



CITY OF OTTAWA

A hand in a dark suit jacket and white shirt cuff is holding a glowing, rounded rectangular box. The box contains the text "TECHNOLOGY YEAR IN REVIEW". The background is dark and blurred, showing a person's face in the distance.

TECHNOLOGY YEAR IN REVIEW

IT Sub-Committee
November 19, 2012

Technology is
engaging the city



Technology is
automating the city



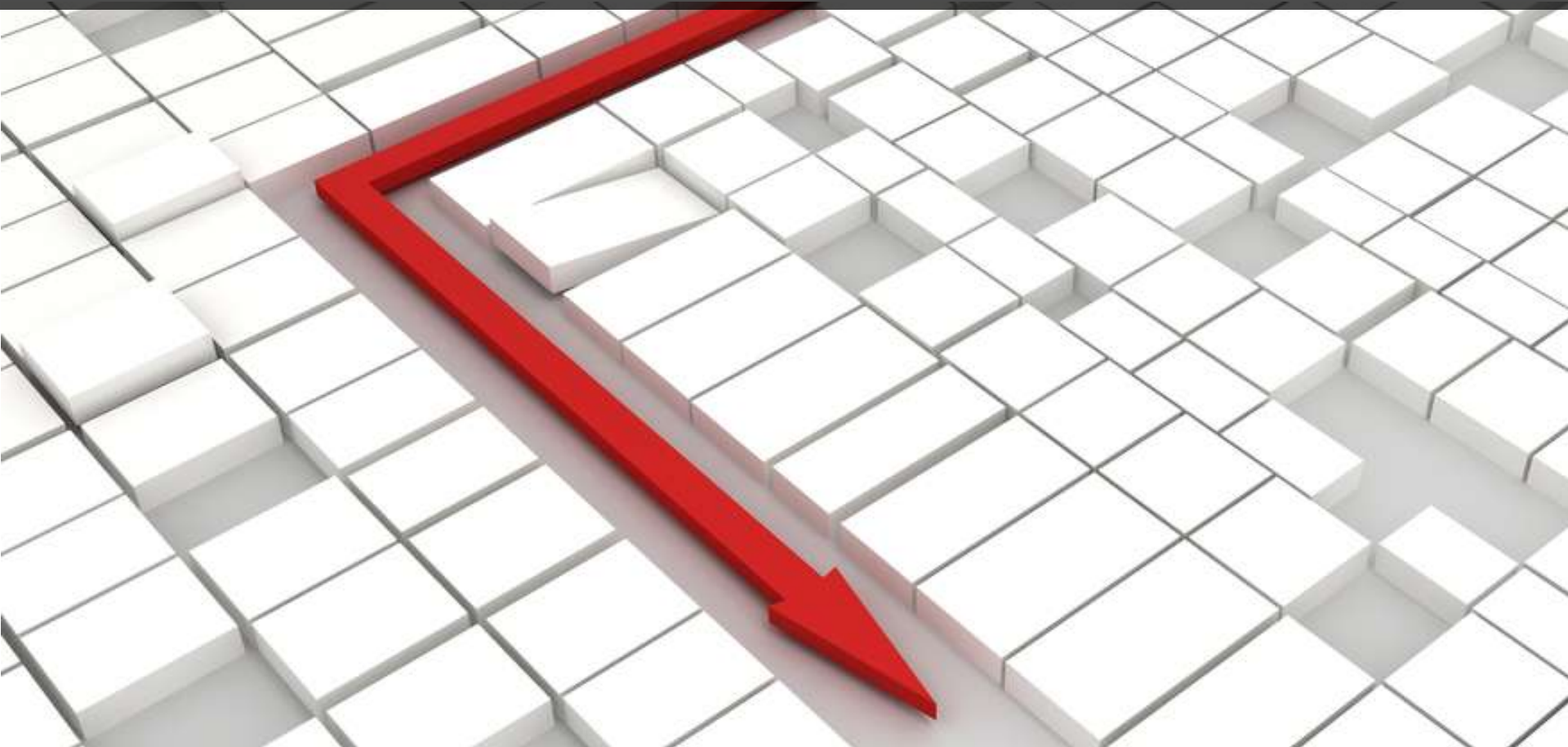
Technology is
changing the city



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

Welcome E TEAM™

Collaborative Software for Incident and Event Management



Are you ready ?
Êtes-vous prêt ?

Login

You have successfully logged out.



Username



Password

Operations Training

[Forgot Password](#)

OK

Cancel



Prepare Better. Respond Faster. Recover Sooner.

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



**Citizen
Centered**

Forestry

Mobility Deployment




19,798 *Work Orders Online*


ServiceOttawa Gateway

A more convenient way to access City Services

Home | Français | Site Map | Contact Us | Rate Our Site



Other City of Ottawa Websites Search







How can we help?

Choose a category:

- ▶ [Top Services](#)
- ▶ [By-laws, Licences and Permits](#)
- ▶ [Roads and Transportation](#)
- ▶ [Water and Environment](#)
- ▶ [Garbage and Recycling](#)
- ▶ [Recreation and Culture](#)
- ▶ [Health and Safety](#)
- ▶ [City Hall](#)

Track service request:

POPULAR REQUEST REPORT PAY REGISTER

	Abandoned shopping carts	Report
	Classes and activities – recreation registration	Register
	Fall Cleaning the Capital	Register
	Garbage and recycling collection calendar	Request



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

***Reliable Accurate
Information***

geoOttawa - eMap Replacement

The screenshot displays the geoOttawa eMap interface. At the top, the browser address bar shows "geoservices/geoottawa/". The main map area is an aerial view of a city street grid. A search bar at the top center contains the text "110 laurier". Below the search bar, there are tabs for "Map", "Aerial", and "More layers".

On the left side, there is a navigation panel with a compass, a street view pegman, and a vertical zoom slider.

In the bottom-left corner, a "Search Results" window is open, listing four results:

- 110 LAURIER AVE W**
Score: 78.3
Address Result
- Ottawa City Hall - 110 Laurier Avenue West**
Score: 57.1
Facility Result
- LAURIER AVE W, BRONSON AVE**
Score: 72.9
Road Result
- LAURIER AVE W, CAMBRIDGE ST N**

In the bottom-right corner, a "Parcel" information window is open, displaying the following details:

- Parcel Admin
- Address: 110 LAURIER AVE
- Postal Code: K1P1J1
- Address Qualification: Unknown
- PIN: 041160077
- Parcel Type: P
- Ward Name: WARD 14 - SOMERSET - Diane Holmes
- [Property Report](#)
- Garbage pick-up day: **TUESDAY - Cal A**
- [Directions To Here](#) [Directions From Here](#)
- [Get Zoning Information](#)

**OTTAWA
PARAMEDIC
SERVICE**



**SERVICE
PARAMEDIC
d'OTTAWA**

Electronic Patient Care Records

5.3 million website hits to date



IF IT'S OUT THERE,
IT'S IN HERE.
SI ÇA EXISTE, ON L'A.

ENTER • ENTREZ •
ENTREZ •

Ottawa Public
Library 
Bibliothèque
publique d'Ottawa

2.9 million BiblioCommons Searches to date

The screenshot displays the Ottawa Public Library website interface. At the top, there is a navigation bar with "City of Ottawa" and "GO" on the left, and "CONTACT US | LOGIN | FRANÇAIS" on the right. Below this is the library's logo and a search bar with the text "Please enter your search terms" and a "SEARCH" button. There are also icons for "RESERVE A COMPUTER" and "KIDS' ZONE". A main navigation menu includes "Home", "Find an Item", "Using the Library", "Recommendations", "Programs", and "About OPL". Under "Find an Item", there are sub-links for "Search for", "Catalogue Items", "Digital Media", and "Online Articles".

Search for books, movies, music and more

Make lists, write reviews, trade recommendations

Suggestion to Purchase

Interlibrary Loan

Can't Find What You're Looking For? *

Search for books, movies, music and more

All About Our New Catalogue Site

[All About Our New Catalogue Site](#) We have transformed our old web catalogue into a highly interactive, social discovery environment.

[Special Collections](#) Start your search here, or from the search box on the top of every page. You will be taken to our new catalogue, powered by BiblioCommons.

[Borrow items other than books and media](#)

[New Titles](#)


[New catalogue FAQs](#)

[Help me with my search.](#)

[Take Me to Advanced Search](#)

Need help with the new catalogue?

- [See our FAQs](#)
- [Try watching one of our video tutorials.](#)
- [Send us your question, we're happy to help.](#)
- [Ask staff at your branch.](#)



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



Pay by Cell

Parking
Payment
System



GPS Salt Tracking



Vital Stats Web Application



Please enter user name and password to log in Vital Statistics.

The red asterisk besides text box indicates mandatory field.

User Name: *

Password: *

[Forgot Your Password ?](#)

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

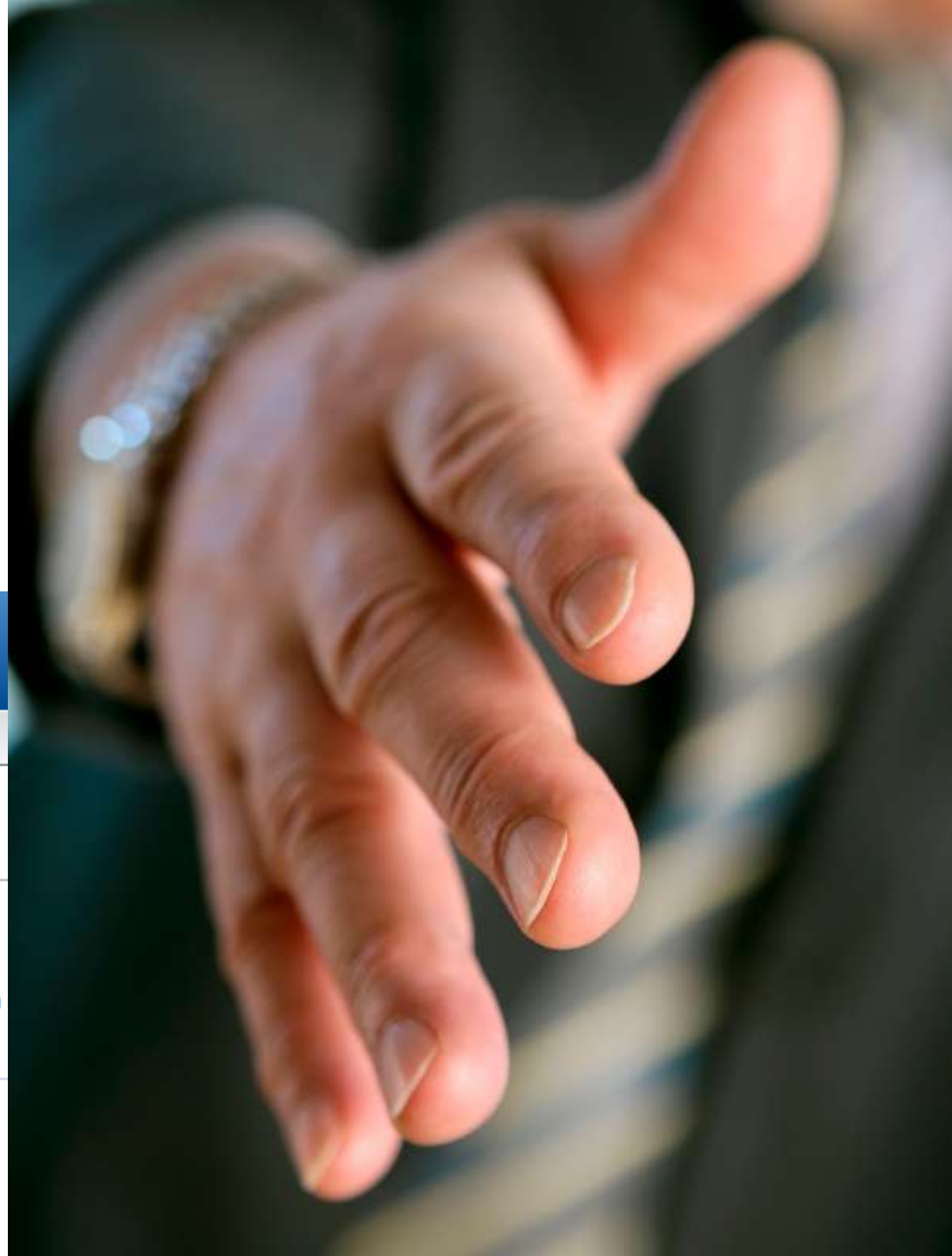
Please enter your username and password. [Register](#) if you don't have an

Account Information

Username

Password

[Forgot Password](#) [Log In](#)



Grew the Apps catalogue by **50%**

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

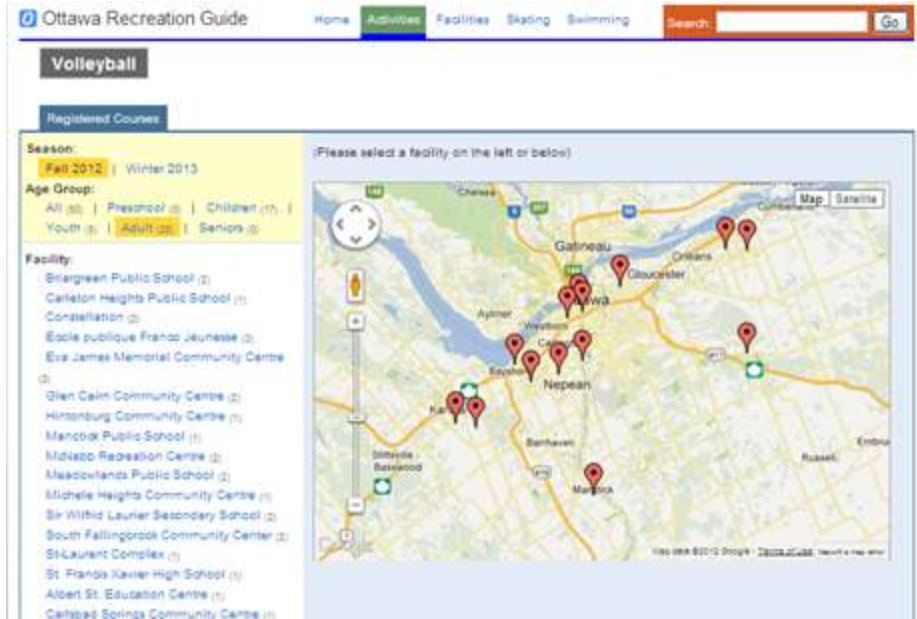


OPEN DATA
OTTAWA

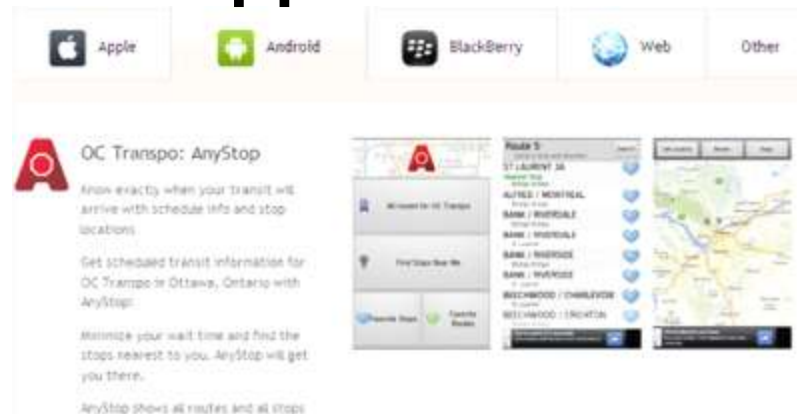
Open Data

Recreation Apps

Health Apps



Bus Apps



OC Transpo App Gallery



MAPS SCHEDULE QUICK PLANNER

Live Updates

Mobile

- OC Transpo's Official iPhone App
- Community App Gallery
- Mobi
- 560-560
- Register For Alerts
- Feedback
- Developers

HOME LIVE TRANSIT UPDATES FARES ROUTES & MAPS OTTAWA DESTINATIONS EVENTS RIDING WITH OC TRANSP0 ABOUT OC TRANSP0

Community App Gallery

Transit apps make it easy to take the bus. These apps are available for a variety of mobile devices.

Select your device from the list below to see what is currently available. Check back on a regular basis to see what's new.

Have an app that you would like to see featured? Submit it [here](#).

OC Transpo does not sell, license or support these applications. Please read reviews carefully before you begin your download.

Apple Android BlackBerry Web Other



Dead Simple Bus Updates

A fast, no-frills website that works on all browsers to show the arrival times

Search

Stop # (mandatory)

Route # (optional)

Go

Matches: 17

- 2385: CAYLING / KIRKWOOD
- 2343: CLARE / KIRKWOOD
- 4653: KIRKWOOD / BETHON
- 2943: KIRKWOOD / CAYLING
- 8843: KIRKWOOD / CLARE
- 2345: KIRKWOOD / CLOONEY
- 2527: KIRKWOOD / OSGONDSIDE
- 8844: KIRKWOOD / OSGONDSIDE

	In	/
a	1m	5
's		
e	17m	1
	--	--

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

A 3D bar chart with several blue bars of varying heights. A large, white, curved arrow starts from the bottom left and points towards the top right, following the general trend of the bars. The background is a dark blue grid pattern.

**FOUNDATION
TECHNOLOGY**

**INFRASTRUCTURE
LIFECYCLE**

RENEWAL INITIATIVES

Enterprise Print Management 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*



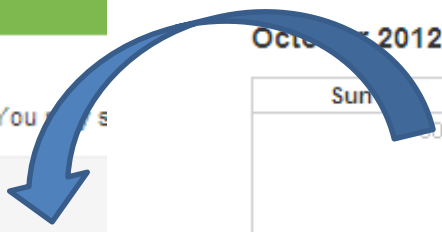
Garbage Collection Tool

Collection Schedules and Reminders

How should we notify you?

What is the best way for Recollect to remind you? You may choose more than one.

- 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 my collection schedule.
- Phone Call**
Call my mobile or home phone to remind me of my collection schedule.



October 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 Black Garbage	23	24	25





Mobile Worker

Enablement

Event Central



Recreation Program Registration

Ottawa

Recreation eGuide

Fall 2012–Winter 2013

Classes for Children

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Sports	20
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AFTER
SCHOOL
PROGRAMS ARE
SAFE • FUN •
AFFORDABLE



186,982

=

The # of Total
Class Program
Registrations



fee support



facilities

TIMS

TAXI INFORMATION MANAGEMENT SYSTEM

- 3737 Licences issued



Technology at the city is...





Innovation

Making a difference

Providing solutions

Oppportunity realized

Raising the bar

Transforming how we do business

Automating processes

New ideas

Teamwork



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A hand in a dark suit jacket is shown from the bottom left, holding a glowing white rectangular button with rounded corners. The button is the central focus of the image, and the text "TECHNOLOGY YEAR IN REVIEW" is printed on it in a bold, black, sans-serif font. The background is dark and blurred, showing a person's face in the upper right and other glowing buttons in the lower half.

TECHNOLOGY YEAR IN REVIEW

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