Supplementary Budget – Briefing Note

2018 Budget
One page brief per request

Briefing Note required for:
- **items >$50,000**
- **changes in FTE**

Dept	Division	Business Unit	Item	Base Supp	Amount	FTE Impact
FBIS	ITS	13903	One Time requirement for Technical Trainer to provide technical training to corporate staff - 2 year contract	S	203,097	1.0
						0

Background:
-Briefly provide why this is a request (eg. Based on 3 year history) A 2 year contract for a technical trainer to provide technical training to staff with technology tools and software. Why invest in technical training? There have been many different and newer technologies implemented across the organization within all business units. This technology has been implemented to create efficiencies and increase effectiveness with respect to customer service, Citizen Service, and overall communications. An increase in overall technical training for corporate staff would ensure that the investments made in the technology result in the internal effectiveness and efficiency return on investments that these new technology tools bring to our organization. Without the investment in a corporate technical trainer for our corporate staff, the additional, newer, and improved technology tools may never be utilized to their full capacity or fully understood. Goal is for staff to better understand the capabilities of the software and tools that is being used, giving staff more knowledge to utilize these tools which may result in reduced overall time and effort to complete daily tasks. A technical training program will allow the Municipality to further strengthen and improve upon existing employee skill sets. A development program relating to how technology can be used within current business processes, brings employees to a higher level of capacity and operation in performing their tasks. Workplace improvements in using technology and technology tools also helps to increase consistency in business processes, more knowledgeable and competent staff, increased productivity, improved workplace culture and morale. Overall, the corporate investments in technology can be maximized by increasing the employee level of skillset and knowledge of the technical resources we have deployed today. As an example, training staff to become 1-2% more effective in the use of Outlook email would provide overall efficiencies within positions by increasing the ability to respond to requests quicker, sort and prioritize the requests, and provide follow-up, resulting in better overall customer service and effectiveness of general email management. Recommendations: 1.)   Secure a 2 year contract FTE resource as an IT technical trainer to train corporate staff in the use of current technical tools, corporate software and hardware. 2.)   Promote and communicate ways that employees can be more efficient and effective through the use of the technical tools and corporate software at hand today.

Background:

3.)   Focus on functional technical training (areas with specialized activities) for specific roles.

4.)   Measure the effectiveness of the training through skills testing prior to and after training.

5.)   Approve staff time for increased internal training and support this direction.

Comment:

- provide any further details if required, impact to user fees, etc

(eg. Gross expenses, any revenues, subsidies, etc.)