2025 BUDGET
Information Technology

Our role

Net budget $8,492,100

The role of the Information Technology Department is to provide and manage the digital tools that the District needs to fully implement council's strategic plan. We operate dozens of existing application and productivity platforms, maintain a complex technology infrastructure, and provide new products and services focused on modernizing the District's capability in delivering services to our community. Seven IT Divisions work together to support approximately 1,600 employees across ten departments and in fifteen different locations.

Services we provide

ADMINISTRATION AND SECURITY
Net cost $1,198,600

The Administration and Security Division provides the leadership, governance, financial and strategic planning services necessary for the department to function efficiently and cost-effectively while maintaining alignment with Council's strategic goals. Also included is the administration of a District-wide security program, annual security testing and related assessment services.

SERVICE DELIVERY – CLIENT SERVICES
Net cost $813,800

The Client Services Division provides front-line support for all District staff including the management of system access to District applications, manages IT incidents and related communications, manages, and deploys end-user devices (computers, mobile phones, tablets, printers, etc.) and provides instructional support to ensure end users are functional and stay productive.

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SERVICE DELIVERY - OPERATIONS AND INFRASTRUCTURE
Net cost $1,258,500

The Operations and Infrastructure Division manages all back-end infrastructure including servers, storage, network, intra-office connectivity, internet, and related monitoring. They provide system patching, regular security testing, and conduct proactive capacity upgrades to ensure District information assets are available, perform as expected, and are secure.

SERVICE MANAGEMENT – ENGINEERING AND EMERGENCY SERVICES
Net cost $96,400

The Engineering and Emergency Services Division partners with Fire, Police, Engineering and Public Works departments to provide application support and new solutions within the portfolio. Services include tier 2 application support, managing the intake and delivery of new solutions on a priority basis, and providing project management and business analysis for new and active projects.

SERVICE MANAGEMENT – PLANNING, PARKS, RECREATION, AND LEGISLATIVE SERVICES
Net cost $713,600

The Planning, Parks, Recreation, and Legislative Division partners with Parks & Recreation, Planning, Permitting, Bylaw, and Legislative Services to provide application support and new solutions within the portfolio. Services include tier 2 application support, managing the intake and delivery of new solutions on a priority basis, and providing project management and business analysis for new and active projects. This division also provides Geographic Information System (GIS Saanich Map) services to the District by managing a vast repository of objects.

SERVICE MANAGEMENT – CORPORATE SERVICES
Net cost $530,500

The Corporate Services and Security Division partners with Strategic Human Resources, Information and Records Management, Communications, Payroll, and Labour Relations to provide application support and new solutions within the portfolio.

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Services include tier 2 application support, managing the intake and delivery of new solutions on a priority basis, and providing project management and business analysis for active projects.

LICENSE MANAGEMENT
Net cost $3,880,600

The License Management Division manages and maintains all the complex software agreements for the entire District. These agreements encompass all the Enterprise systems and software tools that District staff utilize for internal productivity, service delivery, District programs, and citizen-facing services. These agreements are used across the other divisions listed above in implementation of Council's strategic plan.