

COMMITTEE OF THE WHOLE (WORKING SESSION) – NOVEMBER 25, 2008

VAUGHAN ON-LINE STRATEGIC DIRECTION

Recommendation

The Chief Information Officer (CIO), in consultation with the Deputy City Manager / Commissioner of Finance and Corporate Services, and the Senior Management Team, recommends;

- 1) That the presentation entitled “Vaughan On-line – Strategic Direction” be received, and;
- 2) That staff proceed with the establishment of Vaughan On-line Executive Team to oversee Vaughan On-line related initiatives, and;
- 3) That staff proceed with the development of a citizen-centric Vaughan On-line system in stages, to facilitate delivery of on-line services, communications, and social networking, and;
- 4) That funding and resourcing requirements for various stages of Vaughan On-line be identified as part of the City’s annual budget process, and;
- 5) That Vaughan On-line be leveraged for realization of service improvement opportunities as part of the City’s annual business and financial planning process.

Economic Impact

Development and implementation of Vaughan On-line will occur in stages over time. To-date, \$300,000 has been approved in the 2008 Capital Budget for initial stages of Vaughan On-line initiative. Further funding and resourcing requirements will be identified and considered as part of the City’s annual business and financial planning process.

Communications Plan

Various components of Vaughan On-line will be rolled out over time. Consideration for specific communications requirements will be given at the time of specific Vaughan On-line deliverables.

Purpose

The purpose of this report is to provide Council with a common understanding of Vaughan On-line capabilities and to receive Council’s support for Vaughan On-line initiative.

Background - Analysis and Options

Vaughan On-line is a business model that takes advantage of technology and the Internet that can be used to deliver services to citizens, communicate with citizens, and to enable collaboration between citizens and with the City. It is a model that has proven to be successful both in private and public sectors. Based on various research data and case studies, Vaughan On-line has the potential of delivering the following benefits:

- a) Improving citizens’ quality of life by reducing time and effort involved in receiving services from the City,
- b) Positively contributing to the environmental and transportation issues by reducing the need for physical travel,

c) Creating opportunities to streamline processes and achieve greater operating efficiency.

By following a well-governed, staged implementation approach, Vaughan On-line can be a viable model for delivery of services, communications and collaboration with citizens.

Relationship to Vaughan Vision 2020

Vaughan On-line initiative supports the City's vision, mission and assists with achievement of Vaughan Vision 2020 strategic objectives, as follows:

Service Excellence

- Pursue Excellence in Service Delivery
- Strategic Initiative #23: Design a comprehensive e-government strategy to ensure citizens have access to government 24/7
- Lead and Promote Environmental Sustainability

Management Excellence

- Enhance Productivity, Cost Effectiveness & Innovation

This report is consistent with the priorities previously set by Council.

Regional Implications

None

Conclusion

Vaughan On-line is a business model that takes advantage of technology and the Internet that can be used to deliver services to citizens, communicate with citizens, and to enable collaboration between citizens and with the City. It is a model that has proven to be successful both in private and public sectors. By following a well-governed, staged implementation approach, Vaughan On-line can be a viable model for delivery of services, communications and collaboration with citizens.

Attachments

None

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Respectfully submitted,

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