RECOMMENDATIONS

The Chief Administrative Officer recommends:

**THAT** Report No. ADM 2018-02 re: Authority to Execute Memorandum of Understanding for Shared Information Technology Services be received for information;

**AND THAT** the Mayor and Clerk be authorized to execute the four (4) year Memorandum of Understanding (MOU) for Shared Information Technology Services between the Town of Gravenhurst, the Town of Bracebridge and the District Municipality of Muskoka.

PURPOSE

The purpose of the Authority to Execute Memorandum of Understanding for Shared Information Technology Services Report is to authorize execution of an agreement for IT Services for the Town of Gravenhurst.

BACKGROUND

In 2011, after a number of years of collaboration on IT services among Muskoka municipalities, an MOU was executed with four (4) municipalities – Town of Gravenhurst, Town of Bracebridge, Township of Muskoka Lakes and the District Municipality of Muskoka.

The MOU provided a formal framework for the delivery of IT services to each of the signatory municipalities by the District Municipality of Muskoka IT Division. It was effective January 1, 2010 for four (4) years with two (2) additional auto-renewing terms taking the MOU to a maximum date of December 31, 2021.
Subsequently in 2013 a separate MOU was executed between the District and the Library Boards of the Town of Gravenhurst and the Town of Bracebridge.

Since the original MOU among the municipalities this partnership has evolved and on July 14, 2017, the Township of Muskoka Lakes chose to exit the MOU. The Towns of Bracebridge and Gravenhurst have found the MOU both valuable and cost-effective and have reiterated a desire to continue to participate in a shared-service model with the District of Muskoka.

Following the departure of the Township of Muskoka Lakes there was consensus among the remaining partners that an updated MOU was timely and could address a number of gaps in the original MOU while more clearly spelling out roles and responsibilities.

**ANALYSIS**

The MOU governs the relationships among the parties and the allocation of resources. The Information Technology Steering Committee (ITSC) provides oversight and, where required, direction to enforce the terms of the MOU.

ITSC consists of the CAOs from each member municipality, i.e. Gravenhurst, Bracebridge and the District, as well as the Commissioner of Finance and Corporate Services and the Director of IT Services from the District. It meets on a quarterly basis to review, among other things, common IT challenges and solutions; implementation of the IT Strategic Plan; the annual IT budget and cost allocations to each municipality. ITSC establishes committees and widely seeks advice in this role.

Over the past few months, District IT has facilitated a process to review the current MOU with a view to updating it based on the learnings from the recent past. The new MOU provides more clarity in regard to IT service offerings and service levels, a mechanism for budget approval particularly as it relates to additional staffing, a more structured process for exiting the MOU at some point in the future, cost allocation methodologies and rates for chargeable services outside of the mandate of the MOU.

There may be minor changes made to the MOU by ITSC during the term of the agreement. However, major changes, such as a decision to exit the MOU will be brought back to each respective Council with an assessment of the implications and consequences. The four year window provides an optimal time-frame to revisit the MOU in the future.

**CONSULTATION**

The following individuals / community groups were consulted:
CORPORATE FINANCIAL IMPACT

None. The 2018 Operating Budget includes the cost for IT Services for the year.

COMMUNICATIONS

Upon completion of a signed agreement, the same will be forwarded to the District to the attention of the District Clerk.

FUTURE CONSULTATIONS

None.

CONCLUSIONS

Administration concludes that approval of the MOU will ensure a solid governance framework for IT Services purchased from District IT by the partners to the agreement and specifically the Town of Gravenhurst.

RELATION TO STRATEGIC PLAN

This Report advances and supports the following elements of the Town of Gravenhurst Strategic Plan by:

Goal 3: Build Our Partnerships, Connection & Connectivity
   3A: A more connected community - a vibrant Town supported by solid and active partnership

   The partnership with District IT precludes a need for in-house IT expertise while providing a cost-effective resource for IT services.

Goal 5: Provide Better Municipal Service
   5A: Exceptional municipal customer service
   5B: Exceptional municipal management and operational excellence

   Continuous improvements in technology are improving our ability to serve our customers in a more responsive, cost-effective manner.
RELATION TO OTHER MUNICIPAL REPORTS, PLANS OR APPLICABLE LEGISLATION

This Report does not directly relate to other municipal reports, plans or applicable legislation.

ATTACHMENTS - nil

RESPECTFULLY SUBMITTED BY:

Author: Val Sequeira, Director of Corporate Services/Treasurer