



- Lakefront community located in the heart of Durham Region (East of Toronto)
- 20th largest Ontario Municipality
- Massive population growth expected in next 8 years (+80k)

“Building a tech enabled and tech savvy organization to become a municipal leader in customer centred digital services”

Matthew Gaskell, CAO

- Corporate IT Strategic Plan, endorsed by senior leadership (SLT) and Council
 - Implementation started: Q2, 2018 (1.5yrs)
 - New IT Org structure – included funding for FTE’s (Mgr. & Staff) and upgrade of IT infrastructure and applications.
 - Creation of an Innovation and Projects Team (Mgr, 2 BA’s, PM)

Where are we now...

- Governance group formed (T3-Tech. Transformation Team)
- 50% of planned projects completed, IT RACI created
- Project Intake process implemented – using Jira + workflows
- Project and BA toolkit creation underway

The Future...

- Office 365 implementation – Mid 2020
- Enterprise Resource Planning (ERP) and Human Resources Information System (HRIS) project Kick-off Q1, 2020 – Multi-Year Program
- Customer Service Strategy Study Kick-off Q1, 2020 – Multi-Year Program

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