



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

**Office of Information Technology**

<b>Prepared For: Corporate Planning Committee Meeting</b>	<b>Report No.: JM 2018-07</b>
<b>Agenda Date: September 11, 2018</b>	<b>File No.: 6.3.1</b>

### **Preamble**

The following report outlines issues relating to all areas of the Information Technology Department including NITGC members for the months of June to August, 2018.

### **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 continues to implement ngDesk which 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.

This help desk solution has proven to be a great tool for the IT Department for organizing and following up on support calls. The IS Department is testing the solution to see if will be a productive tool for their department.

<b>Respectfully Submitted By:</b>	<b>Prepared By: Jason Morrison Director of ITI</b>
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### **Speed Spy**

#### **SpeedSpy – Covert Traffic Data Collection**

The Speed Spy unit has been given to the OPP and they have deployed the device in the field. The IT Department will be following up to see if valuable information was collected over the last couple of months. We have also received inquiries from other municipalities to use the Speed Spy unit in their communities.

### **Solar**

All solar systems have been online and we have had a great production year for 2018. Attached are the yearly production reports for the 5 solar arrays. As for the project that was scheduled to be installed on the new IS garage the Municipality continues to review its options.

### **NITGC**

We continue to work closely with all of the NITGC members. The bulk of the work over the summer months 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.

We have also responded to several network issues throughout all member communities.

### **Capital Projects**

The ITI Department has worked with contractors throughout the summer to move towards completing the wireless upgrades at the Community Centre and also the addition of security cameras in various locations.

The wireless solution at the Community Centre has been completed. This upgrade gives seamless public wireless access throughout the building. It not only provides increased services to organization renting the various spaces but will allow a pilot training program to move forward for the figure skating groups in the communities.

### **Web Design/Marketing**

Over the summer the ITI Department staff has worked on several graphic design projects including the Water Front Signage, the redesign of the recreation guide, continual updating of social media content and website updates and redesign. Attached are some samples.