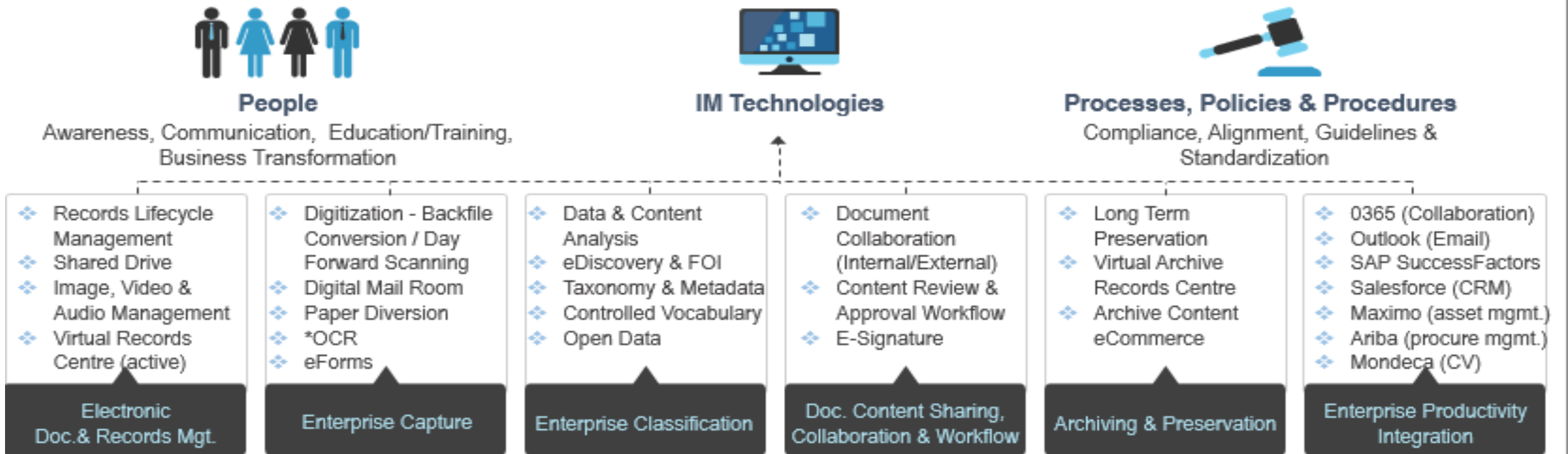# Enterprise Information Management (IM) Partnership Program

- **Collaboration** between **Information & Technology** and the **City Clerk's Office**.

- **Align** City **partners and resources** to advance a **consistent and coordinated approach to project delivery.**

- **supports** the development or updating of information management and records management **policies**, **Municipal Code Chapter 217 D.1-2 standards** and **best practices** to **enable or leverage new technologies.**

- Aims to enable the delivery of effective information management technology projects and provide city divisions with the support needed to **transform to digital services.**

- Supports business goals that enabling technology **to improve service delivery, align business investments, improve user experience, share** and **integrate information** and h**igh-quality public services** through data-driven decision making.

- These goals are achieved by **centralizing** project delivery into a program, introducing **new IM technologies** that **enable** digital service delivery and improve **timely access** and **protect** sensitive data.

Program consists of **16 projects** that are focused on **managing rapid growth of digital content, maximizing opportunities** to **leverage enterprise systems, providing timely and easy access** to accurate, reliable, and verifiable data & information, **improving compliance by** implementing enterprise information **standards** and treating information as a **valuable corporate asset** that must be managed to improve **openness and transparency** in the delivery of City programs and services. **Eight (8) additional projects** will be added **every year** for a total of **four years**.

People
Awareness, Communication, Education/Training, Business Transformation

IM Technologies

Processes, Policies & Procedures
Compliance, Alignment, Guidelines & Standardization

❖ Records Lifecycle Management ❖ Shared Drive ❖ Image, Video & Audio Management ❖ Virtual Records Centre (active)	❖ Digitization - Backfile Conversion / Day Forward Scanning ❖ Digital Mail Room ❖ Paper Diversion ❖ *OCR ❖ eForms	❖ Data & Content Analysis ❖ eDiscovery & FOI ❖ Taxonomy & Metadata ❖ Controlled Vocabulary ❖ Open Data	❖ Document Collaboration (Internal/External) ❖ Content Review & Approval Workflow ❖ E-Signature	❖ Long Term Preservation ❖ Virtual Archive Records Centre ❖ Archive Content eCommerce	❖ 0365 (Collaboration) ❖ Outlook (Email) ❖ SAP SuccessFactors ❖ Salesforce (CRM) ❖ Maximo (asset mgmt.) ❖ Ariba (procure mgmt.) ❖ Mondeca (CV)
Electronic Doc.& Records Mgt.	**Enterprise Capture**	**Enterprise Classification**	**Doc. Content Sharing, Collaboration & Workflow**	**Archiving & Preservation**	**Enterprise Productivity Integration**

*OCR: Optical Character Recognition, FOI: Freedom of Information Requests, CV: Controlled Vocabulary, & CRM: Client Relationship Management

- **Targeted benefits** are based on the sum of all 16 projects within the program. There are based on **time trials** that run three times (pre-post and then 6 months after GO live).

- Program benefits to be realized include:
  - **Reduction of Paper Records** with participating division by 80%
  - Increased **protection of private information** by 25%
  - Improved **data quality** of 30%
  - Increased **access to information** by 50%
  - **Identification of information assets** by 45%
  - Improved **legislative compliance and digital lifecycle management** by 35%
  - 20% increase of **transactional volume**
  - 10% **reduction in search and retrieval time**
  - **Reduction of Solution Footprint** by decommissioning applications over the five years

- Benefit Realization is based on **business value, operating / service benefit and financial benefit**

- **Cumulative Projected Efficiency** over four year is 21M based on cost avoidance and savings. **Targeted return on investment** is 10M.