

SUBJECT: Asset Management

County of Brant – Strategic Asset Management Policy Addendum – Business and Technology Solutions

Policy #:

Effective date: July 1, 2025

Amendment date: July 1, 2025

Replaces:

1. Procedure Statement and Scope:

This addendum to the Strategic Asset Management policy identifies the specifics in the application of the policy as it pertains to the Business and Technology Solutions, Network Infrastructure and IT related assets. The content of this addendum should be read in conjunction with the Strategic Asset Management Policy (SAMP).

2. Principles:

Preparation of the Business and Technology Solutions infrastructure components of the Asset Management Plan (AMP) shall consider, but not be limited to the following:

Regulatory Compliance: The Municipality shall consider all applicable legislation in the development and updating of its AMP, including but not limited to:

1. *Ontario Regulation 588/17, Asset Management Planning for Municipal Infrastructure*
2. *Municipal Act 2001, Section 44 (1)*
3. *Municipal Freedom of Information and Protection of Privacy Act, R.S.O. 1990, c. M.56*
4. *Personal Information Protection and Electronic Documents Act (S.C. 2000, c. 5)*

Level of Service (LOS): The County of Brant's (the County) assets exist to deliver services to the public (more specifically taxpaying citizens), and internal staff to be able to serve those taxpayers.

LOS are used to assess the actual services being delivered so that decisions can be made about the assets based on the service that they provide rather than simply on their technical components alone.

LOS provide a platform for municipalities to make key asset management decisions. These standards help municipalities to understand the current state of infrastructure as well as maximize that infrastructure's performance while minimizing cost and risk.

Ontario Regulation 588/17 does not define levels of service for IT assets and therefore the County has developed municipally defined LOS.

The LOS measures for the County's information technology infrastructure will be divided into two (2) applicable categories with subsequent standards to be maintained. These categories are as follows: Customer Levels of Service and Technical (or Asset) Levels of Service.

Customer Levels of Service (CLOS) measure the level of services received by taxpayers, external clients, or internal staff. These measures will be used by the County to assess whether it is delivering the level of service the customer's desire.

CLOS measurements usually correlate positively with how the stakeholders feel about the County's business and technology solutions in terms of their quality, reliability, accessibility, responsiveness, and sustainability.

Technical (or Asset) Levels of Service (TLOS) measures the adequacy of the assets to deliver services to all involved stakeholders. TLOS measures are directly linked to activities and annual budgets regarding acquisition, operation, maintenance, and renewal. Asset owners and managers create, implement and control TLOS to influence the service outcomes.

3. Application

Current service levels are driven by commitment to deliver excellent customer satisfaction by providing reliable services and efficient systems at a reasonable cost.

The County's LOS are established by understanding the business needs and expectations, delivery of their services and allocating appropriate resources. LOS are mainly performance-related (response time, incident resolution, information availability, equipment failure, etc.). These are based on the business demands.

Currently to meet these demands, network connectivity for all staff is normally available 24 hours a day, seven (7) days a week except during scheduled or emergency system maintenance. Full support services are available 8:30 am to 4:30 pm Monday to Friday (Excluding Public Holidays). Network connectivity incidents occurring after hours will be dealt with on a best effort support basis.

In coordination with the Corporate Services department, these will be the County's designated LOS measures for business and technology solutions infrastructure assets.

Customer Levels of Service	
Measure	Standard
Network Uptime ensured consistently throughout the year.	99.9% (0.5/365)
Data Center Uptime ensured consistently throughout the year.	99.9% (0.5/365)
Ensure consistent response times of all High Severity Incident (outage).	Eight (8) hours
Ensure consistent response times of all Medium-Low Severity Incidents.	Two (2) Business Days
Technical Levels of Service	
Measure	Standard
Replacement of all PC assets (based on warranty) every four (4) years (25% per year).	25%
Replacement of all server assets every 10 years (10% annually).	10%
Replacement of all switches every 15 years (6% annually).	6%
Replacement of all network appurtenances (Routers, WIFI Access Points) every eight (8) years (12.5% annually).	12.5%
Replacement of all battery backup power sources every 10 years (10% annually).	10%