



Department: COMMUNICATION AND INFORMATION SERVICES

Director: JODIE FOSTER

**2022 Budget: \$1, 968,000 operating,
\$426,000 capital**

FTE's: 12.19

Communication Services:	2.5 FTE
Reconciliation and Indigenous Relations	1 FTE
Information Services	8.69 FTE
Total	<u>12.19 FTE</u>

Mandate

Communication Services (2.5 FTE)

Leads and manages the formal communications-related work in the organization, ensuring that corporate communications are conducted with integrity and respect for inclusivity and diversity. This includes the following core internal and external communications programs:

- Public engagement and stakeholder research
- Media relations
- Issues and crisis communications
- Corporate branding and visual identity
- Corporate communications channels (website, social media, engagement, intranet etc.)
- Regional Board Chair and Regional Board communications support
- Employee communications in partnership with Human Resources

Reconciliation and Indigenous Relations (1 FTE)

Provides strong leadership and strategic guidance to:

- Build stronger relationships with the syilx / Okanagan people within the Central Okanagan
- Advance local government Reconciliation rooted in the guiding principles of the United Nations Declaration on the Rights of Indigenous Peoples and the Truth and Reconciliation Calls to Action as outlined by the National Centre for Truth and Reconciliation
- Build RDCO's cultural competency by fostering opportunities for staff and elected officials to learn about and work with local syilx communities

Information Services (8.69 FTE)

Provides secure, technology infrastructure, services and support, enabling customer-centric digital service delivery to the regional community and contributing to the efficient day-to-day operations of the RDCO.

This includes the following core programs:

- Reliable and efficient infrastructure, hardware, networking and systems
- Geographic Information Systems (GIS) for RDCO, Westbank First Nation, Peachland, Okanagan Basin Waterboard and Sterile Insect Release Program
- Cybersecurity and disaster recovery
- Help desk and after-hours support
- Business process analysis, digital solutions and support

Program Management Goals

Communication Services

- Ensure the Regional Board is aware of and feels supported through RDCO issues arising in the region
- Make Regional Board decisions transparent so residents understand how decisions are made
- Help RDCO residents recognize and value the services they receive from the RDCO
- Provide RDCO residents with clear and correct information from the RDCO
- Help RDCO residents understand which services the RDCO provides and those that are provided by other agencies
- Provide RDCO residents with the information and direction they need during a crisis
- Provide opportunities for RDCO residents to have input into decisions that impact them
- Engage employees and provide them with the information needed to undertake their roles efficiently

Reconciliation and Indigenous Relations

- Develop an RDCO Reconciliation Framework in collaboration with the syilx communities within the Central Okanagan
- Foster educational opportunities for staff, the Regional Board and Councils of other local governments within the RDCO.
- Strengthen local government relationships with syilx / Okanagan communities in the Central Okanagan.

Information Services

- Drive continuous improvement of technology services and support delivery
 - Business unit engagement within the RDCO
 - Service enhancements and service delivery tracking
 - High-performing team, continuously upgrading knowledge and improved cross-training for reliability
- Expand and enhance digital and online services for the regional community
 - Expand online services making it easier for citizens to connect to the RDCO
 - Provide digital public engagement opportunities
- Enable efficient and effective organizational operations within the RDCO
 - Undertake corporate initiatives and enterprise solutions
 - Develop a GIS road map

- Deliver strong performance and solid reliability
 - Undertake strategic life-cycle replacement program (including desktop/laptop, networking component, server and storage equipment)
 - Undertake robust five-year capital planning process
 - Continue cybersecurity and disaster recovery testing

Program Activities

Communications Services

- Communications support for corporate programs and projects and corporate messaging for Administration and the Regional Board
 - Support the Regional Board as a whole and the Board Chair as a designated Board spokesperson
- Media relations program including staff training and daily media monitoring shared with internal stakeholders
- Digital communications channel development, maintenance and content production
 - Website and service request system
 - Social media (Facebook, Twitter, Instagram, LinkedIn, YouTube)
 - Public engagement platform
 - E-newsletters by topic
- Public engagement program including policy, digital platform, templates and support for engagement activities such as open houses
- Stakeholder-related research that may be used to inform the decisions and actions of the Administration and Regional Board including but not limited to the Citizen Survey
- Crisis communications including role at the Emergency Operation Centre as Public Information Officer
- Employee communication and engagement including development, maintenance and content production for staff intranet
- Management of communications-related professional service contracts including but not limited to graphic designers, photographers/videographers, media monitoring, marketing research etc.
- Branding and visual identity guideline development and implementation including branded templates (signage, print, digital etc.)
- Advertising

Reconciliation and Indigenous Relations

- Develop the RDCO Reconciliation and Indigenous Relations Framework, ensuring the framework is applied to operations, processes, projects and programs in the RDCO's business units in a culturally appropriate and meaningful way.
- Policy and protocol review and update with an Indigenous lens
- Strengthen RDCO relationships with syilx communities by acting as a liaison and participating in various syilx projects, networks, forums and working groups
- Function as the key Indigenous contact within the RDCO to help build efficiencies between the RDCO and Indigenous organizations (Bands, Nations and non-profits).
- Foster educational opportunities for staff, the Regional Board and Councils of other local governments within the RDCO.

Information Services

- Business process reviews including Building and Planning Permit system (internal and external) and Human Resources / Payroll
- Continual improvement to existing online services such as dog licensing, online registration and payment of alarm permits, service request system, utility payments
 - Updated onboarding / offboarding employee process
- Move to and enhance use of Office 365
- Three-year strategy for GIS future development
- Coordination of training for enterprise applications (i.e., Office 365)
- Ongoing application review and / or replacement
- Support technologies for increased public engagement in RDCO business such as improvements for remote access to Regional Board meetings, and a new online engagement platform (yoursay.rdco.com)
- Participation in organization-wide projects such as asset management and electronic document management
- Capital life-cycle replacement program (for desktop/laptop, networking component, server and storage equipment)
- Maintenance of the network and all servers including data backup and security
- Support staff use of technology through help desk role, resolving computer hardware and software issues
- Disaster plan and cybersecurity testing
- Manage cellphones and phone contracts

Communications and Information Services

006 – Information Services
070 – Communications

070/6006 – Reconciliation

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

