

TOWNSHIP OF ESQUIMALT

Levels of Service – Finance & IT

Services - Finance

- Payables & procurement
- Payroll & benefits
- Revenue collection
- Cash management & investing
- Financial policies
- Financial analysis & reporting
- Debt management
- Financial planning
- Risk management & insurance

Services – Information Technology

- Management of computer, network, and telephone services
- Help desk technical support
- Maintain and upgrade existing technologies, applications, and infrastructure
- Data security, backup/disaster recovery and business continuity
- Facilities security including alarm systems, access control and video surveillance
- Assess, recommend and implement technologies to improve business functions

Staff Resources

- In 2023, 1 FTE resource added to each department
- Changing Variables:
 - Employees – FTE & auxiliary
 - Budget size & complexity
 - Population growth
 - Statutory requirements
 - New facilities
 - Technology & innovation

Risks & Challenges

- Recent situation in Finance significantly impacted required focus on core services
 - Established statutory requirements
 - Increasing internal demands for information and service
 - Capacity to innovate
- Need to fully implement new Enterprise Resource Planning (ERP) system prior to 2029
 - Will require significant staff and financial resources