



F&A Presentation Corporate Services Department

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Commissioner of Corporate
Services

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[durham.ca](https://www.durham.ca)

@RegionofDurham



Agenda

1. Overview of Corporate Services Divisions
2. Outline of Services
3. 2023 Priorities and Challenges
4. Questions

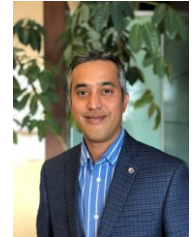


Corporate Service Department

- Human Resources – Louise O’Dell
Director of Human Resources



- Information Technology - Kalyan Chakravarthy (KC)
Chief Information Officer



- Legislative Services - Alexander Harras
Regional Clerk



- Service Durham - Junaid Sarwar
Director of Service Durham



Human Resources Division

Four areas of Human Resources Services:

1. Employee and Labour Relations
2. Compensation and Benefits
3. Health, Safety and Wellness
4. Talent Acquisition and Organization Development



Human Resources – Employee and Labour Relations

Overview of Services:



- Union Relations, Contract Negotiations, Grievances
- Investigations, Conflict Resolution, Facilitated Discussions
- Harassment/Discrimination/Racism
- Workplace Violence, Process Reviews, Safety Plans
- Attendance/Absenteeism Support Program
- Performance and Learning Plans
- Policy – Legislation reviews, maintenance, Collective Agreement
- Training
- Client Services

Human Resources – Compensation and Benefits

Overview of Services:

- Benefits Administration
- Pension Administration
- Compensation Management
- Joint job evaluations
- Union negotiations support
- Pay Equity Legislation Compliance
- Organization Structure(s)



Human Resources – Health, Safety and Wellness

Overview of Services:

- Health and Safety Systems
 - Health and Safety legislative compliance
 - Joint Health and Safety Committees – 23 across the Region
- Disability Management
 - Manage Medical Accommodations
 - WSIB claims administration through electronic records management
 - Reporting of absences for pension reconciliation and insurance claims
 - Administer and manage staff core committee (reassignment due to restrictions) and return to work plans
- Healthy Workplace Initiatives (“Wellness”)
 - Wellness programs
- Employee Assistance programming
 - Mental health program



Corporate Services - Information Technology Division

Information Technology Services:

1. Application Services, Data Centre Infrastructure and Service Delivery
2. Corporate Geographic Information Systems (GIS)
3. Project Services
4. Networking, IT Security, and Cyber Security



CS-IT – Application Services, Data Centre Infrastructure and Service Delivery

- itHelp desk responds to over 13,000 email requests for assistance and approximately 12,000 telephone call assists every year
- They support over 4,000 devices at desks, 1,200 mobile devices, 300+ servers and 70 networked sites
- Staff Wi-Fi in 57 of our 70 Regional sites
- Instrumental in ensuring that hybrid work happens seamlessly



CS-IT – Geographic Information Systems (GIS)

- Urban Heat Island Maps (Climate)
- North Durham Map Viewers
- North Durham “What's My Ward?”
- Settlement Services Map (Immigration)
- Technology Asset Story Map (Durham Technology & Innovation Portal)
- **Coming Soon!**
 - Surplus Lands Map (Housing Task Force)
 - Durham Region Transit Information Hub
 - Data Sharing Portal for Local Partners
 - DEMO Information Hub (Emergency Management)



CS-IT – Project Services

- Main Project during 2021 to 2023 - **myDurham 311**
- ✓ Customer Relationship Management (CRM) system is operating while more features and functionality are being implemented during 2023
- ✓ myDurham 311 Customer Portal branding
- ✓ myDurham 311 Knowledge Base has 260 articles to be used by our Customer Service Representatives – target August 2023 to complete
- ✓ 311 enabled dialing (see report #2022-INFO-96)
- ✓ 311 e-module

Other projects:



CS-IT - Security

- Network and Data Security
 - Ethical Hacks
 - Phishing Campaigns
 - Information Security Risk Management
 - Multi-Factor Authentication
 - Vulnerability Assessments and remediations



Legislative Services Division

Three areas:

1. Council Services
2. Information Management
3. Access & Privacy Office



Legislative Services – Council Services

- Legislative Compliance
- Council and Committee Management
- Accountability and Transparency
 - Integrity Commissioner – Principles Integrity
 - Ombudsman – Provincial Ombudsman’s Office
 - Closed Meeting Investigations – Local Authority Services Ltd. (LAS)
- Municipal Elections



Legislative Services – Information Management

- Keeps all official records of the corporation
- Maintains Records Retention and Classification Scheme
- Processes requests to retrieve historical records
- Ensures proper destruction of expired records
- By the numbers:
 - Currently maintaining over 16,000 boxes of physical records in storage
 - In the last term of office (2018-2022):
 - Processed over 12,000 requests for records retrievals
 - Provided training to over 540 staff on records management practices



Legislative Services – Access & Privacy Office

- Responds to Freedom of Information requests submitted by the public
- Investigates & resolves identified privacy issues
- Provides corporate training and education on privacy protection
- Last term, responded to over 730 freedom of information (FOI) requests



Service Durham

Service Durham is the newest division of Corporate Services responsible for administering myDurham311 program.



Three areas of Service Durham services include:

1. myDurham311 Project
2. 311 Contact Centre – Single point of contact for all non-emergency Regional inquiries, programs and services
3. Public Front Counters, Regional Headquarters – First point of contact (In Person)

Service Durham – myDurham 311



Combining 60 phone numbers and 28 business units

250,000+ telephone calls and 5000+ emails answered in 2022
6000+ visitors served at the Regional Headquarters front counters



311 dialing enabled across the Region in December 2022



myDurham311



Service Durham

Service Durham – Contact Centre



- CRM – Customer Relationship Management System – Microsoft Dynamics
- Knowledge based service
- Training and Knowledge Management
- Process Excellence and Quality Assurance
- MOU for local and neighbouring municipalities

Service Durham – Public Front Counters



Front Counter Principles



No Wrong Door

Customers will be served where they arrive, and when necessary, transitioned through warm transfers.



Streamlined Flow

Customer services will be delivered near entry points to buildings, and signage will aid customer movement.



Resolution

Customer inquiries will be resolved at first contact, where possible.



Omnichannel

Services resolved through customer's channel of choice. The same service delivered regardless of channel.



Human Resources Focus for 2023 and beyond

- Supporting multi-generational workers
- Providing recruitment for the Region during a labour shortage
- Balancing being a competitive employer with fiscal responsibilities
- Supporting employee wellness, particularly mental health supports during the pandemic, and ensuring the workforce is engaged and managed in a hybrid virtual environment
- Supporting community partners with employment outreach initiatives
- Building workplace respect awareness
- Support employee development to ensure employee retention and corporate knowledge transfer

Information Technology Focus for 2023 and beyond

- Focus on implementing data analytics and reporting
- Phone system upgrades
- Ransomware protection for backups
- Cloud optimization
- Service delivery enhancements



Legislative Services Focus for 2023 and beyond

- Continuous improvement of the new Council Chambers AV system & e-Agenda software
- Training & Education on new Council procedure by-law (approved December 2022)
- 2022 Municipal Elections: Candidate Financial Statements & Compliance Audit period
- Implementation of a corporate Public Conduct Policy
- Pilot deployment of electronic records management system & business case development for software acquisition



Service Durham – 2023 Plan and Priorities

- Continue implementation of the myDurham 311 program for the remainder of the departments
- Service Durham anticipates approximately 700,000 transactions in 2023 and over 1 million transactions in 2024
- Service Channels will be expanded to include 311 email and chat
- Omnichannel Platform
- 311 Customer Portal will be implemented to enable self service
- January 2023 – new program with Durham College

