Staff Report

Corporate & Financial Services – Information Technology

Report To: **COW- Admin, Corp and Finance, SI, Comm. Services**
Meeting Date: April 28, 2025
Report Number: CFS.25.023
Title: Single Source FME Integration and IT Help Desk
Prepared by: Will Wray, Manager of Information Technology

A.   Recommendations

THAT Council receive Staff Report CFS.25.023, entitled "Single Source FME Integration and IT Help Desk";

AND THAT, in accordance with the Town's "Purchasing of Goods & Services Policy, POL.COR.07.05", Council approves the request to Single Source the purchase of Feature Manipulation Engine integration software and Halo ISTM (Integrated IT Service Management) Helpdesk software.

B.   Overview

This report is requesting Council approval to single source a contract with Halo ITSM for the IT Helpdesk and with Safe Software for FME integration software.

C.   Background

Feature Manipulation Engine (FME) is a data visualization and integration tool used by many other municipalities to create in-house integrations of various software implementations to ensure data efficiency and integrity. FME uses application programming interfaces (APIs) to link our systems, so an action in one application can automatically launch the same—or a related—action in another. For instance, when a resident submits a service request through the public portal, FME can create the corresponding work order or by-law case in the permitting system. The connected applications can be hosted either on-premises or in the cloud.

IT has been using FME for a year on a trial basis and found it suitable for our needs for the next 3-5 years.

Halo ITSM is an all-inclusive solution that manages various IT processes, including incident, problem and change management under one platform. Halo ITSM offers comprehensive Helpdesk ticket lifecycle management that aligns with Information Technology Infrastructure

Library (ITIL) principles, including tracked Service Level Agreements, better prioritization options and vendor/project management.

IT has been using Halo ITSM as our Help desk ticketing software since February 2023, replacing our Kbox ticketing software in use at the time. We expect this software to meet the organization's needs for the next 3-5 years.

D.   Analysis

Requirements of the Town's "Purchasing of Goods and Services Policy, POL.COR.07.05"

Section 9 of the Town's Purchasing Policy provides that Single Sourcing is a method of procurement whereby there is more than one vendor able to supply the service and a purchase order is issued or contract awarded without a competitive bidding process. The use of Single Sourcing with a particular vendor exceeding $25,000 must be approved by Council. In order for a division to Single Source for services exceeding $25,000, an operating strategy must be presented with Purchasing input and approved by Council, outlining the rationale.

The decision to single source FME software is based on several key factors that align with our municipality's strategic goals and operational needs. FME integration software provides specific ESRI GIS and API capabilities for our work-order and service request software, which allows for spatial aspect to be added to non-georeferenced data.

Key Benefits:

1. **Enhanced Collaboration**: FME's widespread use among municipalities facilitates better collaboration and knowledge sharing, allowing our staff to leverage best practices and innovative solutions from other regions.

2. **Operational Efficiency**: FME automates data integration, validation, and transformation processes, reducing manual effort and improving data accuracy. This leads to faster decision-making and more efficient operations.

After extensive trials of several help desk software solutions, IT has identified Halo ISTM as the most cost-effective option. Halo ISTM stands out due to its alignment with best practice ITIL recommendations, seamless integration with Microsoft Azure and O365 platforms, and compatibility with our IT asset management software. Additionally, it offers the flexibility to integrate with other work-order management systems as required.

Key Benefits:

1. **ITIL Compliance**: Halo ISTM adheres to ITIL best practices, ensuring that our help desk operations are efficient, standardized, and aligned with industry standards.

2. **Seamless Integration**: The software works smoothly with our existing Microsoft Azure and O365 platforms, as well as our IT asset management software, making everything easier to manage.

3. **Comprehensive Management**: Halo ISTM handles all aspects of help desk ticket management, including incidents, problems, and changes, all in one place. This ensures better prioritization, tracked Service Level Agreements, and effective vendor/project management.

4. **Proven Effectiveness**: IT has been using Halo ISTM since February 2023, improving service management and making operations more efficient. The software will help us tackle current and future challenges in IT service delivery.

E.   Strategic Priorities

1.   Communication and Engagement

We will enhance communications and engagement between Town Staff, Town residents and stakeholders

2.   Organizational Excellence

We will continually seek out ways to improve the internal organization of Town Staff and the management of Town assets.

F.   Environmental Impacts

n/a

G.   Financial Impacts

The funding was approved in the 2025 IT operating budget request. The one-year subscription fee is $15,000 + HST for FME and $17,000 + HST for HaloITSM. Staff anticipate a 5% increase on an annual basis. Based on this, the five-year cost for FME will be approximately $84,343 and $95,589 for HaloITSM.

H.   In Consultation With

Serena Wilgress, Manager of Purchasing & Risk Management

I.   Public Engagement

The topic of this Staff Report has not been the subject of a Public Meeting and/or a Public Information Centre as neither a Public Meeting nor a Public Information Centre are required. However, any comments regarding this report should be submitted to Will Wray, Manager of Information Technology support@thebluemountains.ca.

J.   Attached

Respectfully submitted,

Will Wray,
Manager of Information Technology

Monica Quinlan,
Director of Corporate & Financial Services

For more information, please contact:
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Report Approval Details

Document Title:	CFS.25.023 Single Source FME Integration and IT Help Desk.docx
Attachments:	
Final Approval Date:	Apr 17, 2025

This report and all of its attachments were approved and signed as outlined below:

Will Wray - Apr 17, 2025 - 10:14 AM

Monica Quinlan - Apr 17, 2025 - 11:34 AM