



Q2 2023 Information Technology Services Divisional Update

Item 11

September 8, 2023

Building Investment, Finance and Audit Committee

Report: BIFAC:2023-105

To: Building Investment, Finance and Audit Committee
("BIFAC")

From: Vice President, Information Technology Services ("ITS")

Date: August 13, 2023

PURPOSE:

The purpose of this report is to provide the Building Investment, Finance and Audit Committee ("BIFAC") with the Q2 2023 Information Technology Services ("ITS") divisional update.

RECOMMENDATION:

It is recommended that the BIFAC receive this report for information.

SUMMARY:

This report covers the period of April 1, 2023 to June 30, 2023.

Q2 ACTIVITY SUMMARY:

An overview of the team's activities in the second quarter of 2023 is outlined in the following three categories:

1. Keep the Lights On ("KTLO"): This category outlines all the activities required to ensure that the business remains up and running. These activities include actioning any issues impacting business operations as

they arise or fulfilling standard requests from the business, such as setting up new shared folders or onboarding a new employee.

In Q2 2023, the ITS team responded to and resolved 2,702 incidents, which was a decrease of 3% from the previous quarter. ITS continues to see a downward trend in incidents in 2023, with two consecutive quarters of decline. This was as a result of the continued stabilization of new technologies for the Toronto Seniors Housing Corporation (“TSHC”) and TCHC. Approximately 40% of the incidents were issues under the category of Software and Application.

In Q2 2023, the ITS team also responded to and completed 5,508 requests, an increase of 10% over the previous quarter. We have seen two consecutive quarters of better performance in this area, which was due to three contributing factors:

- Reduction in incidents resulted in a greater capacity to handle more requests than in the previous quarter;
- Further process improvements were implemented in Q2, resulting in a shorter time to resolution; and
- Filling of vacancies in Q2 within the network and infrastructure team.

2. Q2 2023 Priorities

Information Technology Services was focused on a number of priorities in Q2 2023.

- Continuing to strengthen TCHC’s cybersecurity posture through a number of projects and improvements. The status of these activities is captured in a confidential report (Report BIFAC:C2023-87).
- The Microsoft365 Program was successfully launched in Q2. Microsoft and ITS are meeting multiple times a week, with several work streams running concurrently. This program is on track to deliver a new collaboration platform to TCHC and TSHC by the end of 2023 as committed.
- ITS continues to deliver and refine business intelligence data dashboards for the operations team. This is a year-long project to provide enhanced reporting and analytics capabilities to the organization via a business intelligence tool.
- Work has started on the detailed 2024 Information Technology Services Divisional plan, which is the basis for the 2024 budget.

3. Toronto Seniors Housing Corporation (“TSHC”):

The ITS team supports TSHC and continues to work with TSHC to improve service delivery. In Q2, work continued on the initiatives to:

- Implement changes to vendor processes to enable TSHC corporate vendors to utilize Vendor Café;
- Complete the final phase of TSHC’s identity transition (all login credentials using the torontoseniorshousing.ca domain); and
- Improve the governance process between ITS and both TCHC and TSHC to reduce frustration and speed up enhancements and service delivery.

SIGNATURE:

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