

## Supplementary Budget – Briefing Note

## 2022 Budget

## Remote Support Software

**Briefing Note required for:**

- items +/- \$50,000 or more
- changes in FTE
- Council Priority requests

Dept	Division	Item	Base Supp	Amount	FTE Impact
FBITT	ITT	Remote Support Software License	B	\$7,000	

**Background:**

This request is a technical related item that will assist the ITT team with supporting more devices remotely, an essential service with a remote workforce.

As the shift to mobile technology (laptops, smartphones) increases, the ability to remotely support these devices has become challenging due to current software limitations. The application requested will be installed on both computers and smartphones, further reducing the need for users to visit the ITT Service Desk for support/initial troubleshooting.

