



Q2 2021 Information Technology Services Divisional Update

Item 2H

September 2, 2021

Building Investment, Finance and Audit Committee

Report: BIFAC:2021-76

To: Building Investment, Finance and Audit Committee
("BIFAC")

From: Vice President, Information Technology Services ("ITS")

Date: August 9, 2021

PURPOSE:

The purpose of this report is to provide the Building Investment, Finance and Audit Committee ("BIFAC") with the Q2 2021 Information Technology Services divisional update.

RECOMMENDATION:

It is recommended that the BIFAC receive this report for information.

SUMMARY:

This report covers the period of April 1 to June 30, 2021.

Q2 ACTIVITY SUMMARY:

An overview of the team's activities in the second quarter of 2021 are outlined in the following three categories:

1. Keep the Lights On ("KTLO"): This category outlines all the activities required to ensure that the business remains up and running. These activities include actioning any issues impacting business operations as they arise or fulfilling standard requests from the business, such as setting up new shared folders or onboarding a new employee.

In Q2 2021, the ITS team responded to and resolved 2,597 incidents. Approximately 43% of the incidents were issues under the category of Software and Applications. In Q2 2021, the ITS team also responded to and completed 3,576 requests.

2. Information Technology Services-Led Initiatives: Information Technology Services projects initiated in 2021 are part of the ITS long-term technology roadmap and include the modernization of many of TCHC's end of life technologies. Information Technology Services projects in 2021 are, for the most part, multi-year initiatives with specific milestones scheduled for completion in 2021.

Some accomplishments for Q2 include:

- Updates to applications to support changes to regional boundaries;
- Identifying and resolving security issues with Active Directory;
- Technology deployment for new Tenant Service Hubs launched in Q2;
- Completion of pilot for Jabber, a new instant messaging tool;
- Project planning for Data Centre move in August and September; and
- HoMES Yardi One Upgrade, which is the landing page that users can access all HoMES modules and environments such as training and testing environments.

3. Business-Led Initiatives: The ITS team supports the organization through the implementation or enhancement of technologies. In Q2, the ITS team focused on the following business initiatives:

- Deployment of a new mobile timesheet app to all staff;
- Final implementation phase of Paradox, a virtual recruitment personal assistant on torontohousing.ca;
- Upgrade of the TCHC Board of Directors' Portal; and
- Implementation of the 2021 Annual Unit Inspection application.

SIGNATURE:

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