



Session 608: Making technology work for you

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Ottawa Community Housing

Commun-IT Journey



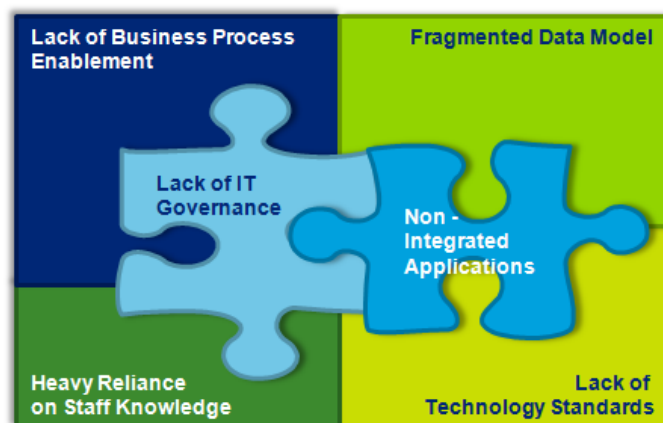
A Long History of Short Term Planning

- Current OCH was an amalgam of City Living and Ottawa Housing
- IT systems was comprised of over 25 individual programs
- Many systems were custom developed on outdated platforms
- Systems were antiquated, difficult to maintain and had limited possibility for data sharing
- Highly reliant on intellectual property of a few individuals for system upgrades and reports



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OCH IT Challenges



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Where to Begin

Challenges:

- We needed help
- Many stakeholders with sometimes conflicting interest
- IT department was an enabler but not the driver of the process

Solutions:

- Retained the services of a 3rd party consulting firm to complete a needs analysis



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Development of the OCH IT Strategy

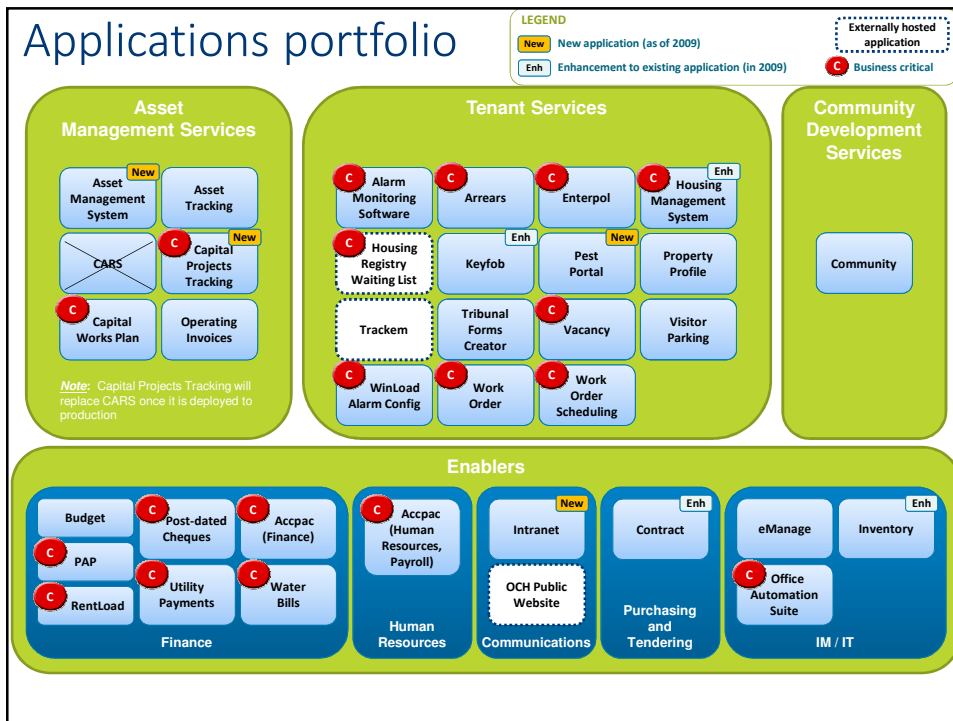
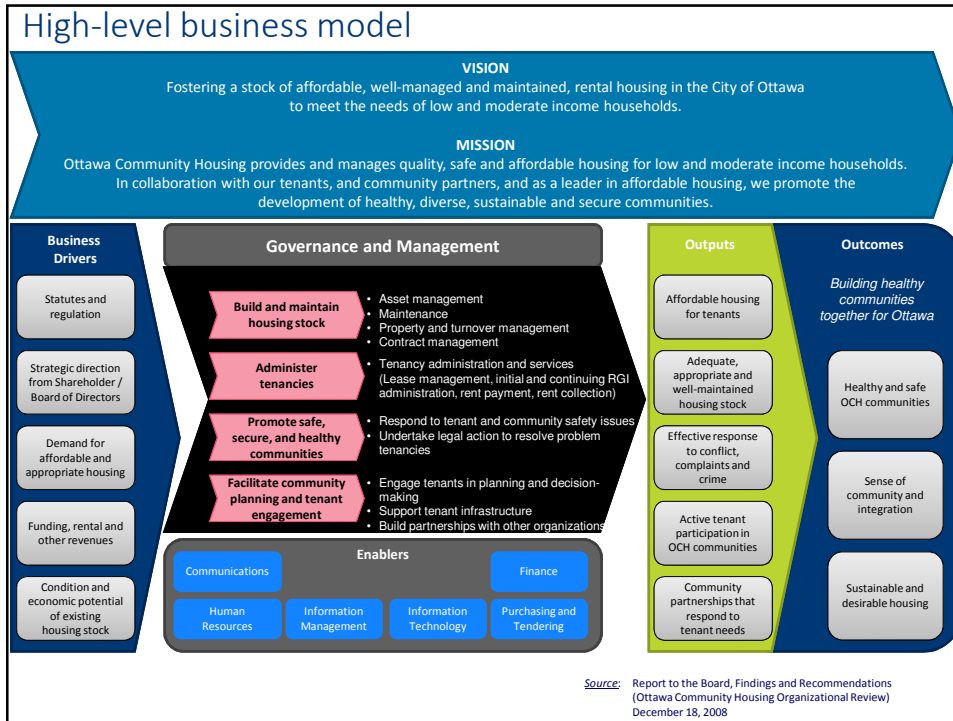
The key next step, which was an important strategic and operational enabler, was the development of an Information and Technology Strategy.

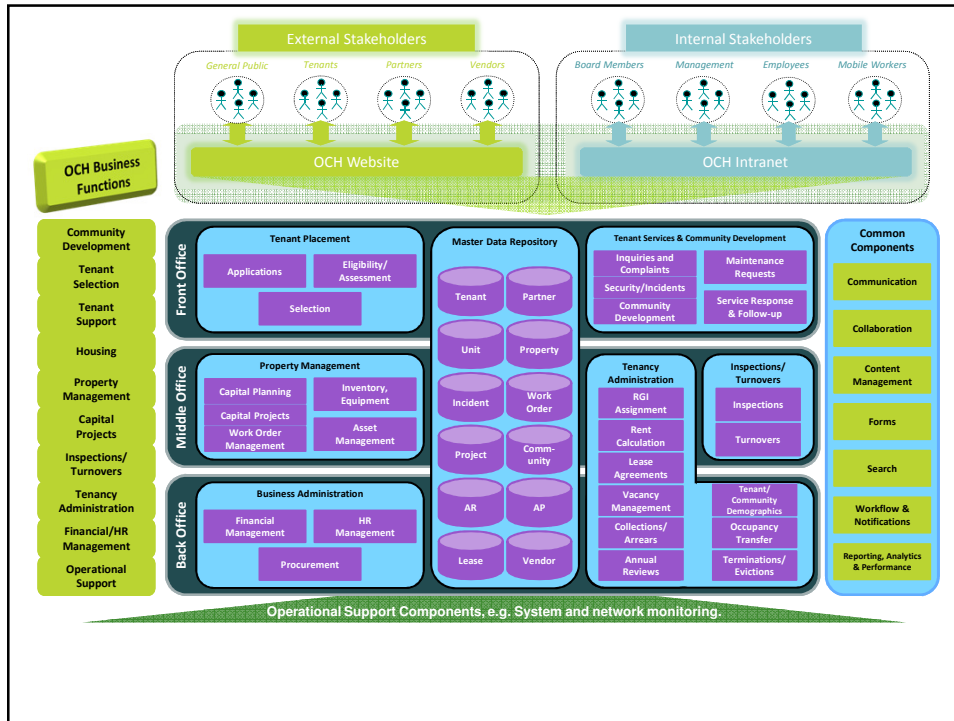
Over the past 5 years, OCH has embarked on a defined and managed business transformation, undergoing significant governance and strategic change.

As a result, Deloitte was engaged to develop a 2-5 year information and technology implementation plan based on current and future OCH business drivers and the supporting IT infrastructure.



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Lessons Learned

- Impact of business changes are significant
- More up front effort on evaluating the future state from a business, rather than an IT perspective
- Dedicated resources for training both pre and post “go-live”
- Subject matter experts need to be identified early and dedicated full time
- It is a journey!



Questions?

