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)
- ➢ Easypay – 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

Appendix A - Budget Summary

Software Licensing Costs
2023 Operating Budget

4313 Software Licence	
01-1020 General-Program Support	
Escribe	24,437
E-Solutions - website - connector	967
E-Solutions - website annual hosting	5,454
Keystone - annual support & maintenance	12,700
PSD Citywide - annual licensing, AM, CAP, GIS	10,050
PSD CItywide - CPA Module - Deferred, currently not in use	(4,369)
PSD Citywide - FMW Operating, Capital, Salary, FIR	9,700
PSD Citywide - Maintenance Manger and Citizen Request Portal	14,200
** MM deferred start since not live yet; CRP is full year, assume go live for May 1st	(2,863)
PSD Grant Inventory	270
Adobe - managed by INS - assumed annual cost continues	208
Acrobat - managed by INS - assumed annual cost continues	244
INS - Microsoft Office 365 (25) Business Premium $705/m	8,460
INS - Microsoft Office 365 (25) Business Basics $192.50/m	2,310
National Time - $4/active user/month; flexes during summer months	3,000
Easypay Annual Update	320
Total 01-1020 General-Program Support	85,088
01-2012 Protection-Chesley Fire	
Stillwater Consulting - FLMS, monthly subscription $305	3,660
Fluent IMS, Burn permit subscription, $$678.40/ Stn	678
Fluent IMS, Credit purchase $1610 in 2022 for 15,000	540
Total 01-2012 Protection-Chesley Fire	4,878
01-2014 Protection-Paisley Fire	
Fluent IMS, Credit purchase $1610 in 2022 for 15,000	540
Fluent IMS, Burn permit subscription, $$678.40/ Stn	678
Stillwater Consulting Limited, FLMS, Training Software, $304.28/m	3,651
Total 01-2014 Protection-Paisley Fire	4,869
01-2016 Protection-Tara Fire	
Stillwater Consulting - FLMS, monthly subscription $305	3,660
Fluent IMS, Burn permit subscription, $$678.40/ Stn	678
Fluent IMS, Credit purchase $1610 in 2022 for 15,000	540
Total 01-2016 Protection-Tara Fire	4,878

01-2042 Protection-Building Inspection	
E-Permitting Software	19,351
Total 01-2042 Protection-Building Inspection	19,351
01-4010 Health-Cemetery-Common	
CIMS. This would be fixed for a minimum of three years provided no additional developed acreage is added, which is not expected	3,663
Total 01-4010 Health-Cemetery-Common	3,663
01-5015 Rec/Cult-Admin	
Book King Software, Open Edge Fees	7,908
Total 01-5015 Rec/Cult-Admin	7,908
01-7410 Plan/Dev-Economic Development	
Tourist Town On-line Solution (*to be reviewed*)	7,300
Canva Program Subscription	150
Total 01-7410 Plan/Dev-Economic Development	7,450
Total 4313 Software Licence	138,085

IT Technical Support 2023 Operating Budget	
01-1020 General-Program Support	
INS - Managed Server $120/m	1,465
INS - Managed User (25) $1,625/m	19,843
INS - Phishing Training (50) $200/m	2,442
INS - Advanced Mngd Security (26) $390/m	4,762
INS - EDR Endpoint Detection Remediation (26) $182/m	2,222
INS - Cloud Enabled Back Up & Recovery (50) $200/m	2,442
INS - Back Up Server (1) $65/m	794
Total 01-1020-4300 Contracted Services	33,970