



SUBJECT: Corporate project status reporting – April, May and June 2022

TO: Corporate Services, Strategy, Risk & Accountability Cttee.

FROM: City Manager's Office

Report Number: CM-19-22

Wards Affected: All

File Numbers: 155-03-01

Date to Committee: July 4, 2022

Date to Council: July 12, 2022

Recommendation:

Receive and file city manager's office report CM-19-22 providing status reports for designated corporate projects for the period April through June 2022 as detailed in Appendix A and non-union job evaluation project overview as provided in Appendix B.

PURPOSE:

Vision to Focus Alignment:

- Building more citizen engagement, community health and culture
- Deliver customer centric services with a focus on efficiency and technology transformation

Background and Discussion:

The City of Burlington has a number of projects to advance the V2F Focus Area 5: delivering customer centric services with a focus on efficiency and technology transformation. A corporate project designation reflects the breadth and depth of the scope of the project and its contribution to achieving customer first approach and digital transformation. For example, Enterprise Resource Planning (ERP), Enterprise Asset Management Software (EAMS), Customer Relationship Management (CRM) and Business Intelligence (BI).

In response to a motion of Council during the February 24, 2020 Council meeting with respect to the Enterprise Resource Planning (ERP) program report (IT-01-20), the first status reports were provided to Council through Corporate Project Governance and Status Updates (CM-10-20). This report also provided information on the theory of status reporting and the key elements of status reports in the City of Burlington including:

- Overall project status that considers scope, budget, and schedule and where clear criteria is established to objectively assess the status within each area.
- A brief description of the project and alignment to strategic goals.
- Highlights of key achievements since the last reporting period and key tasks planned for the upcoming period.
- Highlights of critical risks and challenges that form part of the risk management plan.
- Key tasks that address communications and engagement and information related to staff resourcing.
- Links to documents or tools and other information that may be relevant based on the project status.

When project implementation is complete, a project transition to operations. As this occurs, corporate project status reporting will indicate such transition thereby concluding the inclusion of the project in the reporting. In previous reports (CM-05-21 and CM-05-22), management reported the transition of the Business Intelligence and Customer Relationship Management projects (respectively) to operating states and these projects are no longer included in status reporting.

Strategy/process

In keeping with open communication and engagement, this report provides Committee and Council with an update on the designated corporate initiatives including overall status, key milestones, critical risks, and other relevant information with the goal of providing assurance that project governance is working effectively.

Status updates are provided for the following corporate projects:

- Enterprise Resource Planning (ERP) Project,
- Enterprise Asset Management System (EAMS),
- Automated Vehicle Locator (AVL),
- Non-Union Job Evaluation (JE),
- Web Modernization, and
- Property Tax Software Solution initiative.

These reports demonstrate the progress during the period April to June 2022.

Financial Matters:

Each of the corporate projects has allocated funding sources within previously approved capital or operating budgets.

Total Financial Impact

Not applicable.

Source of Funding

Not applicable.

Other Resource Impacts

City staff outside of the corporate project teams are involved in the project planning and implementation (e.g. subject matter experts) for functional and technical requirements gathering, RFP assessment and evaluation, and solution implementation (including any necessary process changes).

Climate Implications

Many of the corporate initiatives/projects have environmental benefits including, yet not limited to, reduction in use of paper, ability to measure and monitor GHGs, etc.

Engagement Matters:

During project development and implementation, city staff and key stakeholders are consulted for their input in process design and operations. Corporate projects engage through their respective steering committees with information flowing to Burlington Leadership Team. Status reporting will be provided to Committee and Council on a quarterly basis and as required.

Conclusion:

This report provides status reporting to Committee and Council for corporate initiatives/projects with broad impact across the whole of the organization to provide

information regarding the use of resources. Reporting on project status will be provided in December 2022 covering the period July to November 2022.

Respectfully submitted,

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Appendices:

- A. CM-19-22 Appendix A: Corporate Project Status reports
- B. CM-19-22 Appendix B: Non-Union Job Evaluation Overview

Report Approval:

All reports are reviewed and/or approved by Department Director, the Chief Financial Officer and the Executive Director of Legal Services & Corporation Counsel.