

Supplementary Budget – Briefing Note

2019 Budget

One page brief per request

Briefing Note required for:**-items >\$50,000****-changes in FTE**

Dept	Division	Business Unit	Item	Base Supp	Amount	FTE Impact
FBIS	ITS	13903	Project Assistant & Technical Trainer – 2 yr contract, e-funded	S	174,041	2
Choose an item.				Choose an item.		

Background:

-Briefly provide why this is a request
(eg. Based on 3 year history)

This request is a corporate related item and initiative.

Project Assistant and Technical Trainer – Two year contract (5.6 Mkt Grid) for the supplementary budget recommendation is to utilize 100.17691, the ITS Computer Software reserve.

The corporate technical training to staff with technology tools and software will be specific targeted-training based on business input and ITS statistics (service requests).

Why invest in technical training?

There have been many different and newer technologies implemented across the organization within all business units. This technology has been implemented to create efficiencies and increase effectiveness with respect to customer service, citizen service, and overall communications. An increase in overall technical training for corporate staff would assist in a greater return on the investments made in new technologies and tools for our organization and should result in greater effectiveness and efficiency with the staff positions overall.

Training and developing employees is critical. It will assist staff in becoming more efficient, productive and adaptable with the new skills that are required as technology tools and software is implemented. Staff are the biggest asset in the organization, as they are required to complete work so the organization can meet the business objectives. The goal is for staff to better understand the capabilities of the changing software and tools that are being used, and provide staff more knowledge to utilize these tools.

A technical training program will allow the Municipality to further strengthen and improve upon existing employee skill sets. A development program relating to how technology can be used within current business processes brings employees to a higher level of capacity and operation in performing their tasks. Workplace improvements in using technology and technology tools also helps to increase consistency in business processes, more knowledgeable and competent staff, increased productivity and improved workplace culture and morale.

Background:

Overall, the corporate investments in technology can be maximized by increasing the employee level of skillset and knowledge within the technical resources we have deployed today.

The IT Service Desk Software that ITS has recently implemented allows our division to track and identify the technology areas in which the majority of incidents and/or service requests originate. This data will be utilized to target specific areas (tools, technologies, software products) and create specific training to assist in reducing technology issues.

Investing in our people with technology related training will increase overall user knowledge, user experience with technology, ensure organizational staff have the skills and knowledge to maximize technology use and increase overall corporate efficiency and quality.

Comment:

- provide any further details if required, impact to user fees, etc
(eg. Gross expenses, any revenues, subsidies, etc.)

Recommendations:

- 1) Secure a two-year contract FTE resource as an IT project assistant/technical trainer to train corporate staff in the use of current technical tools, corporate software and hardware.
- 2) Promote and communicate ways that employees can be more efficient and effective with the technical tools and corporate software at hand today.
- 3) Focus on functional technical training (areas with specialized activities) for specific roles.
- 4) Measure the effectiveness of the training through skills testing prior to and after training.
- 5) Approve staff time for increased internal training and support this direction.