Supplementary Budget – Briefing Note

2020 Budget
Corporate Training - Technology

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

Dept	Division	Business Unit	Item	Base Supp	Amount	FTE Impact
FBIS	ITS	13903	End User Technology Training Services	S	50,000	0
FBIS	ITS	13903	End User Technology Training Services – funding form ITS Computer Software reserve	S	(50,000)	

Background:

This request is a corporate related item and initiative.

The End User Technology Training Services supplementary budget item is recommended to be funded from the ITS Computer Software reserve (100.17691).

Integrated learning resources would be procured to improve the usage of enterprise tools such as e-mail, team collaboration, office products and other widely used software products in the organization. Automated training products will target content based on real time usage of computers and software products. Statistics will be available to report on usage of the training resources and capture end user feedback on the effectiveness of the information.

With constant change in technology, continuous learning is essential to ensure staff are realizing the most benefit from the technology tools they use on a daily basis. This is an investment in staff by providing training to remain current, upgrade skills and develop efficient technical competencies as they utilize technology provided by the Municipality in their job responsibilities.

Why invest in technical training?

The Municipality of Chatham-Kent has made technology related investments across the organization within a majority of business units. In order to maximize the return on investments, technical training is required to educate staff on the functionalities and capabilities of the technology.

Investing in our staff with technology related training services will increase overall user knowledge, user experience with technology, the ability to maximize technology use and an increase in overall corporate efficiency and quality.

As an example, training 1,000 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.

Background:

Investment in staff technical competencies should save staff time, effort and possibly result in cost avoidance through the more efficient and effective use of technology.

The IT Service Desk Software that ITS has recently implemented allows the ITS division to track and identify the technology areas in which the majority of incidents and/or service requests originate. This data will be utilized to target specific areas (service requests, tools, technologies, software applications, security awareness) and create specific training to assist in reducing technology issues and risks to the Municipality.

Examples of Training to be accomplished:

Outlook Email Management: efficiencies and organization of work process

Corporate Security Awareness: continuing the program to reducing risk, implement auditors recommendations

Microsoft Office: Efficiencies in using the full productivity suite, templates, forms, accessibility

Microsoft OneNote: Digitization of Notes, Personal and Team Organization, and unstructured data management

Employee Onboarding: New employee orientation to our corporate technology and information systems

Office 365 and Collaboration: Effective and efficient collaboration in work processes

Communications: Effective digital communications for the work place

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Comment:

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

(e.g. Gross expenses, any revenues, subsidies, etc.)

Other considerations as to why investment in Technical Training is important:

Increase in staff morale and confidence in technology being utilized

Attraction and retention for skilled employees

Increase in employee productivity with new functionality possible

Ability for staff to identify new work processes and efficiency opportunities via current tools

Reduce the digital divide between staff with and without technical capabilities

Exposure and the push to digitization and electronic processes

Increased knowledge : accessibility by design and first creation