

COMMITTEE OF THE WHOLE SEPTEMBER 7, 2004

LAUNCH OF THE NEW "VIBE" CORPORATE INTRANET SYSTEM

Recommendation

The Commissioner of Economic/Technology Development and Communications, in consultation with the Director of Corporate Communications and the Director of Information Technology Services, recommends:

That this report and presentation on the launch of the new "VIBE" corporate intranet system be received.

Purpose

The purpose of this report and presentation by the City's ITS and Corporate Communications departments is to provide Council with an overview of the new features of the intranet system being introduced and highlight the benefits of the new system in terms of improving internal communications and staff productivity.

Background - Analysis and Options

Using web-based technology, the original intranet site was launched in March, 2003, to provide staff with news and information. All content was posted by ITS and Corporate Communications.

The City's new intranet system will enhance internal communications by providing staff with an interactive tool to directly post information to the site. Using this interactive feature, a department can post information for all users or to a "secure zone" with access restricted to a specific department or group.

The new VIBE will be an essential communications tool not only for managing department projects but also staff interaction at both a professional and social level. Social announcements and personal notices now being distributed by internal email can be posted by individual staff members to "The Water Cooler" section of the new VIBE.

Over the next six months, the new VIBE will be "built out" as departments migrate files to the new site and begin to use its many interactive features. In keeping with the established reporting structure, responsibility for content being posted to the intranet will be held by the immediate supervisor of the individual posting the information. Each department will determine if a formalized approval process is required for their departments.

Performance measurements will be used to track the utilization of the new VIBE, including site visits, "helpdesk" calls, and volume of information being posted by departments. By tracking staff acceptance of the new system, future training requirements and feature enhancements will be determined.

Relationship to Vaughan Vision 2007

The launch of the new VIBE intranet site supports the City of Vaughan's commitment to provide service excellence by identifying and implementing the necessary elements that will create an environment where Staff are motivated to provide effective and efficient services (*Vaughan Vision 1.3.2*).

The new version of The Vibe will provide for direct employee input and better utilize the City's Intranet Site (*Vaughan Vision 6.3*).

This report is consistent with the priorities previously set by Council and the necessary resources have been allocated and approved.

Conclusion

The new "VIBE" corporate intranet system will enhance internal communications and provide staff with an interactive tool to better manage department information resources.

Attachments

n/a

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Respectfully submitted,

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Commissioner of Economic/Technology Development and Communications