT support.

By partnering with COB, MOK will not only gain access to specialists in multiple IT disciplines but also enhance its service delivery capabilities. This partnership allows for a comprehensive approach to IT Service Delivery, offering advanced and specialized support.

A key component of this service delivery model is the detailed system configuration and auditing processes. These processes are integral for maintaining a thorough understanding of the current IT infrastructure and its performance. The data and insights gained from this continuous auditing will be instrumental in supporting both immediate and future budgetary decisions. This approach ensures that budgetary actions are informed, strategic, and aligned with the evolving IT needs of the Municipality of Kincardine, ensuring optimal use of resources and effective planning for future IT developments.

Financial/Staffing/Legal/IT Considerations:

There is no staffing, legal or IT considerations associated with this report.

Link to Strategic Goals and Objectives:

Community and Partnerships - Enhance and grow partnerships

Report Author:

Michael Kirkpatrick, Director of Information Technology Services

Departmental Approval:

Michael Kirkpatrick, Director of Information Technology Services

Approved for Submission:

Christine MacDonald, Deputy Chief Administrative Officer