

**PROGRESS REPORT ON THE NEW VIBE**

**Recommendation**

The Commissioner of Economic/Technology Development and Communications, in consultation with the Project Manager of E-Services recommends:

1. That the Operational and Strategic Planning Committee receive this report,
2. That each Commissioner appoints a representative that will receive, discuss and accept an Internal Communication Strategy, communicating governing guidelines and training for content, workflow and general postings,
3. That each Commissioner appoints a representative that will work with the E-Services team to create Business Solutions based on their specific departmental requirements,
4. That each Commissioner ensures that their teams be directed to utilize the VIBE as the major means of communication and information sharing,
5. That the Operational and Strategic Planning Committee be kept up-to-date with a quarterly progress reports.

**Purpose**

The purpose of this report is to provide the Operational and Strategic Planning Committee with a strategy to ensure that a sound Enterprise Architecture embracing both Business and IT Solutions be realized.

**Background - Analysis and Options**

The VIBE intranet site went live on September 7, 2004. It has now been active for two months and is being used by staff. As stated in the September 7, 2004 Report to Council: "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." Indicative of any new application, usage of the VIBE is slowly improving but has not yet reached its full potential.

The VIBE 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. Each department is responsible for maintaining and ensuring the accuracy of their own content. 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.

**Training**

Prior to the launch of the new VIBE training sessions were conducted by ITS. A total of 65 people were trained on the steps required to update site content. Staff was instructed to attend two separate training sessions three hours long. In the training sessions staff was taught the basic steps to add, modify and delete content (including images, headings and page layout). Additional training requests for 21 people from various departments have been received and are currently being planned.

## **Usage**

Currently only half of the people trained on the VIBE are actively updating content on the VIBE. Moreover, approximately half of the departments within the corporation are updating their content. Reasons for this can be attribute to the following:

- Some of the key people within the departments have not been trained.
- Some departments have no owners of the content.
- Some departments require additional enhancements to the VIBE in order to meet their requirements for a true value-add solution.

## **The VIBE Statistics**

The following key statistics are for the month of October:

|                                     |           |
|-------------------------------------|-----------|
| Hits                                | 2,206,391 |
| Average number of Hits per Day      | 86,348    |
| Average number of Visits per Day    | 812       |
| Unique Visitors                     | 740       |
| Visitors who visited once           | 87        |
| Visitors who visited more than once | 653       |

The most popular page visited is the home or splash page followed by the "How do I?" page and finally the Department sections. However, the home page accounts for 99% of the hits which may be attributed to the Internet Login residing on that page.

## **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.

Utilize the VIBE to provide timely, relevant and accurate information to internal stakeholders.  
(*Vaughan Vision D4*)

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

## **Conclusion**

The VIBE must be utilized as a case study in the implementation of an Enterprise Architecture Strategy that embraces both Business and IT Architectures. The IT Architecture is now in place. Over the next 6 months a Business Strategy will be created maximizing internal processes, securing and dispersing relevant information on a timely basis while maximizing resource efficiency no matter where in the Corporation they are located.

## **Attachments**

N/A

## **Report prepared by:**

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Respectfully submitted,

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Commissioner of Economic/Technology Development and Communications