

Innovate Barrie



General Committee Presentation

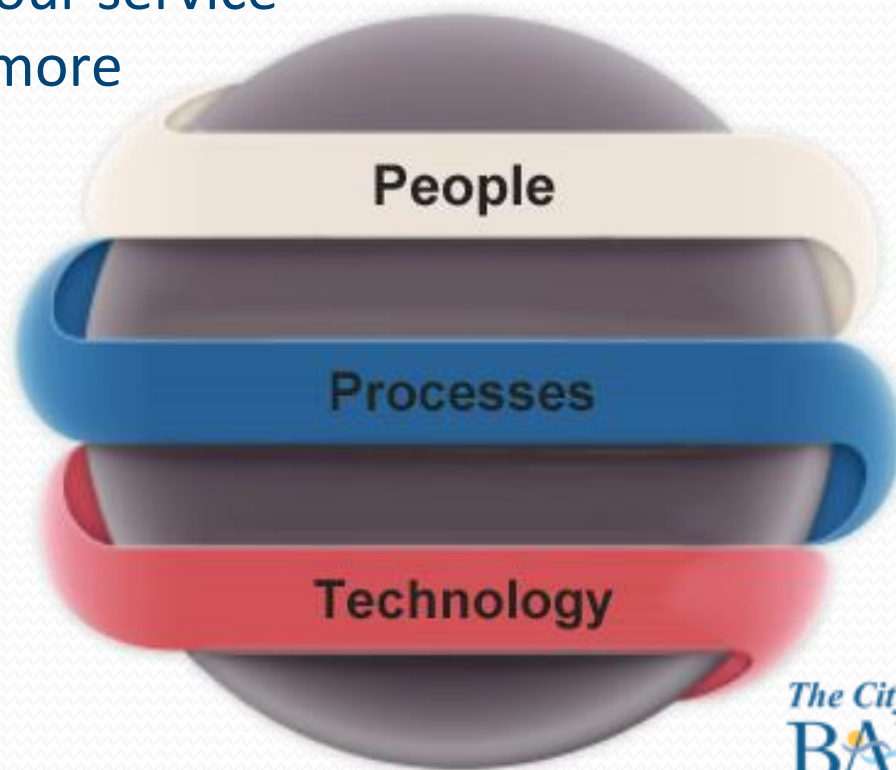
December 9, 2013



Innovate Barrie

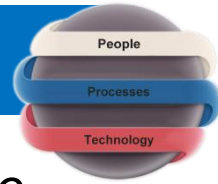
Innovation means both **evolving our Business of Today** and **building our Business of Tomorrow.....** It also means rethinking our service delivery models to be more efficient.

(Leslie Schiffer, KPMG)



The City of
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Innovate Barrie



Services

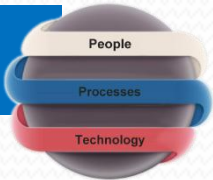
Measurement Safety
Data Training Voice
Information
Compensation Recruitment
Management Human Application
Improvement
Infrastructure Development Benefits Performance
Support Communications Resources Device
Accessibility Technology Health
Project Operations Process
Labour Relations

*Innovate Barrie
Leverages People and
Technology to Ignite
Positive Change and
Inspire Progressive
Solutions*

Areas of Focus

Continuous
Improvement Corporate
Partnerships Value Management
Relationships Culture Internal
Communications
Change Business

PoweringUP
Change



Innovate Barrie – Human Capital Strategic Plan

Faced with rapid change, organizations need to develop a more focused and coherent approach to managing Human Resources

An HC strategic plan:

- Is a formal, written document that serves as a governance tool.
- Applies to a specific organization over a specific time frame.
- Clearly outlines the high-level goals and objectives for all key areas of HR management.
- Describes the initiatives that will be undertaken in order to meet those HR goals and objectives.

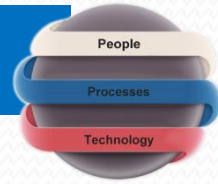


The goal of any HC strategic plan is to answer two critical questions:

- What people do we need to manage and run our business in order to meet our strategic business objectives?
- What programs and initiatives must be designed to attract, develop, and retain the right people in order to compete effectively?



Innovate Barrie – HC Strategic Plan



An HC strategic plan is connected to many smaller operational plans that address all areas of HR practice



Innovate Barrie – HR Strategic Plan



Good HC strategic plans take into account four organizational areas.
Culture, Operations, People and Systems (COPS)

Culture



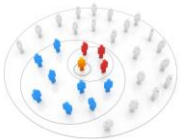
Culture refers to the beliefs, values, norms, and management style of the organization.

Operations



Operations includes the structure, job roles, and reporting lines of the organization.

People



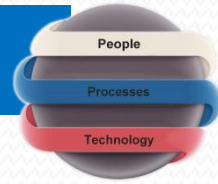
People consists of the skills, knowledge, and potential of employees and the management team.

Systems



Systems refers to the HR programs, processes, and mechanisms like employee selection, communications, training, rewards, and career development.

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Corporate Portfolio Governance

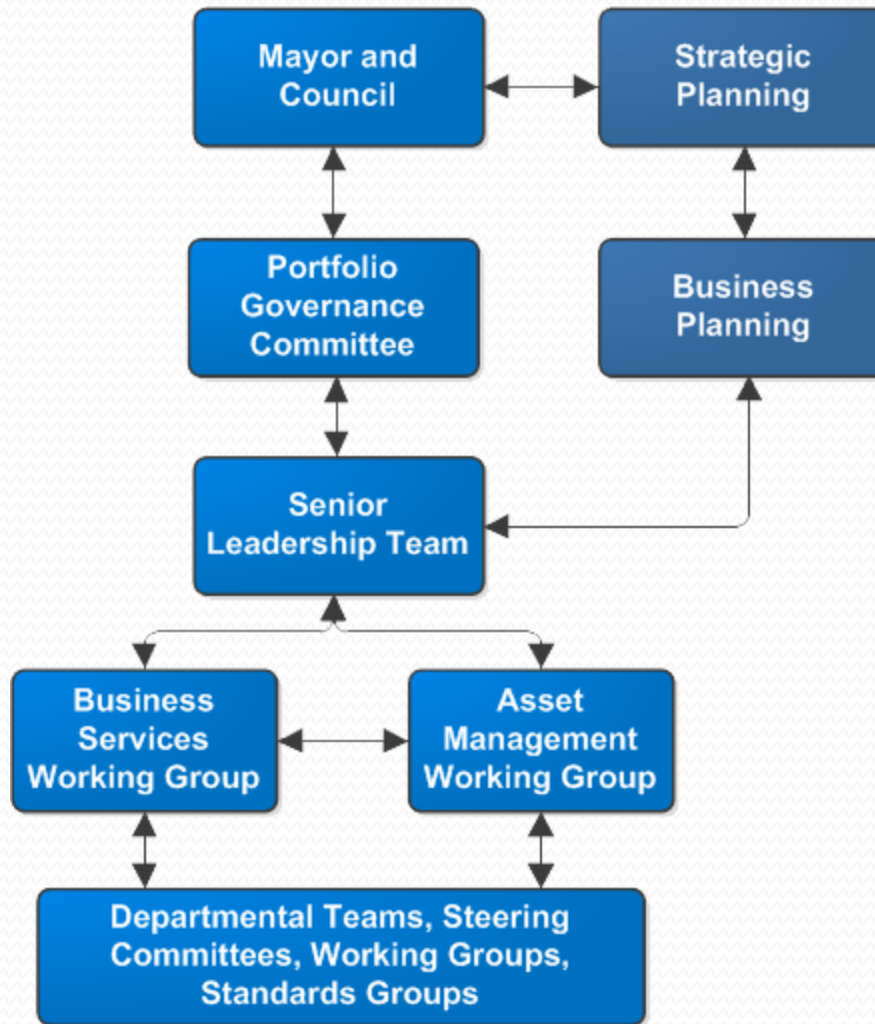
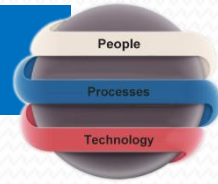
Implement a portfolio governance framework to ensure:

- There is a consistent approach to priority setting and resource allocations
- There is a governance model with clear accountabilities
- We work on the most valuable and important initiatives for the City and align to Council's Strategic Plan

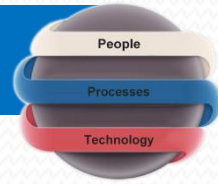


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Innovate Barrie – Governance Model



Innovate Barrie - Process



● Projects:

- Strategic Projects
- Capital Projects
- Business Services Projects
(includes Technology and Corporate Projects)

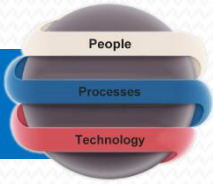
● Core Services:

- Day-to-day activities related to service delivery

- Strategic Projects will be included in the Annual Report and reported to Council alongside the Variance Reporting updates

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Innovate Barrie – IT Focus Areas



*Flexible,
Reliable
Infrastructure
for the Future*



*Digitize Core
Processes
into Corporate
Business
Systems*



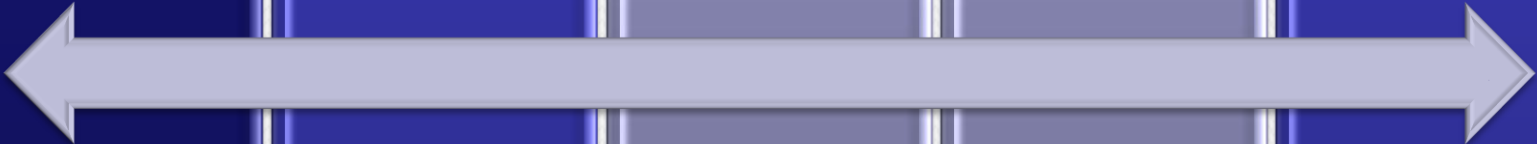
*Mobilize the
Workforce*



*Embrace
Consumer
Like Devices
and Services
for Improved
Productivity
and
Collaboration*

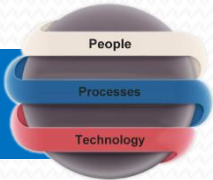


*Improve IT
Service
Delivery*



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Corporate Technology Landscape



Staff



Customers



Council



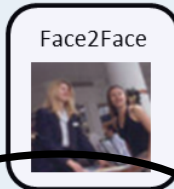
Partners



Suppliers

Internet/Intranet/Extranet

Channels



e-Enabled Services

4

ePark eDocs eReport /Request eTax ePermit eEngage ePlan eBook eLicense eVote ePay

3

Enterprise Search BI/Dashboards Corp. Reporting Integration Technologies GIS Property Customer

Simplified System View

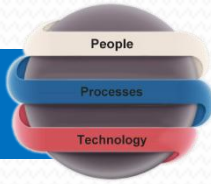
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Planning, Building, Permitting, Licensing Asset & Work Order Mgmt Recreation Customer Service (CRM) ERP, Billing Fleet CAD Document & Records Mgmt Payments (POS & POS Web) Parking Other ...

1

Infrastructure (Network, PCs, Servers, Security, Storage)

Innovate Barrie - Transformational Changes



Technology Investments

- Increased investments in corporate business systems and infrastructure
- Longer term technology planning horizon, multi-year work plans
- Improved device management for mobility, productivity and collaboration enhancements

ongoing

Corporate Governance

- Senior and Executive level Governance groups focused on setting technology direction and investment priorities
- Business level Steering Committees and Working Groups focused on technology strategy development

ongoing

Corporate Scale Transformation

IT Department Changes

- Re-organization of branches and updated staff roles / responsibilities to align with corporate strategic direction

completed

Corporate Culture

- Shared ownership and leadership of technology by business units and Innovate Barrie
- Dedicated resources for building stronger relationships and supporting new Governance framework

ongoing

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Innovate Barrie – 2014 Roadmap

