



Administration & Finance Division

To: Mayor and Council

From: Jordan Forbes, Human Resources Manager, Shane Freamo, Information Technology Manager

Date: January 9, 2019

Subject: Proposed new intern position in Information Technology Department

Our Information Technology (IT) department is in the process of undertaking several major initiatives with the goal of providing a robust, secure IT platform that supports our operations, and helps us provide the level of service that our residents, and other stakeholders expect.

As the Town of Fort Frances has over 150 employees, and only one dedicated information technology staff member, it has proven to be challenging to bring our servers, network infrastructure, workstations, and software licensing up to date, while at the same time providing day to day support and ensuring that we are protected from ongoing cyber attacks, which occur continually.

In recent months, other Municipalities in Ontario have recently been victims of ransomware attacks which crippled their operations for a fairly significant period of time, and cost them several hundred thousand dollars. In order to reduce our risk level, and potential exposure, we are recommending that we prioritize bringing our Information Technology systems up to date, and ensuring our systems are secure, as soon as possible.

Pursuing funding for an intern position which would support our IT operations will help us achieve this goal. We believe that this proposed solution is optimal at the present time for the following reasons:

1. The vast majority of the cost will be covered by the funding agency. We plan to apply to the Northern Ontario Heritage Fund Corporation (NOHFC) for funding, and they will cover up to \$31,500.00 of the expected \$45,500 in wages. If the NOHFC is not able to fund the position, then we plan to apply to FedNor. Both the NOHFC and FedNor have indicated that the position is likely eligible.
2. Given that there isn't a significant cost difference between an intern and a student position. The intern position is preferable to a student position because it is a full year position versus a 16 week position. In addition, the intern will be a post secondary graduate. From a training perspective, the intern will become more fluent working with our systems, and can provide a true backup when our Information Technology Manager is away from the office.
3. While, a full-time employee is preferable to an intern in the long term, we feel that it is premature to move to a second full time employee in the Information Technology Department at this point. The internship offers the opportunity to provide additional support with completing a variety of projects, while helping to further identify an appropriate scope of work for a potential full time position. If the intern were to prove competent, our organizational direction supported it, and the

financial means were available to support the position in the future, then we could potentially look at hiring the intern to a full time position, at that point.

4. Given the highly technical, and specific skill set required to manage our IT systems, we don't feel that training someone internally is feasible. Only a full time, fully trained IT staff member would provide the level of fluency required to provide true backup services, that wouldn't require our IT Manager to essentially fix the issue themselves. It should be noted that while the Technology Coordinator at the Library has the required skillsets to potentially provide backup support, he has full time responsibilities at the Library, and the time required to train, and then to provide backup services would greatly impact the Library operations when he is away. As such, this option was not considered.

Thank you for your consideration.

Sincerely,

A handwritten signature in blue ink, appearing to read "Jordan Forbes", written over a light blue horizontal line.

Jordan Forbes
Human Resources Manager

A handwritten signature in blue ink, appearing to read "Shane Freamo", written in a cursive style.

Shane Freamo
Information Technology Manager

Council Approval of this Report will approve the recommendation of the Administration and Finance Executive Committee to apply to secure the funding necessary to hire an intern.
