



# Corporate Report

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**REPORT NUMBER** 182-2023-Corporate Services & Long-Term Care-Corporate Information Technology

<b>DATE PREPARED</b>	November 9, 2023	<b>FILE</b>
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**MEETING DATE** November 27, 2023

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**SUBJECT** Corporate Information Technology Policies

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## **RECOMMENDATION**

WITH RESPECT to Report 182-2023-Corporate Services-Corporate Information Technology, we recommend that Corporate Policy 03-05-01 Computer Use (Attachment A) be repealed and replaced with the revised Acceptable Use Policy, appended as Attachment B;

AND THAT the proposed Backup and Retention Policy (Attachment C) be approved;

AND THAT the proposed External IT Service Provider – Remote Access Policy (Attachment D) be approved;

AND THAT the proposed IT Security and Resource Management Policy (Attachment E) be approved;

AND THAT the proposed Mobile Device Policy (Attachment F) be approved;

AND THAT the proposed Remote Access Policy (Attachment G) be approved;

AND THAT the proposed Secure Cloud Usage Policy (Attachment H) be approved;

AND THAT the approved policies be added to the Corporate Policy Manual;

AND THAT any necessary by-laws be presented to City Council for ratification.

## **LINK TO STRATEGIC PLAN**

The proposed recommendations support the goal “Make it easier to access City services” under the Growth pillar indicated in “Maamawe, Growing Together: City of Thunder Bay Strategic Plan.”

The proposed policies that are being presented to Council for consideration are a direct result of the Council endorsed *Corporate Digital Strategy*. These policies will support the advancement of corporate services and facilitate best practices, enhancing the delivery of customer-centred, digitally-powered City services.

## ***EXECUTIVE SUMMARY***

This report outlines six new proposed policies relating to the City's IT Resources and responsibilities of the Corporate Information Technology (CIT) division, subject to Council approval.

The development of IT policies is a component of the digital governance corporate framework recommended in the *Corporate Digital Strategy* endorsed by City Council in December 2021.

The six new policies proposed for Council consideration are:

- Backup and Retention Policy;
- External Service Provider – Remote Access Policy;
- IT Security and Resource Management Policy;
- Mobile Device Policy;
- Remote Access Policy; and
- Secure Cloud Usage Policy.

The report also outlines enhancements made to the current Computer Use Policy (03-05-01), recommending its repeal and replace with the proposed Acceptable Use Policy.

Led by the Director – CIT, with considerable input from the Information, Digital, and Technology Governance Committee (IDTG), the proposed policies have been drafted to capture how the City wishes to utilize technology and manage IT Resources.

Much of the proposed policies are intended to capture current practices of CIT that will ensure best practices are understood and applied across the Corporation. The approval of the proposed policies will support the succession of corporate knowledge and practices by providing guidance for IT Resource Users and responsibilities of CIT.

## ***DISCUSSION***

### **Digital Strategy**

The Corporate Digital Strategy recommended that an IT policy review take place, and that the City expand its IT policy framework to address important areas. The proposed

policies are a component of the Digital Governance framework as identified in the Corporate Digital Strategy.

The Director – CIT, with the input of staff and stakeholders across the organization, and IDTG has reviewed, revised, and augmented the corporate IT policy framework in the context of the Digital Strategy to ensure that it accurately reflects how the City wishes to use and manage technology. Policies, to date, have been developed with business unit and IDTG engagement, and were endorsed by the Executive Management team.

### **Policy Overview**

Currently there is one approved Corporate IT policy pertaining to Computer Use (03-05-01). Administration is presenting an amended Policy, renamed Acceptable Use, along with six new policies to Council for recommended approval.

Much of the proposed policies are intended to capture current practices of CIT that will ensure best practices are understood and applied across the Corporation. These new proposed policies will not create significant operational changes upon approval.

#### Acceptable Computer Use Policy

Purpose: to outline roles and responsibilities associated with the use of the City's IT Resources, preventing the use of IT Resources for irresponsible and illegal activities, and to ensure reliability of the City's network and software applications.

This policy would replace the Computer Use Policy (03-05-01) with enhancements that modernize and capture current standards promoted across the Corporation.

#### Backup and Retention Policy (new)

Purpose: to outline the City's data backup, file and system level recovery standards. The policy outlines the responsibilities of CIT staff related to data backups and will ensure standards are readily available for when and how files can be recovered.

#### External IT Service Providers – Remote Access Policy (new)

Purpose: to outline the responsibility and expectations of employees contracting and/or supervising IT services providers and any individual from an outside contracted source who requires access to the City's IT Resources.

#### IT Security & Resource Management Policy (new)

Purpose: to establish guidelines for securing the corporate network and CIT's role in supporting business units with the reviewing, purchasing, and configuring IT Resources.

Mobile Device Policy (new)

Purpose: to ensure the security of Corporate-Issued Mobile Devices and define standards for allowing access to City IT Resources from a Mobile Device.

Remote Access Policy (new)

Purpose: to set standards for authorized employees of the City, local boards and agencies, to remotely access IT Resources for the purpose of performing duties assigned to their position.

Secure Cloud Usage Policy (new)

Purpose: to provide guidance and requirements when entering Cloud service agreements, the use of Cloud services, and CIT responsibilities related to the security of Cloud services.

**CONSULTATION**

Upon completing drafts of the proposed policies, feedback was solicited from across the Corporation. Administration attended Division Management Team (DMT) meetings for each department to provide an overview and answer any questions before the policies were brought to IDTG and subsequently, EMT.

**FINANCIAL IMPLICATION**

There are no direct financial implications associated with this Report.

**CONCLUSION**

It is concluded that Administration recommends the repeal and replacement of the Computer Use Policy with the proposed Acceptable Use Policy (Attachment A).

Further, it is recommended that the six new policies (Attachments B through G) presented for Council consideration be approved and adopted.

**BACKGROUND**

On June 22, 2020, Committee of the Whole received R 79/2020 providing details on Phase Two of the Grand Thornton Program and Service Review. At that meeting, Council directed Administration to provide a report that assessed the recommendations'

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financial impacts, associated timelines, implementation opportunities, and level of value in ten areas. IT Modernization was one of the ten areas included for further review.

The Program and Service Review identified multiple recommendations related to the use of Information Technology (IT) and the role of IT in transforming how both internal and external services could be more efficiently delivered.

On December 9, 2020, a special Committee of the Whole meeting received R 144/2020 which provided recommendations on the Implementation of the Program and Service Review. Council directed Administration to proceed with the development of a Digital Strategy for the City of Thunder Bay.

On December 20, 2021, Committee of the Whole received R 160/2021 and the Corporate Digital Strategy. R 160/2021 highlights the recommendations set forward in the Corporate Digital Strategy related to major projects in five work streams: Digital Workplace, Digitized Business Processes, Digital Infrastructure, GIS Data & Analytics, and Digital Services. There are three programs supporting the digital corporate framework: Digital Governance, Digital Operating Model, and Digital Culture.

Council endorsed the Corporate Digital Strategy as presented to guide future direction and investment in information technology, digital transformation & modernization of service delivery.

### ***REFERENCE MATERIAL ATTACHED***

Attachment A – Computer Use Policy (03-05-01)  
Attachment B – Acceptable Use Policy  
Attachment C – Backup and Retention Policy  
Attachment D – External Service Provider – Remote Access Policy  
Attachment E – IT Resource and Security Management Policy  
Attachment F – Mobile Device Policy  
Attachment G – Remote Access Policy  
Attachment H – Secure Cloud Usage Policy

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11/16/2023