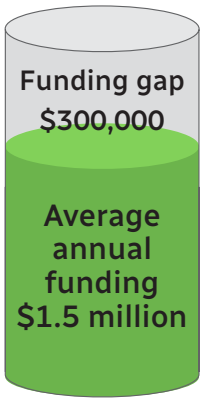


Information technology

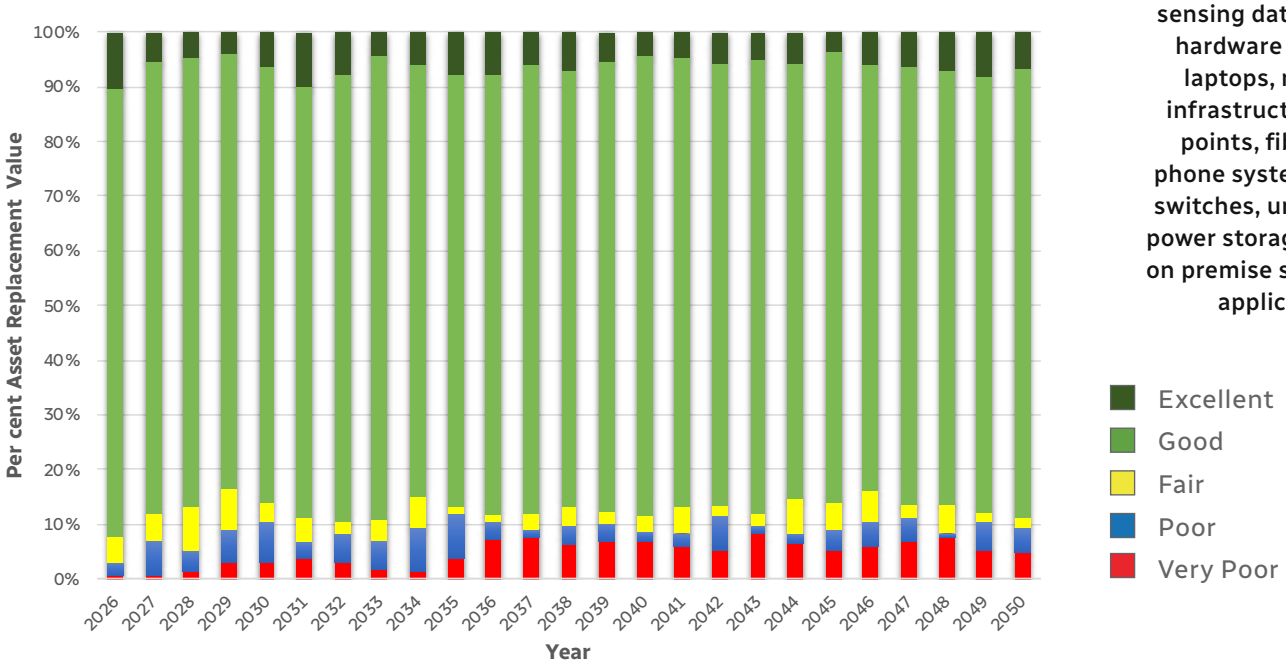
Total asset replacement value	**$49 million**
Current condition	**GOOD**
Projected condition in 25 years	**GOOD**
Annual funding needed to meet target performance	**$1.8 million**
Annual average funding	**$1.5 million**
Annual funding gap	**$300,000**
Funding source	**Tax based**
Data maturity level	**Medium**



Annual funding needed $1.8 million

Assets include remote sensing data, computer hardware (desktops, laptops, monitors), infrastructure (access points, fiber optics, phone systems, servers, switches, uninterrupted power storage units), and on premise software, and applications.

Projected annual performance of IT assets



A FEATURED STORY

Enabling City Services through technology

The City's IT assets are key to modern service delivery, enabling staff to serve the community efficiently, securely and with greater accessibility. From swim class registration or booking a community space, to processing payroll or getting a parking permit, these systems make everyday operations seamless. The IT department manages dozens of core applications, including custom tools for bylaw enforcement and platforms like ActiveNet for public registrations and payments. Mapping and location-based services, powered by the City's GIS, help staff plan, monitor and respond to needs across the municipality. Behind the scenes, devices like laptops, and mobile phoneskeep staff connected. Critical infrastructure ensures data security, document management and uninterrupted communication through email and collaboration tools. Together, these assets quietly power the digital services that residents rely on every day.

CURRENT STRATEGY



The city owns approximately 3,300 information technology (IT) related assets, ranging from computers and software applications to fibre optics infrastructure. Approximately 85% of the value of our IT assets is software, while 10% is infrastructure, 5% is hardware and the remaining balance is remote sensing data. The city has invested a significant amount of time, effort, and funding to build the technology network and infrastructure to support corporate and community growth. To maintain current service levels, the current level of funding is required to replace deteriorating IT assets in the coming years. The assets are replaced when they reach the end of their useful life. For IT assets, the estimated service life ranges between 3 and 10 years for hardware assets, 25 years for fibre optic infrastructure assets and 25 plus years for software. Information technology is a tax-funded asset. Additionally, software is maintained in good working condition through regular rehabilitation interventions.

ASSET PERFORMANCE

IT asset performance is generally evaluated using historical knowledge, age, and observed conditions. IT however, has a unique forecasting condition for software where it is maintained in good condition for the duration of its expected life. The quality and availability of our asset data (data maturity) are continuously evolving. The current data maturity level for IT assets is assessed to be medium. The city is continuously working to improve asset data quality.

Almost 97% of our IT assets are currently considered in fair or better performance. Over the 25 year timeline, with the current level of funding, we anticipate the percentage of our IT assets with a fair or better performance profile to increase from 97% in 2025 to approximately 91% by 2050.

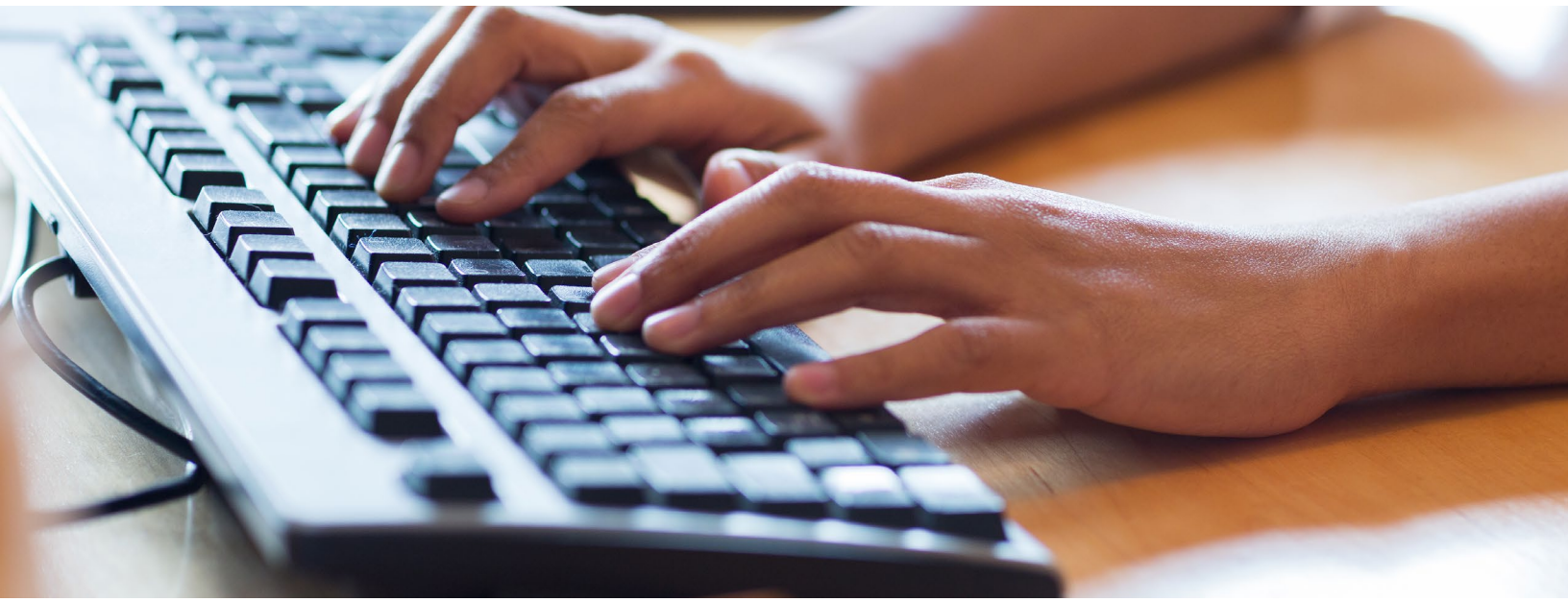
Based on the best available IT asset data, deterioration rates and 2024-2026 capital budget and 2027-2033 capital forecast, we estimate that IT assets have an annual funding gap of $300,000.

97%

Information technology assets with a fair or better performance

LEVELS OF SERVICE

The following tables show the levels of service established by the city for IT assets. These metrics include the technical and community level of service required as part of the Ontario Regulation 588/17. Service metrics are reported for the prior year ending on December 31.



COMMUNITY LEVELS OF SERVICE

The following table outlines the qualitative descriptions that determine the community levels of service for IT assets.

SERVICE ATTRIBUTE	QUALITATIVE DESCRIPTION	2025
Reliability	Description of how the city provides reliable IT services.	Information Management and Technology Services division ensures business processes and objectives are clearly understood to provide better public service and increase self-serve options. The solid critical technology infrastructure is the key to improve access to data and reporting capabilities, integrate existing systems, modernize services and utilize new technologies.

TECHNICAL LEVELS OF SERVICE

The following table outlines the quantitative metrics that determine the technical level of service for IT assets.

SERVICE ATTRIBUTE	QUANTITATIVE METRICS	2024	2025
Reliability	Per cent of IT assets considered fair or better condition	85%	97%
	Per cent average database availability, (excluding planned downtime)	99.9%	99.7%
	Per cent of enterprise database available (e.g. Amanda, PeopleSoft, Open Text)	99.9%	99.7%

The information presented here is based on the best available asset inventory and condition data as of March 2026, as well as funding details from the 2024-2026 approved capital budget and the 2027-2033 capital forecast.

The forecasting model allows staff to project the condition of City assets over a 25-year timeframe and therefore all funding is based on a 25-year average.