



## Q4 2022 Information Technology Services Divisional Update

Item 10

March 6, 2023

Building Investment, Finance and Audit Committee

**Report:** BIFAC:2023-31

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

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

**Date:** February 13, 2023

### PURPOSE:

The purpose of this report is to provide the Building Investment, Finance and Audit Committee ("BIFAC") with the Q4 2022 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 October 1 to December 31, 2022.

### Q3 ACTIVITY SUMMARY:

An overview of the team's activities in the fourth quarter of 2022 are outlined in the following four 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 Q4 2022, the ITS team responded to and resolved 3,178 incidents. This was a more than 13% increase from the previous quarter and was as a result of the introduction of new technologies to both the Toronto Seniors Housing Corporation (“TSHC”) and TCHC that prompted questions/issues from end users. Approximately 44% of the incidents were issues in the category of Software. In Q4 2021, the ITS team also responded to and completed 3,854 requests.

**2. Information Technology Services-Led Initiatives:** Information Technology Services projects initiated in 2022 are part of the ITS long-term technology roadmap and include the modernization of many end of life technologies. Information Technology Services projects in 2022 are, for the most part, multi-year initiatives with specific milestones scheduled for completion in 2022. In Q4, the ITS team continued to be focused on the completion of various security initiatives and preparing for the start of new initiatives for 2023.

The ITS team supports both TCHC and TSHC through the implementation or enhancement of technologies.

**3. TCHC Initiatives:** In Q4, the ITS team continued to work with the business towards the successful implementation of the following initiatives:

- Reporting and Analytics: Initiated a year-long project to provide enhanced reporting and analytics capabilities to the organization via a business intelligence tool.

**4. Toronto Seniors Housing (“TSHC”) Initiatives:**

The ITS team supports the TSHC and continues to work with the TSHC to complete the following priorities initiated after the establishment of the corporation on June 1, 2022:

- Work continues to implement a trust relationship between the TSHC domain and the TCHC domain; and
- Revising the employee transfer process between the two corporations to eliminate confusion and improve speed of execution.

**SIGNATURE:**

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