



Q1 2022 Information Technology Services Divisional Update

Item 11A

June 17, 2022

Building Investment, Finance and Audit Committee

Report: BIFAC:2022-83

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

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

Date: May 23, 2022

PURPOSE:

The purpose of this report is to provide the Building Investment, Finance and Audit Committee ("BIFAC") with the Q1 2022 Information Technology Services divisional update.

RECOMMENDATION:

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

SUMMARY:

This report covers the period of January 1 to March 31, 2022.

TORONTO SENIORS HOUSING ("TSHC") TECHNOLOGY INITIATIVES:

In the first quarter of 2022, ITS initiated thirteen (13) separate technology initiatives to support Toronto Seniors Housing Corporation on June 1, 2022. Initiatives ranged in complexity and effort needed. Ten (10) of the initiatives required vendor professional services.

The initiatives are outlined in the Table 1.

Table 1: TSHC IT Technology Initiatives

Initiative	Scope, Status and Risks
Payroll and employee data (Human Resources Information System "HRIS")	Scope: Implementation of new TSHC corporate structure in payroll and employee HRIS systems Status: In progress Risks: No significant risks noted
Identity Management and Onboarding	Scope: Ensuring transferring staff have no disruption to access to applications. Implementing separate Toronto Seniors Housing identity post June 1. Implementation of new onboarding process for TSHC employees hired after June 1. Status: In progress Risks: no significant risks noted
Implementation of TSHC email and email archive	Scope: Implementation of new TSHC email (torontoseniorshousing.ca) Status: In progress. Risks: no significant risks noted
E-learning platform	Scope: Implementation of new TSHC corporate structure within e-learning and performance management software Status: In progress. Risks: no significant risks noted
Procurement	Scope: Implementation of new TSHC page to support TSHC procurements Status: Completed
E-signatures	Scope: Implementation of new instance of DocuSign for TSHC Status: Completed
Meetings Collaboration and Telephony	Scope: Implementation of new TSHC Webex instance and no disruption of telephony solution Status: In progress. Risks: no significant risks noted
End User Device Image	Scope: Implementation of new image for TSHC including mobile Status: Desktop Completed, Mobile in progress

Client Care Centre (Telephony)	Scope: Implementation of new TSHC client care phone number, call treatment and email Status: In progress. Risks: no significant risks noted
Recruitment	Scope: Implementation of new TSHC recruitment site Status: In progress. Risks: no significant risks noted
Health and Safety (WSIB)	Scope: Implementation of new TSHC corporate structure to support WSIB reporting Status: In progress. Risks: no significant risks noted
HoMES Updates	Scope: Includes, but not limited to, implementation of new TSHC corporate structure, all financial processes, updates to tenant facing documentation Status: UAT concluding Risks: no significant risks noted
Intranet Updates	Scope: Implementation of new TSHC intranet page for TSHC employees Status: In progress. Risks: no significant risks noted

The ITS team has been working with the broader transitions teams from TCHC and TSHC to identify and document the degree of change and impact that employees may experience as a result of the updates to technology

Risk and Implications:

While every effort is being made to minimize the impact to employees and both corporations, there is a potential that some issue will surface on June 1, 2022 that were not identified due to the rapid pace of the technology work.

Q1 ACTIVITY SUMMARY:

An overview of the team's activities in the first quarter of 2022, exclusive of the work being completed for TSHC, are outlined in the following three 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 Q1 2022, the ITS team responded to and resolved 2895 incidents. Approximately 38% of the incidents were issues under the category of Software and Applications. In Q1 2021, the ITS team also responded to and completed 4566 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 of TCHC's 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.

Some initiatives for Q1 include:

- Technology upgrades for end user devices;
- Deployment for new Tenant Service Hubs launched in Q1;
- Upgrade of telephony system for Community Safety Unit; and
- Continued focus on cybersecurity initiatives.

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

- Continued implementation of Affordable Housing Waitlist;
- Continued effort to transition Contract Managed buildings to Direct Managed for Q1. Final transition was completed in April 2022; and
- Supporting the final launch of HoMES.

In light of the transition work required for TSHC, there were no other business initiatives scheduled to be initiated in Q1.

SIGNATURE:

"Luisa Andrews"

Luisa Andrews
Vice President, Information Technology Services

STAFF CONTACT:

Luisa Andrews, VP IT Services

416-981-5012

Luisa.andrews@torontohousing.ca