City of Owen Sound

Manager of Information Technology
2025 Individual Workplan

Section 1: Project Information

Project Title: Computer Capital

Project Status: Proceeding as Anticipated

Project Rationale (select all that apply):
☐ Strategic Priority ☐ Master Plan ☐ Committee or Council Request ☐ Legislated
■ Capital Project ☐ Service Review Action ☐ Policy Review Project ☐ Other: Click or tap here to enter text.

Identify if a Project Charter or RACI Has Been Completed:
☐ Project Charter ☐ RACI ☐ N/A

SMART Goal (Description)	Resources	Risks and Mitigation	Milestones
Replacement of Desktop, Workstations, Laptops and addons based on a five year replacement cycle. Stakeholders Affected: Staff	People:Lean: Mark Giberson Resource: Jamie Lyman Resource: Purchasing Approved Budget:$121000 Other:Click or tap here to enter text.	Risk(s):fluctuations in pricing due to market availability Mitigation(s):Use of OEM program	Project Milestones:Click or tap here to enter text. Procurement Timing:2024-01-30 Completion Date: 2024-12-31

Project Title: Telephone System Replacement 25A.2

Project Status: Not Yet Commenced

Project Rationale (select all that apply):

■ Strategic Priority   □ Master Plan   □ Committee or Council Request   □ Legislated

■ Capital Project   ■ Service Review Action   □ Policy Review Project   □ Other: Click or tap here to enter text.

Identify if a Project Charter or RACI Has Been Completed:

□ Project Charter   □ RACI   □ N/A

SMART Goal (Description)	Resources	Risks and Mitigation	Milestones
By 2025 the system will be 13 years old and as technology has changed, the system struggles to be able to support these new technologies and integrations into other collaborative communication platforms such as Microsoft Teams to be able to better support our citizens. Project will integrate with the City Teams environment allowing a cohesive and flexible approach to call management. Stakeholders Affected: Council, SLT, Staff, public	People: Lead: Mark Giberson Resource: Purchasing Resource: Christine Gilbert Approved Budget: $75000 Other: Click or tap here to enter text.	Risk(s): Click or tap here to enter text. Mitigation(s): Click or tap here to enter text.	Project Milestones: Click or tap here to enter text. Procurement Timing: Click or tap here to enter text. Completion Date: 2024-12-31

Project Title: IT Strategic Review 25A.3

Project Status: Choose an item.

Project Rationale (select all that apply):

■ Strategic Priority   ☐ Master Plan   ☐ Committee or Council Request   ☐ Legislated

■ Capital Project   ☐ Service Review Action ☐Policy Review Project   ☐ Other: Click or tap here to enter text.

Identify if a Project Charter or RACI Has Been Completed:

☐ Project Charter   ☐ RACI   ☐ N/A

SMART Goal (Description)	Resources	Risks and Mitigation	Milestones
A Strategic Review will outline the prioritization of short, medium IT requirements. Covering all aspects of technology management within the City, including hardware and software management, vendor management, staffing and security. It will provide direction and focus to allow the IT Department to work towards a defined technology road-map with specific measurable targets to enable the City departments/divisions to achieve their goals. Stakeholders Affected:SLT, Council	People:Lead: Mark Giberson Resource: Purchasing Resource: Approved Budget:$35000 Other:Click or tap here to enter text.	Risk(s):Click or tap here to enter text. Mitigation(s):Click or tap here to enter text.	Project Milestones:Click or tap here to enter text. Procurement Timing:Click or tap here to enter text. Completion Date: 2025-12-31

Project Title: HRIS Need Assessment

Project Status: Not Yet Commenced

Project Rationale (select all that apply):

■ Strategic Priority   ☐ Master Plan   ☐ Committee or Council Request   ☐ Legislated

■ Capital Project   ☐ Service Review Action   ☐Policy Review Project   ☐ Other: Click or tap here to enter text.

Identify if a Project Charter or RACI Has Been Completed:

☐ Project Charter   ☐ RACI   ☐ N/A

SMART Goal (Description)	Resources	Risks and Mitigation	Milestones
Complete a fulsome needs assessment and RFP for an HRIS Stakeholders Affected:IT, Payroll, HR, Finance	People: HR, Payroll and IT, Finance, Purchasing Approved Budget: Funded through IT Operating Budget Other:Click or tap here to enter text.	Risk(s):Staffing Resources Mitigation(s):Ensure process mapping is prioritized	Project Milestones: Complete Needs Assessment by end of Q3 2025 Develop RFP for Release by October 31, 2025 Procurement Timing: October 31, 2025 Completion Date: 2024-12-31

Project Title: **IT Relocation**

Project Status: Proceeding as Anticipated

Project Rationale (select all that apply):

☐ Strategic Priority   ☐ Master Plan   ☐ Committee or Council Request   ☐ Legislated

☐ Capital Project   ☐ Service Review Action   ☐ Policy Review Project   ■ Other: Employee Engagement

Identify if a Project Charter or RACI Has Been Completed:

☐ Project Charter   ☐ RACI   ☐ N/A

SMART Goal (Description)	Resources	Risks and Mitigation	Milestones
Relocated IT group to combined space with Workspace and storage to improve operational productivity Stakeholders Affected:Click or tap here to enter text.	People:Click or tap here to enter text. Resource: Purchasing Resource: Approved Budget:Click or tap here to enter text. Other:Click or tap here to enter text.	Risk(s):Click or tap here to enter text. Mitigation(s):Click or tap here to enter text.	Project Milestones:Click or tap here to enter text. Procurement Timing:Click or tap here to enter text. Completion Date: 2025-06-30

Project Title: SharePoint Functional Review

Project Status: Proceeding as Anticipated

Project Rationale (select all that apply):

☐ Strategic Priority ☐ Master Plan ☐ Committee or Council Request ☐ Legislated

☐ Capital Project ☐ Service Review Action ☐ Policy Review Project ■ Other: Recommended by SLT and Staff

Identify if a Project Charter or RACI Has Been Completed:

☐ Project Charter ☐ RACI ☐ N/A

SMART Goal (Description)	Resources	Risks and Mitigation	Milestones
Review current SharePoint implementation and provide a recommendation for improvements as part of phase one enhancements. Stakeholders Affected:Click or tap here to enter text.	People:Lead: Kim Sowerby Resource: IT Staff Resource: DVD, StoneShare Approved Budget:$10000 Other:Click or tap here to enter text.	Risk(s):Click or tap here to enter text. Mitigation(s):Click or tap here to enter text.	Project Milestones: Procurement Timing:Click or tap here to enter text. Completion Date: 2026-12-31

Project Title: Stone Orchard Sales Module Implementation

Project Status: Proceeding as Anticipated

Project Rationale (select all that apply):

☐ Strategic Priority ☐ Master Plan ☐ Committee or Council Request ☐ Legislated

■ Capital Project ☐ Service Review Action ☐ Policy Review Project ■ Other: Staff Recommendation

Identify if a Project Charter or RACI Has Been Completed:

☐ Project Charter ☐ RACI ☐ N/A

SMART Goal (Description)	Resources	Risks and Mitigation	Milestones
Implement Sales Module in Stone Orchard. This will allow for efficiencies in operations and collaboration with Finance. This will also allow internment certificates to be reprinted directly from system. Stakeholders Affected: Staff, Cemetery Users	People: Kim Sowerby, Resource: Christine Gilbert Resource: Amanda Tennant, Eckhard Pastrik Approved Budget:Click or tap here to enter text. Other:Click or tap here to enter text.	Risk(s):Staff resources, Training, setup requirements Mitigation(s):Click or tap here to enter text.	Project Milestones:Click or tap here to enter text. Procurement Timing:Dec 2024 Completion Date: 2025-02-28

Project Title: Software Transformation – GP/Work Order Management

Project Status: Not Yet Commenced

Project Rationale (select all that apply):

☐ Strategic Priority ☐ Master Plan ☐ Committee or Council Request ☐ Legislated

■ Capital Project ☐ Service Review Action ☐ Policy Review Project ■ Other: IT Needs Assessment

Identify if a Project Charter or RACI Has Been Completed:

☐ Project Charter ☐ RACI ☐ N/A

SMART Goal (Description)	Resources	Risks and Mitigation	Milestones
Project will improve current finance systems and the current systems by moving to the web based work order management system and address issues with time-sheet entry.Project will streamline the accounts payable process by adding on and enhancing the use of current modules within the Financial system. During the project, a process and optimization review will be done on both GP (Great Plains) and work order management processes to ensure that operational efficiencies are improved. Stakeholders Affected: Council, SLT, Staff	People:Lead Mark Giberson/Kim Sowerby Resources: Bradey Carbert Resources: Christine Gilbert Resources: Janet Ashfield Approved Budget:$164000 Other:Click or tap here to enter text.	Risk(s):Staff Resources and decisions on data flow and requirements. Mitigation(s):Review current processes and allocation of dedicated resources. Project is expected to take 900 to 1200 hours of staff time.	Project Milestones:Click or tap here to enter text. Procurement Timing:2025-03-31 Completion Date: 2025-12-31

Project Title: 24A.3 CloudPermits

Project Status: Proceeding as Anticipated

Project Rationale (select all that apply):

■ Strategic Priority   ☐ Master Plan   ☐ Committee or Council Request   ☐ Legislated

■ Capital Project   ☐ Service Review Action   ☐Policy Review Project   ☐ Other: Click or tap here to enter text.

Identify if a Project Charter or RACI Has Been Completed:

☐ Project Charter   ☐ RACI   ☐ N/A

SMART Goal (Description)	Resources	Risks and Mitigation	Milestones
Part of the Software Transformation Project (IT Needs Assessment) goals of the project were to identify which systems meet current and future needs as well as to enhance the City's ability to deliver critical services, improve service delivery, enhance efficiencies, and provide a higher level of integration between platforms. As part of the final report, a long-term solution architecture for the city was developed prioritizing which systems need to be replaced in which order. Implementation of CloudPermit is part of this project. In 2024 Building and By-Law Modules were implemented with the planning module being implemented in 2025.	People: Kim Sowerby Resources: Christine Gilbert, Mark Giberson, Kevin Linthorne, Briana Bloomfield, Sabine Roberts, Pam Coulter Approved Budget:N/A Other:Click or tap here to enter text.	Risk(s):Staff resources and changes in staffing Mitigation(s):Extend completion date.	Project Milestones: Ongoing project Started in 2023, Procurement Timing:complete Completion Date: 2025-06-30

Stakeholders Affected:SLT, Managers, STAFF			

Project Title: WTP-WWTP Cybersecurity Review

Project Status: Proceeding as Anticipated

Project Rationale (select all that apply):
☐ Strategic Priority   ☐ Master Plan   ☐ Committee or Council Request   ■ Legislated
■ Capital Project   ☐ Service Review Action   ☐ Policy Review Project   ☐ Other: Click or tap here to enter text.

Identify if a Project Charter or RACI Has Been Completed:
☐ Project Charter   ☐ RACI   ☐ N/A

SMART Goal (Description)	Resources	Risks and Mitigation	Milestones
Assess Cyber security posture after completion of WWTP SCADA upgrade. Stakeholders Affected:WWTP/WTP/PW, IT	People: Lead Mark Giberson Resources, Jordan Rodgerson, Jamie Fenton, Troy Pelletier Approved Budget:40000 Other:Click or tap here to enter text.	Risk(s):Staff Resources Mitigation(s):Click or tap here to enter text.	Project Milestones:Click or tap here to enter text. Procurement Timing:2024-11-15 Completion Date: 2025-06-30

Project Title: Fire RMS software

Project Status: Not Yet Commenced

Project Rationale (select all that apply):

☐ Strategic Priority ☐ Master Plan ☐ Committee or Council Request ☐ Legislated

☐ Capital Project ☐ Service Review Action ☐ Policy Review Project ■ Other: Staff Recommended

Identify if a Project Charter or RACI Has Been Completed:

☐ Project Charter ☐ RACI ☐ N/A

SMART Goal (Description)	Resources	Risks and Mitigation	Milestones
Review and develop capitalized plan using lean concepts on existing Fire RMS platforms and replacement with a consolidated platform. Stakeholders Affected: Council, OSPS, SLT, Public, Outside Groups	People: Lead: Mark Giberson Resources, Phil Eagleson (Fire Staff), Bradey Carbert (Purchasing Staff), Janet Ashfield (HR Staff), Clerks (Record Retention), IT Staff, Existing Vendor and future vendor, OSPS Approved Budget: Other: Click or tap here to enter text.	Risk(s):Clear understanding on data migration, data retention, integration, staff resources and availability. Budget Mitigation(s):Development of a full project plan, including costing, labour allocation	Project Milestones:Click or tap here to enter text. Procurement Timing:2025-06-30 Completion Date: 2025-12-31

Project Title: Policy Reviews: Digital Signature Policy

Project Status: Proceeding as Anticipated

Project Rationale (select all that apply):
■ Strategic Priority ☐ Master Plan ☐ Committee or Council Request ☐ Legislated
☐ Capital Project ☐ Service Review Action ☐Policy Review Project ■ Other: IT Needs Assessment

Identify if a Project Charter or RACI Has Been Completed:
☐ Project Charter ☐ RACI ☐ N/A

SMART Goal (Description)	Resources	Risks and Mitigation	Milestones
A digital signature policy outlines the standards and guidelines for using digital signatures within the City of Owen Sound and by creating a digital signature policy this will improve efficiency, ensure legal compliance, enhance user experience. The new digital Signature policy will help ensure adoption of digital signature software is effective. Stakeholders Affected: SLT, Clerks, Public	People: IT, Clerks, SLT Approved Budget: Other:Click or tap here to enter text.	Risk(s):Staff Resources Mitigation(s):Click or tap here to enter text.	Project Milestones:Click or tap here to enter text. 1. Research other municipalities policies 2. Draft Policy 3. Policy Review Clerks 4. Policy Review SLT 5. Finalize Policy 6. Policy Rollout Procurement Timing: N/A Completion Date: 2025—02-28

Project Title: Policy CMA36 and CRS-HR53 Review

Project Status: Proceeding as Anticipated

Project Rationale (select all that apply):
☐ Strategic Priority   ☐ Master Plan   ☐ Committee or Council Request   ☐ Legislated
☐ Capital Project   ☐ Service Review Action   ☐Policy Review Project   ☐ Other: Click or tap here to enter text.

Identify if a Project Charter or RACI Has Been Completed:
☐ Project Charter   ☐ RACI   ☐ N/A

SMART Goal (Description)	Resources	Risks and Mitigation	Milestones
Review, and consolidate CMA36 Internet Access and Acceptable Use Policy and CMA-HR53 Computer Usage Policy into a new Computer Use Policy.	People: Mark Giberson, KVA, Janet Ashfield Approved Budget: Other:Click or tap here to enter text.	Risk(s):Aligning Policies to meet operation needs as affected by Service Review Opportunities . Mitigation(s):Click or tap here to enter text.	Project Milestones:Click or tap here to enter text. 7. Review current policy. 8. Draft Policy 9. Policy Review HR 10. Policy Review SLT 11. Finalize Policy 12. Policy Rollout

Stakeholders Affected:SLT, staff, Council			Procurement Timing:N/A Completion Date: 2025—01-31

Project Title: Organizational Project Management System 45.Ref. 5a1

Project Status: Proceeding as Anticipated

Project Rationale (select all that apply):

☐ Strategic Priority ☐ Master Plan ☐ Committee or Council Request ☐ Legislated

☐ Capital Project ■ Service Review Action ☐Policy Review Project ☐ Other: Click or tap here to enter text.

Identify if a Project Charter or RACI Has Been Completed:

☐ Project Charter ☐ RACI ☐ N/A

SMART Goal (Description)	Resources	Risks and Mitigation	Milestones
Technical Implementation of Budget Planning System	People: Michelle Palmer, Kate Allan, Mark Giberson Approved Budget:	Risk(s):Software, Hardware and Security Requirements, development of Support and maintenance processes	Project Milestones:Click or tap here to enter text. Procurement Timing: Procurement complete

Stakeholders Affected:Click or tap here to enter text.	Other:Click or tap here to enter text.	Mitigation(s):Click or tap here to enter text.	Completion Date: 2025—12-31

Project Title: Finance – Online Public Parking System

Project Status: Deferred

Project Rationale (select all that apply):

☐ Strategic Priority ☐ Master Plan ☐ Committee or Council Request ☐ Legislated

☐ Capital Project ☐ Service Review Action ☐Policy Review Project ■ Other: Process improvements

Identify if a Project Charter or RACI Has Been Completed:

☐ Project Charter ☐ RACI ■ N/A

SMART Goal (Description)	Resources	Risks and Mitigation	Milestones
Implementation of Online Public Parking Permits in current parking system	People: Christine Gilbert, Briana Bloomfield, Kim Sowerby Approved Budget:	Risk(s):Review of current process and development of new processes.	Project Milestones:Review of current process and development of new processes. Mapping of new Processes in system. Communication and rollout

	Other:Click or tap here to enter text.	Mitigation(s):Click or tap here to enter text.	Procurement Timing:Click or tap here to enter text.
Stakeholders Affected:Finance			Completion Date:

Project Title: Strategic Review – HR Onboarding Ref. 1a1

Project Status: Proceeding as Anticipated

Project Rationale (select all that apply):

☐ Strategic Priority   ☐ Master Plan   ☐ Committee or Council Request   ☐ Legislated

☐ Capital Project   ■ Service Review Action   ☐ Policy Review Project   ☐ Other: Click or tap here to enter text.

Identify if a Project Charter or RACI Has Been Completed:

☐ Project Charter   ■ RACI   ☐ N/A

SMART Goal (Description)	Resources	Risks and Mitigation	Milestones
Assist Human resources in implementation of revised onboarding processes and workflow and acquire hardware as necessary	People: Lead: Annie Reed Resources: Kim Sowerby Mark Giberson, Jordan Rodgerson Approved Budget:	Risk(s):Requires an understanding of how technology can support process and can be implement in a timely manner.	Project Milestones:Click or tap here to enter text. Procurement Timing:Click or tap here to enter text.

	Other:Click or tap here to enter text.	Mitigation(s):Click or tap here to enter text.	Completion Date:
Stakeholders Affected:Human Resources			

Project Title: Video Surveillance Implementation Library

Project Status: Deferred

Project Rationale (select all that apply):

☐ Strategic Priority   ☐ Master Plan   ☐ Committee or Council Request   ☐ Legislated
☐ Capital Project   ☐ Service Review Action   ☐Policy Review Project   ■ Other: Library Project

Identify if a Project Charter or RACI Has Been Completed:

☐ Project Charter   ☐ RACI   ■ N/A

SMART Goal (Description)	Resources	Risks and Mitigation	Milestones
Replacement of existing hardwired Video Surveillance system with IP based system	People: Jamie Lyman, Jordan Rodgerson; Mark Giberson, Dale Albrecht, Approved Budget:	Risk(s):Possible networking costs and decisions from Library as to number and location of Cameras Mitigation(s):Click or tap here to enter text.	Project Milestones:Click or tap here to enter text. Procurement Timing:Complete Completion Date: 06/06/2025

Stakeholders Affected:Library Management/Staff	Other:Click or tap here to enter text.		

Project Title: Video Surveillance (Tom)

Project Status: Proceeding as Anticipated

Project Rationale (select all that apply):

☐ Strategic Priority ☐ Master Plan ☐ Committee or Council Request ☐ Legislated

■ Capital Project ☐ Service Review Action ☐Policy Review Project ☐ Other: Click or tap here to enter text.

Identify if a Project Charter or RACI Has Been Completed:

☐ Project Charter ☐ RACI ■ N/A

SMART Goal (Description)	Resources	Risks and Mitigation	Milestones
Replace current out of date Video System with integrated system	People: Jamie Lyman, Jordan Rodgerson; Mark Giberson, Aidian Ware Approved Budget:	Risk(s):Access to exhibition space to run cabling Mitigation(s):Click or tap here to enter text.	Project Milestones:Two remaining cameras need to be installed to finish project, One outside and other in Collection room

	Other:Click or tap here to enter text.		Procurement Timing:complete in 2024
Stakeholders Affected:Tom Staff			Completion Date: 06/06/2025

Project Title: Review Mobile Technology 2. B) 1

Project Status: Proceeding as Anticipated

Project Rationale (select all that apply):
☐ Strategic Priority   ☐ Master Plan   ☐ Committee or Council Request   ☐ Legislated
☐ Capital Project   ■ Service Review Action   ☐Policy Review Project   ☐ Other: Click or tap here to enter text.

Identify if a Project Charter or RACI Has Been Completed:
☐ Project Charter   ■ RACI   ☐ N/A

SMART Goal (Description)	Resources	Risks and Mitigation	Milestones
Review mobile technology options to inform the IT Needs Assessment work when determining cloud-based software to ensure compatibility and integration	People: Mark Giberson, Sponsor Lara Widdifield, Resources Karl Rennick, Mark Hill, Kayla Hyman, Greg Nicol.By-Law Officer Approved Budget:	Risk(s):Click or tap here to enter text. Mitigation(s):Click or tap to enter text.	Project Milestones:Kick-off Meeting (April 1st 2025) Procurement Timing: N/A Completion Date: 2025-12-31

	Other: Click or tap here to enter text.		
Stakeholders Affected: SLT, Council			

Project Title: Telephone Line Audit

Project Status: Proceeding as Anticipated

Project Rationale (select all that apply):

■ Strategic Priority ☐ Master Plan ☐ Committee or Council Request ☐ Legislated

☐ Capital Project ☐ Service Review Action ☐ Policy Review Project ☐ Other: Click or tap here to enter text.

Identify if a Project Charter or RACI Has Been Completed:

☐ Project Charter ■ RACI ☐ N/A

SMART Goal (Description)	Resources	Risks and Mitigation	Milestones
The Phone Line Audit project aims to review all active phone lines within the organization to ensure they are being utilized efficiently. The audit will identify inactive, redundant, or underutilized phone	People: IT Manager Resources, Purchasing, Finance, OSPS Approved Budget:	Risk(s): The City does not have a operational list of phone lines and services and serives that are used by OSPS and systems. Inavertant risk of changes to critical lines.	Project Milestones: Click or tap here to enter text. • Comprehensive inventory of all phone lines.

| lines to reduce costs and improve resource allocation.

Stakeholders Affected:Staff, Public | Other:Click or tap here to enter text. | Mitigation(s):Review by Operation Managers before changes are made. | • Usage and cost analysis report.
• List of phone lines to deactivate or consolidate.
• Final audit report with actionable recommendations

Procurement Timing:2025-02-14

Completion Date: 2025-12-31 |

Project Title: 1b1 Microsoft Teams Integration

Project Status: Proceeding as Anticipated

Project Rationale (select all that apply):

☐ Strategic Priority   ☐ Master Plan   ☐ Committee or Council Request   ☐ Legislated

☐ Capital Project   ■ Service Review Action   ☐Policy Review Project   ☐ Other: Click or tap here to enter text.

Identify if a Project Charter or RACI Has Been Completed:

■ Project Charter   ■ RACI   ☐ N/A

SMART Goal (Description)	Resources	Risks and Mitigation	Milestones

The purpose of this project is to enhance organizational efficiency by maximizing the integration of Microsoft Teams across the entire corporation. The integration will focus on coordinating project management, streamlining operations, and improving communication channels. Microsoft Teams will be leveraged as a comprehensive platform to facilitate collaboration, foster real-time communication, and enhance overall productivity. Stakeholders Affected: Click or tap here to enter text.	People: Tim Simmonds Kim Sowerby (Lead) Amanda Tennant Carly McArthur Spencer Hammill Ashley McNeil Nicole Olmstead Desiree van Dijk Approved Budget: Other: Click or tap here to enter text.	Risk(s): Click or tap here to enter text. Mitigation(s): Click or tap here to enter text.	Project Milestones: Click or tap here to enter text. Procurement Timing: Click or tap here to enter text. Completion Date: 2026-12-31

Section 2: Core Service Tasks

To add another row, click inside the last row and then click the 'blue +' symbol that appears at the bottom right of the table.

Task Name	Description	Resources	Key Performance Indicators
2026 – Five Year Capital Budget Development	Develop and maintenance of divisional annual and long-term capital budgets Stakeholder:	People: Lead: Mark Giberson Resource: Bradey Carbert, Sheyenne Hooghiem Resource: Kate Allan	Capital Budget development that meets the City's service delivery and information technology infrastructure needs

	Internal Staff Lease Holders Council Ratepayers	Resource: IT Staff Support User Department **Approved Budget:** Click or tap here to enter text. **Other:** Click or tap here to enter text.	
2026 Operating Budget Development	Analyze current operating programs and expenditures for the development of 2026 operating budget **Stakeholder:** Internal Staff Ratepayers Council	**People:** Lead: Mark Giberson Resources: Kim Sowerby, Jamie Lyman and Jordan Rodgerson. Support: Kate Allan **Approved Budget:** Click or tap here to enter text. **Other:** Click or tap here to enter text.	Operating Budget that meets approved service levels
2024 Audit	Support the 2024 Audit Process with respect to System Access, and system integrations. **Stakeholder:** Deputy Treasurer Financial Analyst	**People:** Resource: Mark Giberson Resource: Kim Sowerby Resource Jordan Rodgerson **Approved Budget:** Click or tap here to enter text. **Other:** Click or tap here to enter text.	Production of documentation to support 2024 financial audit as requested by municipal auditor.
Cyber Insurance Renewal	Update required schedules for annual renewal **Stakeholder:**	**People:** Lead: Jordan Rodgerson Resource: Mark Giberson Support of GRAMPS **Approved Budget:**	2025 Cyber insurance at same level as 2024

	Internal Stall Council Ratepayers	Click or tap here to enter text. **Other:** Click or tap here to enter text.	
Review and Analyze IT Helpdesk	Analyze helpdesk tickets to identify common issues and trends that will influence operating processes and capital expenditures. **Stakeholder:** SLT Internal Staff Outside Stakeholders	**People:** Lead: Mark Giberson Resources: IT Staff **Approved Budget:** Click or tap here to enter text. **Other:** Click or tap here to enter text.	Analysis used to inform City's systems functions, operation processes and capital and operation budget development.
Network, Server/ Desktop maintenance and upgrades	Analyze current patch/firmware levels, Test and implement to ensure operational functionality and security. **Stakeholder:** Staff, outside stakeholders	**People:** Lead: Jordan Rodgerson/Jamie Lyman Resource Mark Giberson Resource Kim Sowerby **Approved Budget:** Click or tap here to enter text. **Other:** Click or tap here to enter text.	Regular Monitoring: Continuously monitor network performance to identify and resolve issues promptly. Firmware and Software Updates: Keep all network devices and software up-to-date to protect against vulnerabilities. Backup and Recovery: Regularly back up network configurations and data to ensure quick recovery in case of failures. Hardware Inspections: Regularly check server hardware for signs of

			wear and tear. Software Updates: Ensure all server software, including the operating system, is up-to-date. Performance Monitoring: Monitor server performance to detect and address issues before they impact operations. Security Patches: Apply security patches promptly to protect against vulnerabilities. Data Backups: Regularly backup server data to prevent data loss.
Security audits	Perform an ongoing assessment of an organization's information systems to ensure they meet security standards and identify vulnerabilities. Stakeholder: SLT, Staff	People: Lead: Jordan Rodgerson/Kim Sowerby Resources: Jamie Lyman Resources: Mark Giberson Approved Budget: Click or tap here to enter text. Other: Click or tap here to enter text.	Assessment of Security Controls: Evaluating physical, network, and application security controls to ensure they are effective. Compliance Checks: Ensuring the organization adheres to relevant regulations and standards. Vulnerability Identification: Identifying weaknesses in the system that could be exploited by attackers.
Incident Response Plan Testing (Annual)	Testing Incident Response plan as part of the EOC Annual Training	People: Mark Giberson, Jordan Rodgerson, Heidi Jennen Resources: Jamie Lyman Resources: Mark Giberson Approved Budget:	Phases of Incident Response: Preparation and Planning: Assign roles, create processes, and design escalation plans.

	Stakeholder: EOC Members	Click or tap here to enter text. **Other:** Click or tap here to enter text.	Threat Detection: Identify and classify potential threats. Containment and Eradication: Limit the impact and remove the threat. Recovery: Restore systems and operations. Lessons Learned: Review and improve the response plan based on the incident
Work Plan Development /Project Management	Develop and Management of Work Plans Stakeholder: Directory of Corporate Service, SLT	People: Mark Giberson Resources: Jamie Lyman, Kim Sowerby, Jordan Rodgerson Approved Budget: Click or tap here to enter text. **Other:** Click or tap here to enter text.	Set Goals and Objectives Identify Tasks and Milestones Assign Responsibilities Allocate Resources Create a Timeline Identify Potential Obstacles Review and Approve Monitor and Adjust