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6.13

Information Technology Business Analyst Position

Notice given by: Councillor Hughes

BUDGET POSTPONED MOTION:

That the Information Technology Business Analyst position for \$91,500 is unfunded.

Administration's Understanding of the Intent of the Motion:

That the Information Technology Business Analyst position FTE requested would not be approved for 2026 and the funds transferred to the Growth Stabilization Reserve.

SUMMARY

If this motion is passed and the Information Technology Business Analyst FTE is not approved, it will significantly impede digital transformation, process improvement and automation efforts, resulting in delayed projects, and missed opportunities for operational improvements. It will compromise project execution, increase risks of delays, scope creep, and poor adoption, and reduce the quality of information for IT Governance decisions, contributing to misaligned technology investments and diminished value from technology initiatives.

ALIGNMENT TO COUNCIL DIRECTION OR MANDATORY STATUTORY PROVISION

None required.

BACKGROUND AND DISCUSSION

The IT Business Analyst is a critical link between business departments and technical teams, ensuring technology solutions address organizational needs and priorities and that technology enables the services and improvements needed. The business analyst facilitates stakeholder engagement, identifies business requirements, analyzes business processes, and supports process automation initiatives so the technology implemented improves service delivery and operational efficiency. The business analyst also supports IT Governance by providing analysis for technology investment requests, enabling informed decision-making and reducing risks of project delays, scope creep, and misaligned investments

Adding this business analyst role will ensure proper scoping, documentation, and stakeholder engagement, enabling successful project execution, improved process automation, and better alignment of technology investments with strategic priorities.

STAKEHOLDER COMMUNICATIONS OR ENGAGEMENT

None required.

IMPACTS OF RECOMMENDATION(S)

Financial:

If the motion passes, \$91,500 in unused assessment growth will be transferred to the Growth Stabilization Reserve in accordance with section ii. of Council Policy C-FS-05 Budget and Taxation Guiding Principles 14(b):

ii. Any portion of the 55 per cent growth revenue not applied to business cases or capital charters during the budget process shall be transferred to the Growth Stabilization Reserve.

Compliance & Legal:

None at this time.

Program or Service:

If this motion passes, the City will not have the IT Business Analyst FTE needed to ensure proper scoping, requirements and stakeholder engagement for successful project execution and improved process automation that enables multiple municipal programs and services.

Organizational:

Since the City's current capacity for business analysis is limited to a single term position dedicated to the Enterprise Maintenance Management-Asset Management project, if this motion passes, there are no resources to support the IT Governance process, or other technology or process automation initiatives.

Risks

If this motion passes, without business analyst resources, the City risks implementing technology solutions based on poorly defined requirements, resulting in systems that fail to meet business needs, take longer to implement and/or have increased costs.

Business process automation efforts have stalled due to the lack of clearly defined workflows, requirements, and stakeholder input. This can lead to missed opportunities for efficiency gains, continued reliance on manual processes, and placing additional pressure on staff.

ALIGNMENT TO PRIORITIES IN COUNCIL'S STRATEGIC PLAN

Although projects such as the Corporate Business Plan initiative for Customer Relationship Management may be large enough to warrant a dedicated business analyst funded from the project budget, the IT Business Analyst FTE is needed for those initiatives that do not meet this threshold. Therefore, for any other initiatives that need new technology, this FTE ensures the proper scoping, requirements and stakeholder engagement needed for successful project execution.

Specifically, this FTE is needed for, but not limited to, the following initiatives.

Initiative aligned with Strategic Plan:

Procurement Audit Implementation - Phase 1 & 2

Enhance Records and Information Management Practices

ALIGNMENT TO LEVELS OF SERVICE DELIVERY

The IT Business Analyst FTE will enable more efficient and effective service delivery by ensuring proper scoping, requirements and stakeholder engagement needed for successful execution of projects targeting service delivery.

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Author(s): Joanne Graham, Director, Information Technology

Department: Information Technology

Department Director: Joanne Graham

Managing Director: Diane McMordie

Chief Administrative Officer: William Fletcher