

COMMITTEE OF THE WHOLE – JUNE 19, 2006

CASE TRACKING SYSTEM (CTS) IMPLEMENTATION

Recommendation

The Commissioner of Economic/Technology Development and Communications, and the Chief Information Officer (CIO), in consultation with the City Manager and the Senior Management Team, recommend that:

1. This report be received for information.

Economic Impact

Recommendations in this report do not have direct impact on the City budget. Successful implementation of this project requires commitment of staff resources from many City departments. The necessary staff resources have been assigned to the project. Once completed, this project is expected to positively contribute to the improvements in the way services are delivered to Vaughan citizens.

Purpose

To provide an update to Council on the status of Case Tracking System (CTS) rollout.

Background - Analysis and Options

In consultation with the Senior Management team, the City Manager chartered the Case Tracking System (CTS) implementation project. The Information & Technology Management (ITM) department is leading the implementation of CTS in all City departments. CTS is designed to track various cases being worked on by City departments that result in delivery of direct services to Vaughan citizens. Information that will be collected within CTS will enable City departments to measure service effectiveness and compare it against established service delivery standards.

CTS has already been deployed in Engineering, Enforcement Services, and Recreation departments. By the end of this year, CTS will be deployed in all City departments that provide direct services to Vaughan citizens.

As CTS is being deployed, access to CTS information will be made available to departments, City management, and Council. Through the CTS GeoViewer (Attachment A), information on the geographic distribution of cases across the City will be visible at a glance. The geographic points of active cases will be coloured in green, yellow or red to indicate case status in comparison to service standards. By selecting any specific case point on the map, details on the case will be displayed for information and required action. In addition to on-line information, scheduled reports will be produced from CTS to give indication of overall service delivery status by ward, case type, department, case status, etc.

The Senior Management Team, department directors, and the implementation team are all committed to successful implementation of CTS by the end of year 2006.

CTS Project Governance

As proven with the Access Vaughan project, rigorous project management methodology deployed during the implementation directly contributed to successful and timely implementation of Access Vaughan. Project management methodology provided a framework for project governance in order to manage project issue escalation and resolution effectively. Specific details on Access Vaughan implementation are being provided to Council in a separate report.

In brief, a project steering committee was established to provide high-level guidance to the Access Vaughan implementation team and to resolve issues as required by the team. The steering committee had representation from Council (the Mayor, Councillor DiVona and Councillor Meffe) and City administration (City Manager and Senior Management Team). Regular and timely access to the steering committee enabled the implementation team to resolve project issues quickly and complete the massive project on time.

The same project management methodology and steering committee structure will be in place to ensure successful and timely implementation of CTS.

Relationship to Vaughan Vision 2007

The recommendations in this report are consistent with the priorities previously set by Council. Specifically, the recommendations support the following Vaughan Vision 2007 objectives:

- A-1 Pursue excellence in the delivery of core services
- D-1 Enhance productivity and cost effectiveness
- D-3 Enhance technology and pursue innovation

Conclusion

The City's strategic vision and plan is focused on "Citizens First Through Service Excellence". Driven by the City's strategic vision, a number of City-wide initiatives have been undertaken to enhance overall service delivery to citizens. The implementation of Case Tracking System (CTS) will enable departments to measure actual service delivery with the previously established benchmarks. Over time, an effective service delivery measurement system will lead to service delivery review and improvement.

With the project team already in place, and the project governance structure established, the implementation of CTS is scheduled to be completed by end of year 2006.

Attachments

Attachment A – CTS GeoViewer – Sample Screen Capture

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Respectfully submitted,

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Economic/Technology Development and
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ATTACHMENT A – CTS GeoViewer – SAMPLE SCREEN CAPTURE



City of Vaughan
The City Above Tomorrow

CTS GeoViewer

Issue View



Issue Report Options:

View Issues For Entire City

View Issues by Ward

WARD 1

Issue Selection Options:

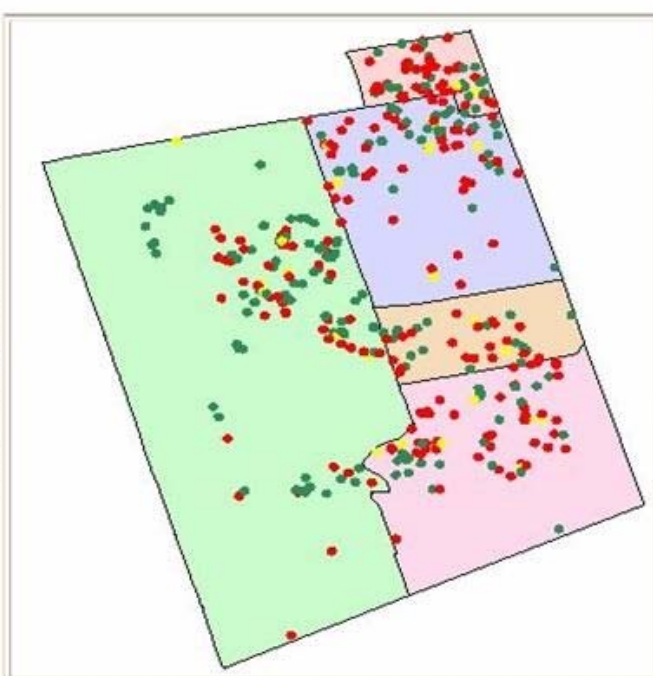
View Issues By Address

Street Number:
Street Name: Abbruzze Cr.

Currently Displaying Default Map

Issues
On Time
Caution
Late
Other

Wards
WARD 1
WARD 2
WARD 3
WARD 4
WARD 5



Zoom In Zoom Out Pan Full Extent Identify Issue Clear Selection

[On Line Help](#) [Contact Support](#) [About Issue View](#) [Current Connection: gisws01](#)