# Report to Council

City of
**Kelowna**

**Date:** January 20, 2020

**To:** Council

**From:** City Manager

**Subject:** Information Services Digital and Intelligent City strategies

**Department:** Information Services

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**Recommendation:**
THAT Council receives, for information, the report from the Information Services Department Manager dated January 20, 2020 with respect to an update on the Information Services Digital Strategy and the Intelligent Cities Strategy.

**Purpose:**
To provide Council with an overview of the Information Services Digital and Intelligent City strategies, as well as an update on initiatives underway.

**Background:**
**Information Services Digital Strategy**
Information Services' previous Digital Strategy was developed in 2014 and a number of the initiatives have been completed to form a solid information technology (IT) foundation moving forward. A refresh of the Digital Strategy was undertaken in 2019 to develop a plan that will be focused on the needs of the City as well as the community, aligning with Imagine Kelowna and our new strategic direction.

Based on primary and secondary research, six themes and goals emerged:
- **Team** – a modern, supported and reliable systems environment that stakeholders rely on to accomplish their business goals
- **Security** – a modern, supported and reliable systems environment that stakeholders rely on to accomplish their business goals
- **Systems** – a modern, supported and reliable systems environment that stakeholders rely on to accomplish their business goals
- **Data** – data will need to be accurate and available in intuitive and consumable formats
- **Mobility** – digital services will allow greater emphasis on mobility for access anywhere, anytime
- **Community** – a focus on Intelligent Cities will create opportunity for greater collaboration with the community to provide solutions

Our Information Services Digital Strategy vision is to be an agile, innovative team that leads the digital direction of the City.

**Intelligent City Strategy**

The rapid growth of digital technology and data is transforming every aspect of the economy, communications, and private life. The implications are profound for every sector of society, including municipal government. Which is why cities, like Kelowna, are exploring how to use data, automation and increased connectivity to improve services and operations.

As a Smart City (a municipality that uses sensors connected to the internet to collect data and then use it to improve the management of assets and resources), we have been able to improve efficiencies, reduce costs and improve departmental outcomes. However, we are facing increasingly complex issues that often require creative solutions; community partnerships have the potential to develop solutions to these issues. So, we are looking to make the move from smart to intelligent.

While smart cities use technology to improve the way cities work, intelligent cities use technology to create better cities, improving the lives of those that spend time in them.

Our Intelligent City strategy embraces Infrastructure Canada's Smart Cities Challenge goals of achieving outcomes for residents, empowering local innovation and forging new partnerships by working closely with stakeholders within the City and the community. Drawing from existing strategic direction (i.e. Council and Corporate priorities, Imagine Kelowna), and feedback gathered during consultation with internal and external stakeholders, we developed the following principles to guide us:

- **Collaborative** – we will look for ways to work with others, both across City departments and in the community, to meet collective challenges.
- **Innovative** – we believe that by embracing risk and being innovative, we can transform our city.
- **Connected** – we will work to provide high-quality digital access and services to staff and the community anywhere, anytime.
- **Responsible** – we will make sure that we only collect what we need and protect the privacy of those we collect from.

Our Intelligent City vision is to find ways to improve the lives of residents through access to online services, technological innovation and collaborative problem-solving, creating local solutions to local problems. And our Intelligent City strategies guide us on our path to becoming an Intelligent City:

1. **Intelligent foundation: Create a digital & intelligent City** – we will work towards this strategy by automating and digitizing business and service delivery, and enabling data driven decision-making to guide our work to create a better city.
2. **Intelligent collaboration: Foster a collaborative network that leverages technology to solve complex city problems** – we will work towards this strategy by engaging and empowering our staff, community and stakeholders to collaborate on shared problems, and creating digital equity and improved connectivity.
3. **Intelligent catalyst: Provide guidance and tools to help others meet their priorities** – we will work towards this strategy by developing the processes and mechanisms for City departments and the community at large to innovate.

A sample of the intelligent city initiatives already underway, include:

- Design Jam – to work collaboratively with the community to come up with creative solutions to some of our shared challenges. Our first Design Jam was about reducing theft from vehicles and resulted in four prototypes that will be further explored as potential future programs or campaigns.

- User-Centered Design – to ensure that programs and services are developed or improved with a central focus on the needs of those that use the service or participate in the program. Staff have been trained on design thinking and are incorporating it into projects such as the replacement of our Service Request System, improving City e-notifications and enhancing the Sports Leagues experience.
- Active community participation – to bring the knowledge and expertise of community members and groups to help the City with complex projects and issues. One example is the Mill Creek Restoration Project, where the City is actively working with members of the Okanagan Sustainability Leadership Council to look at ways to reduce flood risk along Mill Creek.
- Chatbot pilot – to improve customer service and adapt to changing technologies. We are looking at solutions that will help users connect with important information and services more quickly, easily and conveniently, while supporting staff so that they have more time to work on other priorities.
- CCTV camera registry partnership with the Kelowna RCMP – to help the RCMP access footage from businesses and residents, when there is an incident, in a fast and efficient manner. The pilot will be in downtown Kelowna; if successful, the program could be expanded to include other neighbourhoods that are seeing an increase in property related crime.

For more information about the Intelligent City Strategy and initiatives underway, visit [kelowna.ca/intelligentcity](kelowna.ca/intelligentcity).


**Internal Circulation:**
Information Services

**Considerations not applicable to this report:**
*Legal/Statutory Authority:*
*Legal/Statutory Procedural Requirements:*
*Existing Policy:*
*Financial/Budgetary Considerations:*
*External Agency/Public Comments:*
*Communications Comments:*

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**Approved for inclusion:**   | CW |

cc: C. Weaden, Corporate Strategic Services Divisional Director