



# **IT Services Assessment for Town of Hay River**

Presentation to Town Council  
September 10, 2012



# IT Services Assessment

- ❑ Introduction and Overview
- ❑ Approach
- ❑ Summary of Findings
- ❑ IT Scope of Services
- ❑ IT Service Provider Recommendations
- ❑ Additional Recommendations



# Introduction and Overview

- ❑ Canadian Project Partners was engaged in August 2012 to review the current information technology support arrangements with ArcTech Computers based in Hay River.
- ❑ This presentation and associated report provides an objective assessment of these services and provides recommendations for action by the Town of Hay River.



# Approach

- ❑ Analysis of information provided by the Town
- ❑ High level comparison of services in other Northern jurisdictions
- ❑ Numerous stakeholder interviews
- ❑ Third party information review



# Summary of Stakeholder Feedback

- ❑ Based on the stakeholder interviews, the Town of Hay River:
  - Has appropriately sized and design IT services and infrastructure.
  - Receives excellent service delivery and quality.
  - Receives fast and effective support for problem identification and resolution.
  - Receives a high level of responsiveness for IT support services.



# Stakeholder Issues and Concerns

- ❑ Based on feedback from Town of Hay River employees and elected officials contacted there are very few issues or concerns.
- ❑ Issue:
  - Communications
- ❑ Concerns:
  - Physical presence
  - Suitability of IT infrastructure
  - Computing platform



# IT Services Findings

- ❑ The scope of services is appropriate with respect to the Towns needs and the IT infrastructure that has been implemented.
- ❑ Hay River has engaged a committed IT services provider.
- ❑ The cost of services is reasonable:
  - Yellowknife pays 4% more on a per capita basis
  - Whitehorse pays 6% less on a per capita basis



# IT Service Provider Recommendations

## □ IT Support Options:

1. Renew the ArcTech contract potentially with expanded service requirements.
2. A: Issue a competitive RFP for the current service requirements.  
B: Issue a competitive RFP with enhancements to the service requirements and parcelling out of services.
3. Bring IT support services in-house.





# Additional Recommendations

- Computing Platform
- Disaster Recover and Business Continuity Plans
- Technology Roadmap