

Corporate Services Department Business Plan 2017

Service Areas: City Clerk Services; Corporate Communications; Facilities Management; Information Technology; Municipal Law Enforcement and Licensing

Mission Statement: The Corporate Services Department provides collaborative and progressive support services respecting the equity, compliance and fiscal responsibility.

Objectives	Relationship to Oshawa Strategic Plan	Relationship to Financial Strategy
1. Electronic Content Management Strategy	Goal: Accountable Leadership Theme: Our Corporate Culture Demands Excellence and Respect Strategy: 4.	Operating Costs

Objectives	Relationship to Oshawa Strategic Plan	Relationship to Financial Strategy
2. Ward Boundary Review	Goal: Accountable Leadership Theme: Deliberate Community Engagement Strategy: 1.	N/A

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Objectives	Relationship to Oshawa Strategic Plan	Relationship to Financial Strategy
3. Review of Council's Procedural By-law to reflect plain language, new legislation and unwritten practices, as well as options for meeting efficiency	Goal: Accountable Leadership Theme: Our Corporate Culture Demands Excellence and Respect Strategy: 3.	N/A

Objectives	Relationship to Oshawa Strategic Plan	Relationship to Financial Strategy
4. Updating of Service Oshawa Knowledge Database	Goal: Accountable Leadership Theme: Our Corporate Culture Demands Excellence and Respect Strategy: 2.	N/A

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Objectives	Relationship to Oshawa Strategic Plan	Relationship to Financial Strategy
5. Review Customer Service Scripting Menus	Goal: Accountable Leadership Theme: Our Corporate Culture Demands Excellence and Respect Strategy: 2.	N/A

Objectives	Relationship to Oshawa Strategic Plan	Relationship to Financial Strategy
6. Review and Revise Credit Card Payment Compliance Procedures	Goal: Accountable Leadership Theme: Our Corporate Culture Demands Excellence and Respect Strategy: 5.	N/A

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Objectives	Relationship to Oshawa Strategic Plan	Relationship to Financial Strategy
7. Onboarding of Engineering Services Customer Services through Service Oshawa	Goal: Accountable Leadership Theme: Our Corporate Culture Demands Excellence and Respect Strategy: 4.	N/A

Objectives	Relationship to Oshawa Strategic Plan	Relationship to Financial Strategy
8. Review of Voting Methodology and Other Election Related Activities	Goal: Accountable Leadership Theme: Deliberate Community Engagement Strategy: 1.	N/A

Objectives	Relationship to Oshawa Strategic Plan	Relationship to Financial Strategy
9. Update the Communications Strategy	Goal: Accountable Leadership Theme: Deliberate Community Engagement Strategy: 2.	N/A

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Objectives	Relationship to Oshawa Strategic Plan	Relationship to Financial Strategy
10. Increase number of community engagement opportunities to support City services and programs	Goal: Accountable Leadership Theme: Deliberate Community Engagement Strategy: 2.	N/A

Objectives	Relationship to Oshawa Strategic Plan	Relationship to Financial Strategy
11. Implement short term ITS Branch structure changes and work towards developing a longer term IT strategy to ensure that the IT structure, capacity, and services are aligned with the needs of the Corporation to take full advantage of technology opportunities and support continuous improvement.	Goal: Accountable Leadership Theme: Our Corporate Culture Demands Excellence and Respect Strategy: 1.	Operating Costs

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Objectives	Relationship to Oshawa Strategic Plan	Relationship to Financial Strategy
12. Replace the Class membership, registration, and program management system in advance of the product's end-of-life (November 2017)	Goal: Accountable Leadership Theme: Our Corporate Culture Demands Excellence and Respect Strategy: 1.	Operating Costs

Objectives	Relationship to Oshawa Strategic Plan	Relationship to Financial Strategy
13. Implement a new Enterprise Asset Maintenance Management System (EAMMS) to take advantage of new technologies and improve business processes (multi-year project)	Goal: Accountable Leadership Theme: Our Corporate Culture Demands Excellence and Respect Strategy: 1.	Operating Costs

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Objectives	Relationship to Oshawa Strategic Plan	Relationship to Financial Strategy
14. Replace the Oshawa Land Information (OLI) System to take advantage of new technologies (multi-year project)	Goal: Accountable Leadership Theme: Our Corporate Culture Demands Excellence and Respect Strategy: 1.	Operating Costs

Objectives	Relationship to Oshawa Strategic Plan	Relationship to Financial Strategy
15. Review and test Cybersecurity capabilities and effectiveness	Goal: Accountable Leadership Theme: Our Corporate Culture Demands Excellence and Respect Strategy: 1.	Operating Costs

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Objectives	Relationship to Oshawa Strategic Plan	Relationship to Financial Strategy
16. Continue to act on Council's decision to exit from delivery of social housing within a five year period	Goal: Economic Prosperity and Financial Stewardship Theme: Safe and Reliable Infrastructure Strategy: 3.	Operating Costs

Objectives	Relationship to Oshawa Strategic Plan	Relationship to Financial Strategy
17. Continue to implement actions in the Corporate Facilities Energy Management Plan throughout 2017 and participate in the Durham Community Energy Plan	Goal: Environmental Responsibility Theme: Proactive Environmental Management Strategy Number: 3	Operating Costs

Objectives	Relationship to Oshawa Strategic Plan	Relationship to Financial Strategy
18. Develop a defined Facility Audit Program process	Goal: Economic Prosperity and Financial Stewardship Theme: Safe and Reliable Infrastructure Strategy: 3	Infrastructure Investment

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Objectives	Relationship to Oshawa Strategic Plan	Relationship to Financial Strategy
19. Research and implement a Revolving Energy Incentive Fund to support future energy retrofit projects	Goal: Economic Prosperity and Financial Stewardship Theme: Safe and Reliable Infrastructure Strategy: 3 and 4.	Infrastructure Investment

Objectives	Relationship to Oshawa Strategic Plan	Relationship to Financial Strategy
20. Implement City of Oshawa Designated Driver Licensing and Regulatory Standards	Goal: Ensure an Inclusive, Healthy and Safe Community Theme: N/A Strategy: N/A	N/A

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Objectives	Relationship to Oshawa Strategic Plan	Relationship to Financial Strategy
21. Develop and implement an Enforcement Plan for the new Council approved Animal Welfare Standards.	Goal: Accountable Leadership Theme: Deliberate Community Engagement Strategy: 4.	Revenue Sources

Objectives	Relationship to Oshawa Strategic Plan	Relationship to Financial Strategy
22. Continue to coordinate the rehabilitation and expansion of Corporate Security Technology (Cameras, Detection Equipment, Control Room Technology, and Keyscan)	Goal: Economic Prosperity and Financial Security Theme: Safe and Reliable Infrastructure Strategy: 3.	Infrastructure Investment

Objectives	Relationship to Oshawa Strategic Plan	Relationship to Financial Strategy
23. Housekeeping Amendments to the Property Standards By-law	Goal: Accountable Leadership Theme: Deliberate Community Engagement Strategy: 2 and 4.	N/A

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Objectives	Relationship to Oshawa Strategic Plan	Relationship to Financial Strategy
24. Investigate and report on a Trap Neuter Release program (TNR) for feral cats	Goal: Accountable Leadership Theme: Develop and Leverage Relationships Strategy: 1 and 2.	N/A

Objectives	Relationship to Oshawa Strategic Plan	Relationship to Financial Strategy
25. Investigate and report on standards related to Animal Rescue Groups, and consult with Planning regarding recommended locational criteria	Goal: Accountable Leadership Theme: Develop and Leverage Relationships Strategy: 1.	N/A

Objectives	Relationship to Oshawa Strategic Plan	Relationship to Financial Strategy
26. Develop a business case to support redevelopment of Animal Services at 199 Farewell	Goal: Economic Prosperity and Financial Stewardship Theme: Safe and Reliable Infrastructure Strategy: 3.	Infrastructure Investment

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Objectives	Relationship to Oshawa Strategic Plan	Relationship to Financial Strategy
27. Implement Anniversary renewal standards for Business Licenses	Goal: Accountable Leadership Theme: Deliberate Community Engagement Strategy: 4.	Revenue Sources

Objectives	Relationship to Oshawa Strategic Plan	Relationship to Financial Strategy
28. Investigate concerns and examine potential regulatory standards related to Private Transportation Providers (ie) UBER in Oshawa	Goal: Ensure an Inclusive, Healthy and Safe Community Theme: N/A Strategy: N/A	Revenue Sources