Meeting Date: October 22, 2019

Subject: Updated Corporate Standards for Information Technology Hardware and Software

Submitted By: Nicholas Alleyne, Supervisor, IT Operations and Infrastructure, Information Technology

RECOMMENDATION

That the standards for information technology hardware and software, outlined in Schedule A, be approved for a 36 month period from October 2019 to September 2022.

REPORT HIGHLIGHTS

- The Information Technology (IT) Corporate Standards support the effective and secure management of technology purchased and utilized by the Town.
- The IT Corporate Standards are updated every three years to ensure that they keep pace with the change of technology.
- The proposed update to the standards includes the addition of new devices and functionality that did not exist three years ago, and removes technology which has become redundant or obsolete.
- Exemptions to standards are allowed only where standards cannot meet the Town’s requirements.

DISCUSSION

The Information Technology Division (IT) provides technology services to support staff in delivering the various Town services to residents. Putting limitations on what hardware and software can be purchased allows for IT to focus on providing quality support to a set list of systems, while also being cost effective through bulk purchasing arrangements. Additionally, having a set list allows for a more secure technology platform, with less avenues for external threats to enter the Town’s systems.

In instances where the standard cannot meet the Town’s requirements for a specific project or program, the IT Corporate Standards and IT procedures outline a process to procure the appropriate hardware or software. All procurement will adhere to the Town’s Purchasing By-law.

Council previously approved the Information Technology standards on August 23, 2016, for a 36 month term. The standard, noted in Schedule A of this report, has been updated and reflects changes in a few areas:

- Special purpose tablets (for rugged use) has been removed as it would now be done through a "standard" unit, with a rugged case
• Firewalls and Virtual Private Network (VPN) now also include Fortinet as the current system’s functionality is not meeting the needs for expansion
• Mobile Phones and Tablets have removed Blackberry and Android to standardize to a single type of device (Apple)
• Meeting Room Technology is a new category, including ViewSonic and Kramer to increase the functionality of these spaces
• Cloud Infrastructure Hosting is a new category, including Microsoft to modernize the IT infrastructure

FINANCIAL IMPLICATIONS

Changing existing corporate standards may require additional capital in future budgets to replace existing equipment to meet the new standards.

COUNCIL WORK PLAN

Not Applicable

Subject matter is not relevant to the Council Workplan.

ATTACHMENTS

Schedule A: IT Corporate Standards