



**e-CITY COMMITTEE
AGENDA
MEETING No. 5**

Date of Meeting:	Wednesday, July 7, 2004	Enquiry: Belinda Bains
Time:	9:30 a.m.	Committee Secretary
Location:	Committee Room 2	416-392-7039
	2nd Floor, City Hall	bbains@toronto.ca
	100 Queen Street West	
	Toronto	

Under the *Municipal Act, 2001*, the e-City Committee must adopt a motion to meet In-camera (privately) and the reason must be given.

Declarations of Interest under the *Municipal Conflict of Interest Act*

Confirmation of Minutes – June 9, 2004

Communications/Reports:

1. “3-1-1” Customer Service Strategy Report (All Wards)

Report (June 23, 2004) from the Chief Administrative Officer recommending a strategy to implement a new, multi-channel, “3-1-1” model of customer service.

Recommendations:

It is recommended that:

- (1) the multi-channel, customer service strategy outlined in Appendix “C” of this report be adopted;
- (2) Council endorse the strategy success factors outlined in Appendix “D” of this report;
- (3) the Chief Administrative Officer in conjunction with the Commissioners report back to Council on a phased-in implementation plan that addresses the strategy success factors outlined in this report and associated costs to be included in the 2005 budget submission by October 2004; and

- (4) the appropriate City Officials be authorized and directed to take the necessary action to give effect thereto.

(Staff Presentation - Chief Administrative Officer)

2. Report on Mobile and Wireless Application Development

Report (June 22, 2004) from the Commissioner of Corporate Services and the Acting Medical Officer of Health, providing an overview of the strategic direction for the deployment and use of mobile worker technologies within City departments. Conclusions are based on the results of the Public Health Restaurant Inspection application project resulting from RFP #9155-01-7660 - Core Business and Enterprise Systems, Products and Services to Enable Access to Corporate Applications and Data by Mobile and Wireless Devices, awarded in April 2002.

Recommendations:

It is recommended that:

- (1) future wireless and mobile projects in departments be conducted and supported by the Corporate I&T division to further validate the results of the Public Health Restaurant Inspection Mobile Project and verify that these results hold true in other departments
- (2) Corporate I&T division provide the common process and templates for development of future wireless and mobile projects in order to improve the potential to duplicate successes and transfer best practices between the Public Health Restaurant Inspection Mobile Project and other future mobile and wireless projects
- (3) departments that are interested in conducting future wireless and mobile projects be required to submit a business case to the Corporate I&T division for approval and that the scope of these projects include a full business process review, a detailed risk analysis, and the impact on the Corporate wireless infrastructure
- (4) any future implementation of a standard corporate or departmental application be subject to the general tendering process; and
- (5) this report be referred to the Board of Health for information.

(Staff Presentation - Toronto Public Health)

3. Review of the Feasibility of Upgrading directly to Windows 2003 instead of migrating through Windows 2000

Report (June 14, 2004) from the Commissioner of Corporate Services presenting to the e-City Committee the rationale for upgrading the City's server operating systems from Windows NT to Windows 2000 then Windows 2003, instead of migrating directly to Windows 2003 from Windows NT.

Recommendation:

It is recommended that this report be received for information