Corporate Technology and Software Standards Committee

CTSSC

Terms of Reference

Last Revision Date: 2021/02/16

Contents

Document Revision History

Version	Author	Last Revision	Note
1.0	Cathy Poper	Feb. 16, 2021	Presented to Council March 24, 2021

Acronyms and Definitions

Term/Acronym	Definition
Corporate Technology and Software Standards Committee ("Committee") ("CTSSC")	The Committee will consist of IT Managers as well as the Supervisor of IT Contract Administration and Vendor Relations for the purpose of conducting the review and establish appropriate Technology and Software as Corporate standards.
COH, Corporation, City	City of Hamilton
IT	Information Technology
ITAB	Information Technology Advisory Board. Each City Department has an Information Technology Advisory Board. Each department has an IT CRM as a member of the Board. The following divisions also have an ITAB: HSR (Public Works); Paramedic Services (Healthy and Safe Communities); Public Health (Healthy and Safe Communities); SCADA (Public Works); City Housing, City Managers Office; and Human Resources (Corporate Services).
IT CRM/BRM	Information Technology Customer Relationship Manager. This IT Staff person sits on the ITAB for each department/division. CRM's act as the conduit between IT and the Business Units throughout the City. There is also an IT CRM for HSR (Public Works), Paramedic Services (Healthy and Safe Communities), Public Health (Healthy and Safe Communities), SCADA (Public Works), City Housing, City Managers Office, and Human Resources (Corporate Services). CRM responsibilities are also assigned to Hamilton Police Services and Hamilton Public Library. The IT Business Relationship Manager position (BRM) has been defined as an element of our IT Strategy and will be filled pending FTE funding approval. The CRM roles will remain in place to support the departments. The BRM will augment the CRM role with a focus on establishing consistent practices, engage in City Wide initiatives and working with the CRMs with portfolio reviews to identify common themes, provide standard communications, coaching and training. http://enet/DCOMM/whos_doing_what/ITS/ITCentre/docs/CRM%20Reps%202020v1.pdf
IT EAB	Information Technology Enterprise Architect Committee. This is a planning methodology for the IT Division, a management practice to maximize and align IT resources and investments to achieve City goals,

	priorities and strategy. Enterprise Architectures uses the IT Strategy Guiding Principles, EA principles, processes, frameworks and methodologies to define how IT architecture is used and how IT systems are implemented.
Technology	Computer hardware including, but not limited to items such as desktops, laptops, tablets, servers, switches, routers, phones and cellular devices, audio/video equipment, digital display, printers, monitors, headsets, modems, etc. utilized in the operating of City business. This includes any device connected to the City's Technology network.
Software	Corporate and end user applications, operating systems, cloud application subscription services, management and analysis tools used to carry out the business in City Departments.
Cloud Services	Platform as a Service (PAAS), Software as a Service (SAAS), Infrastructure as a Service (IAAS)
Applicant	Any City of Hamilton employee who seeks the approval of a Technology/Software product to be established as a standard. An Applicant cannot be a member of the Committee (CTSSC).
Approved Technology / Software List	A list issued and maintained by I.T. outlining the Technology / Software standards that are observed at the City of Hamilton. This will include Technology/Software approved by Council or by the CTSSC.

Executive Summary:

The Corporate Technology and Software Standards Committee (CTSSC) is accountable for setting standards with regards to the Technology and Software (including cloud services) utilized by the City of Hamilton and supported by the Corporate Information Technology Division, in the context of Technology and Software that is utilized in operation of City business and service delivery. The IT Enterprise Architect Board (IT EAB) is responsible for reviewing standards for approval by the CTSSC. These standards will be published on the IT Service Centre website as created and reported to Council annually. This is in alignment with the I.T. Strategic direction to minimize the number of applications used within the City. Procurement Bylaw requires all software purchases be approved by Corporate IT to ensure support, sustainability and alignment with the City's IT enterprise architecture.

1.0 Mandate

1.1 The Corporate Technology & Software Standards Committee is accountable for reviewing, establishing, and publishing Software and Technology standards for the City of Hamilton.

2.0   Purpose

2.1   Review recommendations from the Enterprise Architecture Board to establish Technology and Software standards for use within the City of Hamilton to ensure alignment with the Enterprise Architecture principles, IT Strategic Roadmap and the City's strategic plan.

2.2   The efforts of this Committee will improve the effective and efficient management and communication of the Technology and Software and provide recommendations on technical and operational issues for the implementation, coordination, integration and sustainability of corporate Technology and Software.

2.3   The IT Strategy mandates that the City reduce the number of Software applications through the reuse of existing assets. If we can't reuse, we procure externally. As a last resort, we may build custom solutions.

3.0   Objectives

3.1   Maximize the financial investments, effectiveness and efficiency of corporate Technology and Software assets by ensuring consistency and standardization.

3.2   To provide guidance and oversight to Software and Technology requirements and deployment standards (cloud) for the City where the committee shall determine the best fit for the organization.

3.3   Through the Information Technology Enterprise Architecture Board, ensure compatibility and supportability across the City's information technology environment. I.T. Guiding Principles and Enterprise Architecture principles to streamline, reduce, reuse, repurpose, and establish standards.

3.4   Maximize investments (Lower service costs) to the City through effectively leveraging of corporate wide procurement practice, to align with procurement bylaws and policies (By-Law No. 20-205).

3.5   Minimize time required for vendor and contract management, leveraging current contracts, OECM and Broader Public Sector contracts where available.

3.6   Through the CTSSC, setting standards will help optimize the use, performance and investment (cost) of information technology resources.

3.7   Facilitate communication across the corporation on Software and Technology standards.

3.8   Build awareness and promote Software and Technology standards.

4.0   Membership

The Committee shall consist of the IT Managers, and Supervisor of IT Contract and Vendor Management. A representative from Procurement will be invited to attend all CTSSC meetings in an advisory capacity.

Chair
Manager of Infrastructure & Operations, IT Division– Cathy Poper

Four Information Technology Members
Manager, Business Applications – Glenn Binkosky
Manager, IT Security – Emilia Jasnic
Manager, Strategy and Architecture – Phil D'Aurelio
Supervisor, IT Contract and Vendor Management - TBA

Advisory
Procurement – TBA
Finance - TBA

Members will be responsible for the following:

4.1 Attending all Committee meetings. Absentee members will not delay Committee business unnecessarily.

4.2 Responsible for reviewing and evaluating requests submitted to the Committee by the IT EAB.

4.3 Required to approve or deny a Technology/Software request from the IT EAB.

4.4 Seeking approval of changes to standards (changes/additions) from the Director of Information Technology who will provide final approval of standards

4.5 Seeking endorsement of approved standards from the General Manager, Corporate Services;

4.6 Process alignment with IT Enterprise Architecture Board (EAB) for potential technology and software standards

4.7 Support the establishment of an IT working group consisting of IT members from the operational areas to report into this committee

5.0 Chair Responsibilities

The Chair will be the Manager of Infrastructure and Operations and will be responsible for the following:

5.1 Maintaining / Updating of the Technology and Software Standards List

5.2 Coordination and scheduling of the Committee meetings.

5.3 Distribution of Application information and literature to the Committee members.

5.4 Notification to Departments affected by changes to approved Technology and Software standards list.

5.5 Draft, review and circulate minutes.

5.6 Co-ordinate the updating of the approved Technology and Software standards list on the IT Service Centre website

5.7 Maintain all records and files pertaining to Committee operations and decisions.

5.8 Co-ordinate the annual report to Council of the approved computer Technology and Software standards list.

6.0   Meeting Frequency / Agenda / Time Commitment

The CTSSC meetings will be convened by the chair on a quarterly basis. Each meeting is expected to be no more than one hour in duration. For extenuating circumstances, CTSSC meetings may be called on an ad hoc basis. Agenda will be sent out at least one (1) week in advance by the Chair.

7.0   Accountability of the Committee

The accountability of this Committee is reporting to the Director of Information Technology.

8.0   Revisions and Amendments

The Committee shall make amendments to the Terms of Reference, and the New Application and Review Procedures or any other supporting documentation as deemed necessary.

Authorization

Chair:

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Cathy Poper

Committee Members:

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Phil D'Aurelio

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Emilia Jasnic

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Glenn Binkosky

Information Technology Director:

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Maria McChesney