



The Corporation of the Municipality of Arran-Elderslie

Information Report

Report From: Tracey Neifer, Treasurer

Meeting Date: March 13, 2023

Subject: SRFIN.23.11 2023 Operating Budget – Software Licensing and IT Support

Attachments: A – Budget Summary

Report Summary

The purpose of the report is to provide Council with additional information regarding the budgeted costs of software licensing/annual maintenance costs and IT technical support.

Background

The first draft of the 2023 Operating and Capital Budget was presented to Council on January 9th, with revised versions being presented on January 17th, and February 13th. Throughout those discussions a question was raised about the cost of software services/maintenance support and IT technical support.

Analysis

Over the years, management has assessed the needs of the department and the functionality of the software programs that supports them. The Municipality's primary financial software is Keystone, which manages the accounting and transactional activities including, billing, collecting, purchasing, payroll and taxation. Managers have identified greater needs than what the program can provide to support efficiencies, advancements in technology and the move to cloud based platforms that provide for customer online access.

As a result, Managers have branched out from the current financial software system, creating a deconsolidated system, and in many cases a lack of integration with the financial software. The software programs used across the departments includes:

- Escribe – Council meeting and staff reporting management tool
- E-solutions – Website
- Keystone – accounting/financial transactions
- PSD Citywide – asset management and GIS
- PSD Citywide – FMW budget and reporting
- PSD Citywide – Citizen Request Portal and Maintenance Manager
- PSD Grant Inventory – bi-weekly email and access to grant library
- Adobe/Acrobat – PDF platform
- Microsoft Office Suite – Outlook, calendar, word, excel, powerpoint, etc.
- National Time – electronic timesheet and reporting system (WIP)
- Easy pay – payroll system
- Stillwater FLMS – online training platform for Fire Department
- Fluent IMS – Burn Permit online platform
- E-permitting – online building permit application and processing
- CIMS – digitization of cemetery records, invoicing and online customer access
- Book King – online recreation scheduling and invoicing, and online customer access
- Tourist Town – management of the Chesley, Paisley and Tara tourism websites
- Canva – document publishing software

Each departmental budget provides for the cost of software programs associated to the services that they provide. **Appendix A** has been prepared to show the cost of the various software programs that has been included in the operating costs within the 2023 operating budget for software licensing, annual maintenance and support and IT contracted services.

Link to Strategic/Master Plan

6.4 Leading Financial Management

6.6 Modernizing Services

Financial Impacts/Source of Funding

The financial impact has been noted in Appendix A, as included in the 2023 Operating Budget.

Approved By: Sylvia Kirkwood, CAO