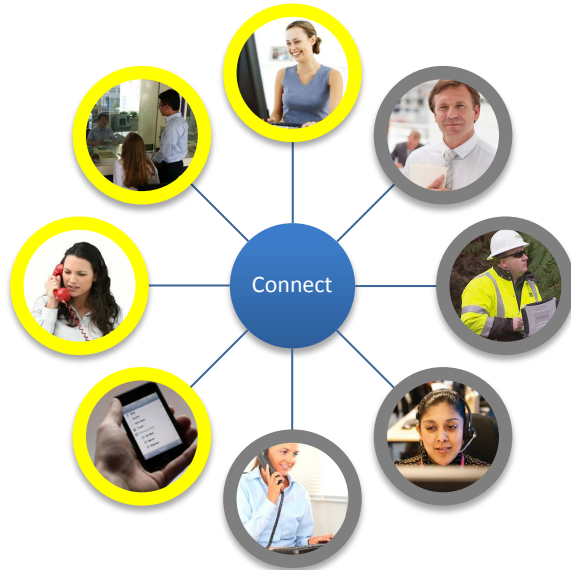


Corporate Technology Strategic Plan

March 2014



Technology Underpins Services



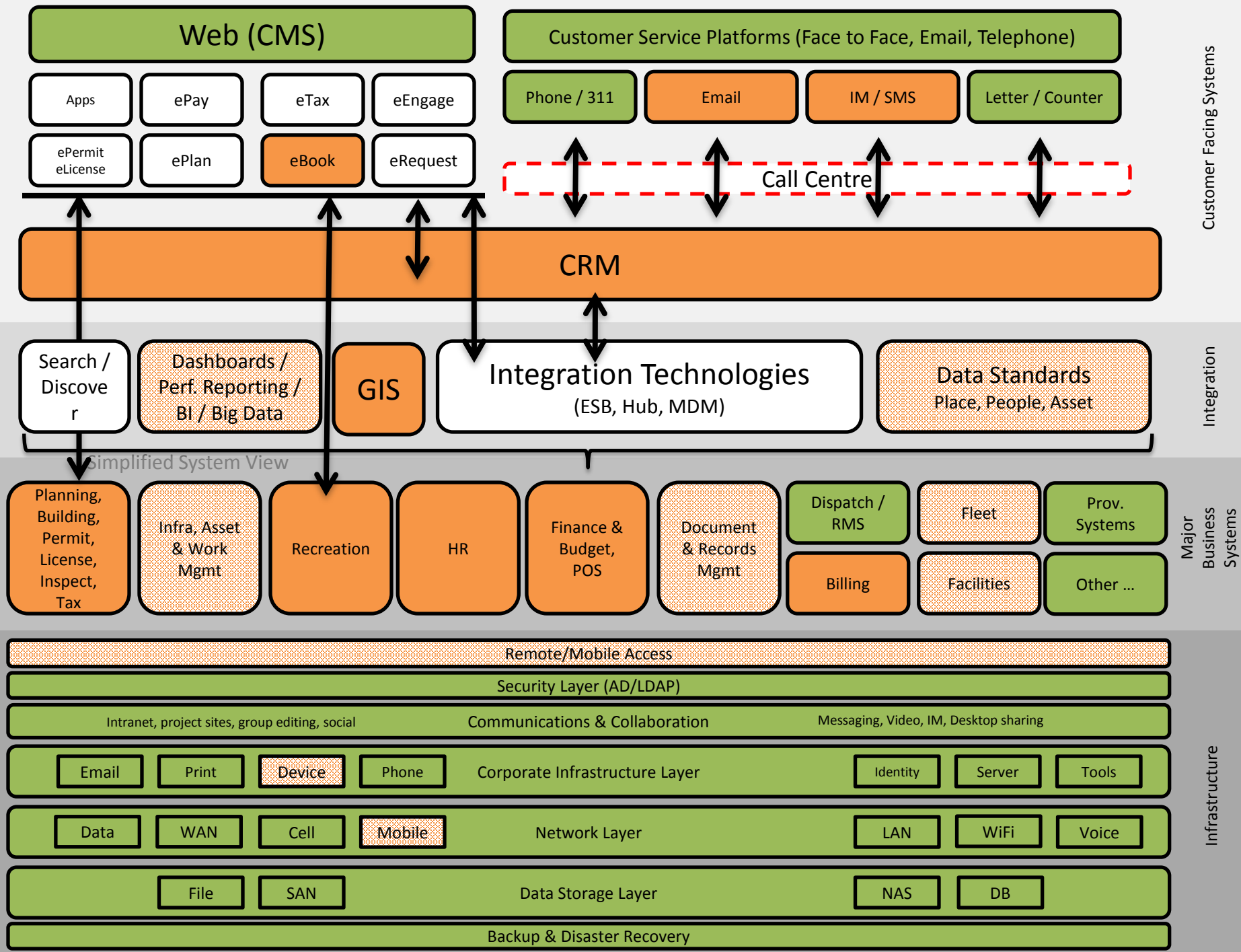
- Jane moves into a new home in the City. She calls the City to set up her utility payments + find out where to get a blue bin.
- Peter witnesses a minor car accident that knocks down a stop sign and wants to report it to the City

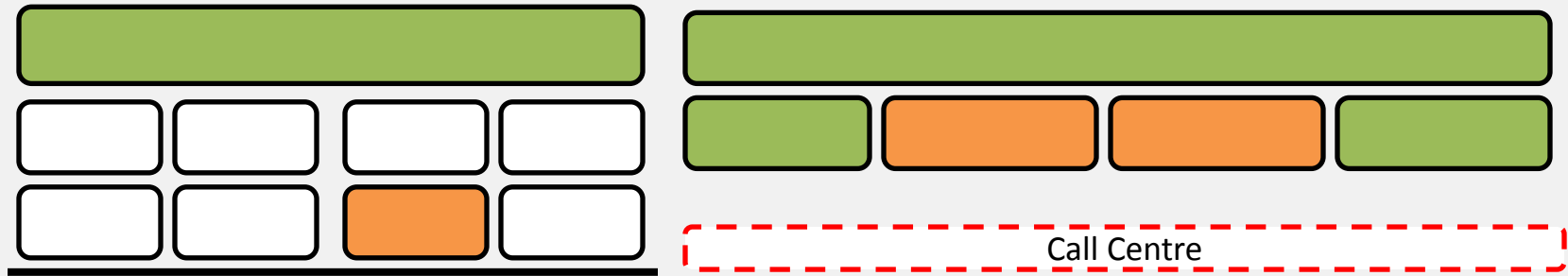


- Jenny is building a deck and needs to apply for a permit
- Fred wants to book a facility for a community meeting
- Peter works for a utility co. and needs a permit to conduct works in the roadway



- Amelia plans to open a restaurant in the City and wants to find out what permits she requires
- Kelly drives the Zamboni at Al Palladini Arena and wants to book some vacation time

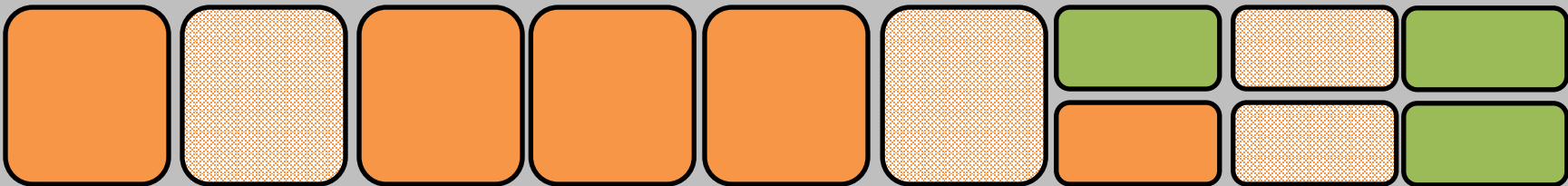




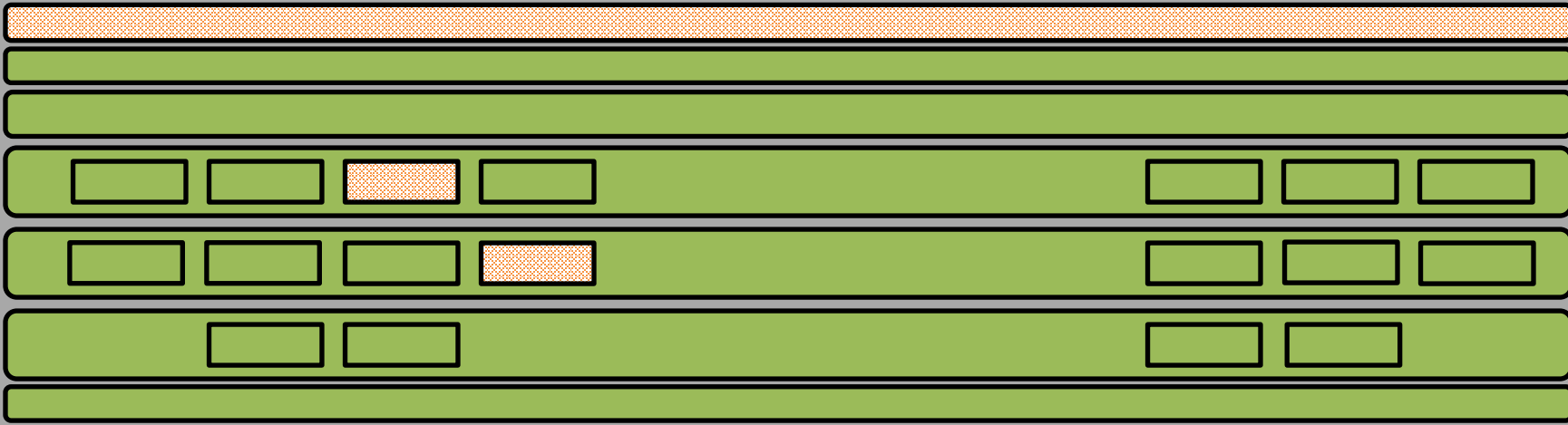
Customer Facing Systems



Integration

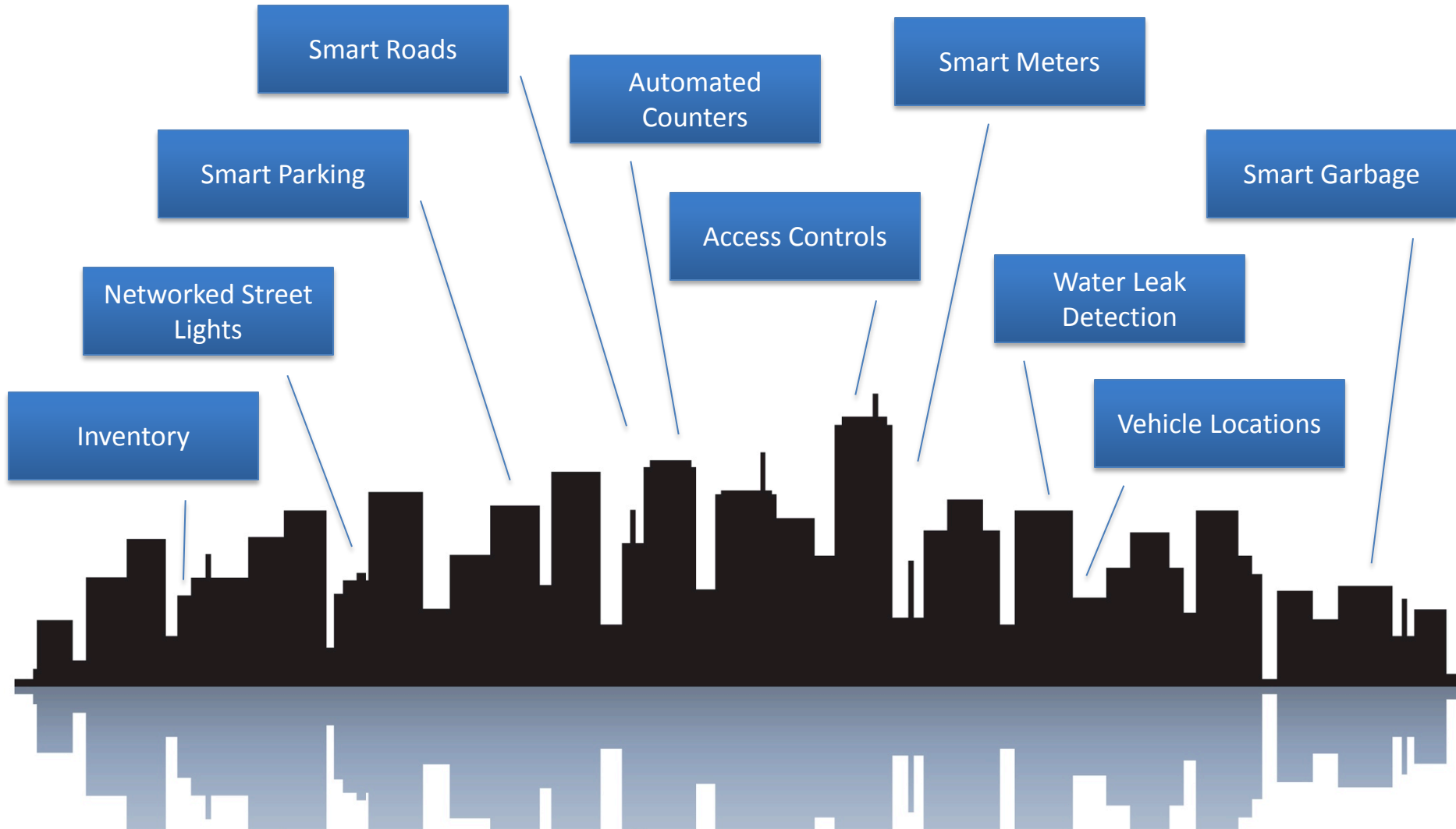


Major
Business
Systems



Infrastructure

'Smart' Cities



Vision

**Technology is integral to Vaughan's
drive to become a world class City**



Principles

Drive internal
efficiency through
process digitization
+ optimization

Offer simple
customer centric
services

Offer services
where and when
customers want
them

Become a data
driven
organization

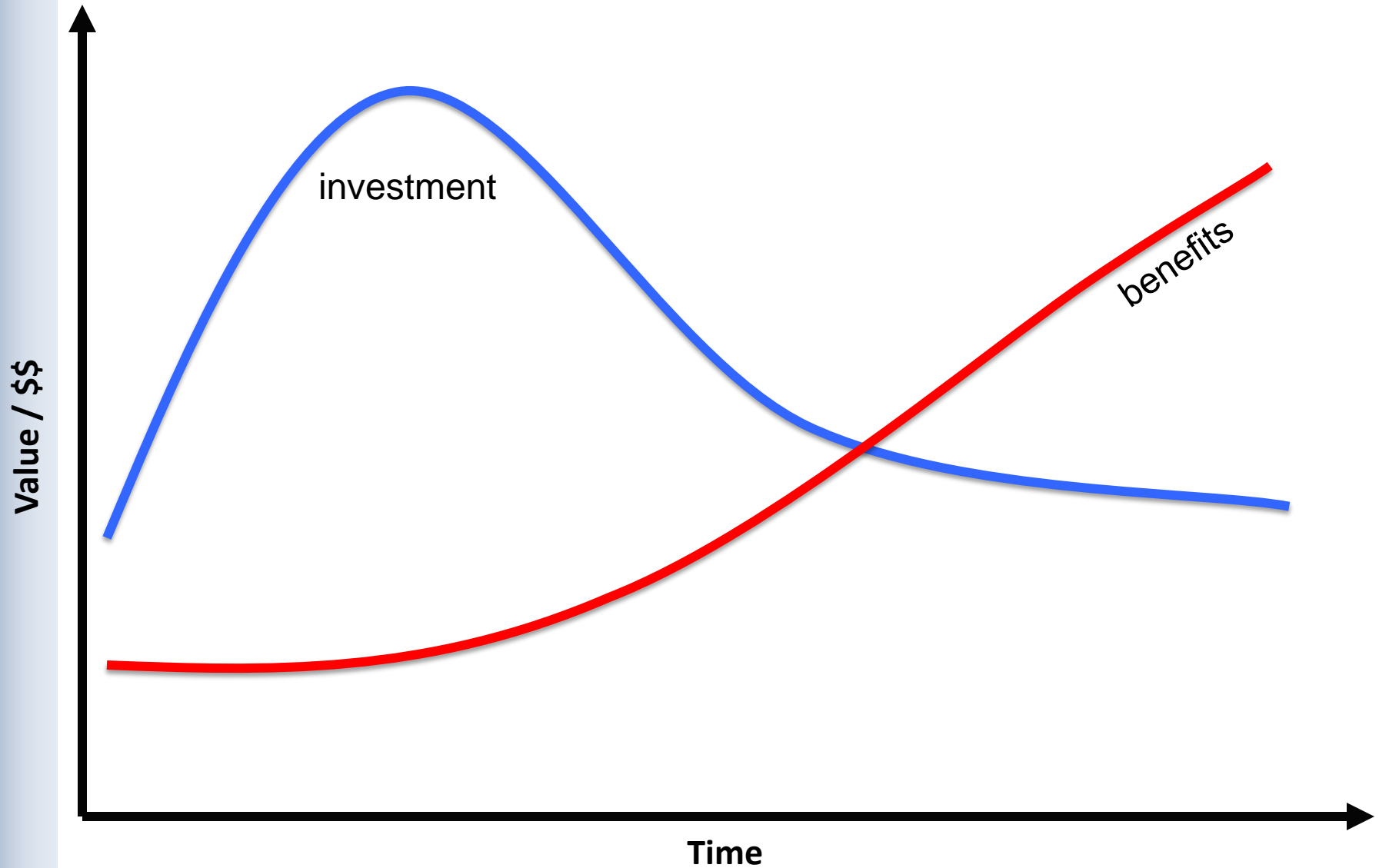
Strategic Directions

1. Corporate, planned approach
2. Flexible, Reliable and forward looking Infrastructure
3. Effective business systems
4. Integration and intelligence
5. Connecting field staff with technology
6. Delivering digital services, anytime, anywhere

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Investment = Returns



New Partnership



IT is integral to how we do business: IT organization is expected to closely partner with the business to help identify, plan and deliver significant business transformation initiatives - plus be a trusted supplier.

IT delivers critical functionality and services: IT organization is expected to deliver application projects on time and on budget, based upon the operating units requirements and priorities - plus be a solid utility.

Keep the lights on: The IT organization is expected to provide cost effective-dial tone reliability with transparent costs.

- ITM Transformation
- Stronger leadership from ITM
- Stronger business leadership
- New resources in ITM
- Business Analysts
- Extended IT Business Model

	2014	2015	2016	2017	2018
Systems	<ul style="list-style-type: none"> • Performance Management • CAMS • Amanda Upgrades • DTA upgrade 	<ul style="list-style-type: none"> • JDE Finance enhancements • CAMS • Amanda / DTA integration / consolidation • Master data management • GIS platform 	<ul style="list-style-type: none"> • JDE Finance • CAMS • JDE HRIS + • CLASS replacement • GIS integration • Mobile 	<ul style="list-style-type: none"> • JDE HRIS + • EDRMS • Tax System • Online Services • Mobile 	<ul style="list-style-type: none"> • EDRMS • CRM • Online Services
Strategy + Process	<ul style="list-style-type: none"> • New IT/IM Governance + supporting processes • GIS Strategy • Finance business strategy • JDE opportunities / fit gap • Dev. Approvals review 	<ul style="list-style-type: none"> • IT policy framework • Business Analysis framework • CLASS EoL planning • Remote + mobile working strategy • HR business strategy 	<ul style="list-style-type: none"> • eGov Strategy • Customer Service strategy + CRM review 	<ul style="list-style-type: none"> • Ongoing refinements • TBD 	<ul style="list-style-type: none"> • Ongoing refinements • TBD

Questions?