Toronto Community Housing

Information Technology Services Report: Q4 Update
Item 2H
February 5, 2021
Building Investment, Finance and Audit Committee

Report:	BIFAC:2021-12
To:	Building Investment, Finance and Audit Committee ("BIFAC")
From:	Vice President, Information Technology Services ("ITS")
Date:	January 8, 2021

PURPOSE:
The purpose of this report is to provide an update to BIFAC on Information Technology Services for the period of Q4 2020.

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

REASONS FOR RECOMMENDATION:

SUMMARY:
This report covers the period of October 1, 2020 to December 31, 2020. The ITS team continued to execute the balance of the 2020 IT Divisional plan (revised in May 2020) and this plan largely remained on track. The ITS leadership team finalized the 2021 ITS Divisional plan in Q4. A town hall meeting will be held with all ITS staff at the end of January to celebrate successes of 2020 and introduce the team to the 2021 ITS Divisional Plan. An overview of the team's activities in the fourth quarter of 2020 are outlined below 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 fourth quarter of 2020, the ITS team responded to and resolved 3,245 incidents. When compared to 2019, ITS has seen an increase of more than 105% of incidents from the same period in 2019 (1,580). Approximately 43% of the incidents were issues under the category of Software and Applications (1,380).

In total for 2020, ITS received 11,524 incidents as compared to 6,382 in 2019. The majority of the increase in incident calls came in the second half of the year and were anticipated.

The increase in the number of incidents year-over-year can be attributed to the following four factors:

- TCHC is focused on replacing End of Life ("EOL") applications and an increase in the number of incidents reflects expected issues from users when adopting new applications including the first Yardi modules implemented in July 2020.
- New technologies implemented to support cybersecurity.
- In the fourth quarter, a considerable number of changes were made to the data and workflows within our current tenancy management applications to support operations and the conversion of contract managed buildings in the west to direct managed. While the changes were in progress, ITS saw an increased number of calls from users seeking clarification or correction to the changes.
- Challenges with employees adopting to working remotely requiring assistance from ITS
- Network and WebEx issues experienced in the March to May timeframe

In the fourth quarter of 2020, the ITS team responded to and completed 4,915 requests. This is an increase of approximately 56% over the same period in 2019 (3,144). In total for 2020, the ITS team responded to and completed 17,838 requests as compared to 13,150 in 2019.

The increase in the number of requests year-over-year can be attributed to four factors:

- COVID-19 requests to support remote working including requests for laptops, cellphones, monitors and other equipment
- Operations restructuring. The movement of employees between regions generates a request to update workflows, access and core employee information in Active Directory such as region and/or title.
- Requests for access to Yardi post-go live, requests for new reporting, and requests for configuration updates to workflows.
- Onboarding of new staff as a result of the transition of buildings in the west from contract managed to direct managed.

Information Technology Services Led Initiatives: Information Technology Services led projects initiated in 2021 are part of ITS long-term technology roadmap and include the modernization of many of TCHC's end of life technologies. Information Technology Services projects in 2020 are, for the most part, multi-year initiatives with specific milestones scheduled for completion in 2020. Major accomplishments for Q4 include the completion of a significant milestone within the Unified Communication and Collaboration project ("UCC"). All of the network activities and hardware installations were completed to support this new technology and the team is ready to deploy the technology to a cross functional pilot team. Users across various business units will participate in a multi-week pilot in February 2021. Once this pilot is completed, the full rollout of UCC will commence across the TCHC portfolio. This technology will introduce new collaboration tools to employees and further enhance remote working.

Business Led Initiatives: The ITS team continues to support the organization in the implementation of new technologies. In Q4, the ITS team primarily focused on four initiatives:

- Operations Restructuring
- Contract to Direct Managed Transition
- HoMES Project
- COVID-19 Health Screening
  - In October 2020, ITS partnered with Health and Safety to deploy a mobile Health Screening tool. This new COVID-19 tool was implemented in a seven week timeframe.

SIGNATURE:

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