



Decision Letter

TO Live - Digital Transformation Committee

Meeting No.	7	Contact	Carol Kaustinen, Committee Administrator
Meeting Date	Tuesday, March 9, 2021	Phone	416-338-5089
Start Time	12:30 PM	E-mail	tolboard@toronto.ca
Location	Video Conference	Chair	Gabriel Michaan

RQ7.1	ACTION	Adopted		Ward: All
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Digital Transformation - Customer Relationship Management

Confidential Attachment - Positions, plans, procedures, criteria, or instructions to be applied to any negotiations carried on or to be carried on by or on behalf of the City or local board.

Subcommittee Decision

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

1. Approve the Customer Relationship Management solution as part of the overall Digital Transformation project, as noted in Confidential Attachment 1 to the report (February 26, 2021) from the President and Chief Executive Officer, TO Live.
2. Direct that Confidential Attachment 1 to the report (February 26, 2021) from the President and Chief Executive Officer, TO Live remain confidential in its entirety, as it contains positions, plans, procedures, criteria, or instructions to be applied to any negotiations carried on or to be carried on by or on behalf of the City or local board.

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 positions, plans, procedures, criteria, or instructions to be applied to any negotiations carried on or to be carried on by or on behalf of the City or local board.

Origin

(February 26, 2021) Report from the President and Chief Executive Officer, TO Live

Summary

This report is to provide the Board with an update on the status of TO Live's Digital Transformation project regarding Customer Relationship Management.

Background Information

(February 26, 2021) Report from the President and Chief Executive Officer on Digital Transformation - Customer Relationship Management

<http://www.toronto.ca/legdocs/mmis/2021/rq/bgrd/backgroundfile-164555.pdf>
Confidential Attachment 1 - Digital Transformation Customer Relationship Management