CITY OF OTTAWA

TECHNOLOGY YEAR IN REVIEW

IT Sub-Committee

November 19, 2012

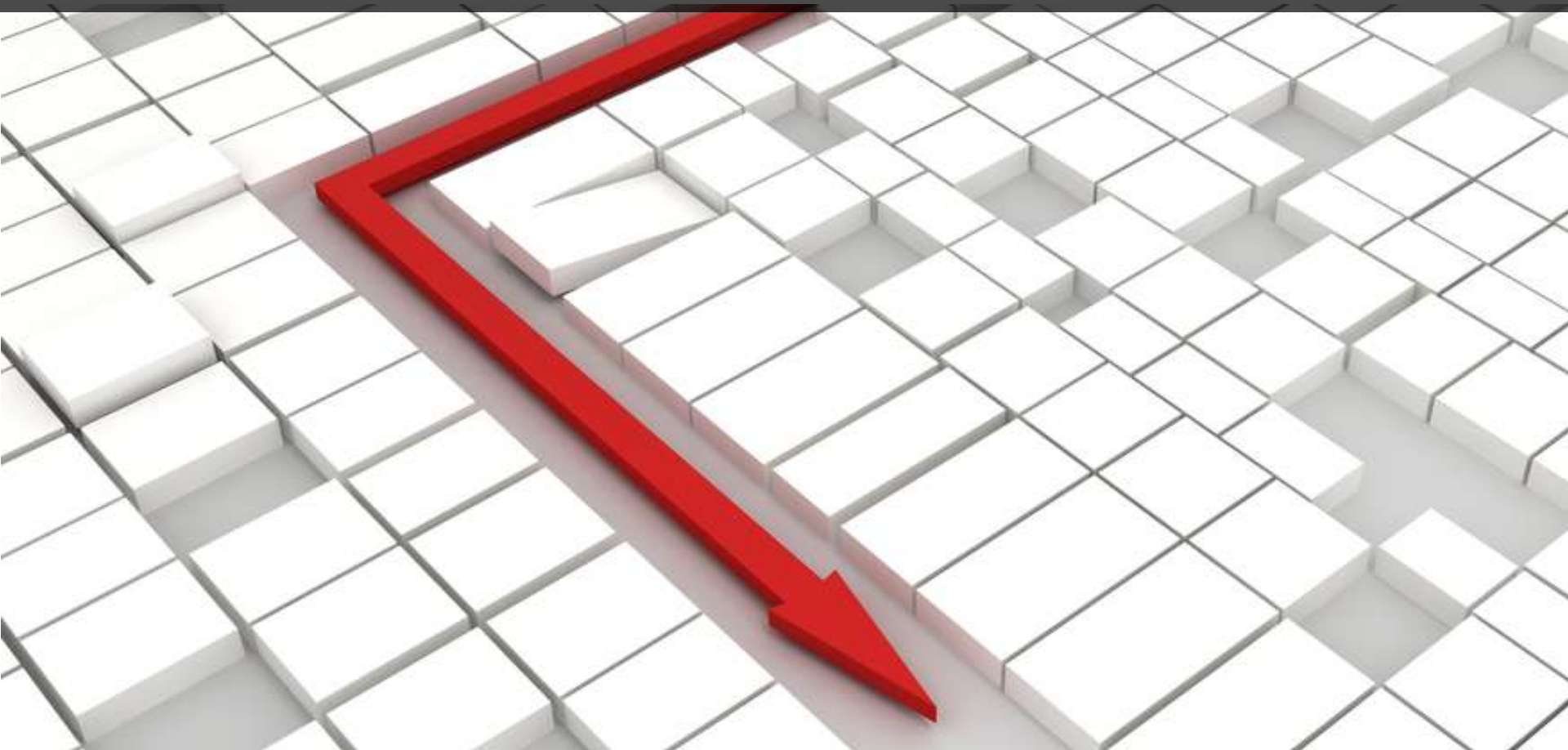
Technology is engaging the city

Technology is **automating** the city

Technology is changing the city

Technology is **connecting** the city

Technology is streamlining the city



Technology is

enabling the city

Technology is **helping** the city

IT Sub-Committee Mandate

To investigate IT Solutions that provide:

Improved access to city services

Better communication with the public &

Enhanced management and oversight

What did we do in 2012?

We provided technology solutions;

We automated manual business processes;

We improved the management of information;

We protected privacy and fostered openness; and

We kept the lights on…

Day to day ...

operations

IT Manages

11,546

Email Accounts

Estimated number of emails we will receive in 2012

63,137,656

130,693 Service Desk support calls this year

Immunization Record Information System (IRIS)

140,000 immunizations annually recorded through IRIS

Last Minute Ice Rental

2,480 Sheets booked this year

Emergency Management Information System

EMIS was used to Conduct a Reverse 911 Call to Citizens

eRecruitment

Automation of hiring and on-boarding processes

Voice over Internet Protocol Deployment

450 VoIP sets deployed

ottawa.ca

Drupal Open Source Platform

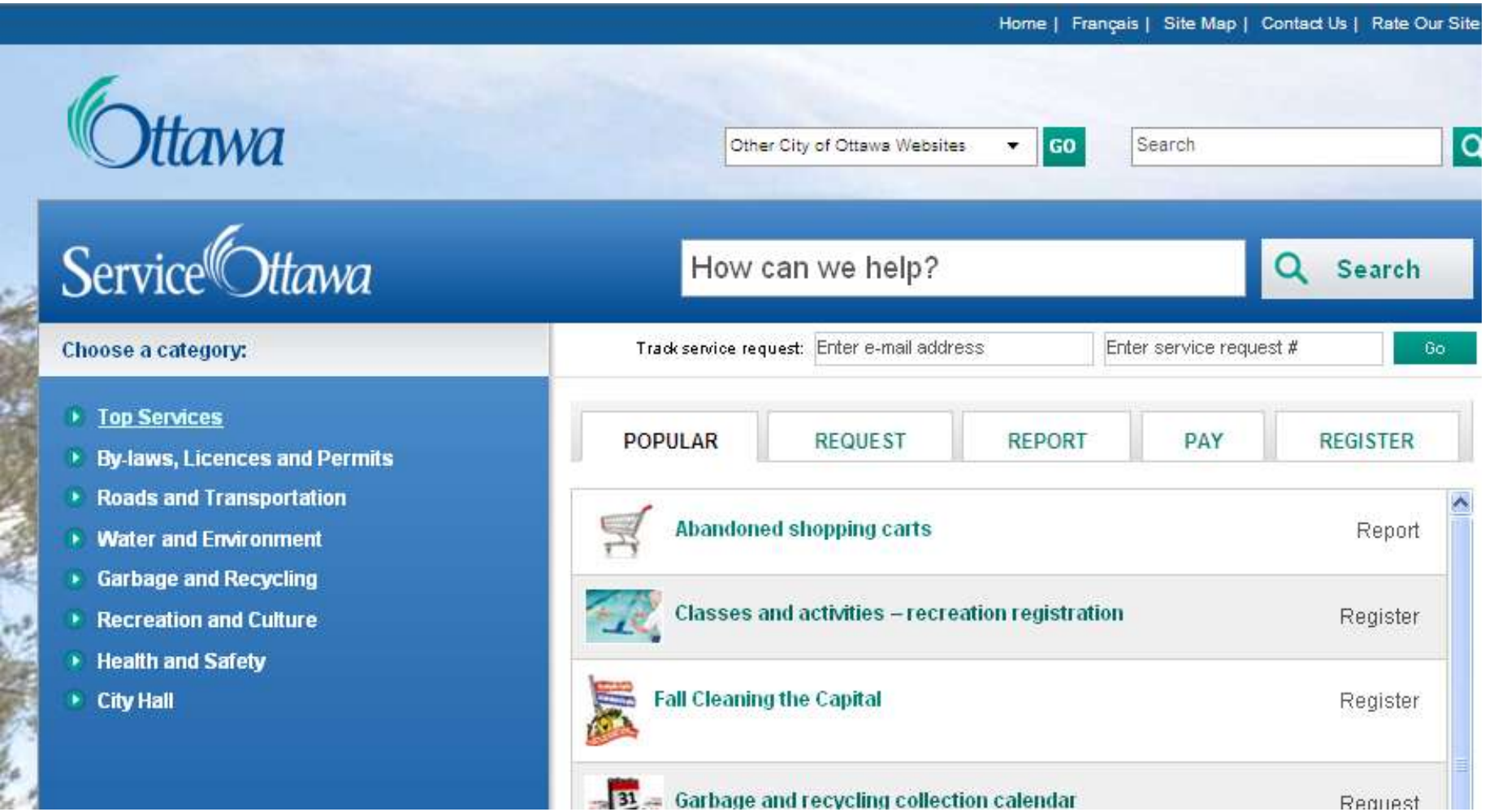
Forestry

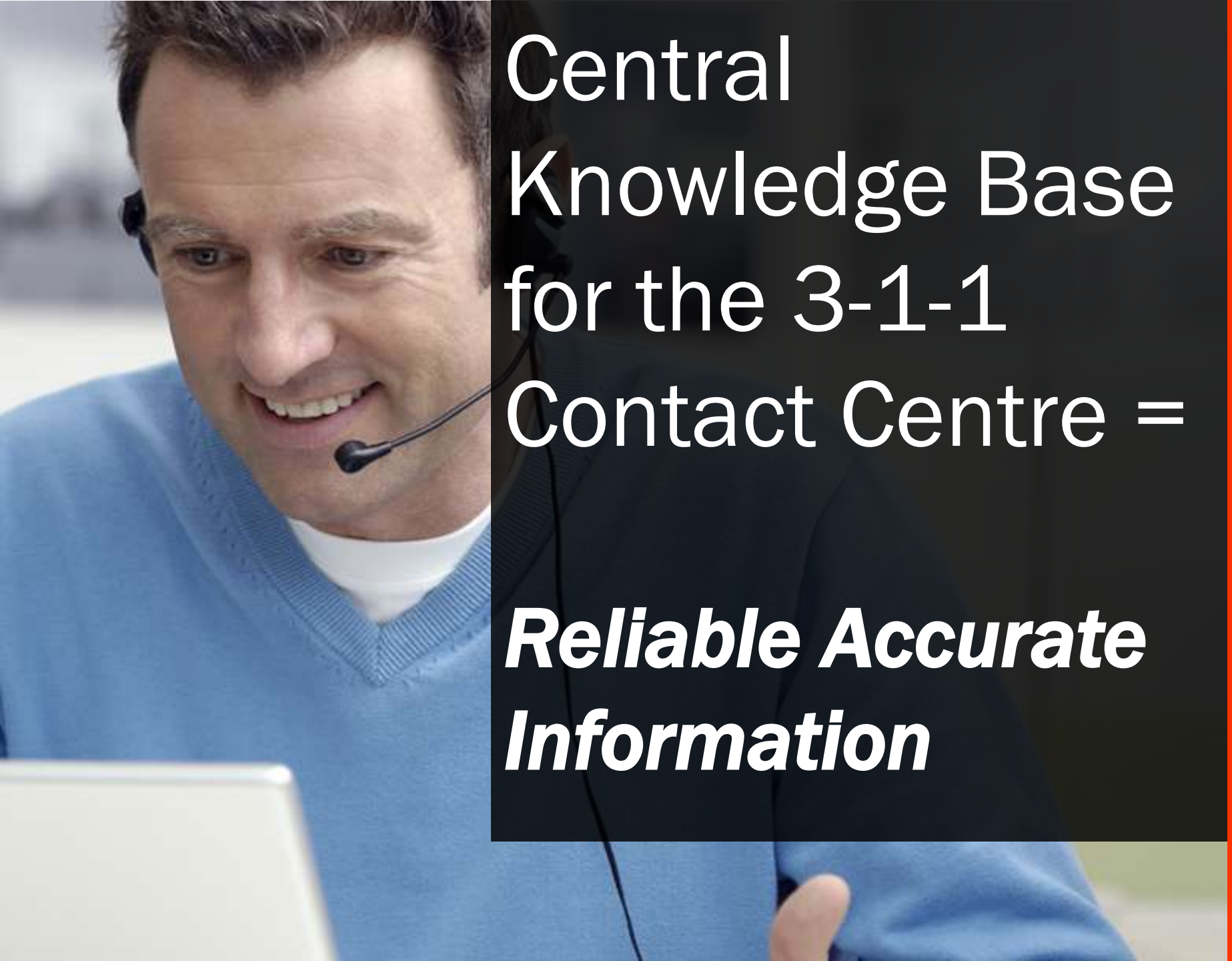
Mobility Deployment

19,798 *Work Orders Online*

ServiceOttawa Gateway

A more convenient way to access City Services

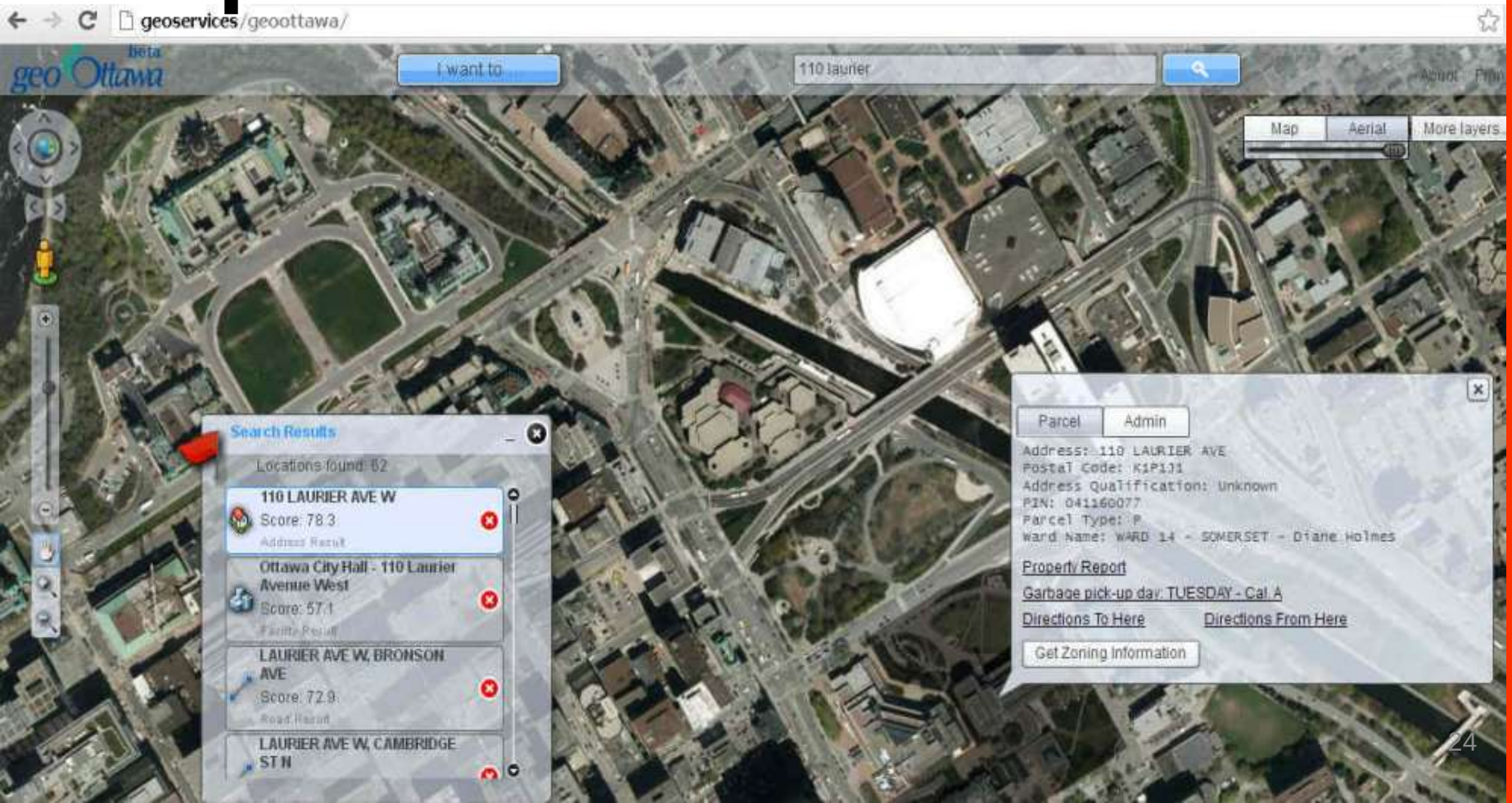




Central Knowledge Base for the 3-1-1 Contact Centre =

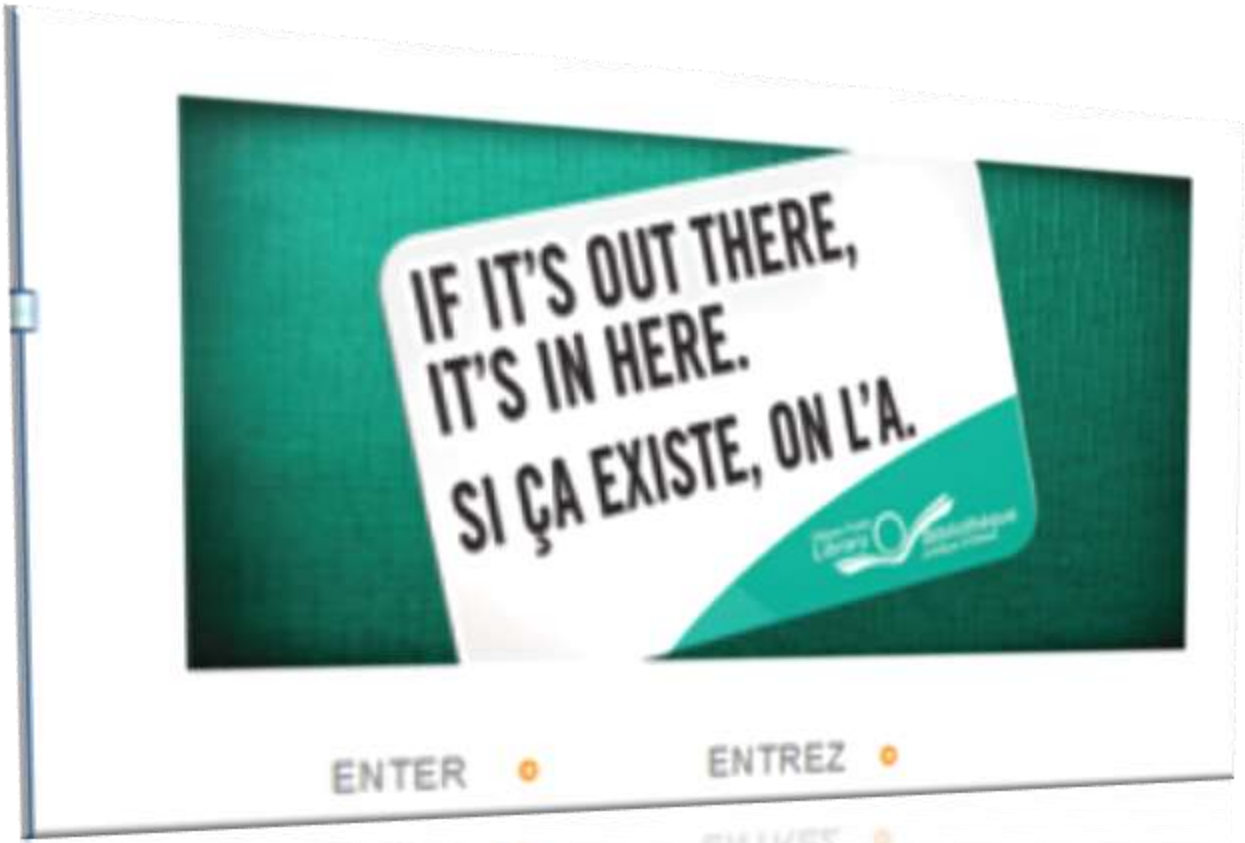
Reliable Accurate Information

geoOttawa - eMap Replacement



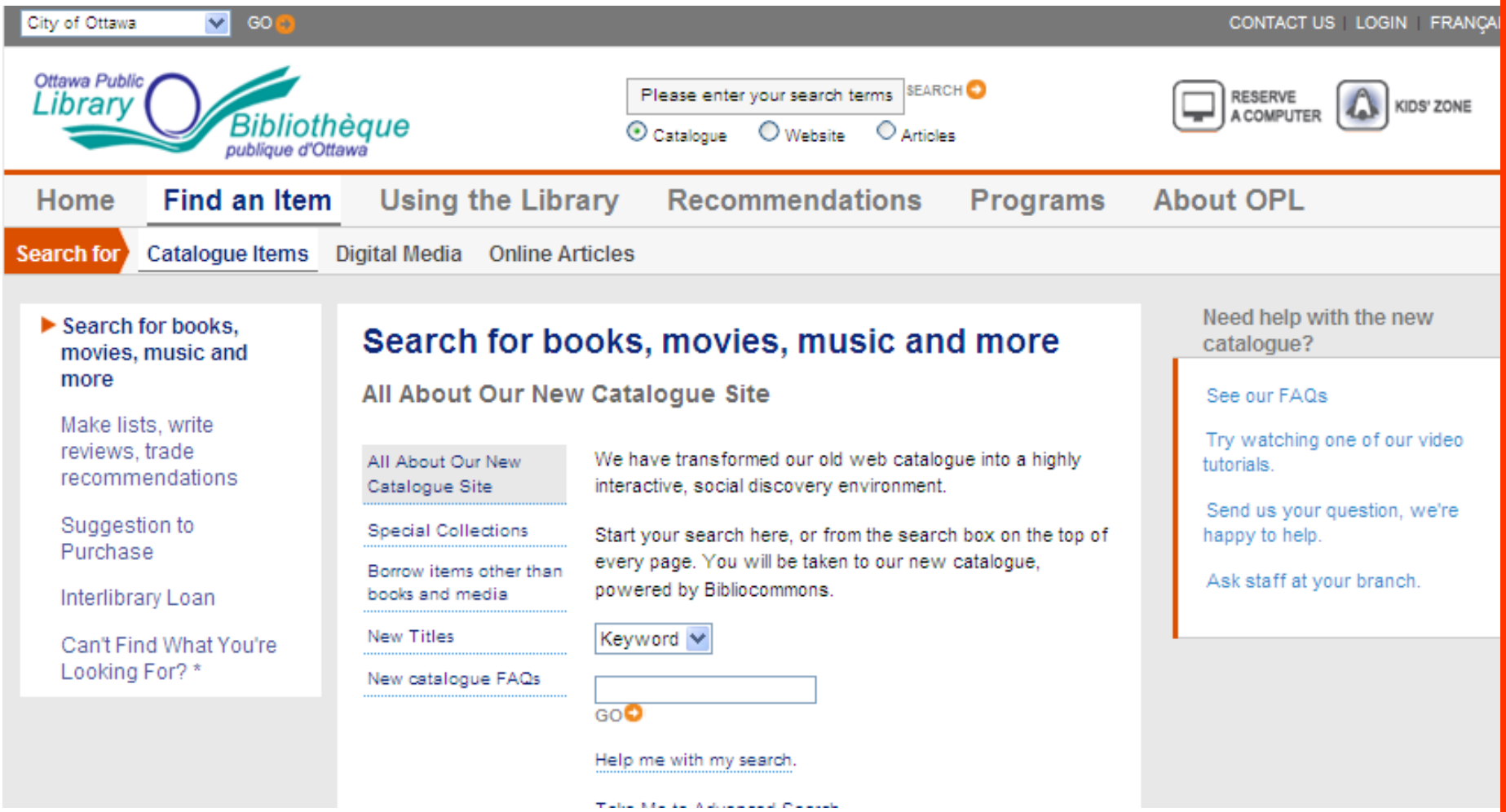
Electronic Patient Care Records

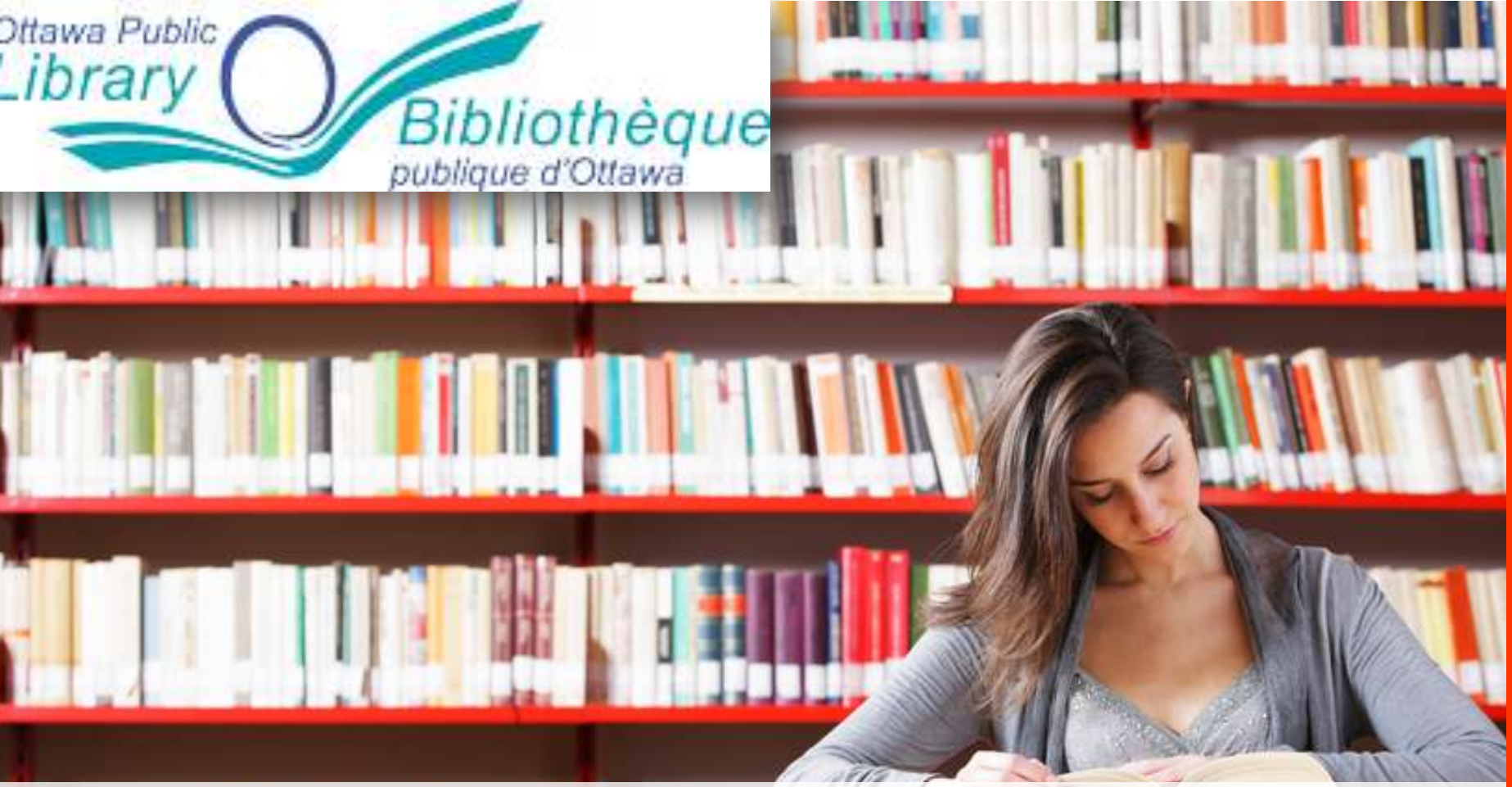
5.3 million website hits to date



Ottawa Public Library
Bibliothèque publique d'Ottawa

2.9 million BiblioCommons Searches to date





2.1 million items tagged with RFID (Radio Frequency Identification) labels to date

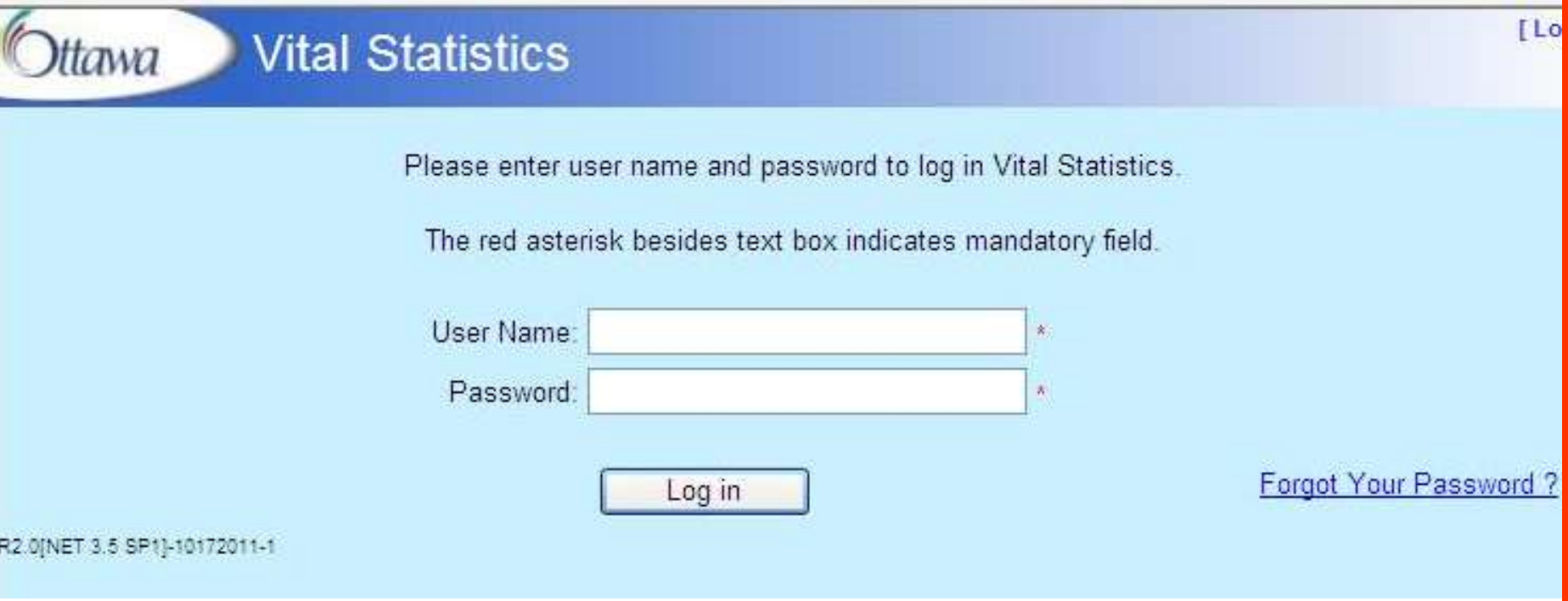
Pay by Cell

Parking Payment System

pay by phone

GPS Salt Tracking

Vital Stats Web Application



SERVIS

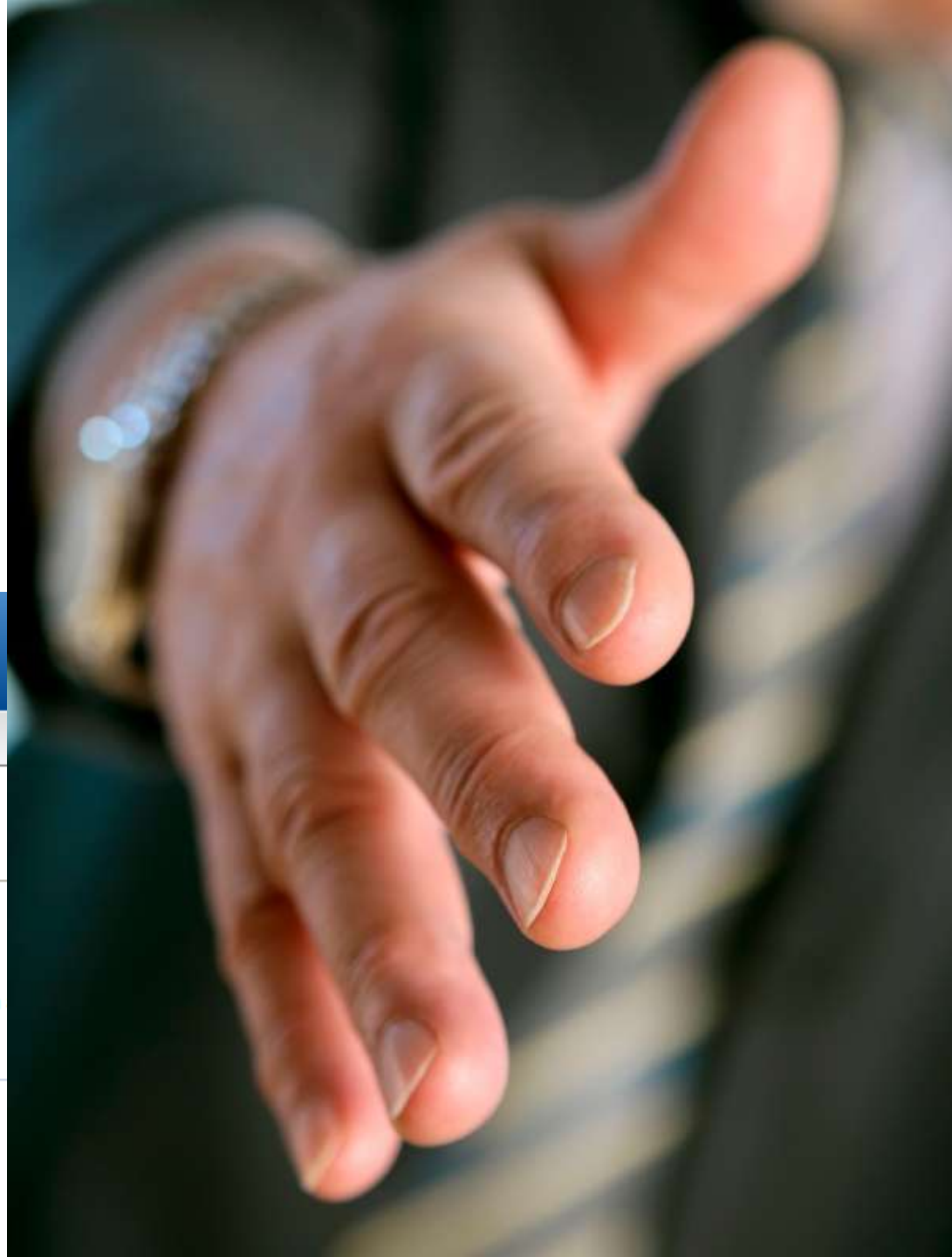
Social Eligibility Reporting and Vendor Information System

The SERVIS application allowed us to process **135,692** Client Cases

Automated Water Meter Reading

City Council - eAgenda

Lobbyist Registry



Service Ottawa

City of Ottawa Lobbyist Registry

Log In

Please enter your username and password. Register if you don't have an

Account Information

Username

Password

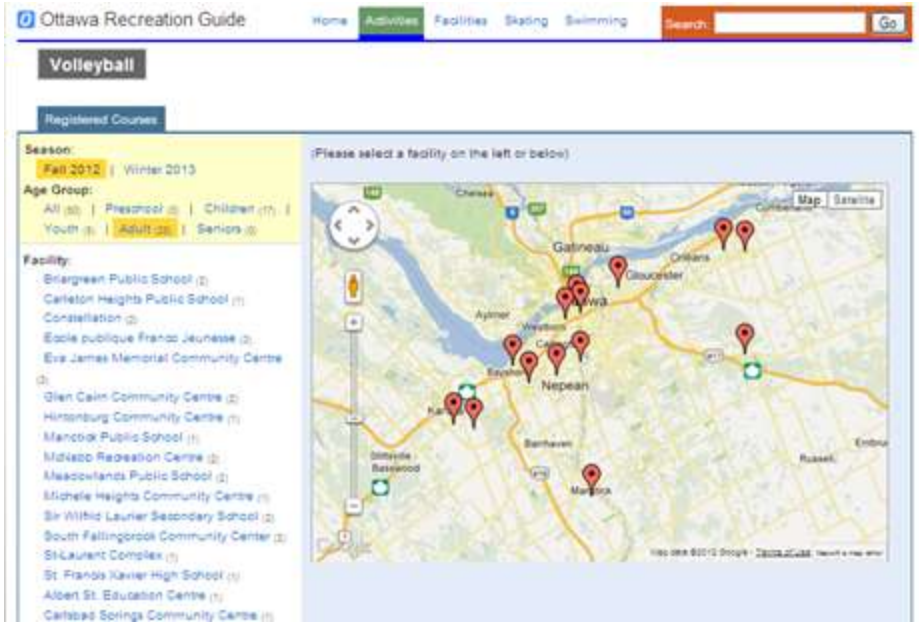
Forgot Password | Log In

Grew the Apps catalogue by **50%**

The catalogue now has **120** separate data files

Open Data

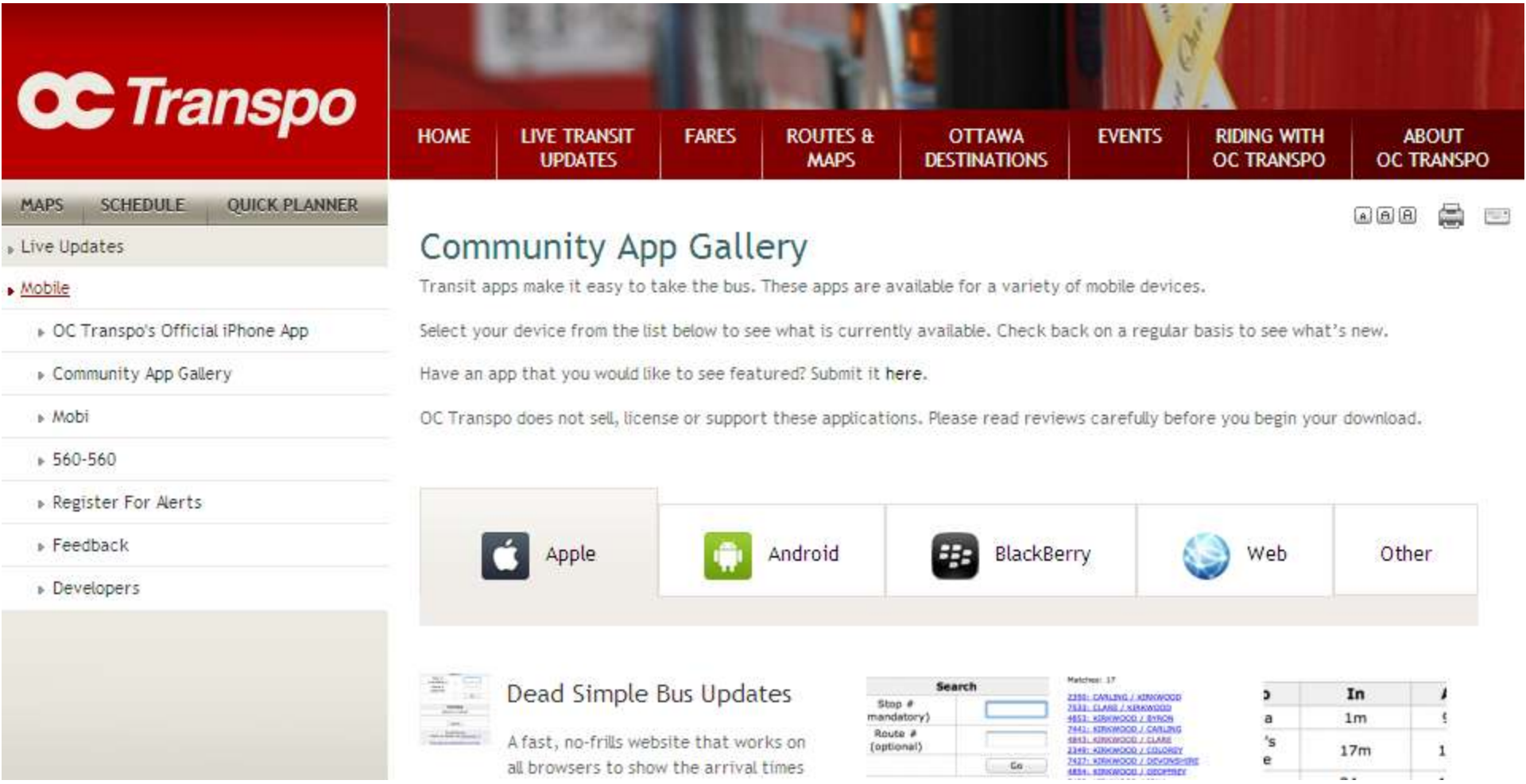
Recreation Apps



Health Apps

Bus Apps

OC Transpo App Gallery



OC Transpo

Over **150,000** Next Bus Arrival Requests Daily (iPhone/SMS)

1,034 buses (including ParaTranspo) connected to the mobile network

Internet Security Upgrade

Blocked
2 Million
Malicious
Websites

Technology Roadmap

FOUNDATION TECHNOLOGY

INFRASTRUTURE LIFECYCLE

RENEWAL INITIATIVES

Enterprise Print Managment System

In year one, tangible efficiencies are estimated to be $1M

Councillors Portal

Interactive Voice Response

Call Routing for 311

Service Request Status Lookup

Residents can check the status of their service requests online

Garbage Collection Tool

Collection Schedules and Reminders

How should we notify you?

What is the best way for Recollect to remind you? You

Email

Send me an E-Mail to remind me of my collection schedule.

Twitter

Send me a direct message through twitter to remind me of

Phone Call

Call my mobile or home phone to remind me of my collection

Oct 2012

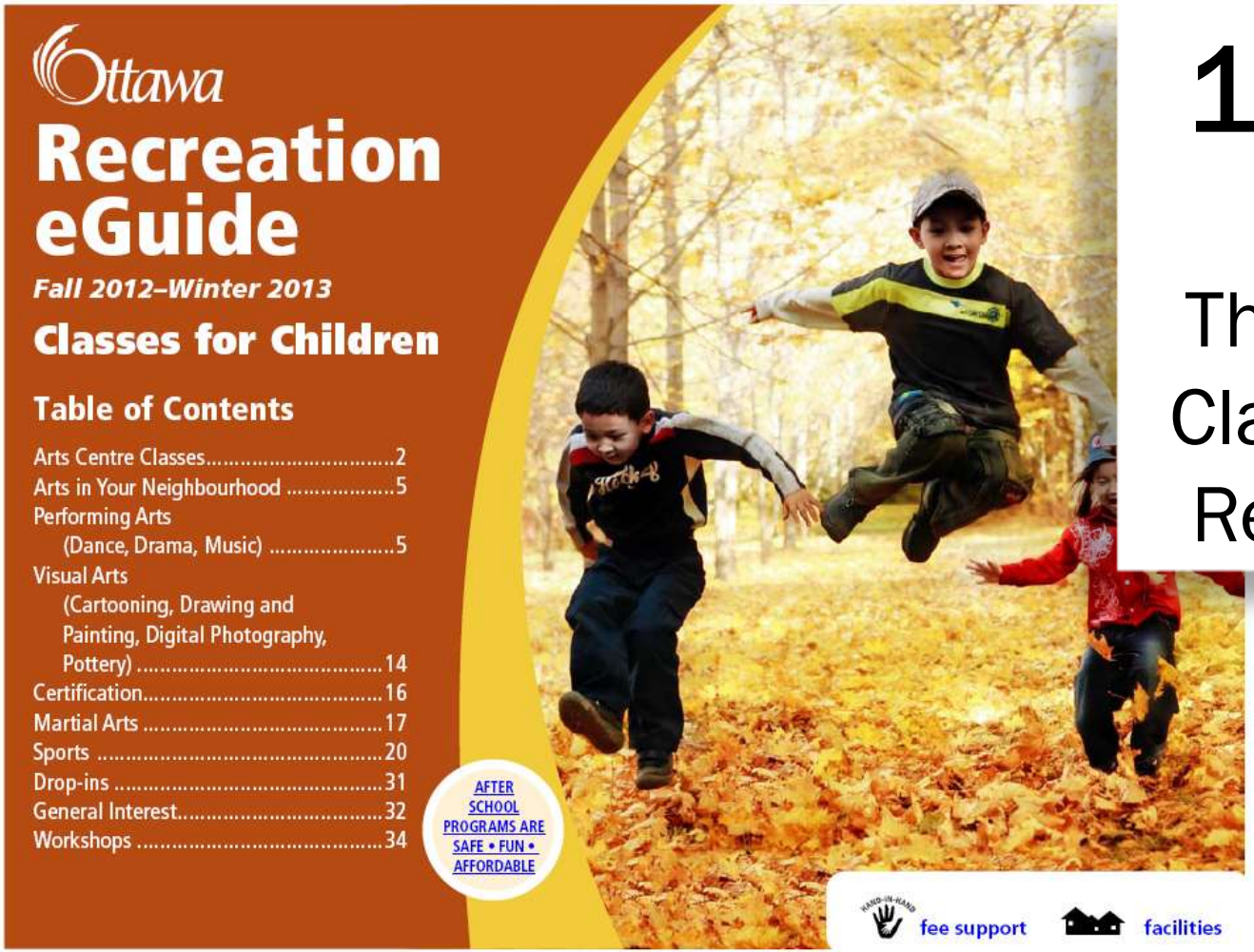
Sun	Mon	Tue	Wed	Thu
	1	2 Blue Garbage	3	4
7	8	9	10 Black Garbage	11
14	15	16 Blue Garbage Yard	17	18
21	22	23 Black Garbage	24	25

Mobile Worker

Enablement

Event Central

Recreation Program Registration



186,982

=

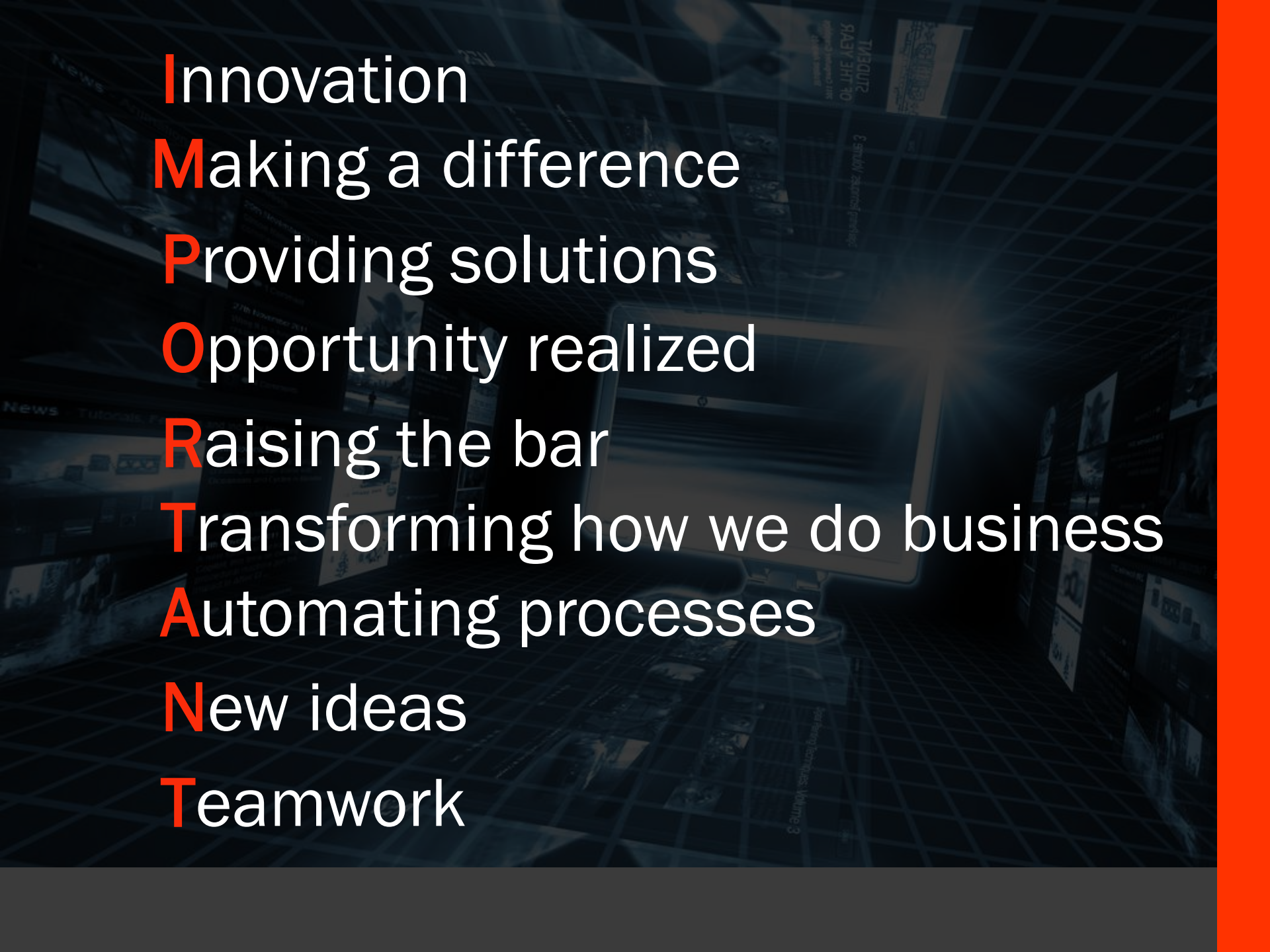
The # of Total Class Program Registrations

TIMS

TAXI INFORMATION MANAGEMENT SYSTEM

- 3737 Licences issued

Technology at the city is...


Innovation
Making a difference
Providing solutions
Opportunity realized
Raising the bar
Transforming how we do business
Automating processes
New ideas
Teamwork

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November 19, 2012

MUSIC BY: **PAUL OAKENFOLD**
TITLE: **READY STEADY GO**
FEATURED IN THE **BOURNE IDENTITY**