

Report

Date December 12, 2023 File:
Subject Net New Staffing Request – Business Solutions Specialist PT to FTE 1.0

PURPOSE

To consider making the part-time Business Solutions Specialist position a full-time 1.0 position and include funding in the 2024 Operating Budget to enable the Information Technology and Business Solutions Department to increase its current level of service.

BACKGROUND

In 2023 the Business Solutions team recognized the need for increased business solutions specialist support. Over the past 24 months, staff and external expectations for business applications service grew significantly, requiring additional applications support. Concerns over cyber security have escalated; with two high profile cyber attacks on B.C. municipalities. Information Technology and Business Solutions presented their 2023 Business Plan to the Committee of the Whole on November 21, 2023. This included a supplemental budget request to make the part-time Business Solutions Specialist a permanent full-time position with a budget impact of slightly over \$60,000 (inclusive of benefits).

DISCUSSION

The Senior Business Solutions Specialist is responsible for the long-term sustainment and improvement of key business applications and services, project management, business analysis, implementations and upgrades, integrations between existing and new systems, internal client interactions including second-tier client support, corporate reporting, and visualization of performance measurement indicators.

This position is critical to help limit the Municipalities' vulnerability to cyber attacks through the timely application of software updates, patches, and continuous monitoring of applications.

OPTIONS

1. (Recommended Option) THAT the Committee of the Whole direct staff to increase the part-time Business Solutions Specialist role to a full-time position within the 2024 Operating Budget.
2. (Alternate Option) THAT the Committee of the Whole direct staff to bring forward the request for a full-time Business Solutions Specialist position to a future budget process.

IMPLICATIONS

Without an increase to this position or an acceptance of reducing current service levels and increasing system vulnerabilities, our Business Solutions team will be unable to sustain acceptable response timelines on application incidents and scheduled maintenance, leading to an increase in the backlog, unacceptable service levels, increased system vulnerabilities and impact in all areas of the Municipality. This reduction in service will, in turn, impact the Municipality's service levels for Council and the Public. The other worrying impact is the likelihood that senior IT resources will be pulled from their responsibilities to cover Business Solutions tasks, which will leave critical areas of network sustainment and cyber security under resourced.

RECOMMENDATION

THAT the Committee of the Whole direct staff to increase the part-time Business Solutions Specialist role to a full-time position within the 2024 Operating Budget.

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