

CORPORATE SERVICES Capital Project Sheets

Ref 401-470

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|--|---|-------------|-------------|--------------|-------------|---------------------------------|-------------|----------------|-------------|-------------|--------------|
| 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 | | | | | | | | | | | |



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| PROJECT | 402-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) | 182 | | | | | | | | | | 182 |
| TOTAL | 182 | | | | | | | | | | 182 |
| INFLATED | 187 | | | | | | | | | | 187 |
| All figures in \$'000s | | | | | | | | | | | |
| OPERATING IMPACT | 2019 | 2020 | 2021 | 2022 | 2023 | 2024 | 2025 | 2026 | 2027 | 2028 | TOTAL |
| ONGOING | | | | | | | | | | | |
| ONE TIME | | | | | | | | | | | |
| TOTAL | | | | | | | | | | | |



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| 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 | | | | | | | | | | | | |



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| 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 | |



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| 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 | |



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| 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 | | | | | | | | | | | | |



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| 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 | | | | | | | | | | | | |



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| 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 | |



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| 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 | | | | | | | | | | | | |



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| 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 | | | | | | | | | | | | |



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| 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 | | | | | | | | | | | | |



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| 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 | | | | | | | | | | | | |



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| 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 | | | | | | | | | | | | |



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|---|---|-------------|-------------|--------------|---------------------------------|----------------|-------------|-------------|----------------|-------------|--------------|--|
| 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 | | | | | | | | | | | | |



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|---|------------------------|-------------|-------------|-------------|---------------------------------|----------------|-------------|-------------|----------------|-------------|--------------|--|
| 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 | | | | | | | | | | | | |



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|--|---------------------------------|-------------|-------------|-------------|---------------------------------|----------------|-------------|-------------|----------------|-------------|--------------|--|
| 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 | | | | | | | | | | | | |



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| 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 | | | | | | | | | | | |



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| 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 | | | | | | | | | | | |



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|--|--------------------------------|-------------|-------------|-------------|-------------|---------------------------------|----------------|----------------|-------------|-------------|--------------|
| 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 | | | | | | | | | | | |



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| 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 | | | | | | | | | | | |



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| 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 | | | | | | | | | | | |



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|---|-------------------------------------|-------------|-------------|-------------|-------------|---------------------------------|----------------|----------------|-------------|-------------|--------------|
| 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 | | | | | | | | | | | |



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|--|--|-------------|-------------|-------------|-------------|-------------|---------------------------------|----------------|----------------|-------------|--------------|--|
| 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 | | | | | | | | | | | | |



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|---|---|-------------|-------------|-------------|-------------|-------------|---------------------------------|----------------|----------------|-------------|--------------|--|
| 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 | | | | | | | | | | | | |



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|--|---|-------------|-------------|-------------|-------------|---------------------------------|----------------|----------------|-------------|-------------|--------------|
| 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 | | | | | | | | | | | |



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|--|--|-------------|-------------|-------------|-------------|---------------------------------|----------------|----------------|-------------|-------------|--------------|
| 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 | | | | | | | | | | | |



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|---|-------------------------------------|-------------|-------------|--------------|----------------|---------------------------------|-------------|----------------|-------------|-------------|--------------|--|
| 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 | | | | | | | | | | | | |



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|--|-----------------------------------|-------------|-------------|--------------|----------------|---------------------------------|-------------|----------------|-------------|-------------|--------------|--|
| 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 | | | | | | | | | | | | |



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|--|----------------------------------|-------------|-------------|-------------|-------------|---------------------------------|----------------|----------------|-------------|-------------|--------------|
| 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 | 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 | | | | | | | | | | | |



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|--|---|-------------|-------------|-------------|-------------|---------------------------------|----------------|----------------|-------------|-------------|--------------|
| 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 | | | | | | | | | | | |



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|--|-------------------------------------|-------------|-------------|-------------|-------------|---------------------------------|-------------|----------------|-------------|-------------|--------------|
| 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 | | | | | | | | | | | |



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| 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 | | | | | | | | | | | |



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|--|---|-------------|-------------|-------------|-------------|---------------------------------|-------------|----------------|-------------|-------------|--------------|
| 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 | 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 | | | | | | | | | | | |



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|--|----------------------------------|-------------|-------------|-------------|-------------|---------------------------------|-------------|----------------|-------------|-------------|--------------|
| 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 | | | | | | | | | | | |

