



Q3 2021 Information Technology Services Divisional Update

Item 2E

November 3, 2021

Building Investment, Finance and Audit Committee

Report: BIFAC:2021-101

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

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

Date: October 17, 2021

PURPOSE:

The purpose of this report is to provide the Building Investment, Finance and Audit Committee ("BIFAC") with the Q3 2021 Information Technology Services divisional update.

RECOMMENDATION:

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

SUMMARY:

This report covers the period of July 1 to September 30, 2021.

Q3 ACTIVITY SUMMARY:

An overview of the team's activities in the third quarter of 2021 are 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 Q3 2021, the ITS team responded to and resolved 2481 incidents. Approximately 45% of the incidents were issues under the category of Software and Applications. In Q2 2021, the ITS team also responded to and completed 4,483 requests.

2. Information Technology Services-Led Initiatives: Information Technology Services projects initiated in 2021 are part of the ITS long-term technology roadmap and include the modernization of many of TCHC's end of life technologies. Information Technology Services projects in 2021 are, for the most part, multi-year initiatives with specific milestones scheduled for completion in 2021.

Some accomplishments for Q3 include:

- Deployment of new VoIP solution to corporate offices;
- Technology deployment for new Tenant Service Hubs launched in Q3;
- Data Centre move
- Rollout of end-point security application to all employee laptops/desktops

3. Business-Led Initiatives: The ITS team supports the organization through the implementation or enhancement of technologies. In Q3, the ITS team focused on the following business initiatives:

- Deployment of online portal to capture employee vaccination status
- Implementation of Axis Device Manager to 172 sites for Smart Buildings and Energy Management team (SBEM)
- Completion of March Command Upgrade Project providing remote access of CCTV cameras to authorized building staff and CSU

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