



TO: Chair and Members of the Finance & Facilities Committee

FROM: Christopher Mackie, Medical Officer of Health/CEO

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INFORMATION TECHNOLOGY STATUS REPORT- Q1 2019

Recommendation

It is recommended that the Finance & Facilities Committee receive Report No. 005-19FFC re: “Information Technology Status Report - Q1 2019” for information.

Key Points

- Information Technology has 10 major projects and targets to implement, manage and deliver in 2019.
- The 5 Pillars are the guidelines upon which the IT Department categorizes and manages the different elements of operating an effective department within MLHU.

Background

This report provides an update to Report 018-18FFC - IT Workplan. The alignment of the Information Technology (“IT”) Department’s current projects and tasks are guided by the following 5 Pillars:

1. Technology Infrastructure – the network, servers, end user compute devices
2. Business Continuity – backups, restores, emergency preparedness, resiliency
3. Technology Applications – software used to accomplish the organization’s goals
4. Telecommunications – devices and strategy for communications, cell phones, desk phones
5. Technology Operations – how the IT Department operates within MLHU

All of the IT Department projects are tracked and recorded using Stronghold’s Professional Services Automation tool. This tool assigns tasks, records time and activities and keeps all stakeholders informed of progress and milestones. Hours and detail of work performed are also recorded to keep the team informed and able to assist through several different projects and milestones.

Project List

The IT department is currently working on 10 major projects for implementation in 2019. These projects are a combination of strategic organizational initiatives as identified through MLHU’s Strategic Plan and those that are part of the required maintenance and on-going operations of the organization’s technology.

The following projects are aligned to on-going technology operations. While this listing provides a brief description of the current projects, [Appendix A](#) provides more detailed individual status reports for each of the projects under the direction of the IT Department.

1. Wide Area Network Improvements
 - a. Increasing bandwidth and connecting technology resources for all end users.
2. Server Relocation
 - a. Improving connectivity, security and business continuity by moving server infrastructure to a state-of-the-art datacenter.
3. End User Device Replacement
 - a. Replacement of dated and out of warranty computer devices in order to be able to access the many applications being implemented throughout the organization.
4. SmartPhone Upgrade
 - a. Replacing out of date smart phones that will no longer be supported by the manufacturer.
5. Microsoft 365 Rollout
 - a. Reduce servers, upgrade mail infrastructure and Windows operating system due to manufacturer end of support of Windows 7 and replace outdated mail system.

The following projects are aligned to MLHU's Strategic Plan and will require significant time and financial resources from the IT department in order to be achieved. Updates on these initiatives come forward quarterly in a separate report through the project management office (PMO).

6. Enterprise Resource Planning – Finance
 - a. Complete conversion to Great Plains 2018 and migration from FRx to Management Reporter, as well as implementation of the procurement and asset administration modules.
7. Enterprise Resource Planning System - Human Resources
 - a. Implementation of the new Human Capital Management (HCM) software system.
8. Policy Medical Implementation
 - a. Implementation of a policy management software solution.
9. Electronic Client Record Implementation (IntraHealth)
 - a. Implementation of a common ECR platform across the Health Unit.
10. MLHU Relocation to CitiPlaza
 - a. Review and implement all technological requirements for the new location.

Next Steps

The status of the on-going technology operations projects will be reported to the Finance and Facilities Committee quarterly.

This report was prepared by IT Team, Healthy Organization Division.



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