Staff Report

Report To: Service Review Implementation Ad Hoc Committee

Report From: Kim Sowerby, Corporate Application Analyst

Meeting Date: February 12, 2025

Report Code: CR-25-014

Subject: Project 2a1 – Investigate Cloud-based Solutions for a Digital Timecoding Solution

Recommendations:

THAT in consideration of Staff Report CR-25-014 respecting Project 2a1 – Investigate Cloud-based Solutions for a Digital Timecoding Solution, the Service Review Implementation Ad Hoc Committee recommends that City Council receive the report for information purposes.

Highlights:

- This project utilized LEAN process mapping tools to help identify and map out timesheet processes in multiple departments.
- The project will not involve the actual implementation of the new system but will provide detailed recommendations and findings to guide future decisions.

Strategic Plan Alignment:

Strategic Plan Priority: Service Excellence.

Climate and Environmental Implications:

There are no anticipated climate or environmental impacts.

Previous Report/Authority:

Service Review Adoption (July 2023) [CM-23-012](#)

Service Review Website [Service Review Actions | City of Owen Sound](#)

Information Technology Need Assessment Project – Conclusion and Next Steps – [CR-22-067](#)

Information Technology Needs Assessment Status Update – [CR-24-045](#)

Background:

Service Review Project 2a1, Investigating cloud-based solutions for digital timecoding solutions, was an action item recommended in the IT Needs Assessment as well as the MNP Service Review.

The City of Owen Sound is committed to enhancing its timecoding processes by exploring cloud-based solutions. The project will focus on investigating suitable options for a digital timecoding system. It does not cover the implementation phase but instead aims to provide a detailed set of recommendations and insights to guide future actions.

Currently, some divisions' timesheets in the organization are manually processed, involving multiple stages and touchpoints, leading to inefficiencies and increased risk of error. The move toward digitization is expected to address these challenges by facilitating a more streamlined, reliable workflow. This effort aligns with the broader IT strategies underway, including future systems upgrades in asset management and Human Resources Information Systems (HRIS).

Analysis:

Currently, the organization relies on a labour-intensive manual timesheet process for multiple divisions. It has been identified in the IT Needs Assessment and the MNP Service Review that this approach is unnecessarily administratively demanding and time-consuming. For example, the Parks & Cemetery Administrative Coordinator is dedicating approximately 381.5 hours per year to manual time entry. The Water & Wastewater Administrative Assistant and Public Works Administrative Assistant also complete manual timesheet entries. Transitioning to digital, cloud-based timecoding solutions promises to relieve manual processes, reducing

administrative burden so staff can focus on higher tier, more complex tasks, and in turn, boosting employee satisfaction.

Staff will conduct LEAN process mapping of the entire timesheet process; this will give a comprehensive scope of functional needs for the recommended digital software solution. The project faces high (significant) risks related to the complexities of system integration, securely maintaining data, compatibility, and user adaptability. Medium-level risks include staff's familiarity with technology and their availability.

Implementing such digital solutions is expected to enhance operational efficiency due in part to automation. This study sets the stage for the organization to align with modern technology trends, refining its operational processes and promoting an overall better experience for stakeholders.

Financial Implications:

As this portion of the analysis is theoretical only, there are no financial impacts directly arising from the recommendation. Future preferred solution and implementation phases of the project will have better-defined financial impacts for Council's consideration.

Communication Strategy:

Communication with internal stakeholders (i.e. Staff) through appropriate corporate communications. Communication with external stakeholders and the public will be through the agenda and minutes of the Service Review Implementation Ad Hoc Committee.

Consultation:

Service Review project 2a1 team members:
- Mark Giberson
- Vicki Zidner
- Amanda Tennant
- Ashley Ford
- Stacy Fenwick
- Andrew Smart
- Graeme MacIntyre
- Ian Courtney

Attachments:

None.

Recommended by:

Project Lead: Kim Sowerby, Corporate Application Analyst
Project Sponsor: Lara Widdifield, Director of Public Works and Engineering

Submission approved by:

Tim Simmonds, City Manager

For more information on this report, please contact Kim Sowerby, Corporate Application Analyst at ksowerby@owensound.ca or 519-376-4440 ext. 1232.