

Information Technology

2023/2024 Review

Chris Gratton, CIO/Director of Information Technology

2023 in Review



The investment's made in 2023, in that of Technology, software, training, standardization, among many others has allowed the City to continue forward in its vision to utilize technology as an enabler within a secure platform.

Achievements from investments have seen the completion of several major projects in that of additional security layering network wide, improved access and throughput to facilities via larger circuits, and enhanced features sets on our mobile device fleets.

2024 Project Preview

In 2024 we will continue to work on our core objectives in that of continuing to layer our network, educate our staff, and look to make improvements in the way we do our jobs through process review.

Our key focus in 2024 from a technology and partnership perspective:

- Process Automation
- Consolidations of data to allow secure ease of access
- Collaboration through software suites to support ease of access to staff
- Asset life Cycle management
- Change management
- Resource allocation to support the library

2024 Resource Addition and Partnership

In 2023 The City of Woodstock & The Woodstock Library entered into a temporary agreement that saw the Library access The City's IT resources to support day to day activities after the Library's 3rd Party contacted support services ceased services.

This temporary agreement, proved to be successful and the idea of a partnership was born between both entities under the same portfolio. This partnership to be successful and capable of delivering support requires adjustments to resource compliments within both entities.

Over that last the last few years, IT has made a complete transformation in the way the City operates from a technology & security perspective. The grow and change and support needed to facilitate has positioned The City's IT department to run in a resource deficit to achieve.

To address the City's IT resource deficit, and maintain levels of service that are currently offered, the IT department requires addition to base for two entry level employee to first address its current resource contention, and secondly to backfill, as one of IT's resources will focus and support the needs of the library on a full a daily basis.

This approach, will provide support not only to the library, but also growth for the City's IT department and its ability to enhance current and future solutions within the city.

Information Technology

Thank You!