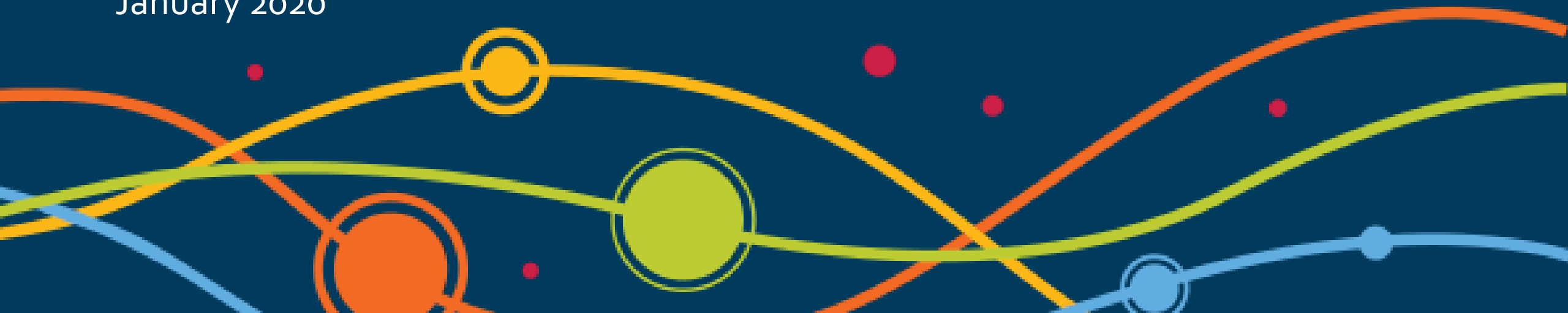


# Information Services Digital & Intelligent City strategies

Report to Council

January 2020



What we'll cover

**BACKGROUND**

**Future direction**

*Intelligent City Strategy*

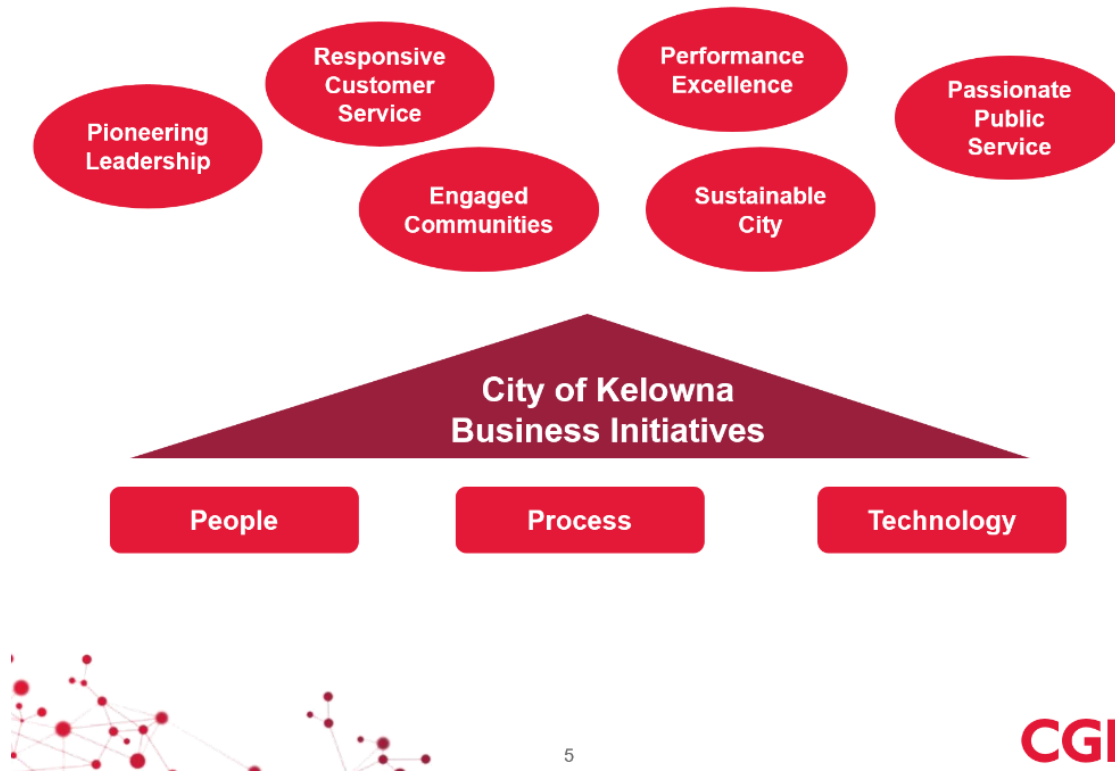
# Background

What we've already done

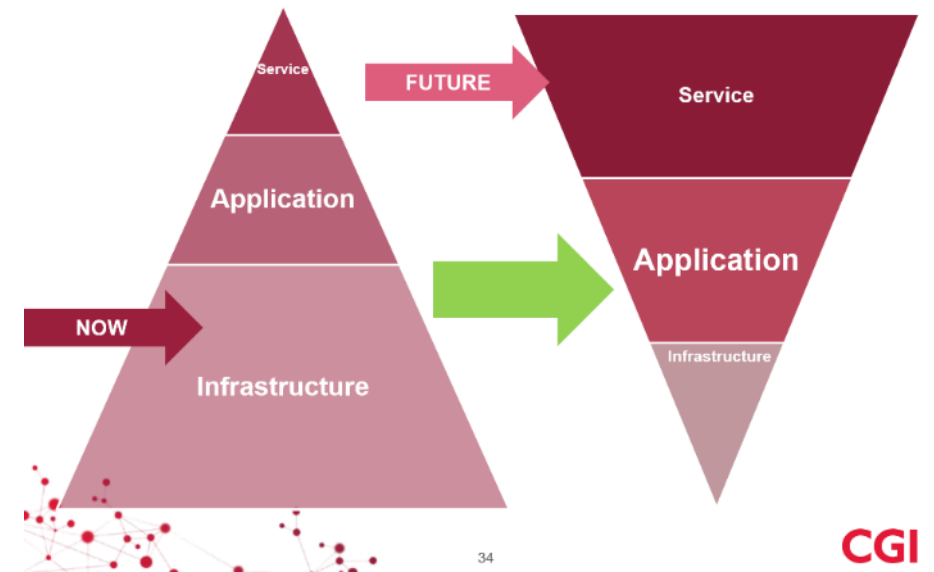


# Background: 2014 Digital Strategy

## Bridging IS Design and Corporate Focus



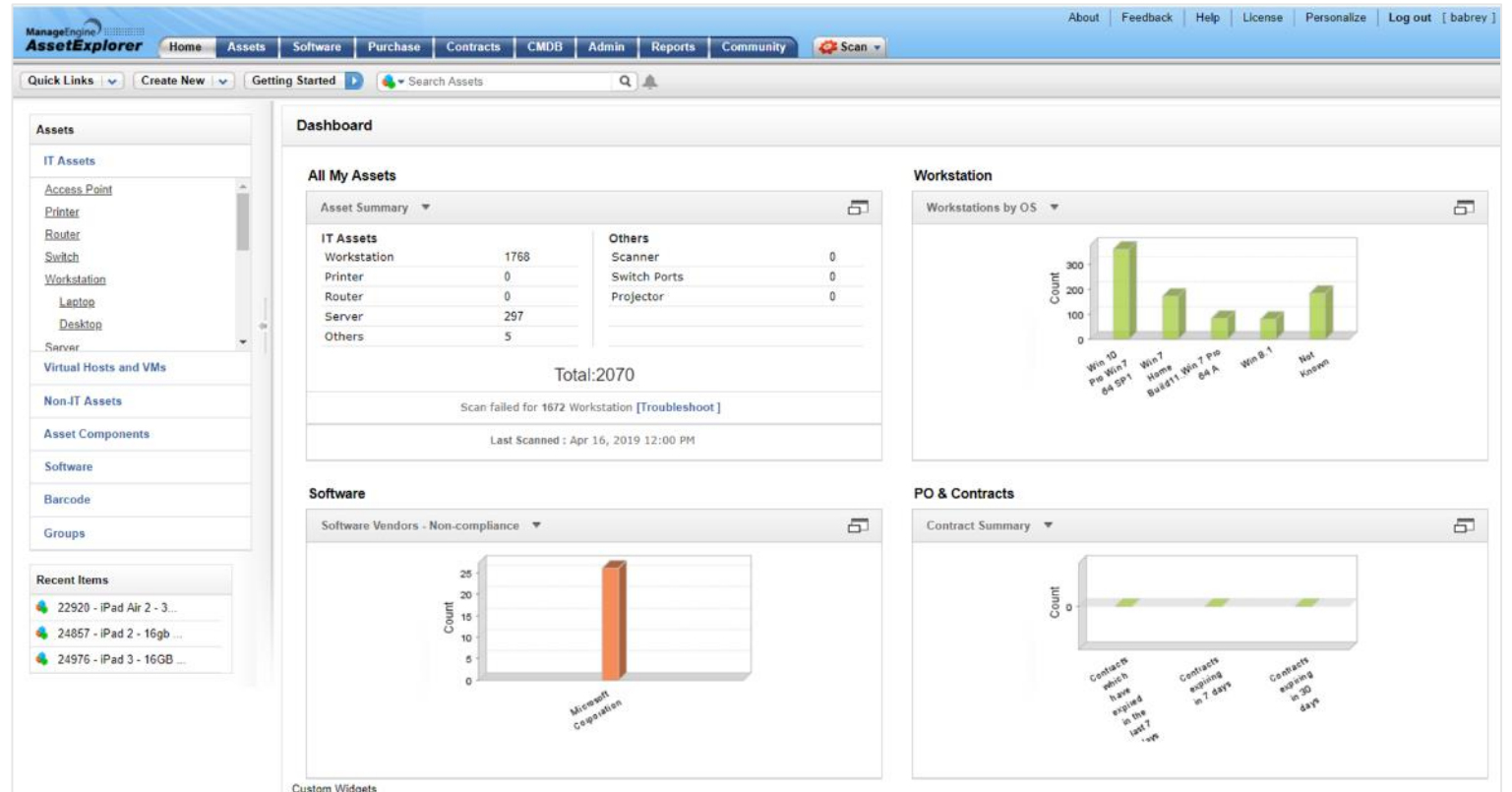
## IS Service Focus



# 2014 Digital Strategy accomplishments

## Foundational

- ▶ Configuration documentation
- ▶ Monitoring tools
- ▶ Security



# 2014 Digital Strategy accomplishments

## Foundational – Application Review

Application Description			2019				2020				2021				2022				
Application Name	Disposition Implementation Priority Level	Disposition	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	
			1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	
1	Unit 4 Business World	Medium	Maintain	Application in Maturity stage during this time period															
2	SharePoint	High	Retire	Application in Maturity stage during this time period				Application in Maturity stage during this time period				Application in Maturity stage during this time period		Application in End Of Life stage during this time period		Application does not exist or is inactive during this time period		Application does not exist or is inactive during this time period	
3	Tempest	Medium	Maintain	Application in Growth stage during this time period				Application in Maturity stage during this time period				Application in Maturity stage during this time period				Application in Maturity stage during this time period			
4	FDM	Medium	Maintain	Application in Maturity stage during this time period															
5	Cityworks/PLL	Medium	Maintain	Application in Growth stage during this time period				Application in Growth stage during this time period				Application in Growth stage during this time period				Application in Maturity stage during this time period			
6	Web Platform	High	Maintain	Application in Growth stage during this time period				Application in Growth stage during this time period				Application in Maturity stage during this time period				Application in Maturity stage during this time period			
7	GIS	Medium	Maintain	Application in Maturity stage during this time period															
8	Development Applications	High	Re-platform	Application in Growth stage during this time period				Application in Growth stage during this time period				Application in Growth stage during this time period				Application in Growth stage during this time period			
9	Property System	High	Re-platform	Application in Growth stage during this time period				Application in Growth stage during this time period				Application in Growth stage during this time period				Application in Growth stage during this time period			
10	Permit and Inspections	High	Re-platform	Application in Growth stage during this time period				Application in Growth stage during this time period				Application in Growth stage during this time period				Application in Growth stage during this time period			
11	Business Licenses	High	Re-platform	Application in Growth stage during this time period				Application in Growth stage during this time period				Application in Growth stage during this time period				Application in Growth stage during this time period			
12	intelliLeisure	Medium	Maintain	Application in Growth stage during this time period				Application in Growth stage during this time period				Application in Maturity stage during this time period				Application in Maturity stage during this time period			
13	InSites	High	Re-platform	Application in Maturity stage during this time period				Application in End Of Life stage during this time period				Application does not exist or is inactive during this time period				Application does not exist or is inactive during this time period			
14	Service Requests	High	Re-platform	Application in Maturity stage during this time period				Application in End Of Life stage during this time period				Application in End Of Life stage during this time period				Application does not exist or is inactive during this time period			
15	Financial Budget Capture	High	Re-platform	Application in Maturity stage during this time period				Application in Maturity stage during this time period				Application in End Of Life stage during this time period		Application does not exist or is inactive during this time period		Application does not exist or is inactive during this time period		Application does not exist or is inactive during this time period	

Legend:

Roadmap Bars



Application does not exist or is inactive during this time period  
 Application in Initiation stage during this time period  
 Application in End Of Life stage during this time period

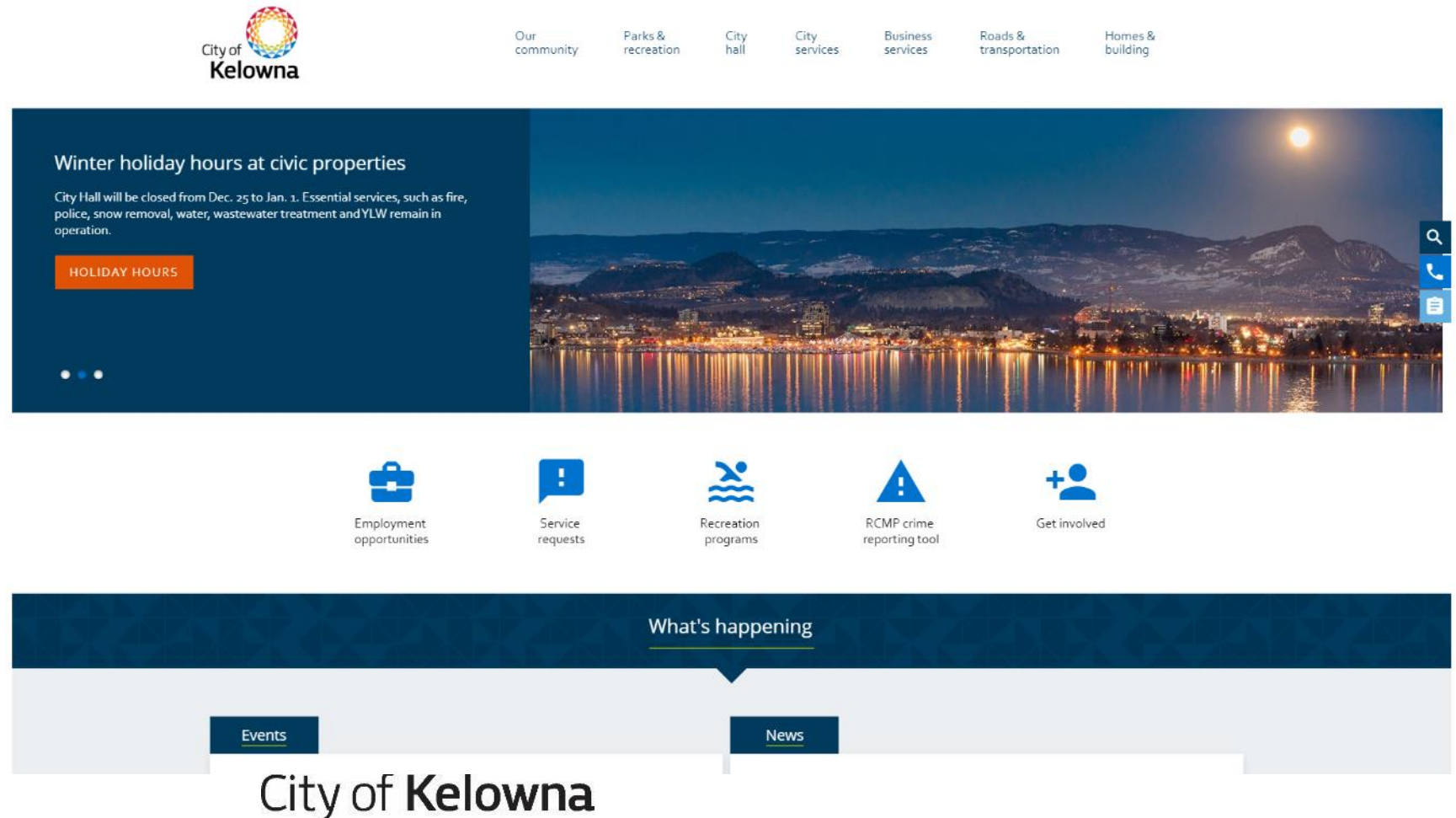


Application in Growth stage during this time period  
 Application in Maturity stage during this time period

# 2014 Digital Strategy accomplishments

## Transformational

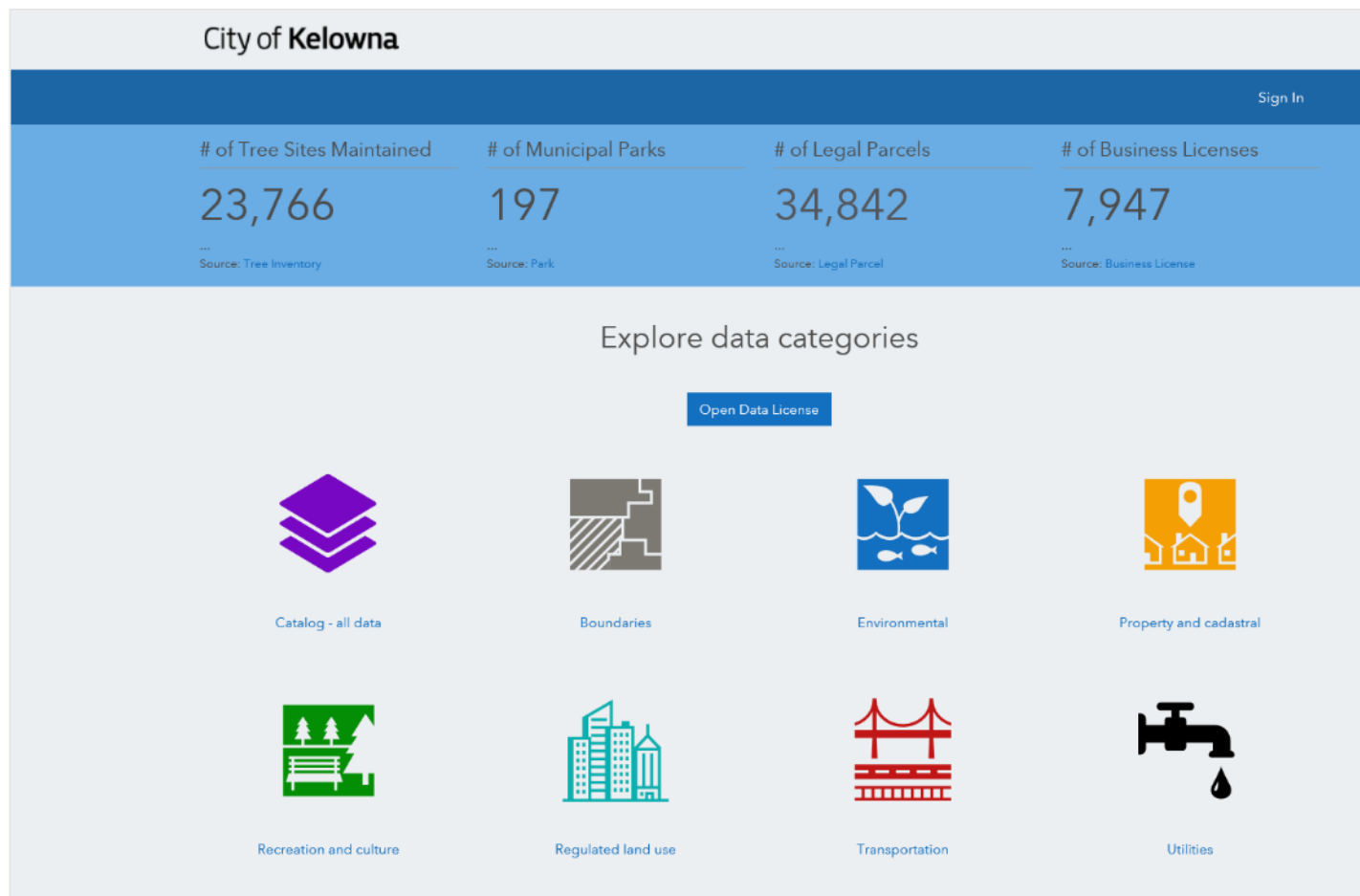
▶ Web platform redesign



# 2014 Digital Strategy accomplishments

## Transformational

### ▶ Open data

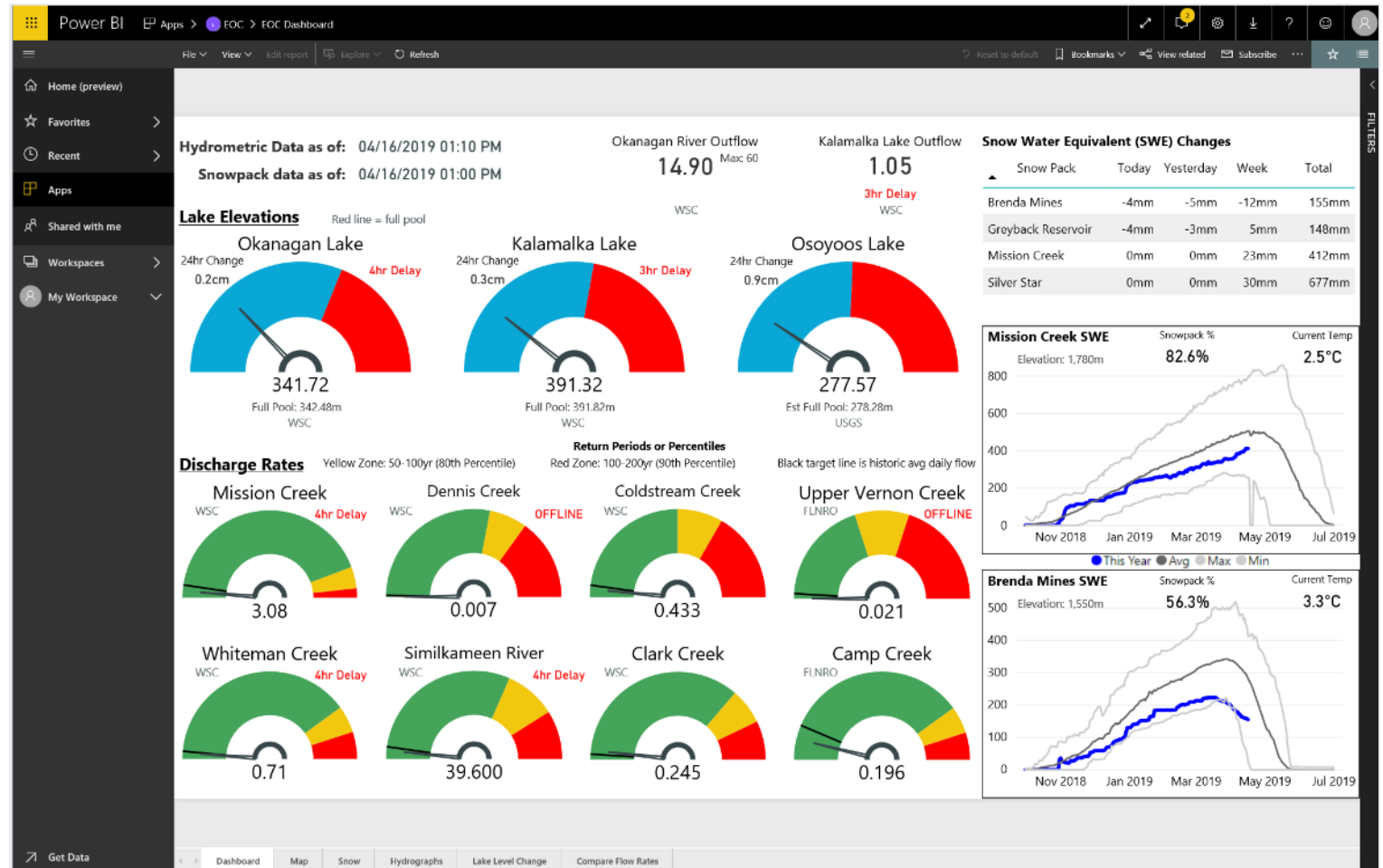




# 2014 Digital Strategy accomplishments

Transformational

▶ Data analytics



City of Kelowna

# 2014 Digital Strategy accomplishments

## Transformational

### ▶ Dark Fibre



City of Kelowna

# 2014 Digital Strategy accomplishments

## Awards

- ▶ MISA Spirit of Innovation
- ▶ ESRI Canada Award of Excellence
- ▶ Cityworks Excellence in Enterprise Practice



City of **Kelowna**

# Future direction

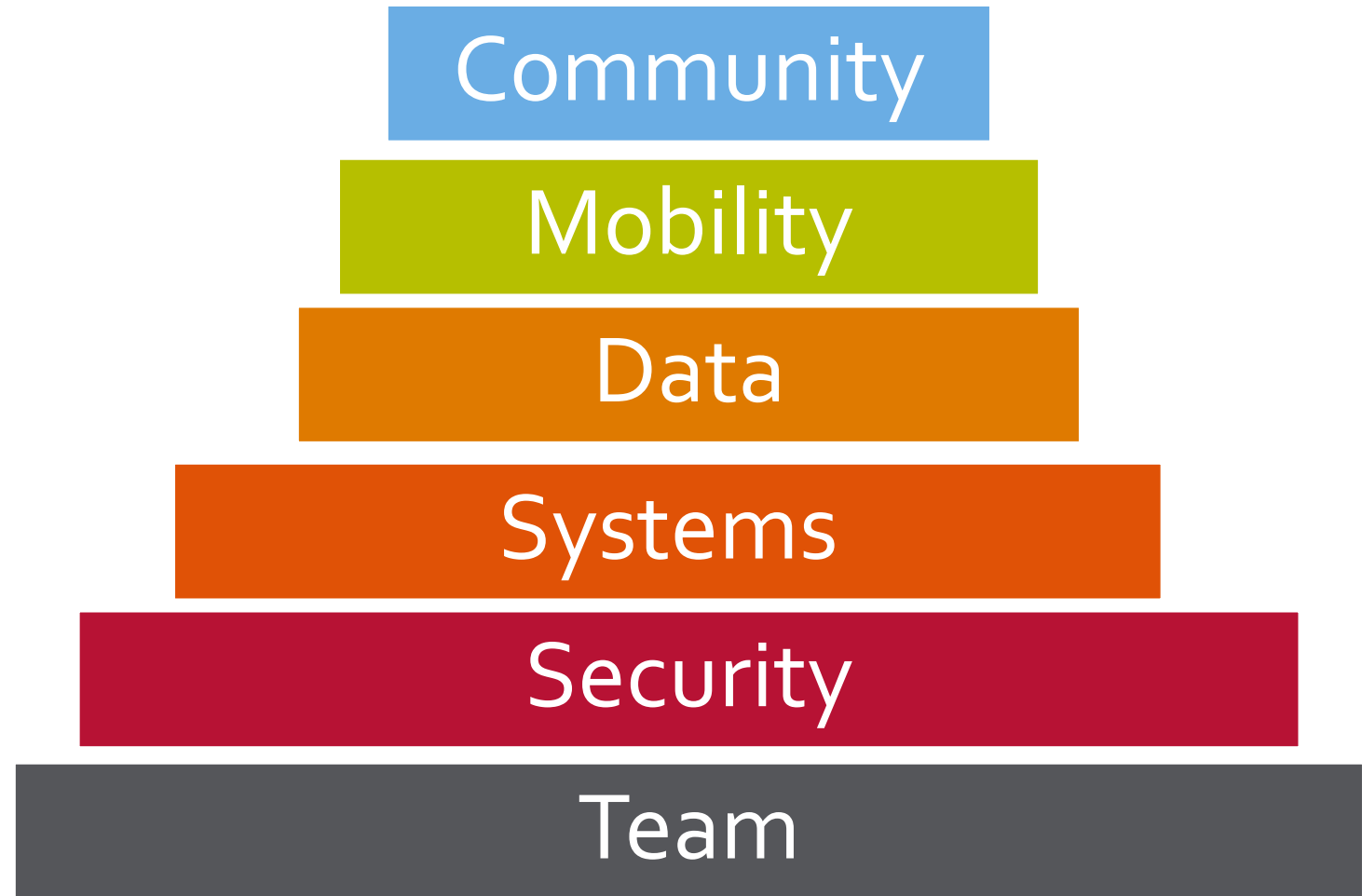
Where we want to be



# Our vision is...

To be an **agile, innovative team** that **leads the digital direction** of the City.

# IS themes



# IS goals & supporting actions

## Team

- Support a highly-skilled and dynamic IS team to meet business needs today and in the future

- Develop recruitment and retention strategy
- Develop a training plan for IS staff
- Develop a project management practice for IS
- Support Agile development

# IS goals & supporting actions

## Security

- Have controls and privacy safeguards in place that reduce risks

- Develop a Disaster Recovery plan
- Support Security education and training
- Perform security audits on a regular basis



# IS goals & supporting actions

## Systems

- Create a modern, supported and reliable systems environment that stakeholders rely on to accomplish their business goals

- Support the marketing of the Dark Fibre network
- Implement the application roadmap for system replacement
- Develop the capability to perform process reviews

# IS goals & supporting actions

## Data

- Work with stakeholders to ensure that corporate data is as accurate and available in intuitive and consumable formats

- Develop a data strategy
- Expand the open data offering
- Increase the use of analytics for decision making

# IS goals & supporting actions

## Mobility

- Provide digital services to staff and the community anywhere, anytime

- Increased usage of mobile devices in the field
- Support initiatives to allow staff to work from home
- Enable video conferencing in City buildings
- Improve the mobile service request offerings

# IS goals & supporting actions

## Community

- Focus on Intelligent City principles and collaborate with the community

- Develop an Intelligent Cities strategy
- Develop a customer service strategy
- Enable an enhanced customer experience through a digital information portal

# Community: Intelligent City Strategy



# Intelligent City vision & principles

To improve the lives of residents through **online services, technological innovation & collaborative problem-solving**, creating local solutions to local problems.

City of Kelowna



# Strategies

## 1 Intelligent foundation:

Create a digital & intelligent City

## 2 Intelligent collaboration:

Foster a collaborative network that leverages technology to solve complex city problems

## 3 Intelligent catalyst:

Provide guidance and tools to help others meet their priorities

# Focus areas



Community  
safety



Transportation  
& mobility



Environmental  
protection



# What are we working on now?

- ▶ Design Jams & sprints/pilots
  - Community Safety – reducing theft from auto

# What are we working on now?

## Service delivery

- Fully scoping the challenge/problem first
- Refocusing to be user-centred
- Improving or creating services people need/want

Pain

Do you even notice

Does it make sense?

May (may not) true information

Wob mentality

Is it accessible? Do you have to try?

What's the right level of info? Walking or driving?

Jargon on the sign is unreadable

Jargon

Confused

Give up

Identity

Dead ends

Inconsistent results

Look like it's not working

Where is it?

5 dimensions of experience Delivery to front line

Services Map

Where does the authority begin/end?

Scripts for front-line staff

Better links to info on website

More like chat

less jargon

Staff should experience

Try clear examples (what's done)

Collect user feedback

Do something w/ feedback

Gap b/w traditional + digital

Case Study

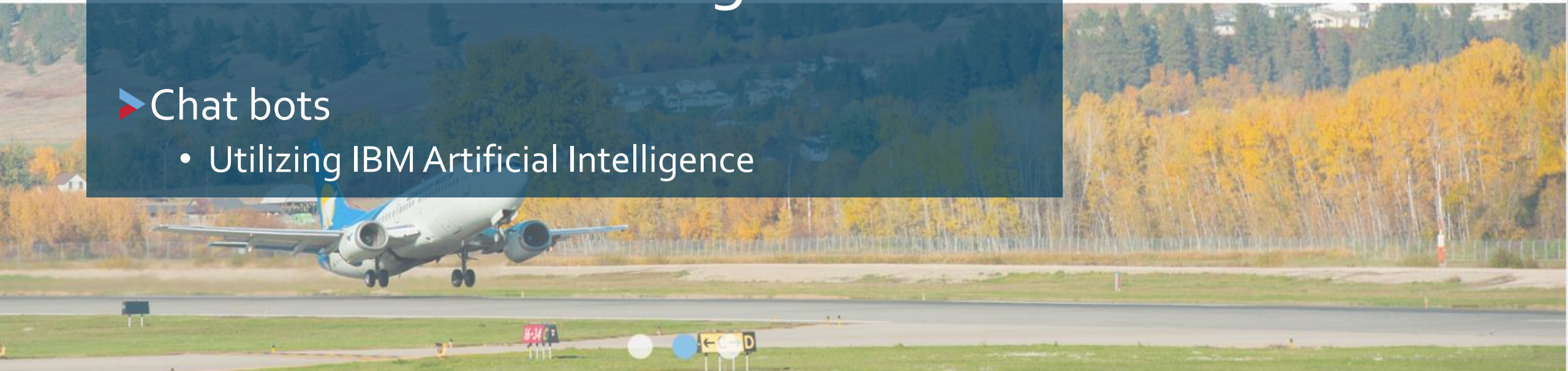


# What are we working on now?

> News & Events

## ▶ Chat bots

- Utilizing IBM Artificial Intelligence



### Arrivals

FLIGHT	FROM	TIME	REVISED	STATUS
1523	VICTORIA	09:55		ON TIME
253	CALGARY	10:17	10:11	EARLY
3181	EDMONTON	10:23	10:18	ON TIME

ALL ARRIVALS

### Departures

FLIGHT	TO	TIME	REVISED	STATUS
730	PR GEORGE	10:10		ON TIME
3323	VANCOUVER	10:13		ON TIME
1524	VICTORIA	10:20		ON TIME

ALL DEPARTURES

### Security Wait

Less than 5 min

- > Parking at YLW
- > Getting to and from YLW
- > Delayed baggage



# What are we working on now?

- ▶ CCTV registry
  - Helping the RCMP access camera footage



# What are we working on now?

## ▶ Path to 5G

- Exploring the potential of new tech in the City

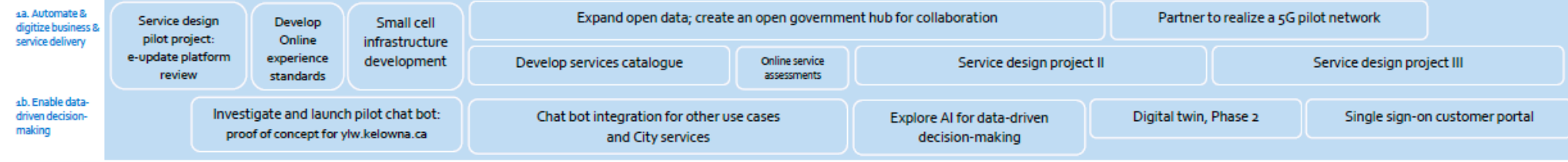
# What are we working on now?

## ▶ Collaboration

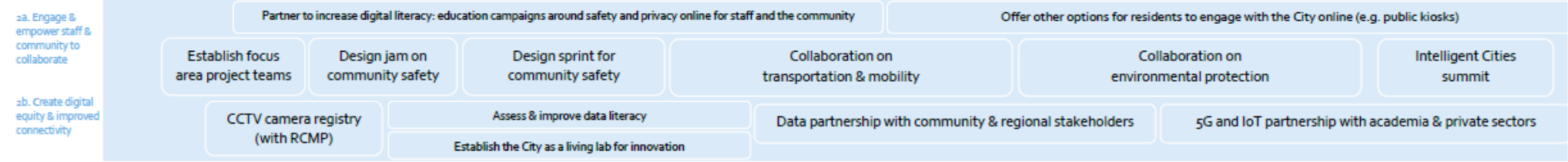
- Okanagan Sustainability Leadership Council
- Intelligent Community Forum Roundtable
- Innovation UBCO



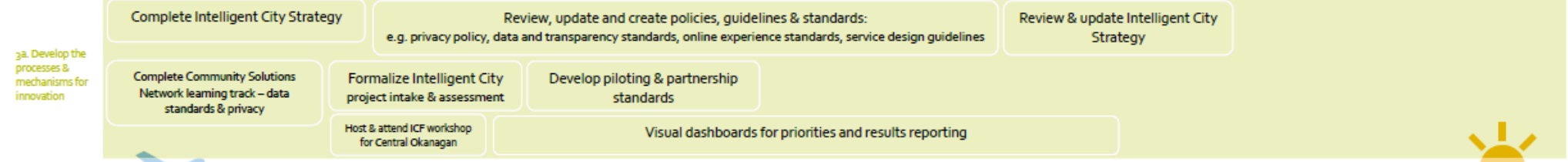
**STRATEGY ONE: CREATE A DIGITAL & INTELLIGENT CITY**



**STRATEGY TWO: FOSTER A COLLABORATIVE NETWORK THAT LEVERAGES TECHNOLOGY TO SOLVE COMPLEX CITY PROBLEMS**



**STRATEGY THREE: PROVIDE GUIDANCE AND TOOLS TO HELP OTHERS MEET THEIR PRIORITIES**



Questions?

