

Corporate Services Department 2018 Budget Briefing Note

Description

The Corporate Services Department (CSD) supports the delivery of city services by: providing excellent service to the public and City departments; partnering with clients to develop innovative solutions to business needs; and ensuring compliance with all legislation, by-laws and other governance requirements.

Programs/Services Offered

CSD provides a broad range of services to internal and external clients. The service areas play critical roles throughout the corporation, and share commonalities that will help the department to become more efficient:

Corporate Real Estate Office (CREO)

The Corporate Real Estate Office (CREO) acts as the City's real estate manager, corporate landlord, project manager and developer. CREO strategically manages major assets for the City with a strong corporate and client focus, enabling other departments to deliver programs and services by providing land, buildings and real estate services.

The core services that CREO provides are:

- Acquisition of land and buildings to support wide variety of City services and initiatives
- Corporate accommodation
- Disposal of property that is surplus to the City's needs
- Environmental assessment, remediation and soil management of City-owned land
- Leasing, oversight of interim portfolio and property tax assessment review of City-owned properties
- Valuations and appraisals
- Realty initiatives, strategic land development and special projects.

Corporate Revenue, Corporate Finance and Procurement Services

Comprised of Corporate Finance, Procurement, and Corporate Revenue Services, these areas uphold the statutory requirements of the Municipal Act and other Acts of Legislation; provides services and expertise on all financial, payroll, and supply matters within the organization; and establishes policies that support the City in its goal to become financially sustainable.

Core services include:

- Developing the City's tax policies, issuing and collecting all City tax bills, administering the assessment roll and tax mitigation programs, and maintaining all customer tax accounts
- Responsibility for the maintenance of the water meters, setting water meter standards as well as oversight of the automated meter reading infrastructure across the City
- Developing, presenting and monitoring the City of Ottawa's operating, capital, and rate budgets
- Preparing the City's annual financial statements and related reporting
- Responsibility for the application of the City's Purchasing By-law including preparation of bid solicitations, evaluation, negotiation, contract awards, and reporting to Council
- Responsibility for the accurate pay and benefits for employees, and issuing of T4s and T4As
- Maintaining and monitoring payroll compliance with contractual and legislated requirements

- Responsible for the payments to vendors
- Responsibility for Commodity Tax and Harmonize Sales Tax oversight
- Providing financial support and services to all City Departments and various boards and agencies

Information Technology (IT) Services

IT Services provides access to information for City staff and citizens, and ensures that the technology used to deliver City services is reliable, and secure. IT Services provides core technology infrastructure services to 350 City facilities, supports more than 11,900 clients and 14,500 computers and mobile devices, and maintains several hundred business-specific software and applications in support of the range of services and programs offered across the City.

IT's core services include:

- Workplace essentials such as e-mail system management, telephones, pagers, & smart phones, service desk, walk-in service centre and additional end user support services, hardware & software purchasing, phone, network & email account set-up, printing, fax and scanning support, mobility enablement and computer training
- Advisory services such as business technology planning; enterprise architecture; industry trends & market research; security & risk assessment; and vendor & product assessment
- Application services such as enterprise and business-specific system implementation, integration, support and maintenance; business intelligence tools, reporting & analytics; business process mapping & reengineering; and software application lifecycle management
- Infrastructure services such as network management (voice, data, & remote access); data management (storage & backup); security safeguards & engineering; facility technology fit-ups; investigations and audit support; and telecommunication services