

## General Service Overview

### Department Name – Financial & IT Services

#### General Overview

Responsible for administering and overseeing all municipal financial transactions and information technology services. This includes financial reporting, legislative compliance, budget development, audit preparation, procurement, grant applications and reporting, financial planning, and ongoing financial support to staff and Council. The department also manages core financial operations, including taxation, payroll, accounts payable, accounts receivable, and customer service.

The Information Technology Department is responsible for the planning, delivery, maintenance, governance, and security of technology systems that support all municipal operations, services, and employees. This includes end user computing, network and server infrastructure, cloud services, cybersecurity, application and data management, telecommunications, mobile device management, corporate CCTV systems, audit and compliance support, and business continuity. The IT Department enables reliable, secure, and compliant service delivery across all municipal departments while ensuring adherence to legislative, regulatory, and corporate policy requirements.

#### Overview Service Type

#### Funding Sources

- General Tax Levy
- User Fees
- Grants

#### Total Resource Levels

<i>Employee Type</i>	<i>Job Title</i>	<i>Notes</i>
(7) FTE Administration	Treasurer (1) Deputy Treasurer (1) IT Manager (1) Tax Coordinator (1) Accounts Administrator (1) Procurement & Grants Coordinator (1) IT Administrator (1)	Salary
(2) FTE Split Administration	Customer Service Representative (1.5) Payroll & Benefits Coordinator (0.5)	Salary

		Payroll and Benefits is split 50/50 with Human Resources  Customer Service is split with the Building Department
(2) Summer Students	IT Student	

**Authorities**

Municipal Act  
 Procurement Bylaw  
 Assessment Act  
 Municipal Freedom of Information and Protection of Privacy Act (MFIPPA)  
 Development Charges Act  
 Broader Public Sector (BPS) Procurement Directive  
 Public Sector Accounting Board (PSAB) Standards  
 Occupational Health & Safety Act  
 Accessibility for Ontarian with Disabilities Act (AODA)  
 Fees and Charges By-law  
 Customer Service Policy  
 Compensation By-Law  
 Union Collective Agreements  
 Employment Standards Act  
 Service Canada  
 Ministry of Finance  
 Canada Revenue Agency  
 Workplace Safety Insurance Board  
 Income Tax Act  
 Family Responsibility and Support Areas Act  
 Ontario Municipal Retirement Systems Act 2006

**General Service Descriptions:**

**Finance:**

Property Tax Administration

Responsible for the administration of approximately 7,500 property tax accounts within the municipality. This includes the preparation, issuance, and collection of semi-annual tax bills; ongoing maintenance of accounts related to ownership changes, address updates, mortgage company additions and deletions; administration of penalty and interest; and processing of write-offs, supplementary, omitted, and adjusted tax bills.

The service also administers assessment-related changes received from MPAC, processes tax adjustments arising from reassessments and Assessment Review Board appeals and manages Payments in Lieu of Taxes (PILs). Responsibilities also include the issuance of tax certificates in response to legal and real estate transactions, the administration of legislated rebate and refund programs, monitoring tax arrears and payment agreements, and ensuring compliance with applicable legislation and municipal policies.

The service also provides direct support to residents by responding to inquiries and providing guidance on property tax matters.

#### Accounts Receivable/Payable Administration

Responsible for the administration of the municipality's accounts receivable and accounts payable functions, supporting the accurate and timely processing of all incoming and outgoing invoices and payments. Accounts payable responsibilities include the daily receipt of vendor invoices, distribution to departments for verification and approval, reconciliation of vendor statements, and the weekly processing of cheque and electronic funds transfer (EFT) payments in accordance with established policies and internal controls.

Accounts receivable responsibilities include the issuance of invoices for municipal services, fees, charges, and recoveries; processing and applying payments received through various methods; monitoring outstanding receivables; following up on overdue accounts; and supporting collection activities in accordance with the Corporate Account Receivable Policy. The service also performs reconciliations, resolves account discrepancies, supports audit and reporting requirements, and provides customer service to vendors, departments, and external clients related to billing and payment inquiries.

#### Payroll Administration

Responsible for the administration of standardized bi-weekly payroll for all municipal employees, ensuring accurate and timely payment of wages and statutory and benefit remittances. This includes processing payroll for all staff, remitting deductions to

applicable government agencies and benefit providers, and maintaining compliance with legislative and regulatory requirements.

The service also manages year-end payroll functions, including the preparation and submission of T4 slips, OMERS reporting, Employer Health Tax (EHT), and Workplace Safety and Insurance Board (WSIB) filings. Provides ongoing operational support related to payroll entries and assists employees and departments with the Town's electronic timesheet module.

### Main Customer Service Support

Provides centralized, front-line customer service support for all municipal departments and serves as the primary point of contact between the public and the Corporation. Responsibilities include monitoring, responding to, and distributing inquiries received through the Town's general email inbox, and answering calls to the main municipal phone line, resolving inquiries where possible or directing them to the appropriate department or staff member.

The service also processes payments for municipal services through both in-person and online channels, supports general document intake for in-person submissions, and assists residents and businesses with case submissions through the Town's online portal (AccessE11). This function plays a key role in ensuring accessible, responsive, and efficient customer service across all areas of municipal operations.

### Procurement & Grants Administration

**Procurement:** Responsible for the administration of the municipality's procurement and purchasing activities, ensuring the acquisition of goods and services is conducted in a fair, transparent, and cost-effective manner in accordance with the procurement bylaw. This includes coordinating competitive procurement processes such as requests for quotations (RFQs), requests for proposals (RFPs), and tenders, as well as supporting departments with sole-source and low-value purchases.

The service manages and administers the municipality's online Bids and Tenders portal, including posting procurement documents, coordinating vendor communications, issuing addenda, receiving submissions and maintaining records. Procurement also provides guidance to departments throughout the procurement lifecycle, including specification development, vendor communications, evaluation processes, contract awards, and documentation retention.

Grants: Responsible for the identification, research, and application of external funding opportunities to support municipal programs, services, and capital projects. This includes monitoring grant programs across all levels of government and other funding agencies, coordinating application development with internal departments, and preparing and submitting grant applications. It coordinates agreements and claims, supports reporting requirements, and maintains comprehensive records.

Also responsible for the administration of the internal grants program, the Community Initiatives Fund including the development in intake materials, management of the application intake process, preliminary eligibility and completeness screening, issuance of award notifications, and coordination of funding disbursements.

Financial Management and Reporting:

**Information Technology:**

The Information Technology Department is responsible for the planning, delivery, maintenance, governance, and security of technology systems that support all municipal operations, services, and employees. This includes end user computing, network and server infrastructure, cloud services, cybersecurity, application and data management, telecommunications, mobile device management, corporate CCTV systems, audit and compliance support, and business continuity. The IT Department enables reliable, secure, and compliant service delivery across all municipal departments while ensuring adherence to legislative, regulatory, and corporate policy requirements.

## Financial Service Standards

### Property Tax Administration

Name of Service	Service Description	Service Level	Service Standard	Resources Allocated
Distribution of Tax Bills	Preparation and distribution of property tax bills to all taxable	Mandated	As per the Municipal Act.	1 FTE, with temporary internal support from

	<p>properties within the municipality, including printing, stuffing, and mailing of bills.</p> <p>The organization of bag tags mailed with property tax notices.</p>		<p>Shall send a tax bill to every taxpayer at least 21 days before any taxes shown on the tax bill are due. Due dates are the last business Friday of February, April, June and September.</p> <p>Bag tags are mailed to eligible property properties during the interim billing, 21 days prior to the last business Friday of February. Customers who do not receive tags must contact the Municipality prior to APRIL 1<sup>st</sup> to be considered for re-issuance of tags.</p>	<p>various staff for bill stuffing and mailing during peak billing periods.</p>
Tax Collection	The process and methods by which the Municipality levies and	Mandated	Mandated As per the Municipal Act.	1.5 FTE

	collects taxes from property owners, including installment billing, payment processing, pre-authorized payment plans, and processing of mortgage company payments.		The Municipality can levy 50% of the previous year's Final Tax levy for the interim billing cycle.	
Pre-Authorized Payment Plan Management	Management of monthly (15 <sup>th</sup> and 30 <sup>th</sup> ) and installment dates pre-authorized payment plans	Discretionary	Enrollment required a minimum of 5 days prior to the next scheduled payment date	1 FTE
Penalty & Interest	Applying late payment charges to past due property tax account	Mandates	As per the Municipal Act and the Tax Collection Policy, penalty and interest will be applied monthly at a rate of 1.25%	1 FTE
Issuance of Write-offs and Supplemental Tax Bills	Processing changes in assessment through supplementals (increases) or write-offs (decreases) and providing an updated tax bill to the resident.	Mandated/ Discretionary	Supplemental As per the Municipal Act.  Shall send a tax bill to every taxpayer at least 21 days before any taxes shown on the tax bill are due.  Write-offs	1 FTE

			<p>This is discretionary as no tax bill is due, but staff still issue the write-off to inform residents of current year adjustments after the final bill is processed June. Adjustments for previous years are processed within 60 days of receiving the assessment change notice from MPAC.</p>	
Tax Reminders	Send out tax reminder notices to residents in arrears	Discretionary	<p>Notice of Property Tax Arrears will be mailed to taxpayers in default of payment (greater than \$5) the month following the second instalment due date of final tax bills. Additionally, both interim and final tax</p>	1 FTE

			bills will show past due balances.	
Tax Collection & Sale Process	In accordance with the Tax Collection Policy, reviewing outstanding properties and starting the Tax Sale process to ensure prompt payment of taxes and following a consistent process for notifying individuals of the arrears on property.	Mandated	Properties that are in arrears for two years are eligible for tax registration; however, the Town's procedure currently is to only register properties that are three years in arrears.  All timelines once registered are defined within the Municipal Act.	1 FTE
Property Address Changes	Maintaining the Tax Roll with accurate mailing information for residents to ensure that bills are received.  Staff do not complete this unless one of the following is completed:  Online web form  In Person form	Mandated	As per the Municipal Act, the taxpayer must notify, in writing of an address change other than the property address. Address changes will be completed within 30 days of written receipt.	1 FTE

	This requires acknowledgement that MPAC will also be notified and confirmation that the information is correct			
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## Accounts Payable and Receivable Administration

Name of Service	Service Description	Service Level	Service Standard	Resources Allocated
Standard Accounts Payable Administration	<p>Distribution of invoices to all departments and subsequent collection once coded and signed.</p> <p>Entering the Town's financial software and subsequent payment to vendors</p>	Essential	<p>As per the Corporate Accounts Payable Policy:</p> <p>EFT batches will be processed a minimum of twice per week.</p> <p>Cheque batches will be processed a minimum of once per week.</p> <p>Invoices must be signed, coded and sent to <a href="mailto:accountspayable@greaternapane.com">accountspayable@greaternapane.com</a> by Monday morning at 8:00am to be processed within the current batch.</p> <p>Invoices sent to staff within 5 days of receipt.</p> <p>Payment issued within 5 business days of receipt from the department.</p> <p>EFT Payments are issued twice weekly on Wednesdays and Fridays</p>	1 FTE

			Cheque payments are issued weekly on Thursdays.	
Accounts Payable Collection	Follow-up with vendors to verify statement balances and ensure payments have been applied correctly to invoice payments.	Essential	Statements are reviewed monthly as received from vendors.	1 FTE
Accounts Receivable Administration	<p>Issuance of invoices through departmental requests or ongoing services invoices.</p> <p>Preparation of monthly statements and reminders to be sent to vendors or residents.</p>	Discretionary	<p>Invoices are sent via standard mail upon creation for all vendors within 10 business days of receiving invoice details from the initiating department. Invoices will be mailed within 3 days of issuance as the interest calculation period is based on the invoice date.</p> <p>Payment is due 30 days after the service has been invoiced by the Town. (exceptions as per the AR Policy)</p> <p>Statements are completed monthly and when balance remains, staff issue statements to vendors, along with accompanying invoices.</p>	1 FTE

Account Receivable Collection	Further to the Administration process staff attempt to follow up with departments of issuance and operational managers to accelerate collection of invoices.	Essential	<p>As per the Corporate Accounts Receivable Policy, statements will be sent monthly to accounts with an outstanding balance.</p> <p>After 90 days past due, a final notice will be sent to the customer, and the account may be sent to an external collection agency. The account customer and the account may be sent to an external collection agency, in accordance with Section 304 of the Municipal Act.</p> <p>After 90 days past due, where standard collection procedures are unsuccessful, balances owed to the Town may be added to tax roll of the property owner if authorized by applicable legislation.</p>	1 FTE
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## Payroll Administration

Name of Service	Service Description	Service Level	Service Standard	Resources Allocated
Compensation, Payroll & Benefits	Administering payroll, benefits, and compensation programs.	Mandatory	Bi-weekly payroll; respond to inquiries within 3 business days	0.5 FTE
Remittances and Reporting to External Agencies	Yearend reconciliation process to ensure remittances match annual	Mandatory	Remittances are processed either monthly or bi-weekly depending on the agency.	0.5 FTE

	<p>rates and required remittances.</p> <p>Issuance of T4's to all employees</p>		<p>T4's are issued annually by the end of February. Accompanying reporting is sent to the CRA</p>	
Payroll Compliance and Legislative Monitoring	<p>Monitoring and interpreting changes to federal, provincial, and regulatory requirements impacting payroll, benefits, and compensation</p>	Legislated	<p>Ongoing monitoring of legislative and regulatory updates. Implementation of required changes within legislated timelines</p>	0.5 FTE

## Customer Service

Name of Service	Service Description	Service Level	Service Standard	Resources Allocated
Management of Town's General Email	<p>Response and distribution of emails received through the Town's general email.</p>	Essential	<p>Customers will receive an initial response to an email within two (2) business days.</p> <p>This does not mean resolution for the question or concern.</p> <p>Depending on the nature of the email, a response can come from the department rather than CSR.</p>	2 FTE

Phone Calls	Answering phone calls that come through the Town's Main Operator Queue	Essential	Staff target 75% - 80% pickup rate on calls to the main line Operator Queue.  Missed Calls Returned Within 2 Business Days if a voicemail has been left	4 FTE's  The phone rings on a sequential order through all 4 staff members, to reduce unanswered calls
Payment Processing (In-person)	Processing payment of transactions into any of the Town's payment systems and providing receipt of payment through said system	Essential	Completed in the moment at the main customer service counter.	2 FTE's
Document intake	Intake of forms and documents for various departments across the municipality.  Examples include:  Permits License Applications Move-in or out forms	Essential	Intake of form and review for general completeness when received to ensure department has baseline information completed and any follow-up required.	2 FTE's
Payment Processing (online)	Services that the Municipality operates	Essential	Payments are reflected on accounts within five (5) business	Portions of 5 employees

	<p>through online payment methods</p> <p>Taxes Utilities Some large AR and Building Permits Recreation</p>		<p>days of payment at the financial institution.</p> <p>Transit from institutions for electronic payment or credit card can take multiple days</p>	
Assistance in Case Management	<p>Either over the phone or in person assisting with case creation for through the Town's AccessE11 portal</p>	Essential	<p>Taking all required information and entering all required fields for departmental review and follow-up.</p> <p>No timeline for intake, as this would be done instantaneously when fulsome information is provided.</p>	2 FTE's

## Procurement

Name of Service	Service Description	Service Level	Service Standard	Resources Allocated
Procurement Planning & Advisory Support	<p>Provides guidance and support to departments on procurement requirements, thresholds, purchasing methods, and policy interpretation.</p>	Essential	<p>Respond to staff inquiries within 3 business days.</p> <p>Provide recommended procurement method and required documentation</p>	1 FTE

	Assists with early planning for procurements, including defining scope, timelines, and evaluation approaches.		based on value, risk, and policy.  Ensure departments receive appropriate templates and instructions.	
Competitive Bid Document Preparation (RFPs, RFQs, Tenders)	Supports departments in preparing compliant procurement documents. Maintains standardized templates for competitive processes.	Mandatory	Initiate draft or review procurement documents within 5 business days.  Ensure all competitive documents include required legal terms, evaluation criteria, and submission instructions.  Maintain and update templates annually or as policy changes occur.	1 FTE
Competitive Bid Process Management	Manages the full competitive procurement process including posting, vendor communication, addenda, bid closing, compliance checks,	Mandatory	Post finalized documents within 5 business days.  Issue addenda a minimum of 5 business days prior to the closing date.  Complete compliance review	1 FTE

	evaluation coordination, and award documentation.		<p>within 5 business days of bid closing.</p> <p>Coordinate evaluation and consolidate scoring within established timelines.</p> <p>Prepare award recommendations and issue award letters within a maximum of 60 days following approval.</p>	
Procurement Compliance, Reporting & Delegated Authority Oversight	Ensures procurement activities comply with the Procurement By-law, trade agreements, and internal controls. Tracks delegated authority purchases, prepares procurement activity reports, and supports internal/external audits.	Essential	<p>Monitor compliance for all procurement files.</p> <p>Prepare monthly delegated authority reports.</p> <p>Maintain procurement records in accordance with retention requirements.</p>	1 FTE
Procurement Governance & Compliance	Oversight of corporate procurement practices to ensure compliance with the Procurement	Mandatory	Procurement activities reviewed for compliance; deviations reported to management as soon as aware.	1 FTE

	By-law, financial controls, and audit requirements.			
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## Grants

Name of Service	Service Description	Service Level	Service Standard	Resources Allocated
Grant Opportunity Monitoring & Application Development	Monitors federal, provincial, and other funding programs to identify opportunities that support municipal priorities. Maintains a master listing of corporate grant priorities. Reviews eligibility criteria and communicates relevant opportunities to departments.	Essential	Monitor and share relevant funding opportunities in a timely manner.  Seeks available funding for identified corporate priorities.  Coordinate application development with departments and ensure submissions meet program requirements and deadlines.	1 FTE
Grant Submission, Agreements & Reporting	Prepares and submits grant applications, coordinates funding agreements, and manages required financial and progress reporting. Oversees claims,	Mandatory	Submit applications and claims by program deadlines.  Review and coordinate funding	1 FTE

	documentation, and compliance with funding terms.		<p>agreements promptly.</p> <p>Maintain complete and compliant records for audit and reporting purposes.</p> <p>Report to Council monthly on Grant activity</p>	
Internal Grants Program Administration (Community Initiatives Fund)	Administers the Town's internal grants program, including administration of intake applications, eligibility screening, award notifications, and coordination of funding disbursements.	Essential	<p>Manage intake cycles and review applications for completeness and eligibility.</p> <p>Issue award notifications following Council approval.</p> <p>Coordinate disbursements to be issued within 30 days of approval and maintain program records.</p>	1 FTE

## Financial Management and Reporting

Name of Service	Service Description	Service Level	Service Standard	Resources Allocated
Annual Budget Development & Coordination	Development, coordination and consolidation of the Town's annual operating and capital budgets	Mandatory	Budget prepared annually in accordance with the Municipal Act, Strong Mayor Powers legislation, and as per the Mayor Direction issued.	2 FTE
Financial Reporting	Preparation of internal financial reports for management and Council, including variance analysis, forecasting, and reserve tracking.	Essential	Monthly reports communicated to departments within 30 days of period end.  Quarterly reports reported to Council within 60 days of period end.	2 FTE
Annual Financial Statements & FIR	Preparation of year-end working papers, financial statements, and the provincially mandated Financial Information Return (FIR).	Mandatory	FIR submitted by the provincial deadline; audited financial statements completed annually and presented to Council.	2 FTE, third party audit staff
External Audit Coordination	Coordination of the annual external audit,	Mandatory	All audit requests responded	3 FTE

	including preparation of audit schedules, supporting documentation, and responses to auditor inquiries.		within 5 business days; audit fieldwork supported as scheduled.	
Cash Flow & Investment Management	Monitoring and management of municipal cash flow, bank accounts, investments, and borrowing in accordance with legislation and Town policies.	Essential	Daily cash monitoring, investment decisions aligned with the Municipal Act and Town Investment Policy; monthly bank reconciliations.	2 FTE
Debt Management & Reporting	Administration of municipal debt, including tracking, reporting, and ensuring compliance with debt limits.	Mandatory	Annual debt reporting completed as part of year-end processes; compliance with provincial Annual Repayment Limit (ARL) maintained.	2 FTE
Financial Policy Administration	Development, maintenance, and enforcement of financial policies including procurement, reserves, asset management, and accounting controls.	Essential	Policies reviewed at least every 5 years or as legislation changes; compliance monitored through ongoing financial oversight.	2 FTE

Internal Controls & Risk Management	Oversight of financial controls including segregation of duties, approval workflows, reconciliations, and audit trails.	Essential	Key controls monitored monthly; exceptions investigated and resolved within 30 business days.	2 FTE
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# Information Technology Service Standards

## End-User Technology Support

Name of Service	Service Description	Service Level	Service Standard	Resources Allocated (FTE)
Service Desk (Incidents & Requests)	Primary point of contact for operational IT issues and service requests related to computers, mobile devices, printers, applications, and access control.	Essential	Acknowledgement within 1 business day. Priority based resolution: Critical outage – same business day; High priority – within 2 business days; Standard requests – within 5 business days.	2.5
User Account Provisioning & Deprovisioning	Creation, modification, and removal of user accounts and system access for employees, contractors, and temporary staff.	Essential	Processed within 2 business days upon receipt of complete HR or management authorization or as otherwise required.	2.5
End User Device Setup & Replacement	Deployment, configuration, maintenance, and replacement of desktops, laptops,	Essential / Discretionary	Standard deployments completed within 5 business days, subject to	2.5

	peripherals and other IT related equipment		equipment availability and approved standards.	
Application Support	Operational support for Microsoft 365 and approved departmental line of business applications.	Essential	Operational issues responded to within 1 business day; vendor escalation where required.	2.0

## Infrastructure & Core Systems

Name of Service	Service Description	Service Level	Service Standard	Resources Allocated (FTE)
Network & Connectivity	Management of wired, wireless, internet, VPN, and site to site connectivity across all municipal facilities.	Essential	Business hours availability target of 99%. Outages addressed immediately upon detection.	2.0
Server & Cloud Infrastructure	Administration of on premise and cloud hosted servers, storage, and core systems.	Essential	Continuous monitoring of critical systems; backups reviewed daily; recovery tested periodically.	2.0
Email & Collaboration Platforms	Operation and configuration of email, Teams, SharePoint, and OneDrive environments.	Essential	Service disruptions triaged same business day; configuration changes completed within 5 business days.	2.5
Telephony & Unified Communications	Administration of desk phones, mobile phones,	Essential / Discretionary	New activations or changes processed within	2.5

	and carrier services.		5 business days following approval.	
Secure Remote Access Enablement	Provision and maintenance of secure remote access including VPN, MFA, and encrypted endpoint connectivity.	Essential	Access enabled based on role and approval; reviewed periodically or upon role change.	2.0

## Cybersecurity, Privacy & Compliance

Name of Service	Service Description	Service Level	Service Standard	Resources Allocated (FTE)
Cybersecurity Monitoring	Monitoring and protection of municipal systems against cyber threats.	Essential	Security alerts reviewed daily; critical incidents escalated immediately.	2.0
Cybersecurity Incident & Privacy Breach Response	Coordination of response to cybersecurity incidents and privacy breaches, including containment, investigation, and reporting.	Mandatory	Incidents managed in accordance with the Town policy and privacy obligations.	2.0
Patch & Update Management	Deployment of operating system, application, and firmware updates.	Essential	Critical patches deployed in accordance with vendor guidance; standard updates on scheduled cycles.	2.0
Access Control & Data Protection	Management of role-based access, MFA, and data protection controls.	Mandatory	Access aligned to job role and reviewed periodically.	2.0

Legislative & Policy Compliance	Alignment of IT practices with MFIPPA, Municipal Act, and corporate policies.	Mandatory	Compliance requirements embedded into system design and operations.	1.0
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## Business Applications, Data & Governance

Name of Service	Service Description	Service Level	Service Standard	Resources Allocated (FTE)
Technology Request Intake & Review	Formal intake, review, and approval of IT projects, new technology requests, cloud services, and software acquisitions.	Mandatory	Requests reviewed for security, privacy, compliance, and operational fit prior to approval.	1
Application & Software Lifecycle Management	Management of software approval, licensing, renewals, inventory, and decommissioning.	Mandatory / Essential	All software tracked and licensed; renewals managed to avoid service disruption.	2
Business System Administration	Administration of approved departmental business systems.	Essential	Support requests acknowledged within 1 business day; changes coordinated with departments.	2.5
Data Backup & Recovery	Protection and recovery of municipal data across systems.	Essential	Daily automated backups; recovery prioritized based on operational impact.	2.0
IT Asset & Lifecycle Management	Inventory, tracking, and lifecycle management of IT assets including servers, endpoints, and network equipment.	Essential	Assets tracked centrally; lifecycle planning aligned with budget cycles.	1.0

Audit, Risk & Compliance Support	Support for internal and external audits, risk assessments, and compliance reviews.	Mandatory	Timely provision of documentation, evidence, and technical explanations as required.	1.0
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## Mobile Device & Endpoint Management

Name of Service	Service Description	Service Level	Service Standard	Resources Allocated (FTE)
Mobile Device Management (MDM)	Administration of corporate mobile devices, including enrollment, security configuration, remote wipe, and compliance enforcement.	Mandatory / Essential	Devices must be enrolled in MDM prior to use. Security controls (encryption, authentication, policy enforcement) are applied in accordance with Town IT and Cell Phone policies.	2.0
On Call & Emergency Access Enablement	Provision of secure after hours and emergency access for approved operational and on call roles through managed mobile devices and identity controls.	Essential	Emergency access is granted only to approved roles and is enabled through MDM managed devices, multi-factor authentication (MFA), and role-based permissions. Access is reviewed periodically and upon role change.	2.0

## CCTV Systems

Name of Service	Service Description	Service Level	Service Standard	Resources Allocated (FTE)
CCTV System Administration	Administration and technical support of municipal CCTV systems.	Essential	System health monitored; issues triaged within 1 business day.	2.0
CCTV User Access & Permissions	Management of authorized access to CCTV systems in accordance with privacy and approval requirements.	Mandatory	Access granted only with documented authorization.	2.0
CCTV Video Retention & Retrieval	Configuration of retention rules and support for authorized footage retrieval.	Mandatory	Retention aligned with MFIPPA and corporate policy.	2.0
CCTV Vendor, Licensing & SLA Management	Management of CCTV vendors, licensing, warranties, and service escalations.	Essential	Licensing monitored and vendor issues escalated to maintain system reliability.	1.0

## Projects, Planning & Advisory Services

Name of Service	Service Description	Service Level	Service Standard	Resources Allocated (FTE)
IT Project Management	Planning and delivery of approved IT initiatives and projects.	Essential / Discretionary	Projects delivered in accordance with approved scope, budget, and timelines.	1.0
Technology Advisory Services	Strategic and operational technology advice to departments and leadership.	Discretionary	Consultations scheduled based on organizational priorities.	2.0

Vendor & Contract Management	Management of IT vendors, contracts, and renewals.	Essential	Renewals tracked to prevent service interruptions.	1.0
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## Business Continuity & Recovery

Name of Service	Service Description	Service Level	Service Standard	Resources Allocated (FTE)
Disaster Recovery Planning	Development and maintenance of IT disaster recovery procedures.	Essential	Integrated with corporate business continuity planning.	2.0
System Recovery & Restoration	Restoration of systems and services following outages or incidents.	Essential	Recovery prioritized to support critical municipal services first.	2.0