

TOWN OF TILLSONBURG

2022 Business Plan

Financial Services

January 1, 2022



Departmental Highlights

- Departmental Accomplishments:
 - WFH and meet interim audit requirements
 - Implementation of Virtual City Hall (VCH)
 - Customer Service, Communication and Engagement Pillar - Continue to develop digital service delivery while maintaining counter and telephone channels
 - Regional collaboration
 - Explore opportunities for service efficiencies in partnership with adjacent municipalities
 - A/P Digitization Review – County, Tillsonburg, Ingersoll
 - Strengthen procurement processes
 - New templates to enhance process and reduce risk
 - Delegation of duties / skills development
 - Enhance employee engagement and training as the foundation for exceptional customer service

2022 Business Objectives

Project	Community Strategic Plan	Lead Accountability	Project Cost	Anticipated Completion
Financial System (Great Plains) Version Update	Goal – Customer Service, Communications and Engagement Strategic Direction – Excellence and accountability in government Priority Project - Short Term -	Director / Deputy Treasurer / Revenue Manager	\$9,000 (within Corp Services - IT)	Q1
AP Digitalization, streamlining study with County and Ingersoll (Pending Review)	Goal – Customer Service, Communications and Engagement Strategic Direction – Excellence and accountability in government Priority Project - Short Term -	Director / Deputy Treasurer / AP Clerk	TBD (\$33,300 estimate within Operating budget)	TBD
Purchase Order (Paramount) / FMW Integration Pilot (Pending outcome of AP Digitalization)	Goal – Customer Service, Communications and Engagement Strategic Direction – Excellence and accountability in government Priority Project - Short Term -	Director / Deputy Treasurer / Purchasing Coordinator	TBD	Q2
Multi-year Budget Development & Asset Management Plan Integration (FMW and CityWide)	Goal – Customer Service, Communications and Engagement Strategic Direction – Excellence and accountability in government Priority Project – Short Term – Multi-year budgeting; Financial sustainability plan	Director / Deputy Treasurer / Operations staff / SLT & Managers	\$28,000	Q3

2022 Business Objectives Cont'd

Project	Community Strategic Plan	Lead Accountability	Project Cost	Anticipated Completion
Reserves & Trusts Thresholds Policy Review	<p>Goal – Customer Service, Communications and Engagement</p> <p>Strategic Direction – Excellence and accountability in government</p> <p>Priority Project – Short Term – Multi-year budgeting; Financial sustainability plan</p>	Director / Deputy Treasurer	\$0	Q4
Foundational work on 2023-2025 Goals	<p>Goal – Customer Service, Communications and Engagement</p> <p>Strategic Direction – Excellence and accountability in government</p> <p>Priority Project – Short Term – Multi-year budgeting; Financial sustainability plan</p>	Director / Deputy Treasurer / Revenue Manager	\$0	Q4

Future Departmental Directions: 3 Year Outlook

- 2023-2025
 - AR Collections & Write-Off Policy
 - Financial Sustainability Plan/Long-range Financial Plan
 - Updated Debt Policy
 - Purchase Order Policy

Risks & Opportunities

Risk	Opportunity
Cyber risk; ransomware attacks	Strengthening internal processes; fraud prevention services; insurance
Numerous departmental transitions, workload and stretched resources	Skills training and development; service level reviews
Technology obsolescence;	Innovation and strategic investments in new technology and processes
Pandemic disruptions uncertainties	
Budget approval	