Communications and Information Services

Sections: Communications, Information Services, Reconciliation and Indigenous Relations
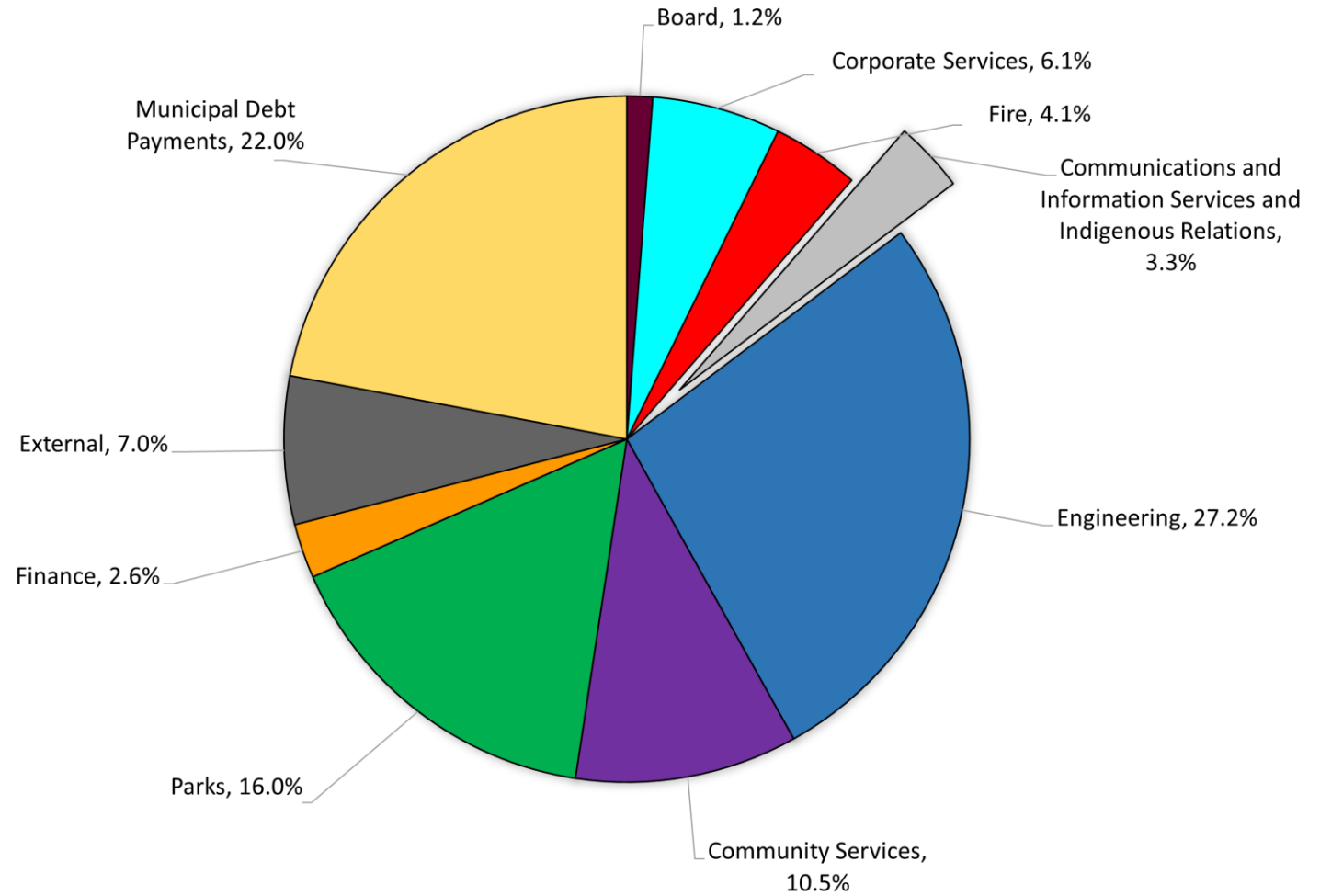
Orientation Module 4

1450 K.L.O. Road
Kelowna, BC, V1W 3Z4
rdco.com

**Regional District of
Central Okanagan**

Budget overview

2022 RDCO OPERATING EXPENDITURES: GENERAL, WATER, SEWER
Total = $58.9 Million

- Board, 1.2%
- Corporate Services, 6.1%
- Fire, 4.1%
- Communications and Information Services and Indigenous Relations, 3.3%
- Engineering, 27.2%
- Community Services, 10.5%
- Parks, 16.0%
- Finance, 2.6%
- External, 7.0%
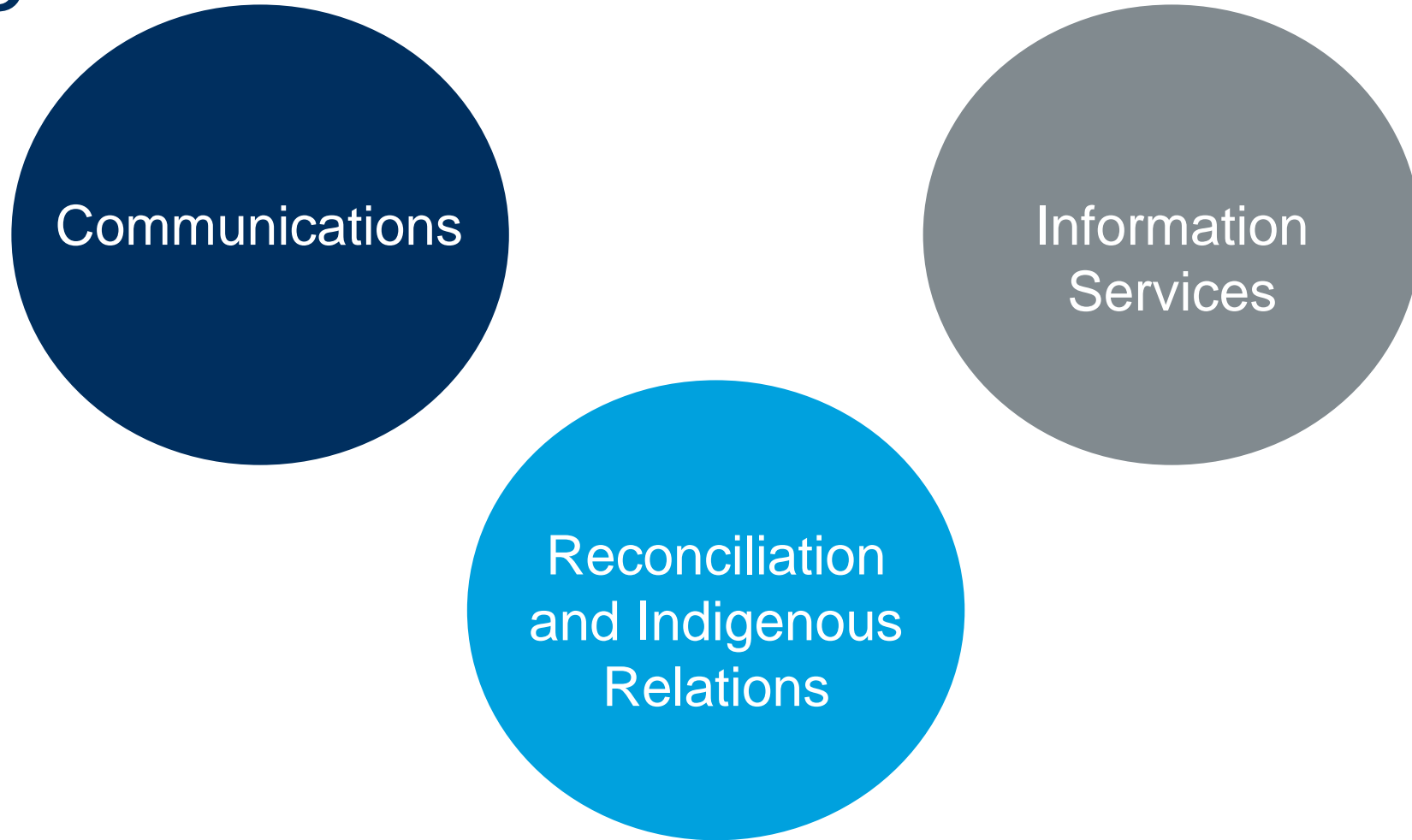- Municipal Debt Payments, 22.0%

Budget overview

- Staffing resources (FTE's)
    - Communications 2.5
    - Information Services 8.69
    - Reconciliation and Indigenous Relations 1.0

- Operating budget - $1,968,000

- Capital budget - $426,000

Mandate

Communications

Reconciliation and Indigenous Relations

Information Services

Communications program management goals

Goals:

- Board
  - Supported
  - Transparent decision making
- Residents
  - Recognize and value services
  - Understand services and access
  - Clear info from RDCO
  - Input into decisions
- Employees
  - Engaged
  - Can undertake their roles efficiently

Communications program activities

Activities:

- Board and Chair support
- Corporate and CAO support
- Media relations and monitoring
- RDCO digital channels
- Engagement and research
- Crisis communication and EOC
- Employee communications
- Branding
- Marketing and advertising

March 14, 2022

Electoral Area West and North Westside Governance and Services Stud...

The Central Okanagan West and North Westside Governance and Services study will engage residen...

View project

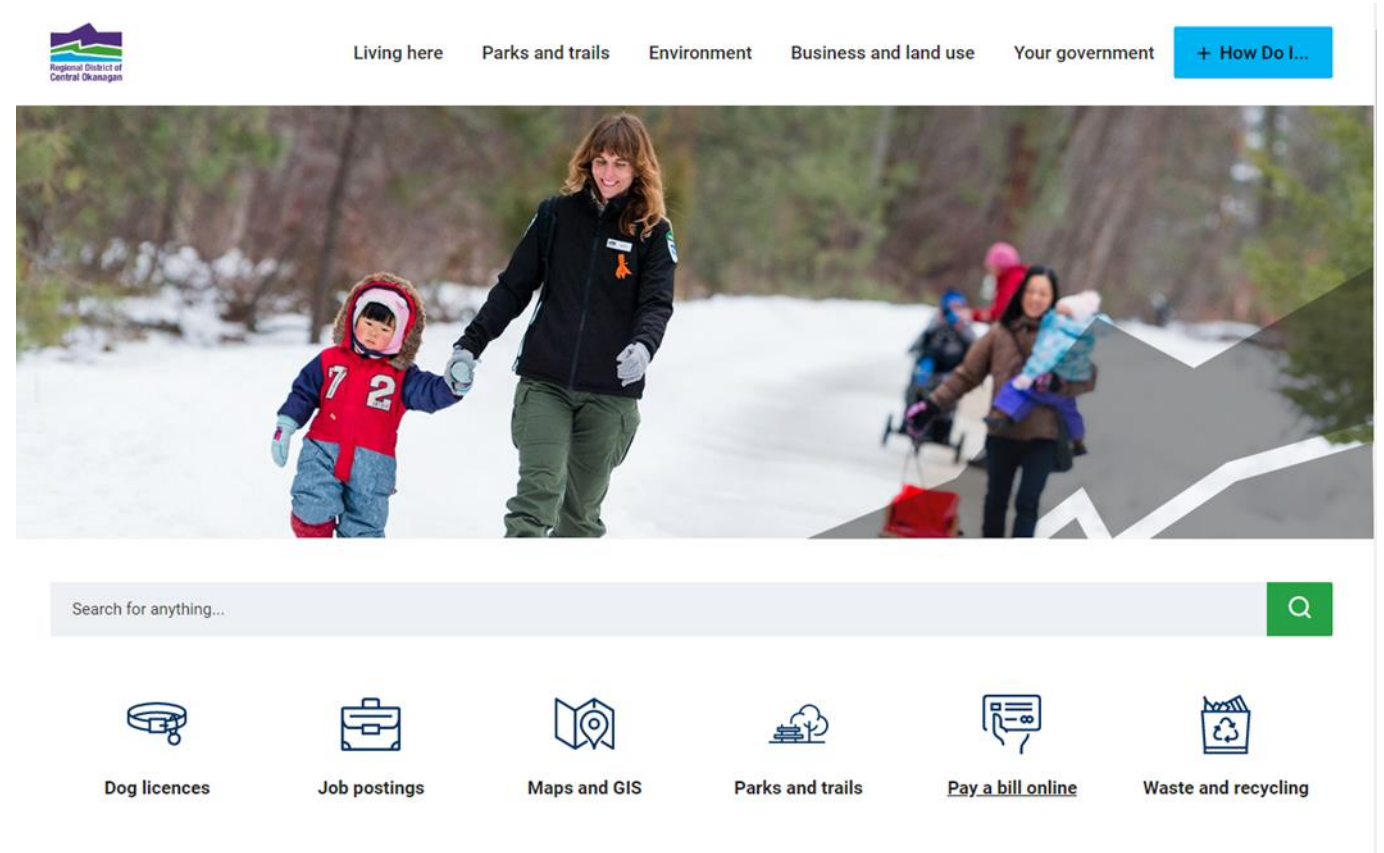# Where can you find RDCO information?

Website

- rdco.com
- rdco.com/agenda
- rdco.com/requests
- rdco.com/subscribe

Public engagement

- yoursay.rdco.com

Social media

- Facebook, Twitter, Instagram, YouTube, LinkedIn
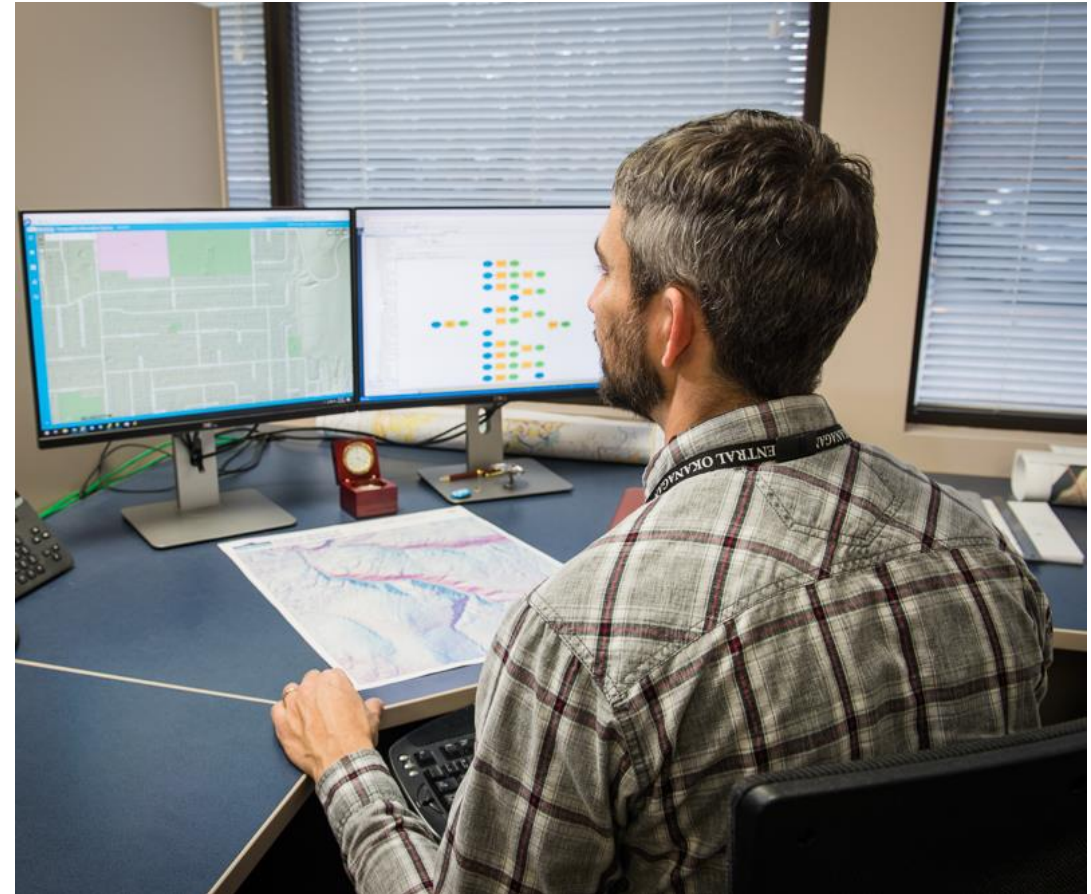
Information Services program goals

Goals:

- Drive continuous improvement
- Enhance online services
- Enable efficient operations
- Deliver performance and reliability

Information Services program activities

Activities:

- Network and servers including backup
- Disaster plan and cybersecurity
- Help desk
- Business process reviews
- Geographic Information Systems
- Improvement of online services
  - Digital services
  - Public engagement
- Office 365
- App review and/or replacement
- Cellphones and contracts
- Capital life-cycle replacement program

Questions?