Toronto Community Housing

Q1 2021 – Information Technology Services Divisional Update
Item 2E
May 18, 2021
Building Investment, Finance and Audit Committee

Report:	BIFAC:2021-40
To:	Building Investment, Finance and Audit Committee ("BIFAC")
From:	Vice President, Information Technology Services ("ITS")
Date:	May 3, 2021

PURPOSE:
The purpose of this report is to provide the Building Investment, Finance and Audit Committee ("BIFAC") with the Q1 2021 update from Information Technology Services ("ITS").

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

SUMMARY:
This report covers the period of January 1 to March 31, 2021.

2021 ITS Business Plan Finalized
The ITS leadership team finalized the 2021 ITS Business Plan in January 2021.

An ITS Business Plan is developed each year with consideration of the following inputs:

- TCHC's technology roadmap. TCHC's technology roadmap was refreshed by the current leadership team in 2018 and is validated at the start of each year. Emerging cybersecurity threats, shifting

organizational priorities and the ever changing technology landscape require ITS to refresh this roadmap periodically. TCHC's technology roadmap will be refreshed in 2022;

- Business initiated requests/projects;
- TCHC's strategic priorities; and
- Projects inflight from previous years.

Major areas of focus in the 2021 ITS Business Plan include:

1. Cybersecurity initiatives focused in three key areas:
   o building on the activities completed in 2020 to continue to improve TCHC's security culture and governance structure;
   o continuing to improve security awareness amongst our employees; and
   o implementing new technologies.

2. Enhance the end user experience:
   o refreshing data centre equipment and/or end of life hardware to mitigate risk of system failures;
   o implementing new client self-serve options (such as password reset); and
   o deploying new collaboration tools.

3. Continued operational improvement will focus on improving the operations of the ITS team and includes:
   o operationalizing the Technology Intake Process developed in 2020;
   o actioning the findings from the 2021 ITS Business Vision Survey;
   o operationalizing a Service Excellence Standing Committee to identify and support continual service improvement initiatives; and
   o continuing to mature ITIL service management processes.

4. Strategy development is necessary to prepare for future initiatives. In 2021 the ITS team will focus on the development of two strategies:
   o O365 Roadmap; and
   o Resource Management.

Q1 ACTIVITY SUMMARY:
An overview of the team's activities in the first quarter of 2021 are outlined in three categories.

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 the first quarter of 2021, the ITS team responded to and resolved 3,123 incidents. Approximately 45% of the incidents were issues under the category of Software and Applications. In the first quarter of 2021, the ITS team responded to and completed 4,915 requests.

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. A major accomplishment for Q1 2021 is the implementation of new cybersecurity technologies.

Business-Led Initiatives: The ITS team supports the organization through the implementation or enhancement of technologies. In Q1 2021, the ITS team focused on four initiatives:

- upgrade of Call Centre Technology to support HoMES and the implementation of TCHC's new Unified Communications and Collaboration tools;
- remediation of TCHC's corporate website to meet *Accessibility for Ontarians with Disabilities Act* ("AODA") compliance requirements;
- enhancements to three Human Resources modules; and
- updates to TCHC's Annual Unit Inspection ("AUI") tool to support the 2021 Annual Unit Inspections program. This tool will be replaced by HoMES for future AUI.

SIGNATURE:

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