



Managing Director
of Corporate
Services & Treasurer

INFORMATION TECHNOLOGY

Manager of IT

Supervisor of IT

System Analyst

Application
Support Analyst

Support Technician

WHAT WE DO

The Information Technology Department supports the Township staff on all hardware and software related needs, from desktop applications to server and networking needs. In addition to this support, we:

- Train staff in Microsoft Applications, Cyber-Security and more
- Help implement new technology projects to automate staff process and find efficiencies
- Maintain the Township water and wastewater SCADA systems
- Protect the Township from malware and ransomware attacks
- Provide Shared IT Services to the Town of Minto and Centre Wellington Hydro

KEY FACTS




- 1 The Township has three levels of protection from IT related threats. Each day, the Township blocks approximately 380,000 attacks on our network.
- 2 The IT Department completes approximately 1,900 support tickets per year, and currently has 70 active projects to implement and upgrade technology tools across many different departments.
- 3 Approximately 45,000 residents and visitors connect to the Township's public Wi-Fi in public Township buildings and greenspaces each year.

NUMBER OF STAFF:

5

-  Manager of Information Technology
-  Supervisor of Information Technology
-  Systems Analyst
-  Application Support Analyst
-  Support Technician

CURRENT & UPCOMING PROJECTS

-  Extending the public Wi-Fi Network to more greenspaces
-  Implementing new software to provide online services to residents (for example: online Tax Billing, Building Permits, By-law complaints, and more)
-  Implementation of two-factor authentication to further protect user accounts



IT TERMINOLOGY & QUICK FACTS

Workstations

It takes over 160 computers to support Township staff in their day-to-day operations! The IT department supports this fleet of laptops and desktops – troubleshooting hardware issues, performing repairs and coordinating replacements when necessary. This also includes supporting the monitors, printers, scanners, point of sale terminals, and other computer peripherals used by Township staff.

Mobile Devices

Township staff use Mobile Devices such as smart phones and tablets for a variety of work in the field. This includes building permit inspections, asset condition inspections, work orders and service requests. The IT department supports nearly 140 mobile phones and tablets.

Cybersecurity

Protecting the Township software systems, networks, and computer hardware from digital attacks is a key responsibility of the IT Department. These attacks can have many and varied aims – from damaging or disrupting our computer systems to the theft of electronic data. The IT department employs many tools to prevent cyber attacks, such as firewalls, spam filters, and anti-virus software.

Two Factor Authentication

Two-factor authentication (2FA) is a method of access management for computer systems that requires 2 forms of identification to access the system. This can take the form of a password for their user account, as well as a one-time code sent by text or an app on their smartphone. 2FA is used to protect sensitive Township systems, to ensure that they are only accessed by authorized users.

Centre Wellington Communications

The primary purpose of Center Wellington Communications (CWC) is to provide a fibre optic infrastructure network that connects all the Township's sites. This network provides the requisite bandwidth to ensure administration, infrastructure, SCADA, and community services have sufficient connectivity to provide services, security, data backup, disaster recovery, and business continuity.

SCADA

SCADA stands for Supervisory Control and Data Acquisition. This is a type of computer system used to gather real time data on components of our water and wastewater systems. The IT Department monitors and maintains this system, ensuring high availability of the technology needed to monitor our drinking water computer systems.

Shared Services

The IT Department provides IT support to the Town of Minto, as well as Centre Wellington Hydro. Township IT staff are responsible for resolving computer outages, maintaining security systems, and maintaining and replacing hardware.