

Software Management and Support Follow-Up

Objective, Scope and Methodology: The objective of this follow-up report was to determine if City Management implemented the recommendations on made in an earlier report, Software Management and Support Audit (Project# 2022-11 finalized on July 26, 2022).

Status: Implemented

Prior Recommendation:

A more robust training needs to be developed to keep City staff up to date on the various software used. Training was very limited due to new IT staff, promotions and the reshuffling of software responsibilities.

Improvements Since Original Audit:

The Information Technology (IT) Department has undergone significant restructuring and expansion since the appointment of the new IT Director in September 2021. The department is now organized into two primary functional areas: infrastructure and system applications. Staffing levels have increased notably, with the number of System Analysts rising from three to six. Additionally, the City's Geographical Information Systems (GIS) function was transferred from the Public Works Department to IT and has expanded from one full-time position to three full-time staff and one part-time position. This growth, along with enhanced institutional knowledge, has enabled the department to deliver a broader range of training opportunities on the City's software systems.

According to management, the department began formally tracking in-person training sessions in March 2025. Between March 2025 and December 2025, a total of 69 training sessions were conducted. Each IT employee is assigned an annual training objective as part of their performance evaluation, as well as a consolidated departmental performance measure that will be reported on annually. The department also supports the City's onboarding process by conducting new employee orientation sessions twice per month.

In addition to instructor-led training, the IT Department has developed a variety of self-guided training resources that employees can access independently, as outlined below.

