

**Recommendation:**

That the C.A.O.-2022-16 report, dated June 28, 2022 regarding IT Services Contract be received for information.

**Overview:**

In December 2021, a report was presented to Council concerning IT Services and the current arrangement with MicroAge and associated costs. Staff were requested to reach out to the County to determine if they could provide the type of service we were looking for. In discussions with the County, they indicated they were very busy and could not provide the attention we would require at that time. Because we were looking at a variety of upgrades to our system, both hardware and software, they felt they would not be able to meet the expectation with their current staff compliment.

Staff have continued to experience frustration with various IT challenges within the municipality, including email, connectivity and general day to day situations that arise. Although MicroAge is trying to address the issues, in some circumstances there is continuous follow up required resulting in additional frustration.

Staff have had initial conversations with the Township of Asphodel-Norwood about the possibility of jointly obtaining IT Services, either as a shared position or sub-contract. A draft job description was provided to SHRP for an evaluation and at the time of this report we do not have an estimated cost of the position as either a shared position or a contract.

**Conclusion:**

Staff will continue to review cost incurred to date and explore options on we can continue to stay up to date and current with our IT needs and not exceed the budgeted amount for this service. A future report will come to Council with a recommendation on the future of our IT Services.

**Financial Impact:**

There is no financial impact at this time.

**Strategic Plan Applicability:**

To ensure and enable an effective and efficient municipal administration.

**Sustainability Plan Applicability:**

N/A