

TECHNOLOGY SERVICES DIVISION

General Government Committee

May 30, 2024



Leadership Team and Key Functions

Structured for Success



Sonia Brar
Chief Technology Officer



Horace Matthews
Deputy Chief Technology Officer

Project and Strategy Delivery
Plan and lead program delivery for enterprise solutions



Deanna Hotoyan
Deputy Chief Technology Officer

Technology Services Delivery
Deliver reliable technology services for staff and corporate functions



Marco Palermo
Deputy Chief Technology Officer

Technology Standardization Delivery
Deliver standardized, modern IT solutions

Additional Functions

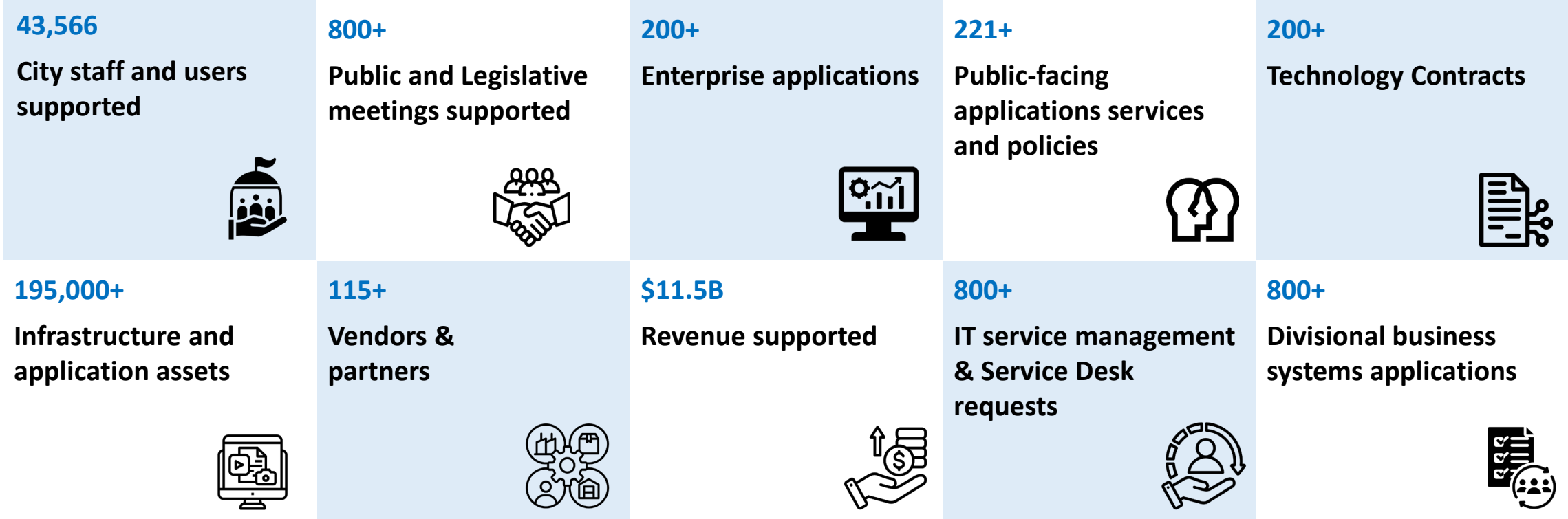
Enterprise Strategy & Program Management
Develops new technology strategies and ensures compliance

Digital City
Foster digital innovation and develop technology policies

Business Performance & Financial Management
Support budgeting, strategic sourcing and contract management

Enterprise Data & AI – *in recruitment*
Develop Data & AI strategy for the City

Technology Services by the numbers



Technology services are integral to operations, employee productivity in addition to public facing services

Vision, Mission and Strategic Pillars

VISION: To be the **trusted technology leader** by fostering a connected City

MISSION: Leverage industry standards to deploy flexible technology architectures and solutions that deliver seamless services, connect the public and businesses and empower employees

STRATEGIC PILLARS



**Foundational
Services**



**Technology
Modernization**



**Enterprise
Capabilities**



Data & Analytics



**Engagement,
Collaboration
& Innovation**

The Vision, Mission and Strategic pillars guide Technology Services role in the City's public service delivery priorities

How the Technology Strategic Pillars support the City's public service



The diagram features a large iceberg floating in a blue ocean. The top of the iceberg is above the water line, while the bottom is submerged. The iceberg is composed of various shades of blue and teal. Four white lines with circular endpoints point from the text blocks on the right to specific points on the iceberg: a blue dot on the top surface, a white dot on the side of the submerged part, a white dot on the side of the submerged part, and a white dot on the side of the submerged part. The background is a light blue sky with white clouds and small blue birds, and a dark blue ocean with a jellyfish and several small fish.

DIGITAL PUBLIC ENGAGEMENT

Ensure equitable access to digital services and collaborative technology innovation

DATA AND ANALYTICS

Make data accessible at scale to support enterprise decisions and public service delivery




ENTERPRISE BUSINESS CAPABILITIES

Achieve business outcomes and operational excellence

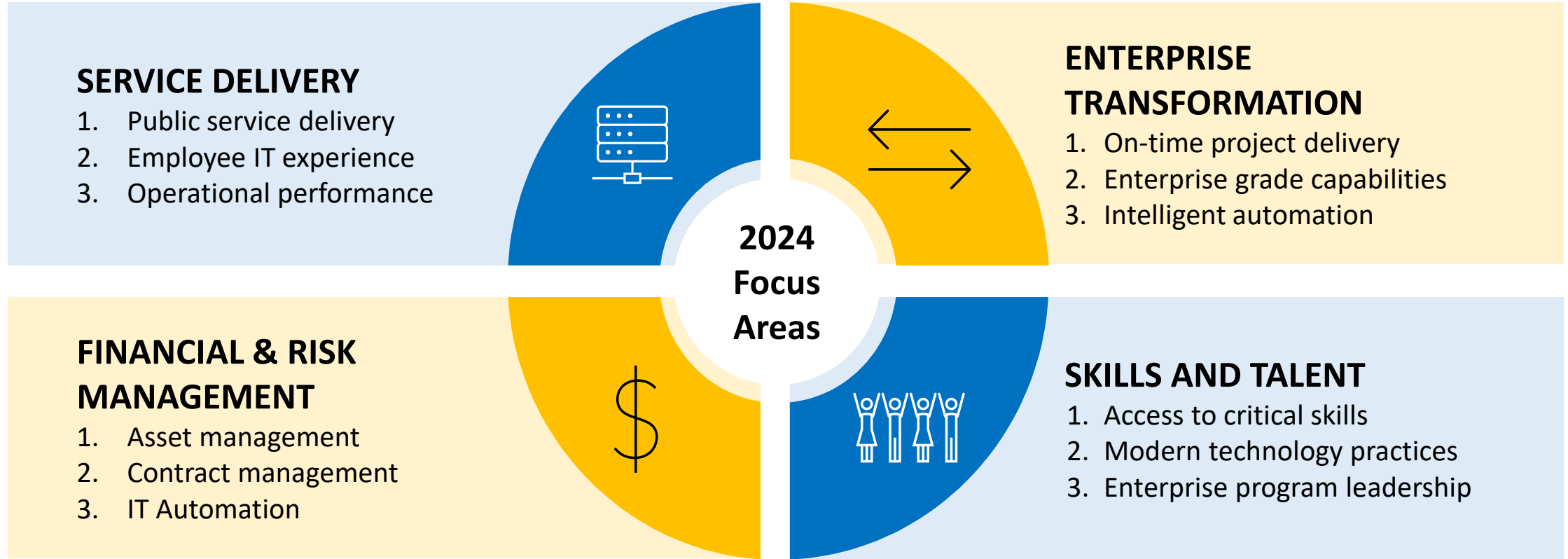
MODERN INFRASTRUCTURE & TECHNOLOGY OPERATIONS

Ease day to day execution through resilient, secure, sustainable technology solutions

2024 Priority Programs

<p>Digital Public Engagement</p>	<p>Housing: RentSafeTO, Multi-tenant Housing, Building Express Services</p>	<p>Transportation: PlowTO, Vision Zero, Congestion management</p>	<p>311 311 Digitization</p>	<p>Recreational registration booking tool</p>	<p>465+ Open Data Portal datasets 100+ Public Wi-Fi Sites</p>
<p>Data & Analytics</p>	<p> HousingTO Dashboard</p>	<p> Geographical Information Systems (GIS)</p>	<p>Enterprise Data and AI Strategy</p>		
<p>Enterprise Business Capabilities</p>	<p>Enterprise Work Management System</p>	<p>Licensing and permitting</p>	<p>Capital project management</p>	<p> Employee Experience (M365+, Service Desk)</p>	<p>Corporate Systems Transformation</p>
<p>Modern Infrastructure & Technology Operations</p>	<p>Network Modernization</p>	<p>Technology Asset and Lifecycle Management</p>	<p>Disaster Recovery and Business Continuity</p>		

How we will measure success



The Success Scorecard measures Technology Services' impact on Service Delivery and Operational Excellence over time

Thank You

