

CORPORATE SERVICES Capital Project Sheets

Ref 401-470

PROJECT	401-External Call Centre Support-Enforcement Services Pilot					ID#	P1359	PSOFT #	170013		
STRATEGIC PLAN LINK:	Corporate Excellence					TYPE:	Strategic				
THEME:	New Programs				WARD:	City Wide					
<p>The city will not be pursuing its own 3-1-1 customer call centre. A request to hire a customer service manager was not supported by Council, so the scope and scale of this project has been revised. Corporate Communications and Enforcement Services are teaming up to pilot a customer service partnership with the City of Kitchener's call centre to provide after-hours service for by-law related calls. The city of Waterloo is ready to move forward, however recent staffing changes at the leadership level in Kitchener's call centre have delayed implementation.</p>											
SERVICE DELIVERY DIVISION:	CORP-Comm					IMPLEMENTATION DIVISION:	CORP-Comm				
All figures in \$'000s											
FUNDING SOURCE	2019	2020	2021	2022	2023	2024	2025	2026	2027	2028	TOTAL
CRF (New)	97										97
TOTAL	97										97
INFLATED	100										100
All figures in \$'000s											
OPERATING IMPACT	2019	2020	2021	2022	2023	2024	2025	2026	2027	2028	TOTAL
ONGOING											
ONE TIME											
TOTAL											



PROJECT	402-R-Corporate Branding Review					ID#	P1358	PSOFT #	0		
STRATEGIC PLAN LINK:	Corporate Excellence					TYPE:	Strategic				
THEME:	Studies				WARD:	City Wide					
<p>A strategic review of the city's Corporate Communications found that there is no consistent use of brand and branding tools, such as signage, colour schemes and logo on either city properties or city communication products. Staff will undertake a comprehensive brand review to identify all brand issues, develop recommendations to ensure consistent brand usage and to develop new brand standards and style guide.</p>											
SERVICE DELIVERY DIVISION:	CORP-Comm					IMPLEMENTATION DIVISION:	CORP-Comm				
All figures in \$'000s											
FUNDING SOURCE	2019	2020	2021	2022	2023	2024	2025	2026	2027	2028	TOTAL
CRF (New)		176						.0	.0		176
TOTAL		176									176
INFLATED		187									187
All figures in \$'000s											
OPERATING IMPACT	2019	2020	2021	2022	2023	2024	2025	2026	2027	2028	TOTAL
ONGOING											
ONE TIME											
TOTAL											



PROJECT	403-Website Refresh					ID#	0		PSOFT #	170133		
STRATEGIC PLAN LINK:	Corporate Excellence					TYPE:	Rehabilitation					
THEME:	Technology Refresh / Upgrades					WARD:	City Wide					
<p>Serving over 5,000 people/day, Waterloo.ca is one of the busiest city facilities and our most important public-facing digital asset. With the current refresh funding ending in 2018 and technology ever evolving along with community expectations, significant funds will again be needed in 2022 to return the website up to contemporary standards. Ideally, capital funds would be allocated annually to the website to ensure functionality remain as current as possible, particularly with more city services moving online and community expectations always increasing. Appreciating there are capital needs throughout the organization, significant capital funding every four years, along with likely a secondment assignment to deal with the complexity of introducing new features, will ensure our website remains vibrant and meaningful for the community.</p>												
SERVICE DELIVERY DIVISION:	CORP-Comm					IMPLEMENTATION DIVISION:	CORP-Comm					
All figures in \$'000s												
FUNDING SOURCE	2019	2020	2021	2022	2023	2024	2025	2026	2027	2028	TOTAL	
CIRRF (Rehab/Repl)				175				175	0		350	
WAT				18				18			35	
BLD				4				4			9	
PKG				2				2			3	
CEM				3				3			6	
BUS				1				1			1	
RHR				2				2			4	
TOTAL				204				204			408	
INFLATED				229				257			487	
All figures in \$'000s												
OPERATING IMPACT	2019	2020	2021	2022	2023	2024	2025	2026	2027	2028	TOTAL	
ONGOING												
ONE TIME												
TOTAL												



PROJECT	410-PeopleSoft HRMS Vision Implementation, Phase 3-4					ID#	0		PSOFT #	0		
STRATEGIC PLAN LINK:	Corporate Excellence					TYPE:	Other					
THEME:	Productivity Enhancement					WARD:	City Wide					
<p>Funding for this project is required to implement the phase 3 and 4 of the 5 year PeopleSoft HRMS Roadmap/Vision that was developed with the assistance of an external consultant. The consultant sought input from users across the City. This project assessed current state vs. desired state in order to increase work force productivity and employee engagement within Payroll and HR as well as for operational departments, provide more streamlined and efficient business processes, improve data quality, provide better business intelligence to facilitate decision making and reduce the number of tasks that are done manually (and therefore are more likely to result in errors). Additionally, cycle time for HR/payroll transactions will be improved, quality and accuracy of data will increase and the interpretation of policies and labour rules will be standardized. This project includes enhancements in our HR system: HR Self Service functionality for Managers; such as HR Form automation, workflow approvals, employee training tracking and management, implementation of a fully integrated recruitment system, enabling of archiving, approval Workflow for core HR Transactions etc.</p>												
SERVICE DELIVERY DIVISION:	CORP-Fin					IMPLEMENTATION DIVISION:	CORP-Fin					
All figures in \$'000s												
FUNDING SOURCE	2019	2020	2021	2022	2023	2024	2025	2026	2027	2028	TOTAL	
CRF (New)								487			487	
WAT								49			49	
BLD								12			12	
PKG								5			5	
CEM								8			8	
BUS								2			2	
RHR								6			6	
TOTAL								568			568	
INFLATED								717			717	
All figures in \$'000s												
OPERATING IMPACT	2019	2020	2021	2022	2023	2024	2025	2026	2027	2028	TOTAL	
ONGOING									198		198	
ONE TIME												
TOTAL									198		198	



PROJECT	411-PeopleSoft HRMS Vision Implementation, Phase 5-6						ID#	0		PSOFT #	0	
STRATEGIC PLAN LINK:	Corporate Excellence						TYPE:	Other				
THEME:	Productivity Enhancement						WARD:	City Wide				
<p>Funding for this project is required to implement the Phase 5 and 6 of the PeopleSoft HRMS Roadmap/Vision that was developed with the assistance of an external consultant. The consultant sought input from users across the City. This project assessed current state vs. desired state in order to increase work force productivity and employee engagement, provide more streamlined and efficient business processes, improve data quality, provide better business intelligence to facilitate decision making and reduce the number of tasks that are done manually (and therefore more likely to result in errors). Additionally, cycle time for HR/Payroll transactions will be improved, quality and accuracy of data will increase and the interpretation of policies and labour rules will be standardized. This project includes enhancements in our HR systems such as implementation of a fully integrated performance management system. Employee Data integration with Sun Life and analytical reporting capabilities. Additionally, it includes enhancements in payroll processes.</p>												
SERVICE DELIVERY DIVISION:	CORP-Fin						IMPLEMENTATION DIVISION:	CORP-Fin				
All figures in \$'000s												
FUNDING SOURCE	2019	2020	2021	2022	2023	2024	2025	2026	2027	2028	TOTAL	
CRF (New)									175	332	507	
WAT									18	33	51	
BLD									4	8	12	
PKG									2	3	5	
CEM									3	5	8	
BUS									1	1	2	
RHR									2	4	6	
TOTAL									204	387	591	
INFLATED									265	518	783	
All figures in \$'000s												
OPERATING IMPACT	2019	2020	2021	2022	2023	2024	2025	2026	2027	2028	TOTAL	
ONGOING										50	50	
ONE TIME												
TOTAL										50	50	



PROJECT	412-DC Bylaw Review						ID#	0		PSOFT #	150023	
STRATEGIC PLAN LINK:	Infrastructure Renewal						TYPE:	Growth				
THEME:	Studies						WARD:	City Wide				
<p>The Development Charges By-law and Background Study was updated in 2017. As the City hits the hard boundaries and greenfield development slows, infill and intensification is anticipated. The city will need to remain nimble to encourage growth and development in the infill areas.</p>												
SERVICE DELIVERY DIVISION:	CORP-Fin						IMPLEMENTATION DIVISION:	CORP-Fin				
All figures in \$'000s												
FUNDING SOURCE	2019	2020	2021	2022	2023	2024	2025	2026	2027	2028	TOTAL	
CRF (New)				13				13			26	
DC				117				117			234	
TOTAL				130				130			260	
INFLATED				146				164			310	
All figures in \$'000s												
OPERATING IMPACT	2019	2020	2021	2022	2023	2024	2025	2026	2027	2028	TOTAL	
ONGOING												
ONE TIME												
TOTAL												



PROJECT	413-Peoplesoft Financials & HRMS Upgrades and Enhancements						ID#	0	PSOFT #	110058		
STRATEGIC PLAN LINK:	Corporate Excellence						TYPE:	Other				
THEME:	Technology Refresh / Upgrades						WARD:	City Wide				
<p>This project funds maintenance, technical and functional upgrades and enhancements to the PeopleSoft Financials and HRMS Systems. These systems are used to run our General Ledger, Accounts Payable, Inventory, Purchasing, Payroll and Human Resource functions and as a result are critical and required systems for the City. Regular functional and technical updates are released by the vendor and need to be applied in order to maintain support. Additionally, these updates provide access to new functionality over time such as mobile applications, self service functionality, automated approvals etc. The Maximo Work Order project is related to this. As Maximo upgrades, interfaces to both the Financial and Payroll system need to be maintained. The roll out to mobile capturing time capturing in Maximo will impact the Payroll integration configuration. PeopleSoft is changing the timing and potential cost of system upgrades, the budget will be fine tuned as more information is available.</p>												
SERVICE DELIVERY DIVISION:	CORP-Fin						IMPLEMENTATION DIVISION:	CORP-Fin				
All figures in \$'000s												
FUNDING SOURCE	2019	2020	2021	2022	2023	2024	2025	2026	2027	2028	TOTAL	
CIRRF (Rehab/Repl)	73	142	142	73	73	283		73	73	142	1,074	
WAT	7	14	14	7	7	28		7	7	14	107	
BLD	2	4	4	2	2	7		2	2	4	26	
PKG	1	1	1	1	1	3		1	1	1	10	
CEM	1	2	2	1	1	5		1	1	2	18	
BUS	1	1	1	1	1	1		1	1	1	4	
RHR	1	2	2	1	1	3		1	1	2	13	
TOTAL	85	166	166	85	86	330		85	86	166	1,252	
INFLATED	87	176	181	95	99	393		107	111	222	1,471	
All figures in \$'000s												
OPERATING IMPACT	2019	2020	2021	2022	2023	2024	2025	2026	2027	2028	TOTAL	
ONGOING												
ONE TIME												
TOTAL												



PROJECT	420-Fleet Equipment Expansion						ID#	0	PSOFT #	110090		
STRATEGIC PLAN LINK:	Infrastructure Renewal						TYPE:	Growth				
THEME:	Fleet Management						WARD:	City Wide				
<p>Each year the Equipment Utilization Committee develops a list outlining the current year equipment replacement and expansion program. Funding for this ongoing item is derived from the equipment reserve and a contribution from Development Charges as allowed for fleet equipment expansion. For example, when new development creates growth within the city and a new ice rink is necessary, an Ice Re-surfacer would be considered a Fleet and Equipment expansion item eligible for DC funding.</p>												
SERVICE DELIVERY DIVISION:	CORP-Fleet & Procurement						IMPLEMENTATION DIVISION:	CORP-Fleet & Procurement				
All figures in \$'000s												
FUNDING SOURCE	2019	2020	2021	2022	2023	2024	2025	2026	2027	2028	TOTAL	
DC	235	351	165	134	184	120	134	134	134	134	1,726	
ER	158	235	111	90	123	80	90	90	90	90	1,158	
TOTAL	393	586	276	224	307	200	224	224	224	224	2,884	
INFLATED	416	640	310	260	365	246	283	292	300	309	3,422	
All figures in \$'000s												
OPERATING IMPACT	2019	2020	2021	2022	2023	2024	2025	2026	2027	2028	TOTAL	
ONGOING	65	50	50	50	50	50	50	50	50	50	515	
ONE TIME												
TOTAL	65	50	50	50	50	50	50	50	50	50	515	



PROJECT	421-Fleet Equipment Replacement						ID#	0		PSOFT #	110090	
STRATEGIC PLAN LINK:	Infrastructure Renewal						TYPE:	Rehabilitation				
THEME:	Fleet Management						WARD:	City Wide				
<p>This project sheet is to request the funding for the Fleet and Equipment Replacement/Expansion program from the Equipment Reserve (ER). Each year, the Equipment Utilization Committee reviews all fleet and equipment to establish replacement and expansion requirements. All managers review the replacement list and assess their equipment based on past performance (hours of usage, fuel consumption, repair costs) and receive input on the mechanical condition from the Fleet Technicians. The replacement/expansion list is then prioritized through consensus by the Committee resulting in a recommended list that is within the approved annual budget. The funding is provided from the Fleet Reserve and the annual budget is determined by analyzing the Fleet Reserve and forecasting what funding will be available, based on a 10 year capital cost recovery projection.</p>												
SERVICE DELIVERY DIVISION:	CORP-Fleet and Procurement						IMPLEMENTATION DIVISION:	CORP-Fleet and Procurement				
All figures in \$'000s												
FUNDING SOURCE	2019	2020	2021	2022	2023	2024	2025	2026	2027	2028	TOTAL	
ER	1,947	2,005	2,099	2,065	2,158	2,183	2,120	2,121	2,000	2,000	20,697	
TOTAL	1,947	2,005	2,099	2,065	2,158	2,183	2,120	2,121	2,000	2,000	20,697	
INFLATED	2,005	2,126	2,291	2,320	2,497	2,600	2,600	2,678	2,600	2,677	24,394	
All figures in \$'000s												
OPERATING IMPACT	2019	2020	2021	2022	2023	2024	2025	2026	2027	2028	TOTAL	
ONGOING												
ONE TIME												
TOTAL												



PROJECT	422-Fleet Transformation						ID#	0		PSOFT #	0	
STRATEGIC PLAN LINK:	Corporate Excellence						TYPE:	Other				
THEME:	Fleet Management						WARD:	City Wide				
<p>Consulting Services to assist with Fleet Transformation including supporting the acquisition of a Fleet Management Information System (FMIS). Initial costs to implement a FMIS to Fleet staff.</p>												
SERVICE DELIVERY DIVISION:	CORP-Fleet & Procurement						IMPLEMENTATION DIVISION:	CORP-Fleet & Procurement				
All figures in \$'000s												
FUNDING SOURCE	2019	2020	2021	2022	2023	2024	2025	2026	2027	2028	TOTAL	
CRF (New)	97										97	
TOTAL	97										97	
INFLATED	100										100	
All figures in \$'000s												
OPERATING IMPACT	2019	2020	2021	2022	2023	2024	2025	2026	2027	2028	TOTAL	
ONGOING												
ONE TIME												
TOTAL												



PROJECT	430-Compensation and Pay Equity					ID#	0		PSOFT #	150151		
STRATEGIC PLAN LINK:	Corporate Excellence					TYPE:	Strategic					
THEME:	Productivity Enhancement					WARD:	City Wide					
<p>There is an ongoing need to keep our Compensation programs for all of our employee groups up to date and legislatively compliant. This funding is needed for various projects that relate to our compensation programs that we will need to complete periodically. Some examples of key initiatives:</p> <ul style="list-style-type: none"> -Job evaluation of all employee groups -Council remuneration -Pay equity -Internal equity -Market salary survey -Salary structure maintenance 												
SERVICE DELIVERY DIVISION:	CORP-HR					IMPLEMENTATION DIVISION:	CORP-HR					
All figures in \$'000s												
FUNDING SOURCE	2019	2020	2021	2022	2023	2024	2025	2026	2027	2028	TOTAL	
CRF (New)			56			56			56		168	
WAT			6			6			6		17	
BLD			1			1			1		4	
PKG			1			1			1		2	
CEM			1			1			1		3	
BUS			1			1			1		1	
RHR			1			1			1		2	
TOTAL			65			66			65		196	
INFLATED			71			78			85		234	
All figures in \$'000s												
OPERATING IMPACT	2019	2020	2021	2022	2023	2024	2025	2026	2027	2028	TOTAL	
ONGOING												
ONE TIME												
TOTAL												



PROJECT	431-Employee Engagement Survey					ID#	0		PSOFT #	160022		
STRATEGIC PLAN LINK:	Corporate Excellence					TYPE:	Strategic					
THEME:	Productivity Enhancement					WARD:	City Wide					
<p>The employee engagement survey is done on a regular cycle to gauge organizational performance and health on key benchmark indicators. This represents the management practice of the 50 Best Companies in Canada as well as demonstrating corporate commitment and respect to our staff by requesting and acting upon employee feedback. Survey results allow employees to celebrate areas of success as well as to aspire to higher levels of organizational performance and employee wellness. The analysis and compilation of employee feedback is used to identify areas for improvement including new programs and policies and improved practices. The City's ranking on key performance measures allows us to identify and address shortfalls in these indicators in better managing turnover and absenteeism, employee engagement, satisfaction, wellness, attraction and retention.</p>												
SERVICE DELIVERY DIVISION:	CORP-HR					IMPLEMENTATION DIVISION:	CORP-HR					
All figures in \$'000s												
FUNDING SOURCE	2019	2020	2021	2022	2023	2024	2025	2026	2027	2028	TOTAL	
CRF (New)			28			28			28		84	
WAT			3			3			3		8	
BLD			1			1			1		2	
PKG						1			1		1	
CEM			1			1			1		2	
RHR									1		1	
TOTAL			32			33			33		98	
INFLATED			35			39			43		117	
All figures in \$'000s												
OPERATING IMPACT	2019	2020	2021	2022	2023	2024	2025	2026	2027	2028	TOTAL	
ONGOING												
ONE TIME												
TOTAL												



PROJECT	432-Health and Safety Audit					ID#	0		PSOFT #	150024	
STRATEGIC PLAN LINK:	Corporate Excellence					TYPE:	Health & Safety				
THEME:	Studies					WARD:	City Wide				
<p>In continuing to enhance and improve our Corporate Health and Safety Management System it is best practice to undertake periodic health and safety audits. The objective of the City's comprehensive Health and Safety System is to ensure that our programs continue to provide a safe work environment for staff in many diverse and potentially hazardous operational areas. The objective, third party audit ensures that the City meets acceptable standards by assessing risk, integrating appropriate controls and understanding acceptable risk for circumstances where it is not possible to entirely eliminate the risk. The Public Services Health and Safety Association audit report incorporates best practices in safety management and stresses documentation of the safety management system to ensure consistency in our practices and to facilitate the training of staff and management. This assessment provides a benchmark of the City's present health and safety programs indicating areas of strength and opportunities for improvement with specific recommendations that inform ongoing program development and new health and safety initiatives.</p>											
SERVICE DELIVERY DIVISION:	CORP-HR					IMPLEMENTATION DIVISION:	CORP-HR				
All figures in \$'000s											
FUNDING SOURCE	2019	2020	2021	2022	2023	2024	2025	2026	2027	2028	TOTAL
CRF (New)				17						17	34
WAT				2						1	3
BLD				1							1
PKG											
CEM				1							1
RHR											
TOTAL				20						19	40
INFLATED				23						26	49
All figures in \$'000s											
OPERATING IMPACT	2019	2020	2021	2022	2023	2024	2025	2026	2027	2028	TOTAL
ONGOING											
ONE TIME											
TOTAL											



PROJECT	440-Corporate Relational Database Management System (RDBMS)					ID#	0		PSOFT #	0	
STRATEGIC PLAN LINK:	Infrastructure Renewal					TYPE:	Rehabilitation				
THEME:	Equipment Replacement					WARD:	City Wide				
<p>This project provides for the replacing (refreshing) of the database servers and storage on a five year cycle. The database server is being replaced in 2018 having reached the end of life. This project also provides for future licensing costs associated with the corporate relational database management system (RDBMS) and is based on an increase in the number of users. As a key component for all corporate applications, failures to the database result in downtime for almost all city staff, who are reliant on accessing and changing data from the database as a major part of their day to day responsibilities. The current primary RDBMS is in Oracle. If a different provider is required to address organizational growth and change the decision to move to a different provider will require significant funding and is not reflected in this project sheet as the result of 2017 department budget prioritization.</p>											
SERVICE DELIVERY DIVISION:	CORP-IMTS					IMPLEMENTATION DIVISION:	CORP-IMTS				
All figures in \$'000s											
FUNDING SOURCE	2019	2020	2021	2022	2023	2024	2025	2026	2027	2028	TOTAL
CIRRF (Rehab/Repl)			69		257	69				257	652
WAT			7		26	7				26	66
BLD			2		6	2				6	16
PKG			1		2	1				2	6
CEM			1		4	1				4	11
BUS			1							1	2
RHR			1		3	1				3	8
TOTAL			81		299	80				300	760
INFLATED			89		346	96				401	931
All figures in \$'000s											
OPERATING IMPACT	2019	2020	2021	2022	2023	2024	2025	2026	2027	2028	TOTAL
ONGOING											
ONE TIME											
TOTAL											



PROJECT	441-Cyber Security					ID#	0		PSOFT #	0		
STRATEGIC PLAN LINK:	Infrastructure Renewal				TYPE:	Rehabilitation						
THEME:	Equipment Replacement				WARD:	City Wide						
<p>The Information Security Policy was approved by Council in 2016 providing an industry approved framework for the defense of corporate data assets. The ISO adopted standards provide for a structured continuous improvement approach. 2019 forward includes the renewal of and upgrades to existing security monitoring tools. A review and rewrite of the Security Awareness Training for planned for retesting for all employees. As well testing will include internal and external penetration testing, email phishing, and risks assessment.</p>												
SERVICE DELIVERY DIVISION:	CORP-IMTS				IMPLEMENTATION DIVISION:	CORP-IMTS						
All figures in \$'000s												
FUNDING SOURCE	2019	2020	2021	2022	2023	2024	2025	2026	2027	2028	TOTAL	
CIRRF (Rehab/Repl)	65	65	65	65	70	70	70	70	75	75	690	
WAT	13	13	13	13	14	14	14	14	15	15	138	
BLD	3	3	3	3	3	3	3	3	4	4	34	
PKG	1	1	1	1	1	1	1	1	1	1	13	
CEM	2	2	2	2	2	2	2	2	2	2	22	
BUS	1	1	1	1	1	1	1	1	1	1	5	
RHR	2	2	2	2	2	2	2	2	2	2	16	
CRF (New)	65	65	65	65	70	70	70	70	75	75	690	
TOTAL	152	152	152	152	163	163	163	163	175	175	1,608	
INFLATED	156	161	165	170	189	194	200	206	227	234	1,902	
All figures in \$'000s												
OPERATING IMPACT	2019	2020	2021	2022	2023	2024	2025	2026	2027	2028	TOTAL	
ONGOING												
ONE TIME												
TOTAL												



PROJECT	442-Data Backup Device Upgrades					ID#	0		PSOFT #	150029		
STRATEGIC PLAN LINK:	Infrastructure Renewal				TYPE:	Rehabilitation						
THEME:	Equipment Replacement				WARD:	City Wide						
<p>Information Management and Technology Services is responsible for the backup of all corporate data processed each day. This project plans for the continued upgrade and replacement of the hardware and software required for the backup on a five year cycle. As the corporation continues to grow, the volume of data continues to increase, and the time to complete the backup of the data increases. Cancelling the backup automatically occurs when the backup is still running at the start of the next business day, resulting in an incomplete backup. Currently the storage devices for the backup have reached their limit.</p> <p>As the result of 2019 departmental budget prioritizations there remains no backup of the OpenText system (beyond the database). This may be addressed in 2024 if funding is approved.</p>												
SERVICE DELIVERY DIVISION:	CORP-IMTS				IMPLEMENTATION DIVISION:	CORP-IMTS						
All figures in \$'000s												
FUNDING SOURCE	2019	2020	2021	2022	2023	2024	2025	2026	2027	2028	TOTAL	
CIRRF (Rehab/Repl)	56	6	75	43	60	137			69		446	
WAT	6		8	4	6	14			7		45	
BLD	1		2	1	2	3			2		11	
PKG	1		1	1	1	1			1		4	
CEM	1		1	1	1	2			1		7	
BUS			1			1					2	
RHR	1		1	1	1	2			1		5	
TOTAL	66	6	88	50	70	160			80		520	
INFLATED	68	6	96	56	81	191			104		602	
All figures in \$'000s												
OPERATING IMPACT	2019	2020	2021	2022	2023	2024	2025	2026	2027	2028	TOTAL	
ONGOING												
ONE TIME												
TOTAL												



PROJECT	443-Data Centres Air Conditioning					ID#	P1367	PSOFT #	150026		
STRATEGIC PLAN LINK:	Infrastructure Renewal					TYPE:	Rehabilitation				
THEME:	Equipment Replacement					WARD:	City Wide				
<p>The City of Waterloo has two data centres. The Primary Data Centre is located at Waterloo Service Centre and the second is the Disaster Recovery Data Centre. Servers work most efficiently when they are at the right temperature. The high performance machines are subject to overheating. Keeping the temperature in the rooms stable and cool alleviates potential server crashes and loss of data, while allowing the equipment to perform at optimal speeds.</p> <p>A critical component at each of the data centres is the air conditioner. The optimal life of an air conditioner is 10 years.</p> <p>This project provides for the replacement of the air conditioner at the disaster recovery centre in 2020. As the result of 2019 department budget prioritization the long term plan for replacement at the primary data centre has been cancelled. As well, the replacement parts that are required annually as per the maintenance agreement will need to be funded from operating, resulting in additional operating budget pressure.</p>											
SERVICE DELIVERY DIVISION:			CORP-IMTS			IMPLEMENTATION DIVISION:			CORP-IMTS		
All figures in \$'000s											
FUNDING SOURCE	2019	2020	2021	2022	2023	2024	2025	2026	2027	2028	TOTAL
CIRRF (Rehab/Repl)		103									103
WAT		10									10
BLD		3									3
PKG		1									1
CEM		2									2
RHR		1									1
TOTAL		120									120
INFLATED		127									127
All figures in \$'000s											
OPERATING IMPACT	2019	2020	2021	2022	2023	2024	2025	2026	2027	2028	TOTAL
ONGOING											
ONE TIME											
TOTAL											



PROJECT	444-Un-interruptible Power Supply (UPS) Data Centres					ID#	P1368	PSOFT #	150028		
STRATEGIC PLAN LINK:	Infrastructure Renewal					TYPE:	Rehabilitation				
THEME:	Equipment Replacement					WARD:	City Wide				
<p>The City of Waterloo has two data centres. The Primary Data Centre is located at the Waterloo Service Centre. The second is the Disaster Recovery Data Centre. The UPS at each data centre is scheduled for replacement on a ten year cycle. Maintenance and parts repair and replacement are required each year within the cycle. THE UPS at the Disaster Recovery Data Centre was purchased in 2006. It was originally scheduled for replacement in 2016 and has exceeded the recommended lifespan by two years. Failures are occurring more often and replacement parts not readily available. If there is a power outage and the UPS fails there will be no integrity of the data being exchanged and backed up at the Disaster Recovery Centre.</p> <p>This project provides for the replacement of the UPS at the disaster recovery centre in 2019. As the result of 2019 department budget prioritization the long term plan for replacement at the primary data centre has been cancelled. As well, the replacement parts that are required annually as per the maintenance agreement will need to be funded from operating, resulting in additional operating budget pressure.</p>											
SERVICE DELIVERY DIVISION:			CORP-IMTS			IMPLEMENTATION DIVISION:			CORP-IMTS		
All figures in \$'000s											
FUNDING SOURCE	2019	2020	2021	2022	2023	2024	2025	2026	2027	2028	TOTAL
CIRRF (Rehab/Repl)	103										103
WAT	10										10
BLD	3										3
PKG	1										1
CEM	2										2
RHR	1										1
TOTAL	120										120
INFLATED	123										123
All figures in \$'000s											
OPERATING IMPACT	2019	2020	2021	2022	2023	2024	2025	2026	2027	2028	TOTAL
ONGOING											
ONE TIME											
TOTAL											



PROJECT	445-Desktop and Laptop Refresh					ID#	P1369	PSOFT #	180013		
STRATEGIC PLAN LINK:	Infrastructure Renewal					TYPE:	Rehabilitation				
THEME:	Equipment Replacement					WARD:	City Wide				
<p>The replacing (refreshing) of desktops, laptops and monitors for the corporation has traditionally resulted in significant cost and technology challenges. Within months of previous refreshes, technology is no longer supported as new versions of software and hardware become mandatory. The industry has responded to the growing demands of clients for more cost-effective solutions through the shift to virtualization. The virtualization project was conceptualized in 2016 with primary site server integration in 2016/17. A number of end user terminals are in the testing phase. Approximately 240 desktops, 185 laptops and 100 terminals require refreshing over the next three years. Deployment will begin in 2018. Monitors continue to be replaced as units fail.</p>											
SERVICE DELIVERY DIVISION:	CORP-IMTS					IMPLEMENTATION DIVISION:	CORP-IMTS				
All figures in \$'000s											
FUNDING SOURCE	2019	2020	2021	2022	2023	2024	2025	2026	2027	2028	TOTAL
CIRRF (Rehab/Repl)	154	110	99	207	411	221	50	56	62	72	1,442
WAT	16	11	10	21	41	22	5	6	6	7	145
BLD	4	3	2	5	10	5	1	1	2	2	35
PKG	1	1	1	2	4	2	1	1	1	1	13
CEM	3	2	2	3	7	4	1	1	1	1	24
BUS	1	1	1	1	1	1	1	1	1	1	5
RHR	2	1	1	2	5	3	1	1	1	1	17
TOTAL	180	128	116	241	479	258	58	65	72	84	1,681
INFLATED	185	135	126	271	554	307	71	83	94	113	1,939
All figures in \$'000s											
OPERATING IMPACT	2019	2020	2021	2022	2023	2024	2025	2026	2027	2028	TOTAL
ONGOING											
ONE TIME											
TOTAL											



PROJECT	446-Geographical Information Systems (GIS)					ID#	P1366	PSOFT #	110031		
STRATEGIC PLAN LINK:	Infrastructure Renewal					TYPE:	Rehabilitation				
THEME:	Equipment Replacement					WARD:	City Wide				
<p>Geographic Information Systems technologies and tools (mapping assets and databases) are used by staff in the provision of city services. As GIS technology evolves, so does the number of staff requiring access to provide accurate, efficient service to their customers. This project allows for the funding of improved services, hardware and software in supporting the corporate need. This project provides funding for G.I.S. initiatives including public and story mapping, open data portal, ortho-imagery, performance indicator reporting dashboards, and costs associated with Waterloo's fair share of regional partnerships.</p>											
SERVICE DELIVERY DIVISION:	CORP-IMTS					IMPLEMENTATION DIVISION:	CORP-IMTS				
All figures in \$'000s											
FUNDING SOURCE	2019	2020	2021	2022	2023	2024	2025	2026	2027	2028	TOTAL
CIRRF (Rehab/Repl)	9	9	9	9	9	9	9	9	9	9	90
WAT	2	1	2	1	2	2	3	2	2	1	16
BLD	1		1		1			1			4
PKG	1										1
CEM	1		1		1				1		2
BUS											
RHR	1										1
CRF (New)	9	9	9	9			20		10		66
TOTAL	23	19	22	19	12	9	11	33	21	11	181
INFLATED	23	21	24	22	14	11	14	42	27	14	212
All figures in \$'000s											
OPERATING IMPACT	2019	2020	2021	2022	2023	2024	2025	2026	2027	2028	TOTAL
ONGOING											
ONE TIME											
TOTAL											



PROJECT	447-Infrastructure Virtualization					ID#	P1370	PSOFT #	150031		
STRATEGIC PLAN LINK:	Infrastructure Renewal					TYPE:	Rehabilitation				
THEME:	Equipment Replacement					WARD:	City Wide				
<p>Virtualization, through the use of specialty designed software, allows network administration staff to convert one physical server into multiple virtual machines. Each of the virtual machines acts like a unique physical device capable of running its own operating system. The technology industry touts virtualization as the single most effective way to reduce IT expenses while boosting efficiency and agility. This is in response to the growing demand for decreasing costs by consumers worldwide. The concept, methodology, and technologies are proven with design and implementation at many global companies and banks. The City of Waterloo continues the transition to virtualization. This project represents the backend of the virtualization project: server hardware, software and licensing. In 2020 the older server must be replaced having reached the end of support and end of life. The Primary Data Centre server will be replaced in 2020 and the Disaster Recovery Data Centre server will be replaced in 2021. The servers are set on a five year replacement cycle as per industry standard.</p>											
SERVICE DELIVERY DIVISION:	CORP-IMTS					IMPLEMENTATION DIVISION:	CORP-IMTS				
All figures in \$'000s											
FUNDING SOURCE	2019	2020	2021	2022	2023	2024	2025	2026	2027	2028	TOTAL
CIRRF (Rehab/Repl)		167	112				279				558
WAT		17	11				28				56
BLD		4	3				7				14
PKG		2	1				3				5
CEM		3	2				5				9
BUS		1					1				2
RHR		2	1				3				7
TOTAL		195	130				325				650
INFLATED		207	142				399				748
All figures in \$'000s											
OPERATING IMPACT	2019	2020	2021	2022	2023	2024	2025	2026	2027	2028	TOTAL
ONGOING											
ONE TIME											
TOTAL											



PROJECT	448-Network and Core Infrastructure					ID#	P1371	PSOFT #	0		
STRATEGIC PLAN LINK:	Infrastructure Renewal					TYPE:	Rehabilitation				
THEME:	Equipment Replacement					WARD:	City Wide				
<p>This project provides for a three year work plan on a seven year cycle for the replacement and provisioning of key network and core infrastructure. The next equipment replacement cycle begins in 2019 and in addition to replacing the core devices and infrastructure will provision for 10G Local Area Network (LAN) connectivity.</p>											
SERVICE DELIVERY DIVISION:	CORP-IMTS					IMPLEMENTATION DIVISION:	CORP-IMTS				
All figures in \$'000s											
FUNDING SOURCE	2019	2020	2021	2022	2023	2024	2025	2026	2027	2028	TOTAL
CIRRF (Rehab/Repl)	69	69	69					69	69	69	414
WAT	7	7	7					7	7	7	42
BLD	2	2	2					2	2	2	10
PKG	1	1	1					1	1	1	4
CEM	1	1	1					1	1	1	7
BUS			1							1	1
RHR	1	1	1					1	1	1	5
TOTAL	80	80	81					80	80	81	482
INFLATED	83	85	88					101	104	108	570
All figures in \$'000s											
OPERATING IMPACT	2019	2020	2021	2022	2023	2024	2025	2026	2027	2028	TOTAL
ONGOING											
ONE TIME											
TOTAL											



PROJECT	449-Print and Mail Services Automation						ID#	P1372	PSOFT #	120035		
STRATEGIC PLAN LINK:	Infrastructure Renewal						TYPE:	Rehabilitation				
THEME:	Equipment Replacement						WARD:	City Wide				
<p>Print and mail services are essential to the day to day operations of the corporation. This project ensures that capital costs for replacement parts and equipment including the postage machine, the folder / stuffer, the plotter, the production quality printers, the fax machine, the laminator, the binding equipment, etc. can be serviced and replaced as required.</p> <p>The long term planning for new equipment based on changing business requirements and technological evolution have been removed from this project further to 2019 departmental budget prioritization.</p>												
SERVICE DELIVERY DIVISION:	CORP-IMTS						IMPLEMENTATION DIVISION:	CORP-IMTS				
All figures in \$'000s												
FUNDING SOURCE	2019	2020	2021	2022	2023	2024	2025	2026	2027	2028	TOTAL	
CIRRF (Rehab/Repl)	21	17	13	51	99	21		13			235	
WAT	2	2	1	5	10	2		1			23	
BLD	1	1		1	2	1					6	
PKG		1		1	1						2	
CEM		1		1	2			1			4	
BUS				1							1	
RHR		1		1	1						3	
TOTAL	23	22	14	60	115	24		15			273	
INFLATED	24	23	15	68	133	29		19			311	
All figures in \$'000s												
OPERATING IMPACT	2019	2020	2021	2022	2023	2024	2025	2026	2027	2028	TOTAL	
ONGOING												
ONE TIME												
TOTAL												



PROJECT	450-Server and Server Hardware Replacement & Upgrades						ID#	P1373	PSOFT #	120031		
STRATEGIC PLAN LINK:	Infrastructure Renewal						TYPE:	Rehabilitation				
THEME:	Equipment Replacement						WARD:	City Wide				
<p>This project allows for the replacement and upgrades of corporate enterprise servers as they reach end of life and end of service. Additional disk storage and faster processing capabilities are regularly required to support growing departmental requirements in the services they provide to constituents.</p> <p>In 2019 a server hardware upgrade of additional shelves is required for the storage area network (SAN). Additional disk space is needed as the OpenText project has more than doubled the corporate storage requirements. In 2021 the OpenText servers will need to be replaced as they reach end of support.</p>												
SERVICE DELIVERY DIVISION:	CORP-IMTS						IMPLEMENTATION DIVISION:	CORP-IMTS				
All figures in \$'000s												
FUNDING SOURCE	2019	2020	2021	2022	2023	2024	2025	2026	2027	2028	TOTAL	
CIRRF (Rehab/Repl)	38		86		86		86		86		382	
WAT	4		9		9		9		9		38	
BLD	1		2		2		2		2		9	
PKG			1		1		1		1		4	
CEM	1		1		1		1		1		6	
BUS			1		1		1		1		1	
RHR			1		1		1		1		4	
TOTAL	43		101		101		100		100		445	
INFLATED	45		110		116		122		131		524	
All figures in \$'000s												
OPERATING IMPACT	2019	2020	2021	2022	2023	2024	2025	2026	2027	2028	TOTAL	
ONGOING												
ONE TIME												
TOTAL												



PROJECT	451-Technology Disaster Recovery / Business Continuity Plan					ID#	P1374	PSOFT #	120036		
STRATEGIC PLAN LINK:	Infrastructure Renewal					TYPE:	Rehabilitation				
THEME:	Equipment Replacement					WARD:	City Wide				
<p>This project provides for a structured approach for responding to unplanned incidents that threaten the corporate IT infrastructure, including hardware, software, networks, processes, application, services and people. Critical systems, prioritization of recovery time objectives, and the delineation of the steps required to restart, reconfigure and recover from any loss are included.</p> <p>In 2019 new nodes are required at the DR site to build redundancy and failover for the virtual desktop project. The disaster recovery component mitigates downtime for users of virtual desktops in the event of primary site failure. There are a number of smaller hardware upgrades required.</p>											
SERVICE DELIVERY DIVISION:	CORP-IMTS					IMPLEMENTATION DIVISION:	CORP-IMTS				
All figures in \$'000s											
FUNDING SOURCE	2019	2020	2021	2022	2023	2024	2025	2026	2027	2028	TOTAL
CIRRF (Rehab/Repl)			120		172		44	164	44	44	587
WAT	17		12		17		9	21	9	9	94
BLD	4		3		4		2	5	2	2	23
PKG	2		1		2		1	2	1	1	9
CEM	3		2		3		1	3	1	1	15
BUS	1		1		1		1	1	1	1	3
RHR	2		1		2		1	2	1	1	11
CRF (New)	171						44	44	44	44	346
TOTAL	200		139		200		103	241	102	102	1,087
INFLATED	206		152		232		126	304	133	136	1,289
All figures in \$'000s											
OPERATING IMPACT	2019	2020	2021	2022	2023	2024	2025	2026	2027	2028	TOTAL
ONGOING											
ONE TIME											
TOTAL											



PROJECT	452-Unified Communications including Telephony and Email					ID#	P1375	PSOFT #	170107		
STRATEGIC PLAN LINK:	Infrastructure Renewal					TYPE:	Rehabilitation				
THEME:	Equipment Replacement					WARD:	City Wide				
<p>The centralized voice over internet protocol (VoIP) telephone system and unified communications project was approved in 2006 replacing fifteen obsolete phone systems across the organization. The final transitions were completed in 2016. This project allows for the costs of equipment replacement as it reaches end of support and end of life.</p> <p>In 2019 the unified communications component will be replaced, followed by the email and web filters in 2020.</p> <p>Upgrades to the hardware and software are required ensuring communication systems remain current as technology continues to evolve.</p>											
SERVICE DELIVERY DIVISION:	CORP-IMTS					IMPLEMENTATION DIVISION:	CORP-IMTS				
All figures in \$'000s											
FUNDING SOURCE	2019	2020	2021	2022	2023	2024	2025	2026	2027	2028	TOTAL
CIRRF (Rehab/Repl)	73	56			73	56			73	56	387
WAT	7	6			7	6			7	6	38
BLD	2	1			2	1			2	1	10
PKG	1	1			1	1			1	1	4
CEM	1	1			1	1			1	1	6
BUS	1	1			1	1			1	1	2
RHR	1	1			1	1			1	1	5
TOTAL	85	66			85	66			85	66	451
INFLATED	87	69			98	78			110	88	531
All figures in \$'000s											
OPERATING IMPACT	2019	2020	2021	2022	2023	2024	2025	2026	2027	2028	TOTAL
ONGOING											
ONE TIME											
TOTAL											



PROJECT	453-Unplanned Emergency Replacement					ID#	0	PSOFT #	110142			
STRATEGIC PLAN LINK:	Infrastructure Renewal					TYPE:	Rehabilitation					
THEME:	Equipment Replacement					WARD:	City Wide					
This project allows for the emergency replacement/repair of equipment or infrastructure hardware and/or software and any related components in a systems critical event												
SERVICE DELIVERY DIVISION:			CORP-IMTS			IMPLEMENTATION DIVISION:			CORP-IMTS			
All figures in \$'000s												
FUNDING SOURCE	2019	2020	2021	2022	2023	2024	2025	2026	2027	2028	TOTAL	
CIRRF (Rehab/Repl)	60	60	60	60	60	60	60	60	60	60	600	
WAT	6	6	6	6	6	6	6	6	6	6	60	
BLD	2	2	2	2	2	2	2	2	2	2	15	
PKG	1	1	1	1	1	1	1	1	1	1	6	
CEM	1	1	1	1	1	1	1	1	1	1	10	
BUS											2	
RHR	1	1	1	1	1	1	1	1	1	1	7	
TOTAL	70	70	70	70	70	70	70	70	71	70	700	
INFLATED	72	74	77	78	81	84	86	88	92	93	825	
All figures in \$'000s												
OPERATING IMPACT	2019	2020	2021	2022	2023	2024	2025	2026	2027	2028	TOTAL	
ONGOING												
ONE TIME												
TOTAL												



PROJECT	454-WREPnet Equipment Replacement					ID#	P1376	PSOFT #	110035			
STRATEGIC PLAN LINK:	Infrastructure Renewal					TYPE:	Rehabilitation					
THEME:	Equipment Replacement					WARD:	City Wide					
The City of Waterloo with the cities of Kitchener and Cambridge, the Regional Municipality of Waterloo, the local school boards, the Cambridge and Waterloo library boards and Conestoga College entered into a joint venture for the implementation and operation of an affordable, dedicated, high speed fibre optic network to educational and public sector partners. The resulting Waterloo Region Education and Public Network (WREPNET) is widely utilized, growing from an original 227 sites to more than 320 sites in the past 15 years and twelve partners.												
This project reflects the committed costs associated with the City's involvement as a partner in the replacement of the edge networking equipment (which provides connectivity to WREPNET and to the City's privately owned fibre infrastructure and wireless networks). This project also includes the upgrading of common network equipment required to sustain WREPNET, the costs of which are shared on a formulas basis.												
SERVICE DELIVERY DIVISION:			CORP-IMTS			IMPLEMENTATION DIVISION:			CORP-IMTS			
All figures in \$'000s												
FUNDING SOURCE	2019	2020	2021	2022	2023	2024	2025	2026	2027	2028	TOTAL	
CIRRF (Rehab/Repl)	21	17	17	17	17	17	17	17	17	17	174	
WAT	2	2	1	2	1	2	1	2	1	2	17	
BLD	1		1		1		1				4	
PKG			1			1			1		2	
CEM		1		1		1		1		1	3	
BUS					1					1	1	
RHR			1			1					2	
TOTAL	23	20	20	20	20	21	19	20	20	21	203	
INFLATED	24	21	22	22	23	25	24	26	25	28	239	
All figures in \$'000s												
OPERATING IMPACT	2019	2020	2021	2022	2023	2024	2025	2026	2027	2028	TOTAL	
ONGOING												
ONE TIME												
TOTAL												



PROJECT	455-Fibre Network Infrastructure					ID#	P1377	PSOFT #	110030		
STRATEGIC PLAN LINK:	Infrastructure Renewal					TYPE:	Rehabilitation				
THEME:	Infrastructure Management					WARD:	City Wide				
<p>This project provides for upgrades, replacements and enhancements to the existing City of Waterloo owned fibre optic network infrastructure and the upgrading / replacement of equipment used to support the network. Work projects are aligned to coincide with road and/or sidewalk construction or reconstruction resulting in increased efficiencies and costs. The preparation of a fibre network master plan is planned for 2019 / 2020. This project will also allow for refurbishment with fibre inside locations that require replacement.</p>											
SERVICE DELIVERY DIVISION:	CORP-IMTS					IMPLEMENTATION DIVISION:	CORP-IMTS				
All figures in \$'000s											
FUNDING SOURCE	2019	2020	2021	2022	2023	2024	2025	2026	2027	2028	TOTAL
CIRRF (Rehab/Repl)		84					261	261	261	261	1,126
WAT	5	19	10	10	10		26	26	26	26	158
BLD	1	5	2	2	2		6	6	6	6	39
PKG	1	2	1	1	1		2	2	2	2	15
CEM	1	3	2	2	2		4	4	4	4	26
BUS		1					1	1	1	1	5
RHR	1	2	1	1	1		3	3	3	3	18
CRF (New)	50	100	100	100	100						450
TOTAL	58	215	116	117	116		304	304	304	304	1,836
INFLATED	60	227	127	131	134		372	383	395	406	2,237
All figures in \$'000s											
OPERATING IMPACT	2019	2020	2021	2022	2023	2024	2025	2026	2027	2028	TOTAL
ONGOING											
ONE TIME											
TOTAL											



PROJECT	456-Council Chambers and City Hall Technology					ID#	P1450	PSOFT #	180014		
STRATEGIC PLAN LINK:	Infrastructure Renewal					TYPE:	Rehabilitation				
THEME:	Technology Refresh / Upgrades					WARD:	City Wide				
<p>The public meeting rooms at Waterloo City Hall (including the Council Chambers) are equipped with audio, visual and technology equipment to meet the legislated requirements of the diverse community and the business requirement of staff and Council. This project provides for the replacement of existing equipment and the underlying technology as it reaches end of life and end of support or as user requirements change. It is noted that major retrofits and new technologies for the Chambers and Erb Room are not included in this project.</p> <p>An audio system upgrade is planned for 2019, followed by a video system upgrade in 2024.</p>											
SERVICE DELIVERY DIVISION:	CORP-IMTS					IMPLEMENTATION DIVISION:	CORP-IMTS				
All figures in \$'000s											
FUNDING SOURCE	2019	2020	2021	2022	2023	2024	2025	2026	2027	2028	TOTAL
CIRRF (Rehab/Repl)	60			51	17	103	17	17	17	17	299
WAT	6			5	2	10	2	2	2	2	30
BLD	2			2		3		1			7
PKG	1			1		1					3
CEM	1			1		2		1			5
BUS	1										1
RHR	1			1		1		1			4
TOTAL	71			60	19	120	19	22	19	20	349
INFLATED	73			68	22	143	23	28	25	26	407
All figures in \$'000s											
OPERATING IMPACT	2019	2020	2021	2022	2023	2024	2025	2026	2027	2028	TOTAL
ONGOING											
ONE TIME											
TOTAL											



PROJECT	457-End User Computing Requirements					ID#	P1378	PSOFT #	110027		
STRATEGIC PLAN LINK:	Infrastructure Renewal					TYPE:	Strategic				
THEME:	Technology Refresh / Upgrades					WARD:	City Wide				
<p>This project provides the organization with the appropriate types of desktop tools required by departments for the purposes of carrying out daily business activities. Through the use of technology staff are more efficient and productive in the delivery of products and services. This project funds the replacement of desktop computers, laptops, monitors, printers and scanners outside of the corporate refresh. It provides for the acquisition and upgrading of various types of desktop software used by staff and the upgrading of supporting network components including network file servers, firewall and operating system standardization.</p>											
SERVICE DELIVERY DIVISION:	CORP-IMTS					IMPLEMENTATION DIVISION:	CORP-IMTS				
All figures in \$'000s											
FUNDING SOURCE	2019	2020	2021	2022	2023	2024	2025	2026	2027	2028	TOTAL
CRF (New)	26	26	26	26				100	25	150	379
WAT	5	5	5	5				20	5	30	76
BLD	1	1	1	1				5	1	7	18
PKG		1		1				2	1	3	7
CEM	1	1	1	1				3	1	5	12
BUS				1				1		1	3
RHR	1	1	1	1				2	1	4	9
CIRRF (Rehab/Repl)	26	26	26	26				100	25	150	379
TOTAL	60	61	60	61				233	58	350	883
INFLATED	62	64	65	69				295	76	468	1,098
All figures in \$'000s											
OPERATING IMPACT	2019	2020	2021	2022	2023	2024	2025	2026	2027	2028	TOTAL
ONGOING											
ONE TIME											
TOTAL											



PROJECT	458-Enterprise Application Backend Support					ID#	P1379	PSOFT #	0		
STRATEGIC PLAN LINK:	Infrastructure Renewal					TYPE:	Strategic				
THEME:	Technology Refresh / Upgrades					WARD:	City Wide				
<p>This project provides for the backend support of enterprise applications and includes minor software upgrades and patches, hardware upgrades and technical staff training. Upgrades are mandatory in ensuring compliance with the licensing agreements with the application providers. Examples of enterprise applications: include Maximo, ESRI, OpenText, Amanda, PeopleSoft Human Resources and PeopleSoft Financials.</p>											
SERVICE DELIVERY DIVISION:	CORP-IMTS					IMPLEMENTATION DIVISION:	CORP-IMTS				
All figures in \$'000s											
FUNDING SOURCE	2019	2020	2021	2022	2023	2024	2025	2026	2027	2028	TOTAL
CIRRF (Rehab/Repl)							108	108	108	108	430
WAT							11	11	11	11	43
BLD							3	3	3	3	10
PKG							1	1	1	1	4
CEM							2	2	2	2	7
BUS							1				2
RHR							1	1	1	1	5
TOTAL							126	125	125	125	502
INFLATED							154	158	163	168	643
All figures in \$'000s											
OPERATING IMPACT	2019	2020	2021	2022	2023	2024	2025	2026	2027	2028	TOTAL
ONGOING											
ONE TIME											
TOTAL											



PROJECT	459-Enterprise Application Integration Software					ID#	P1380	PSOFT #	150071		
STRATEGIC PLAN LINK:	Infrastructure Renewal					TYPE:	Strategic				
THEME:	Technology Refresh / Upgrades					WARD:	City Wide				
<p>This project provides for integration and consolidation of data across enterprise applications through appropriate software, licensing, and training of technical staff. This project is ongoing, as each of the enterprise applications update their products with major new releases new bridges become possible and existing bridges need to be examined and reworked to ensure consistent data flow without corruption. Integration provides the corporation with better data mining and analysis providing better information for business planning and decisions.</p>											
SERVICE DELIVERY DIVISION:	CORP-IMTS					IMPLEMENTATION DIVISION:	CORP-IMTS				
All figures in \$'000s											
FUNDING SOURCE	2019	2020	2021	2022	2023	2024	2025	2026	2027	2028	TOTAL
CIRRF (Rehab/Repl)	34			102	43	43	43	43	43	43	394
WAT	4			10	4	4	4	4	4	4	40
BLD	1			3	1	1	1	1	1	1	10
PKG				1		1		1			4
CEM	1			2	1	1	1	1	1	1	7
BUS				1		1		1		1	2
RHR				2	1	1	1	1	1	1	5
TOTAL	39			120	50	50	50	50	50	51	460
INFLATED	40			135	57	60	62	64	65	68	550
All figures in \$'000s											
OPERATING IMPACT	2019	2020	2021	2022	2023	2024	2025	2026	2027	2028	TOTAL
ONGOING											
ONE TIME											
TOTAL											



PROJECT	470-OpenText Upgrade Integration					ID#	P1381	PSOFT #	0		
STRATEGIC PLAN LINK:	Corporate Excellence					TYPE:	Strategic				
THEME:	Technology Refresh / Upgrades					WARD:	City Wide				
<p>The OpenText software is the Electronic and Physical Records Management software system used at the City which assists in managing large volumes of records, supports cross-departmental collaboration, provides audit and security controls and automates regulatory requirements. OpenText integrates highly with other software applications and regular updates are required to ensure the integrations continue to work and to take advantage of new features and updates. This capital budget request has been timed to coincide with a IMTS server replacement to maximize resources and create project efficiencies. The upgrade plan includes testing in a Development, QAS and Production Environment with no downtime to the end user or loss of productivity and includes post upgrade technical support.</p>											
SERVICE DELIVERY DIVISION:	CORP-LS					IMPLEMENTATION DIVISION:	CORP-LS				
All figures in \$'000s											
FUNDING SOURCE	2019	2020	2021	2022	2023	2024	2025	2026	2027	2028	TOTAL
CIRRF (Rehab/Repl)			257					257			514
WAT			26					26			52
BLD			6					6			13
PKG			2					2			5
CEM			4					4			8
BUS			1					1			2
RHR			3					3			6
TOTAL			300					300			599
INFLATED			327					378			705
All figures in \$'000s											
OPERATING IMPACT	2019	2020	2021	2022	2023	2024	2025	2026	2027	2028	TOTAL
ONGOING											
ONE TIME											
TOTAL											

