



**CORPORATE SERVICES – INFORMATION TECHNOLOGY**  
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April 22, 2014

## **CORPORATE SERVICES REPORT – INFORMATION TECHNOLOGY – 2014-01**

TO: Committee of the Whole

SUBJECT: Shared Information Technology Services Project

ORIGIN: Director, Information Technology

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### **RECOMMENDATIONS**

**THAT Corporate Services Report – Information Technology - 2014-01 dated April 22, 2014, regarding an update on a shared services project with the Town of Aurora IT Department be received for information purposes.**

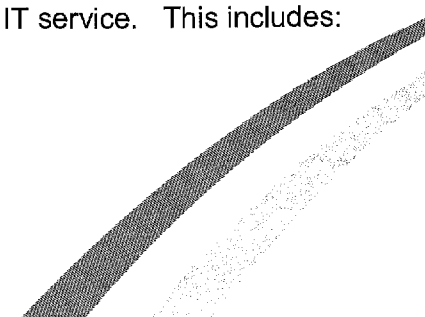
### **COMMENTS**

This report is intended to provide Council with an overview with respect to a review of the opportunity for a shared services project with the Town of Aurora IT Department. A follow-up report will be provided with the outcomes of the first phase of the project later in 2014.

In early 2013, the management team of the Town of Aurora and the Town of Newmarket IT Department's identified opportunities for collaborative projects. IT projects can be very costly and resource intensive. Both organizations have challenges in meeting the technical requirements of the many departments they service. The collaborative website design and implementation project was identified as a pilot project to determine if such collaboration was feasible and could deliver the expected outcomes. That project has gone very well, even with the challenges with having to change one of the vendor partners. The team moved forward and is now very close to delivering new websites for both organizations.

Building on the ease of working together, the IT Director/Manager reviewed other possible joint projects. It was realized there were many similarities, both in existing systems and for planned new projects. It was agreed that a more detailed assessment of further collaborative opportunities was warranted. To that end, a project plan was presented to the senior management of both organizations outlining a detailed assessment of both IT organizations with the view to identifying synergies and possible collaboration points. This assessment phase is expected to be completed before the fourth quarter of 2014 and will provide recommendations for moving forward.

The discovery and assessment phase of the project will look at all aspects of the IT service. This includes:

- hardware and infrastructure environments,
  - software and applications,
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- policies and procedures,
- current and future budgets,
- current and future staffing.

Following these assessments, the project team will identify potential opportunities for collaboration and shared service delivery. More detailed analysis will then be completed to identify full costs and benefits as well as measuring improvements to service delivery. Once the discovery and assessment phase is completed, a report of recommendations will be provided to Council.

### **BUSINESS PLAN AND STRATEGIC PLAN LINKAGES**

The review of potential shared services is linked to our strategic focus area of being Well Equipped & Managed and Well Planned & Connected.

### **BUDGET IMPACT**

All costs for this phase of the project are accommodated through the respective existing budgets. Any future costs identified for the project would be considered as part of Council's annual budget process.

There is the potential for cost savings for both municipalities through the potential shared agreements and hardware or software resources. There is the greater likelihood of cost avoidance in the future along with the opportunities of projects that can be achieved together that would not be achieved on our own. These costs and opportunities will be addressed in future reports.

### **CONTACT**

For more information on this report, please contact Susan Chase, Director, IT at [schase@newmarket.ca](mailto:schase@newmarket.ca) or at extension 2301.

  
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Director, Information Technology

  
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Commissioner of Corporate Services