Corporate Services Division Update

Information Services

- Core Services Update
    - IS Business Analyst hired (Jan 16/ 2017 start)
    - Dynamics Expert contracted short-term to optimize processes and system
    - Completed GIS & Planning Work Request process improvement
    - Leveraged Smart Parkland service to increase network reliability between Parkland Center and Acheson Fire Hall
    - 312 Helpdesk requests received in January 2017
- Strategic Tactical Initiatives Update
    - Email system upgraded to maintain vendor support
    - Bellamy servers upgraded for system supportability & reliability
    - Network and security cameras installed at Transfer Station
    - GIS Environment Refresh completed for increased system reliability and performance
    - GIS system and data updated for first phase of Canada Post Re-addressing
    - Dynamics AX Payroll testing completed and Go Forward plan created
    - By end of Q2, will complete an IT architectural assessment of entire network, computing and software environment to identify any potential gaps or overlap
    - By end of Q2, will implement IT best practices to effectively manage operational changes within the computing environment

Human Resources

- Training & Development Program
- Rewards & Recognition Program
- Recruit Right
- Staff Complement
- Turnover
    - Includes voluntary & involuntary
    - 2016 – 12.09%
    - 2015 – 13.39%
    - 2014 – 10.63%
- Promotions
    - 2016 – 11.11%
    - 2015 – 5.18%
    - 2014 – 4.16%

- Internal Hires
    - 2016 – 15.56%
    - 2015 – not available
    - 2014 – not available

Communications Services

- Worked with Human Resources to launch RecruitRight recruitment module and connected it to the website

- Launched the new Intranet on February 1

- Conducted both the Resident and Business priorities surveys

- Working on major projects including the One Parkland – Service Excellence initiative, the year end report and the State of the Region address.

Legal & Legislative Services

- Legislative Services
    - Elections 2017 Webpage launched and receiving positive feedback
    - Planning is well underway for the election with recruitment of election workers to begin in early spring
    - Recruitment for potential members of Council Committees – Agriculture Service Board, Community Sustainability Committee and Economic Diversification Committee
    - Council Compensation Committee finalizing recommendations for presentation to Council in February

Legal & Legislative Services cont'd...

- Procurement
    - Training of Procurement Directive and Procedures
    - Microsoft Dynamics AX procurement sourcing training
    - Ongoing support for procurement projects

- Records Management
    - Implementation of HPE Records Manager (TRIM) continues

Questions