



**2026 Business Planning  
Departmental Presentations**

**Information Technology**

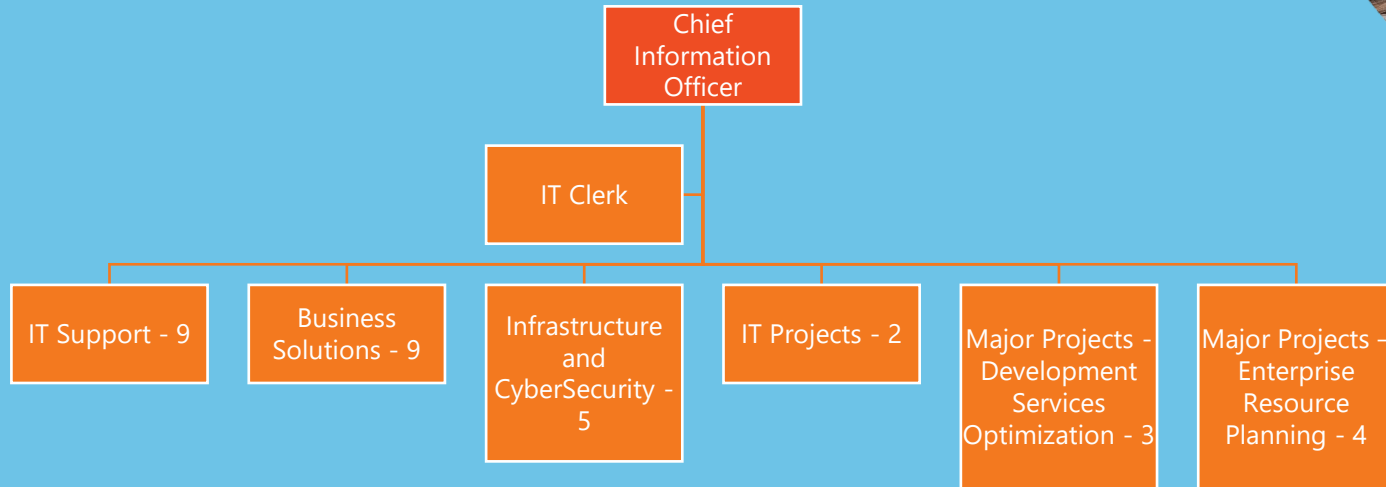
PRESENTED BY:

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# Overview

- Technical support
  - Break/fix
  - Access management
  - Provisioning hardware/software and collaboration tools
- Cybersecurity
  - Protection
  - Security awareness training
  - Incident response planning
  - Privacy by design
- Enterprise application management
  - Lifecycle management
  - Application audit
  - Integration and changes
  - Application upgrades
- Network and Infrastructure
  - Service uptime
  - The 'back end'
  - Disaster recovery planning and testing
- Workflow automation and Digital Services
  - Online services
  - Integration configuration
  - Automation
- Geographical Information Services (GIS)
  - Map services
  - Spatial analysis
  - Field data collection
- IT Project delivery and Change Management
  - Structured delivery
  - Proactive change management
  - Benefits realization

# Staff Complement



- 4 permanent teams totaling 27, 5 exempt
- 2 temporary Major Projects teams (7)
- Added an IT Clerk in 2025, no staffing increase for 2026



# Achievements

## Enterprise Resource Planning

- Completed year 1 of a 3-year implementation
- Documented all HR and finance processes, data sources and reports
- Procurement underway

## Development Services Optimization

- 7 permit types online
- 6 fully streamlined and automated workflows implemented
- Reporting now available on end-to-end permit issuance timelines

## AI

- GovAI available to all staff
- Guideline and updated internal policies to support safe and responsible AI use
- Have begun creating agents to automate lengthy manual tasks

## Improvements for citizens/businesses

- Implemented annual housing target progress reporting
- Launched Ridgeview 3.1

## Enabling staff efficiency and efficacy

- Launched Lookup 3.0
- Meeting room upgrades at all sites
- Digital plan review tool
- Streamlined and secure remote access for staff
- Tablets for parks, roads and public works staff
- Wildland and urban interface maps for EOC
- New modern EOC

# Continuous Improvements

## Increased Transparency

- IT Projects dashboard for all staff
- Dozens of layers and attributes added to Lookup and Ridgeview maps that will benefit citizens and staff

## For staff and contractors

- Enhanced change management process for IT contractors, increasing quality and reducing risk
- Enhanced new employee IT onboarding

## Field Efficiency

- Put tablets in the hands of Parks, Roads and Public Works staff to digitize processes and improve efficiencies in the field
- Created wildland and urban interface maps for Fire and EOC

## Improved IT Administration

- Centralized, streamlined and standardized:
  - Enterprise application license management
  - IT Asset Management
  - IT Procurement procedures
- Refined IT project intake process

# Key Challenges

- Project delivery resources
- Data architecture and quality
- Supporting legacy and custom applications

