


[HOME](#)
[CONTACT US](#)
[HOW DO I...?](#)
[SEARCH:](#)

[LIVING IN TORONTO](#)
[DOING BUSINESS](#)
[VISITING TORONTO](#)
[ACCESSING CITY HALL](#)

- [City budget](#)
- [Budget 1998](#)
- [Previous budgets](#)
- [City Finances](#)

City of Toronto 1998 budget information

Program Detail: Information Technology

- [Program Purpose](#)
- [Full Time Equivalent \(FTE\) Summary](#)
- [Structure](#)
- [Key Business Activities](#)
- [Key Service Level Indicators](#)
- [Budget Overview](#)

Section A

Program Purpose

The Central IT department offers services including corporate and departmental applications support, technology asset management, data center operations, global wide area network and help desk.

Full Time Equivalent (FTE) Summary

	1997 FTEs	1998 Approved FTEs
Program Administration and Other - Info. Technology	16.8	6.8
IT Support & Infrastructure	281.2	269.2
Geographic Information System	31.5	31.5
Total Information Technology Program	329.5	307.5

Structure

Currently there is a shared services model in place. Operating departments have significant IT areas focussed on local support for department-specific applications and their infrastructure. The IT budget does not include the operating departments IT budgets or staff.

Key Business Activities

- Manage the cities information technology assets and operations which includes the communications network, telecommunications and corporate applications and information holdings.
- To provide Land Information Services
- To provide architectural and preferred product standards and information technology client support.
- Provide electronic access and retrieval to external organizations such as the Federal, Provincial and Municipal, Governments,

City of Toronto: 1998 City Budget

major financial institutions and business partners.

- To manage contracts and relationships with information technology service providers.
- To develop and implement long-term strategies for information technology in partnership with business units.

Other activities include:

- Corporate Applications

Land Information Systems
GIS

- Financial Systems
- Parking Tag Systems
- Document Management System
- Council Support
- Human Resources
- Elections
- Recreation Registrations
- Licensing & Permits
- Development application tracking
- Fire applications
- Fleet Management
- Health Services applications
- Vital Statistics
- Infrastructure Services

Service Availability
Network
Server Platform Support
Mainframe
No. of platforms
Desktop Support
Telephone
Workgroup computing
E-mail addresses
Technical Product Support

- Information Services

Intranet
Training
Data Warehousing

- Planning and Architecture

Section B

Key Service Level Indicators

Key Indicators	1997	1998
Corporate Applications		
Digital map files managed	6,000	12,000
Accuracy of street address ranges	99.2%	99.8%
Number of 911 exception reported	8/week	5/week
Number of street segments managed	45,000	60,000

City of Toronto: 1998 City Budget

Number of addresses managed	460,000	
Administrative polygons	20,000	30,000
Number of hard copy maps distributed	5,000	7,500
Number of digital extracts	2,000	3,000
Number of horizontal survey control records managed	18,000	18,000
Number of vertical benchmark records managed	7,000	7,000
Application Server Availability	98%	97%
Tax Administration Availability	98.5%	95.0% *
Parking Tags Processed	2.6 million	2.8 million
Network Availability (Corporate backbone)	97%	99%
Problem Resolution (MTTR)	2 hours	1 hour
Help Desk (calls answered first ring)	80%	90%
Help Desk (calls resolved first contract)	75%	80%
Information Services		
Request (Hits) per day	1,500	15,000
Number of content pages	2,000	10,000
E-commerce Transactions	0	5,000
Intranet	5,000	30,000
Request (Hits) per day	1,000	5,000
Number of intranet users	1,000	13,000

* Availability in 1998 measured on 7/24 hour service

Information Technology 1998 Operating Budget Overview

[Back to Program Details table of contents](#)