



**The Corporation of the Municipality of Wawa
Staff Monthly Report**

Office of Information Technology

Prepared For: Corporate Planning Meeting	Report No.: JM 2018-05
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Preamble

The following report outlines issues relating to all areas of the Information Technology Department including NITGC members.

General

IT Infrastructure

All major systems have been running smoothly with no major issues to report. The ITI Department is looking into the best strategy to begin updating our critical infrastructure as it is approaching its end of life. We are pursuing some funding opportunities that are available that could potentially offset much of the costs of this upgrade. We continue to work closely with all departments to ensure that all current needs are met and to improve system efficiencies in areas that are needed.

Help Desk

The ITI Department has been implementing a help desk solution in order to better manage service requests and increase the level of service provided to staff and members of our cooperative.

ngDesk is a cloud-based integrated customer service platform that combines ticket management, mobile support, and help desk reporting into a single unified package. It is also a free platform regardless of how many agents use it for their customer service-related tasks, an ideal customer service solution for enterprises and organizations that look for a powerful customer service software without the heavy price tag.

Respectfully Submitted By:

Prepared By:
Jason Morrison
Director of ITI

With ngDesk, users are able to manage all their customer queries, service requests, and more with just a single help desk solution. It simplifies and streamlines the management of tickets, recognizes and addresses incidents, and provides users with real-time metrics to see how their customer support is performing.

Speed Spy

SpeedSpy – Covert Traffic Data Collection

The Municipality of Wawa and the Police Services Board has purchased a “Speed Spy” data collection unit. The nondescript SpeedSpy collects traffic data using Decatur Electronics radar and EZ-Stat data logger.

Unlike the rest of Decatur's speed tools, the SpeedSpy is designed to NOT be noticed, so the traffic data you collect is unaffected and you get a picture of unenforced traffic patterns.

The implementation of this device will give us valuable information of our traffic patterns within the Municipality.

Opportunities

Argonaut Gold

The project for the Magino mine in Dubreuilville has been approved and we are waiting for equipment to arrive. We plan on being on site in mid-May to do the initial work that is needed. We are confident that this will lead to a great relationship and further work in the future.

Chapleau Public Utilities

We have made an onsite needs assessment and are working on the final details.

NITGC

We continue to work closely with all of the NITGC members. The bulk of the work in the last month has been spent digitizing the hard copy plans that have been received from the member communities east of the Sault. We are currently digitizing the sewer and water infrastructure and after this is complete we will be ready to provide the members with a go live date and provide them with the tools necessary for their planning board.

Economic Development Aerial Mapping Project

In 2017 the ITI Department submitted an application to the NOHFC for funding to purchase a high quality Unmanned Aerial Vehicle (UAV) fully compliant with Transport Canada and with the ability to capture high quality 3D, multispectral and infrared imagery. This equipment would be used to increase the accuracy and quality of the regions GIS information and also increase the ability of the Municipality and the region to take on more projects. Unfortunately this submission was not successful.

We are now ready to resubmit the application with a clearer vision of the economic outcome. The ITI Department looks forward to keeping you informed on the progress of this project and we are confident that with our new direction we will be successful in the application.

Municipal Data Works

The Municipality has been working with Municipal Data Works (MDW) to implement, deploy and test their asset management solution locally on our servers. The purpose of the project is to see if this solution can not only be a great tool for our municipal asset management but also serve our full region.

With the hiring of the Asset Management Coordinator the ITI department has now been working closely with staff to analyse our current data and start formulating a plan to ensure that all important asset information is up to date in our system. MDW has been provided with a sample set of our data to be uploaded into the system so we can begin testing on the reporting functions. Although we still have large gaps that need to be filled we are putting the pieces in place to make this a successful project.

Web Design/Marketing

Over the past month we have been working on posters and social media content for the Wawa Drag Races, as well as content for our tourism instagram and facebook pages. We have also been helping with promotional materials for the Wawa Music Festival.

