

CT7.15**Decision Letter****TO Live - Digital Transformation Committee**

Meeting No.	2	Contact	Julie Amoroso, Committee Administrator
Meeting Date	Wednesday, November 6, 2019	Phone	416-392-4666
Start Time	12:00 PM	E-mail	tolboard@toronto.ca
Location	Meridian Hall, The Board Room, 1 Front Street East		

RQ2.1	ACTION	Adopted		
-------	--------	---------	--	--

Digital Transformation - Current and Future State

Confidential Attachment - A plan to be applied to any negotiations carried on or to be carried on by or on behalf of the Board of Directors of TO Live

Subcommittee Decision

The Digital Transformation Committee recommends that the Board of Directors of TO Live:

1. Receive the report (October 28, 2019) from the President and Chief Executive Officer, TO Live, for information.
2. Direct that Confidential Attachment 1 to the report (October 28, 2019) from the President and Chief Executive Officer, TO Live, remain confidential in its entirety as it pertains to a plan to be applied to any negotiations carried on or to be carried on by or on behalf of the Board of Directors of TO Live.

Decision Advice and Other Information

The Digital Transformation Committee recessed its public meeting to meet in closed session to consider the item as it pertains to a plan to be applied to any negotiations carried on or to be carried on by or on behalf of the Board of Directors of TO Live.

Origin

(October 28, 2019) Report from the President and Chief Executive Officer, TO Live

Summary

The purpose of this report is to present the current and future state of TO Live's customer experience.

Background Information

(October 23, 2019) Report from the President and Chief Executive Officer, TO Live on Digital Transformation - Current and Future State

(<http://www.toronto.ca/legdocs/mmis/2019/rq/bgrd/backgroundfile-139248.pdf>)

Confidential Attachment 1 - Digital Transformation - Current and Future State

Attachment 1 - Customer Journey Map

(<http://www.toronto.ca/legdocs/mmis/2019/rq/bgrd/backgroundfile-139425.pdf>)