



CITY OF VANCOUVER

ADMINISTRATIVE REPORT

Report Date: July 12, 2007
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TO: Vancouver City Council
FROM: The General Manager of Corporate Services
SUBJECT: Re-alignment of Existing IT Management Position

RECOMMENDATION

THAT Council approve the creation of a Manager of Data Services position to be funded through the deletion of the Print Shop Manager position at no incremental cost to the City.

The pay level is subject to General Manager of Human Resources classification.

CITY MANAGER'S COMMENTS

The City Manager approves this organizational change as it will enable the Information Technology department to meet increasing customer demands for data management services with no impact on existing staffing and service levels in the Print Shop.

COUNCIL POLICY

The establishment and deletion of full time positions requires Council approval.

PURPOSE

To obtain Council approval to create a new Manager, Data Services position and to re-assign the responsibilities of the Print Shop manager (recently retired) to the Manager, Business and

Vendor Relations as part of a minor re-organization of the Information Technology division of Corporate Services.

BACKGROUND

The City operates three data centres in order to support its network and business applications. These data centres operate 24/7 and must be regularly monitored, maintained and upgraded to ensure the City has seamless access to its data. The current IT organizational structure needs to be upgraded to provide an increased level of support and focus to meet the City's growing need for data storage and management services.

DISCUSSION

The Information Technology division would like to reorganize its existing management team to create a Data Services branch. In early 2006, the Information Technology division completed the work to move all City servers and data into a centrally managed enterprise storage environment. This centralized environment encompasses over one hundred terabytes¹ of core data spread across more than two hundred servers located in three data centres; along with the required supporting infrastructure (power, UPS, fire suppression, flooring, racking, etc.). Corporate IT is also moving towards a Service Management philosophy which means that staff continuously monitor and maintain infrastructure to ensure business continuity rather than fixing outages as they occur.

Creating a Data Services branch would ensure optimal performance and availability of the City's servers and data, as well as improving IT's ability to plan for future growth and to meet customers' service demands. The Data Services branch would also be responsible for a major project to consolidate the City's three data centres into one major post-disaster recovery site. Some of the work of the proposed Data Services branch was previously carried out by the Systems Infrastructure and Messaging branch in IT. However, this branch has been struggling to handle the increased work load and to provide the required focus on this complex and demanding part of the business. Other aspects of the new branch (e.g., capacity planning and availability management) are new functions arising from the transition to an IT Service Management culture.

The new Data Services branch will require one new management position. The Manager, Data Services position will be funded from the exempt position vacated by the Manager of the Print Shop who retired in May 2007. Overall management responsibilities in the Print Shop have been re-assigned to the Manager, Business and Vendor Relationships; while the printing services aspects of the previous manager's position are being performed by other Print Shop staff. Existing staffing and service levels in the Print Shop will not be affected by this change.

FINANCIAL IMPLICATIONS

This organizational change will not result in additional costs to the City.

1) A terabyte is one [trillion \(short scale\) bytes](#), or 1000 [gigabytes](#). For comparative purposes, the U.S. [Library of Congress](#) Web Capture team has claimed that "as of May 2007, the Library has collected more than 70 terabytes of data" [Source: [Wikipedia](#)]

CONCLUSION

The proposed re-organization reflects the importance Corporate IT places on safeguarding and managing the City's data and the infrastructure required to support it. Existing staffing and service levels at the Print Shop will be maintained.

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