

Memorandum



**BUDGET COMMITTEE
MEETING: February 1 2011
ACTION ITEM 52**

TO: Chair and Members of Budget Committee

FROM: Brenda R. Breault, CMA, MBA
Commissioner of Corporate Services and Treasurer

DATE: January 27, 2011

SUBJECT: **Overlap of IT Services provided by the City of Mississauga
vs. the Region of Peel**

Mayor McCallion requested a report that reviews overlap of IT services provided by the City vs. the Region of Peel.

Information Technology at the City of Mississauga and the Region of Peel both include systems and services that most organizations require to support financial and human resource management needs for example along with very unique services and systems like Animal Services at the City or Social Services at the Region. There are also be similarities in basic IT Infrastructure needs such as servers, computers, network switches and telecommunications as there are with any organization.

The following represents IT Services that would be common to both the City and the Region:

- Infrastructure – Network Operations and Management, Telephones, Cellular Phones
- Operations – server operations and maintenance
- Application Development and Programming
- Database Administration
- IT Help Desk
- IT Training

These services would be very common to any organization the size of the City of Mississauga or Region of Peel.

The City and the Region both use Hansen (Infrastructure & Asset Management) and in some cases use different modules or functionality. The City uses SAP for Finance and Human Resources while the Region uses PeopleSoft.

The City and the Region, along with other public sector partners, have implemented some key infrastructure initiatives over the years where scale and geographic area presented opportunities for better service and cost sharing.

The following are two examples where overlap has been beneficial to the City and the Region:

- Public Sector Network - Fibre Optic network is shared with the Region, Brampton and Caledon
- VCom – Emergency and Non-Emergency Trunked Radio System – shared with Region, Peel Police and Brampton

Staff continue to have open discussions with our peer municipalities including the Region of Peel as well as through our work with MISA on best practices for technology in government.



Brenda R. Breault, CMA, MBA

Commissioner of Corporate Services & Treasurer