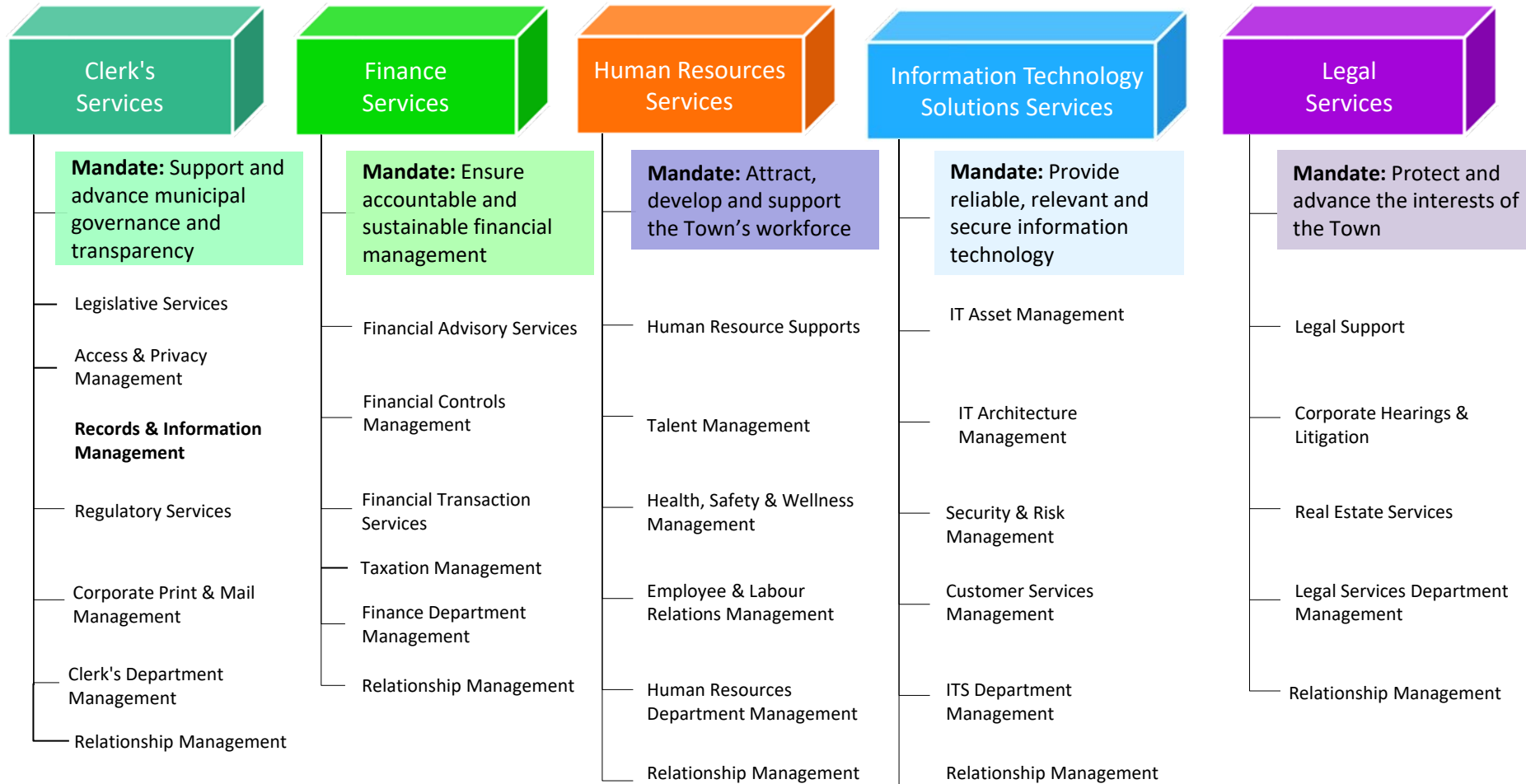# Corporate Services Commission
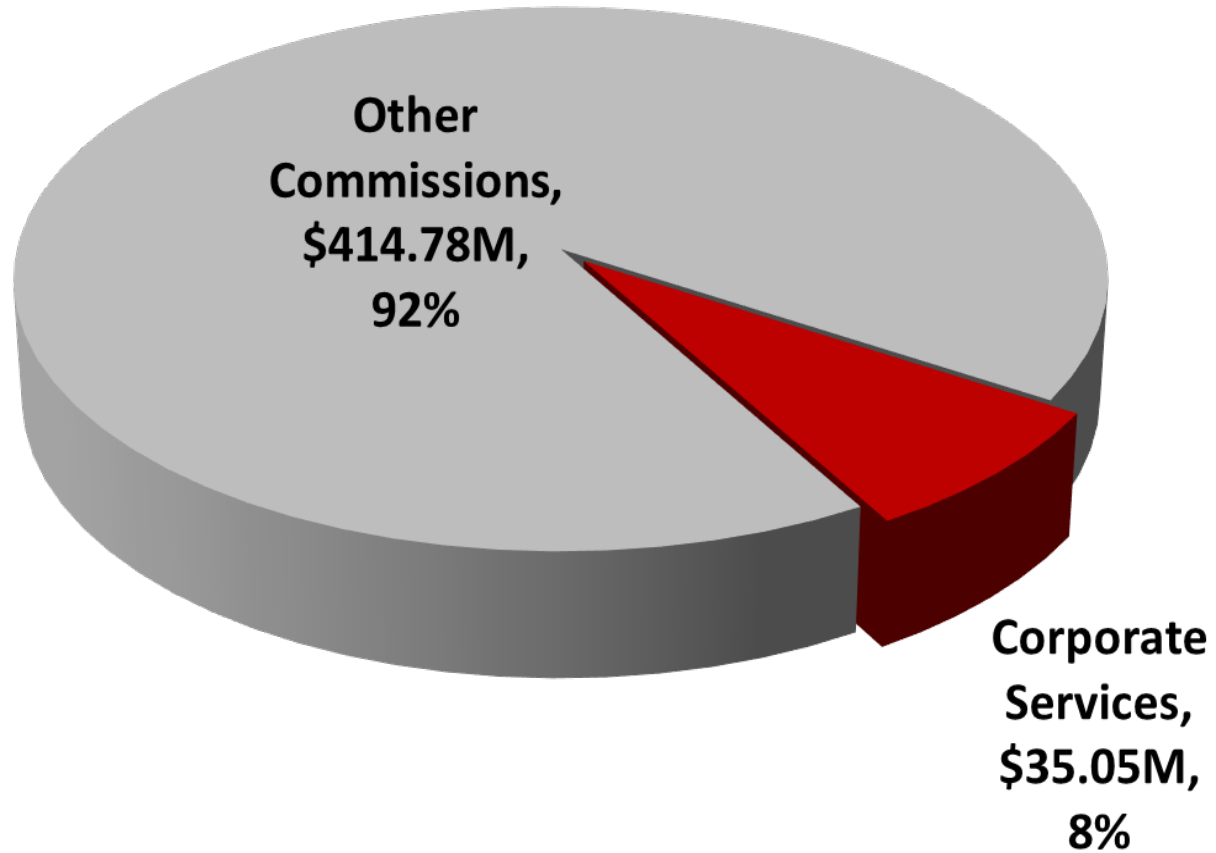
Strengthen, support and protect the organization

Budget Committee
October 17, 2023
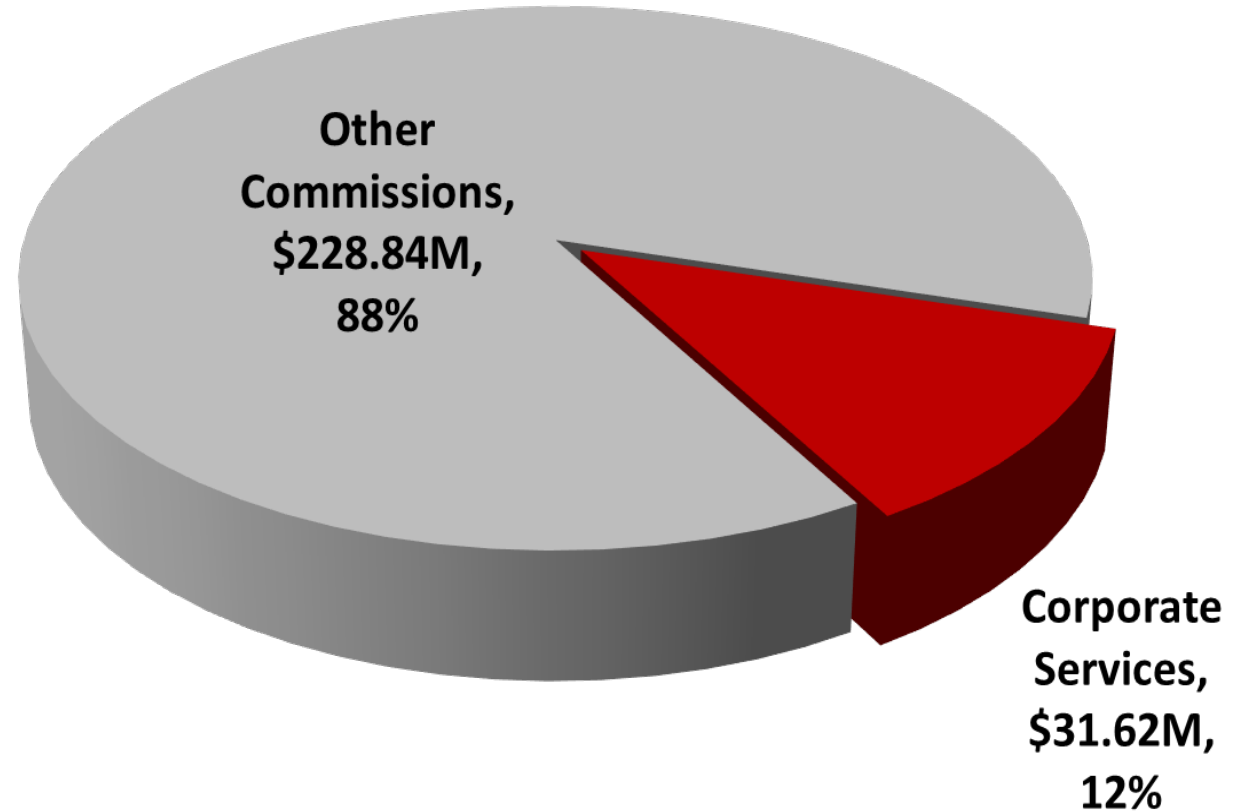
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Commission Programs and Services

Clerk's Services	Finance Services	Human Resources Services	Information Technology Solutions Services	Legal Services
Mandate: Support and advance municipal governance and transparency	**Mandate:** Ensure accountable and sustainable financial management	**Mandate:** Attract, develop and support the Town's workforce	**Mandate:** Provide reliable, relevant and secure information technology	**Mandate:** Protect and advance the interests of the Town
Legislative Services	Financial Advisory Services	Human Resource Supports	IT Asset Management	Legal Support
Access & Privacy Management	Financial Controls Management	Talent Management	IT Architecture Management	Corporate Hearings & Litigation
Records & Information Management	Financial Transaction Services	Health, Safety & Wellness Management	Security & Risk Management	Real Estate Services
Regulatory Services	Taxation Management	Employee & Labour Relations Management	Customer Services Management	Legal Services Department Management
Corporate Print & Mail Management	Finance Department Management	Human Resources Department Management	ITS Department Management	Relationship Management
Clerk's Department Management	Relationship Management	Relationship Management	Relationship Management	
Relationship Management				

2024 Gross Operating Budget
$35.05M

Other Commissions, $414.78M, 92%

Corporate Services, $35.05M, 8%

2024 Net Operating Budget
$31.62M

Other Commissions, $228.84M, 88%

Corporate Services, $31.62M, 12%

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2024 Budget Allocated to Key Focus Areas

Accountable Government
$ 27.23 Million, 86%

86%
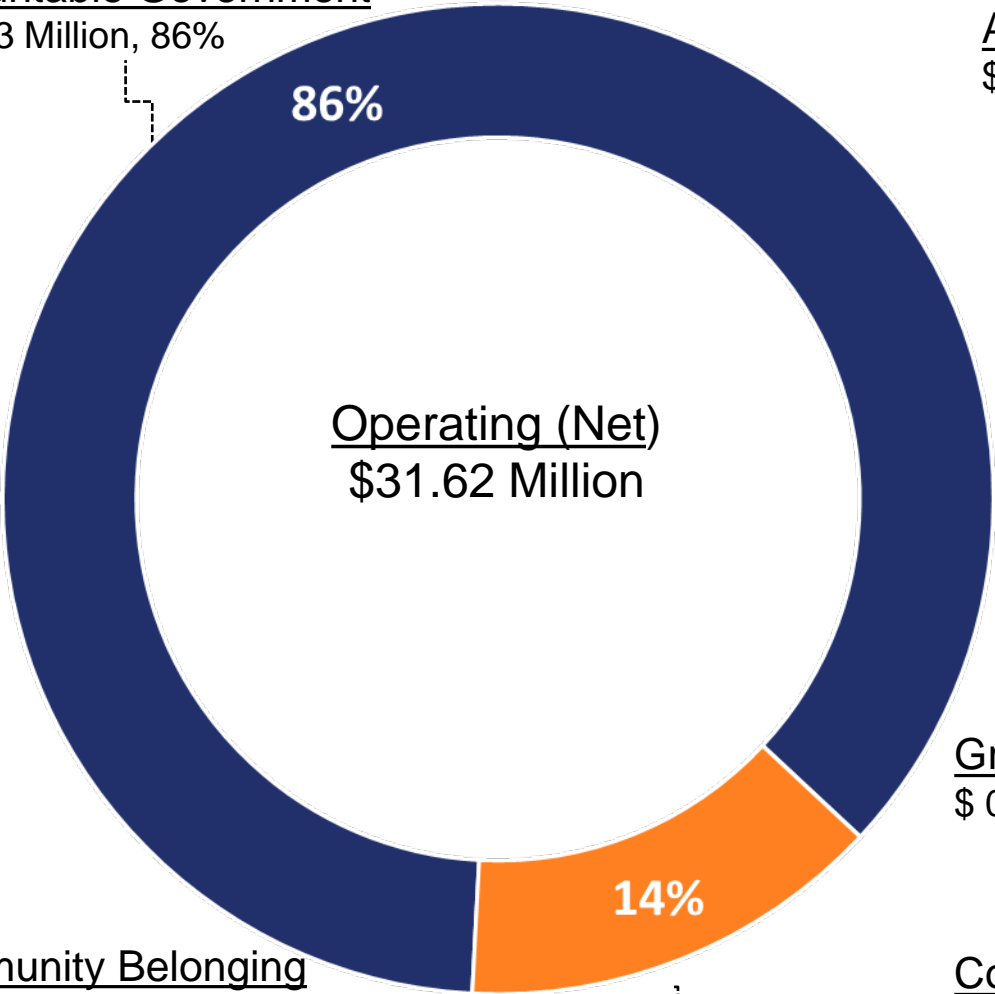
Operating (Net)
$31.62 Million

14%

Community Belonging
$ 4.39 Million, 14%

Accountable Government
$ 6.06 Million, 95%

95%
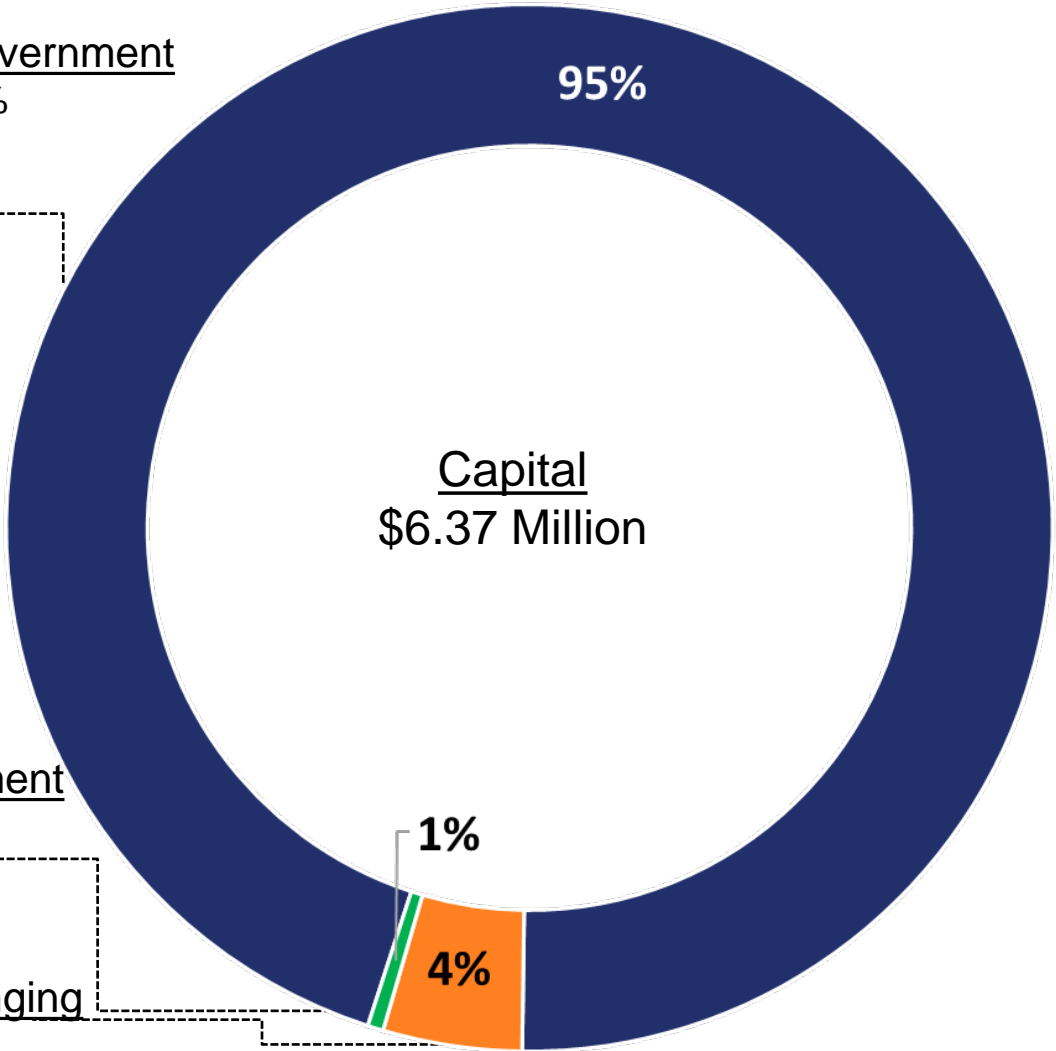
Capital
$6.37 Million

Growth Management
$ 0.03 Million, 1%

1%

4%

Community Belonging
$ 0.27 Million, 4%

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2024 Gross Operating Budget $35.05M

- Information Technology Solutions, $15.73M, 45%
- Legal Services, $2.62M, 7%
- Political Governance, $4.39M, 13%
- Regulatory Services, $0.97M, 3%
- Financial Services, $7.30M, 21%
- Human Resources, $4.04M, 11%

2024 Net Operating Budget $31.62M

- Information Technology Solutions, $15.01M, 47%
- Legal Services, $2.55M, 8%
- Political Governance, $4.39M, 14%
- Regulatory Services, $0.48M, 2%
- Financial Services, $5.42M, 17%
- Human Resources, $3.77M, 12%

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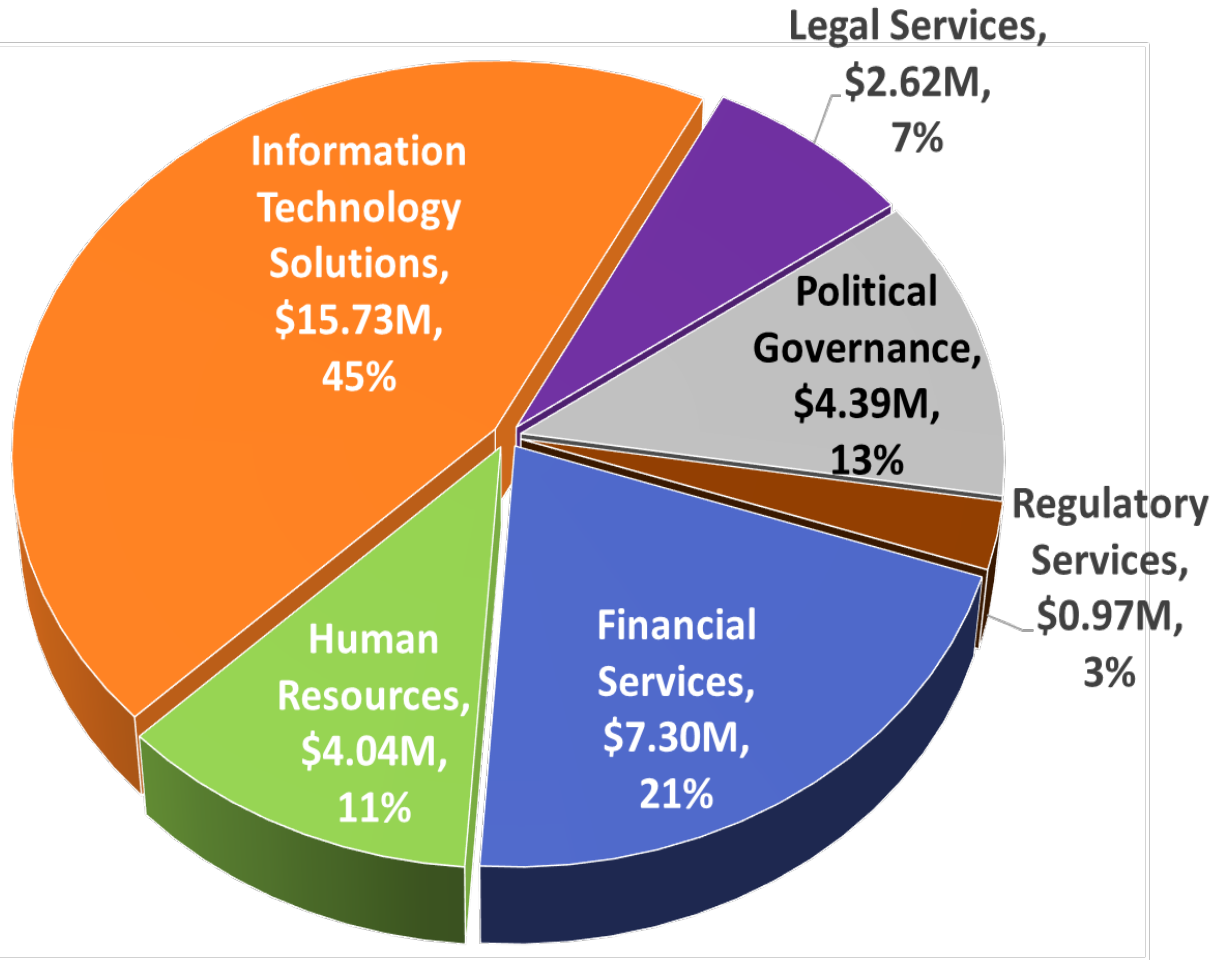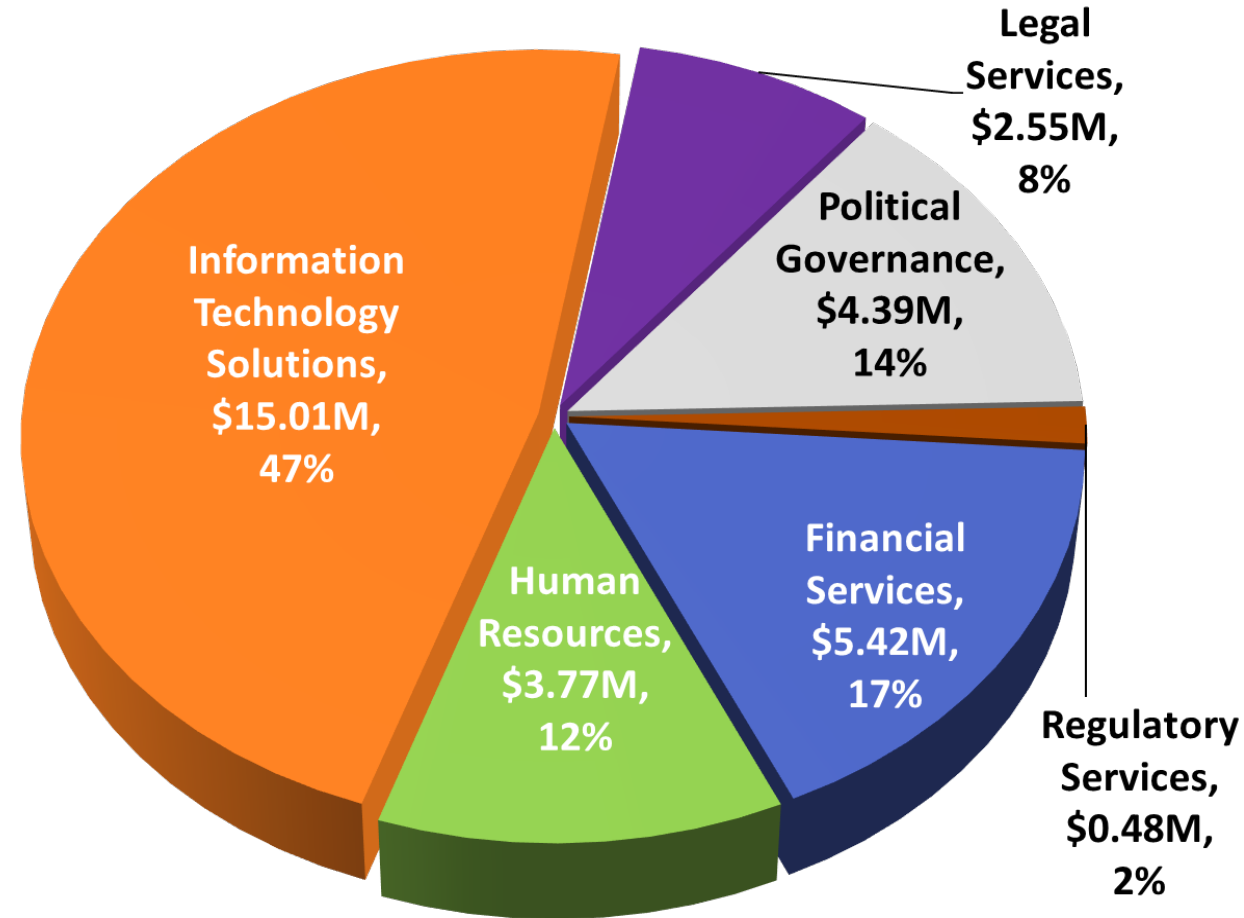
2024 Tax Levy by Program
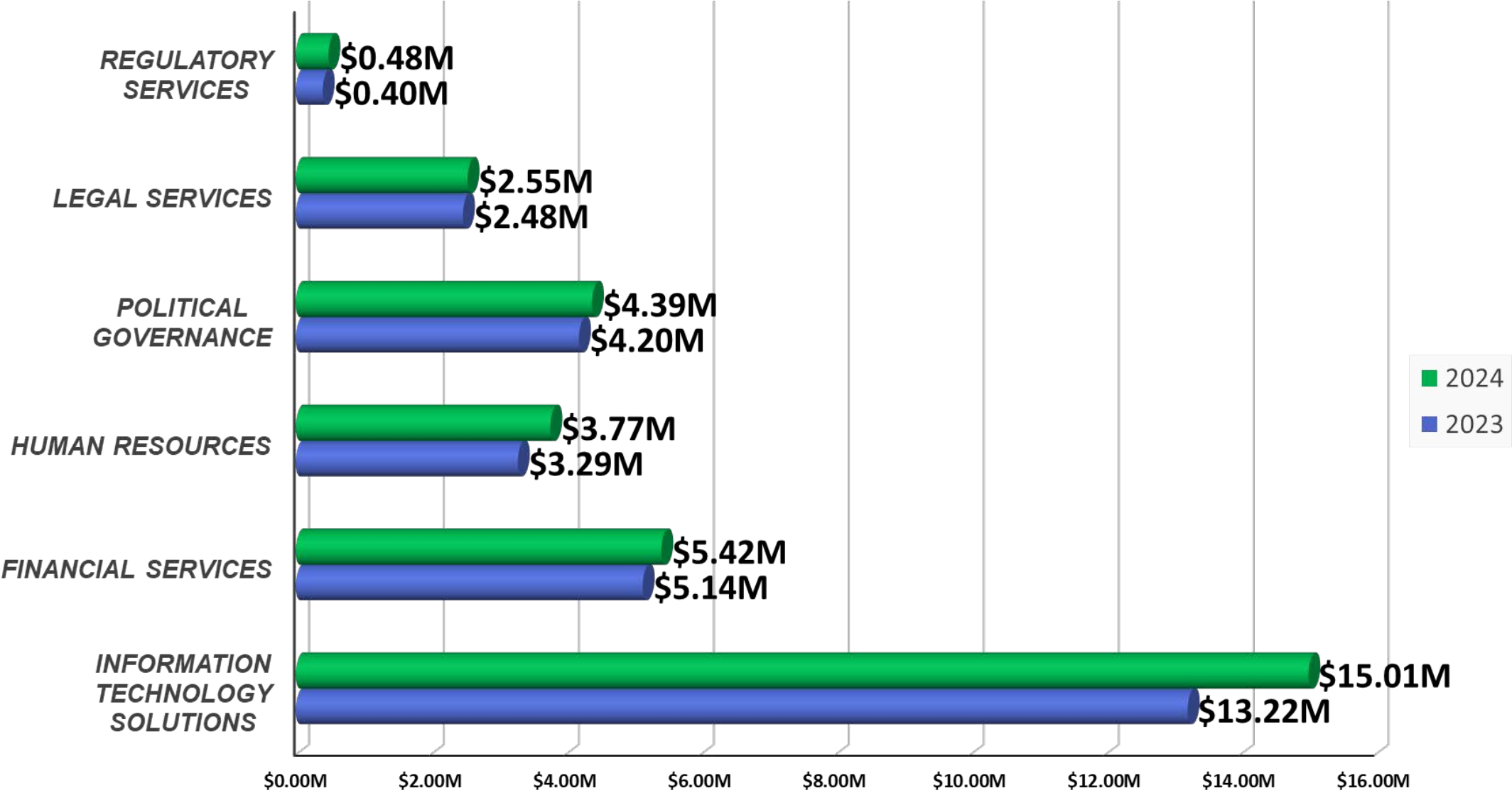
2023 Accomplishments

Strategic Priorities	Growth Management	Community Belonging	Environmental Sustainability	Accountable Government
Study/Consult/Develop		• Vacant Home Tax Design Framework • Rental Housing Protection By-law and Demolition Control By-law		• 5 Year Cyber Security Risk Mitigation Strategy • By-law Search and Findability Project recommendations • Procedure By-law revisions introduced • Bargaining with OPFFA & CUPE 1329 & 136
Implement				• Completed 1st cohort of the new Aspiring Leaders program • Clean audit opinion for the 2022 audit • OMERS rollout for eligible part-time staff • Transitioned Council to Office 365 • Technology upgraded in Council Chambers • ITS Service Counter with expanded service hours

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Key Program Outcomes

	2019	2020	2021	2022	2023
Meetings in open session	88.3%	85.1%	93.1%	93%	88.9% (Sept. 23)
Audit	Clean	Clean	Clean	Clean	TBD
Stabilization Reserves	22%	26%	26%	26%	TBD
Debt Service Ratio	4.43%	4.29%	4.05%	2.9%	TBD
Network Availability	98.9%	98.8%	99.7%	98.9%	97.4% (Aug. 23)
Increased Learning from Oakville Learns	98%	93%	96%	95%	92.4% (Aug. 23)

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Watch List

- Capacity for strategic planning and organizational support
  - Workforce planning
  - Recruitment and compensation
  - Long-term financial planning/budgeting
  - Technology needs to support the organization
  - Records and Information management
- Labour market competition
- Economic warning signals

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2024 Key Commission Initiatives

| Strategic Priorities	Growth Management	Community Belonging	Environmental Sustainability	Accountable Government
Study/Consult/Develop	• Track additional costs of development borne by the town due to changes in legislation • Manage growth costs to ensure long-term financial sustainability		• Supporting environmental sustainability initiatives, including parkland acquisition and green the Transit fleet • Climate-Related Financial Disclosures	• Annual budget and financial forecast • Electronic records and information management program
Implement		• Council Chambers audio upgrade • Public Identity and Access Management Completion		• Property tax software with online self-serve capabilities • By-law search and findability solution • New LMS Implementation • Office 365 deployed to all staff • Learning and development plan to support diversity & inclusion initiatives • Policy review with inclusion lens • Softphone Implementation

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Efficiencies

- LEAN Reviews
  - Procurement process
  - Human Resources approvals
- One device policy fully implemented
  - Resulted in a reduction of 1262 devices valued at approx. $1.6M
    - Ongoing efficiencies in support/management of devices
    - Reduction in infrastructure renewal of assets
    - Standardization of technology

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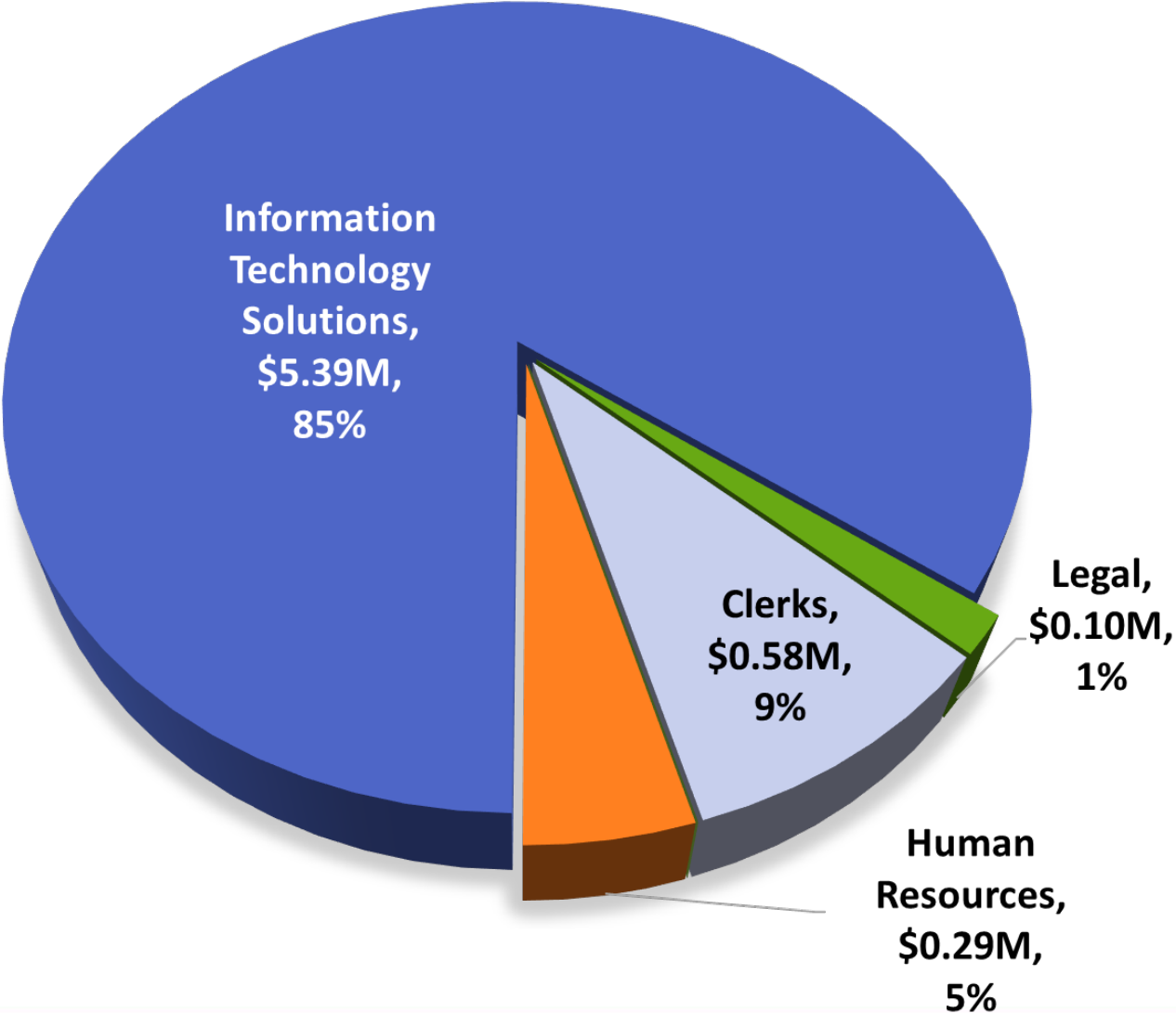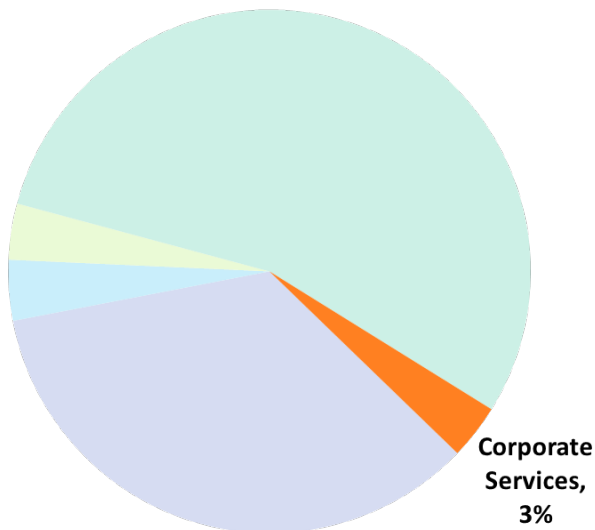# Resource Requirements

- HR
  - Manager, Strategy & Program Development
  - Supervisor, Program Integration
  - Temporary staffing
- Political Governance (Clerk's)
  - Access & Privacy Officer
- ITS
  - 2 Senior (Cyber) Security Administrators

Hearings and Litigation, 20 year history
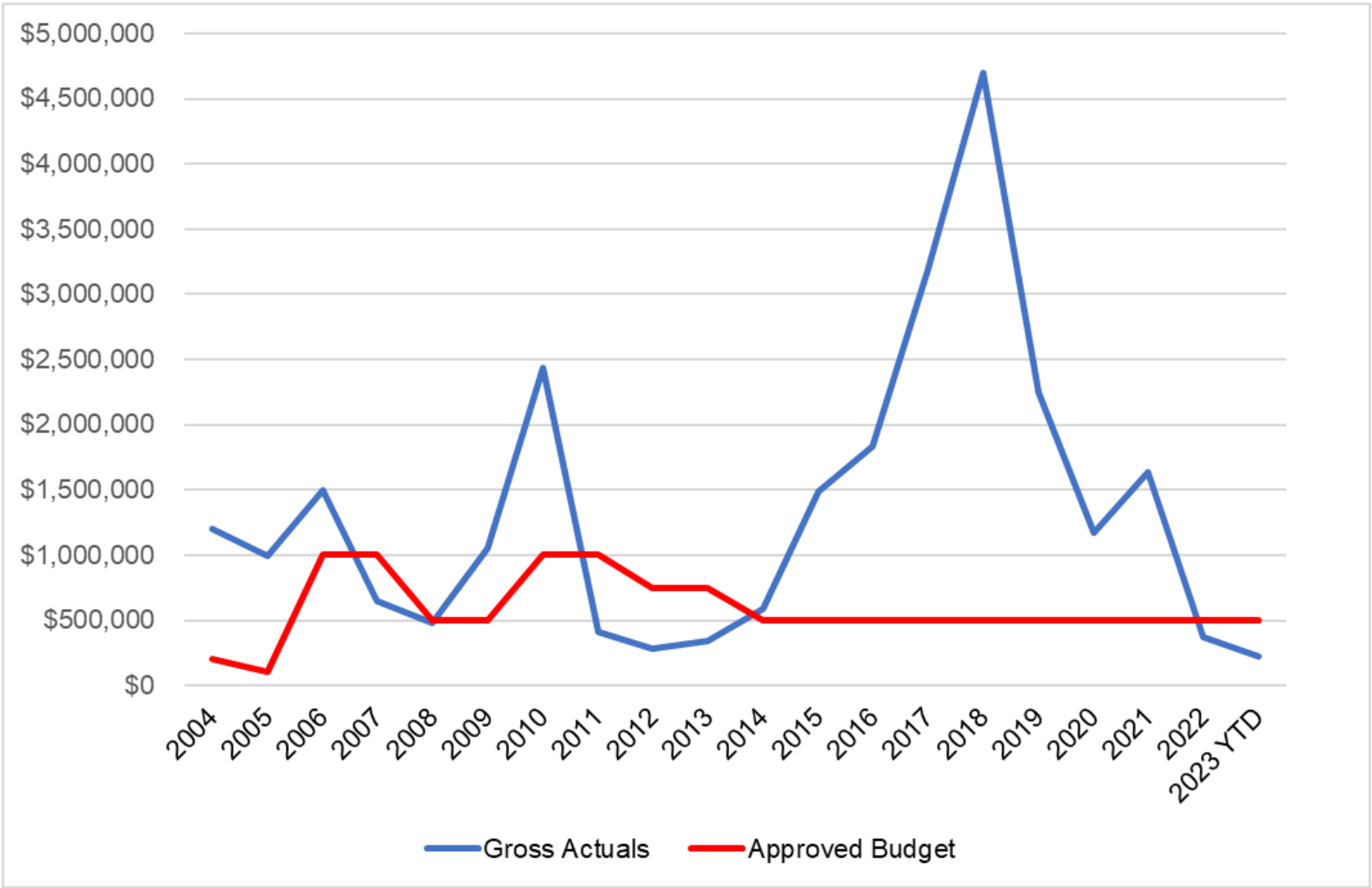
Capital Budget Overview

2024 Capital Budget by program, $6.37M

2024 Capital Project Highlights

Growth Management	Community Belonging	Environmental Sustainability	Accountable Government
			$3.5 million for new and replacement hardware and software $1.0 million for the multi-year initiative to establish an enterprise payment program $644,400 for file share and records enablement $292,000 for the HR learning management system review $276,900 for corporate records and information management phase 1 $273,300 for by-law search and findability system implementation

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Questions