

Recommendation:

That the C.A.O.-2021-51 report, dated December 21, 2021 regarding Township IT Services be received for information.

Overview:

The Township has had a long-standing relationship with MicroAge for providing IT Services for our facilities. The last contract was signed with MicroAge in early 2020 for an annual cost of \$19,788. This contract included managing our computers, including email and related software, 6 hours onsite service monthly and 2 hours remote service monthly. Any additional visits were in excess of that amount. Recognizing that additional hours were required, staff requested a cost from MicroAge for a fully managed contract, including a help desk that would minimize the extra costs that were being experienced. The estimate for the fully managed contract was \$42,000 annually.

In 2020, the total cost paid to MicroAge was just over \$30,000 and we expect once all invoices have been paid for 2021, the cost will be similar for this year.

The management of IT Services is a constant challenge, as when issues occur, if not rectified quickly, it can reduce the productivity of staff and create frustration. In addition, technology changes rapidly and it is important to stay up to date.

In addition to the information provided from MicroAge on a fully managed contract, staff also spoke with the County of Peterborough about managing IT services for the Township. The estimated annual cost from the County is \$25,000 with additional costs for additional projects.

Discussions were also held with the Townships of Asphodel-Norwood and Havelock-Belmont-Methuen about the possibility of joint IT services in an attempt to improve service and reduce costs. Continued discussions will consider how that agreement might be created and whether a shared employee or shared contract would be the best option.

Conclusion:

While we have received good service from MicroAge, staff will continue to explore options to maximize the service provided to the Township and reduce costs wherever possible. A future report will be provided to Council on the best option for IT services following further investigation.

Financial Impact:

The cost for IT services has been included within the 2022 operating budget.

Strategic Plan Applicability:

To ensure and enable an effective and efficient municipal administration.

Sustainability Plan Applicability: N/A