# SECURING & ENHANCING MUNICIPAL IT

## Improving IT Infrastructure, Managed Services, and Support

BUSINESS OUTCOMES REPORT • SUMMER 2022

Seeking better IT services and an enhanced security posture, the City of Melville selected WBM Technologies as its Managed IT partner in July 2019.

With a clear roadmap to evolve and ongoing governance to results, the City is now achieving incredible outcomes in IT security, stability, uptime, and user satisfaction – all critical to mitigate cyber risk and help staff to advance the City's Four-Year Strategic Plan.

City of **Melville**
ENDLESS OPPORTUNITIES ...

WBM

# OUTCOME 1 IT SECURITY

Cybersecurity is a priority for municipalities and it is necessary to protect confidential information, taxpayer dollars, and gain favourable rates for cyber liability insurance coverage. As part of our IT roadmap, the City of Melville executed on a strategy to secure our data.

- **Baseline Identity Audit of Elevated Privileges in Azure AD** – removing stale accounts and permissions to reduce the vectors of entry for persistence attacks.

- **Installation of Next Generation Firewalls** – to neutralize threats before they reach our end user devices.

- **Activation of Microsoft 365 Advanced Threat Protection** – for intelligent machine learning and real-time protection against cyber dangers.

- **Implementation of Managed Disaster Recovery** – to ensure business continuity and a reliable disaster recovery plan.

- **Deployment of Azure AD Multi-factor Authentication** – implementing best practices for end user identification and verification at sign-in.

- **Go-live of Managed Threat Response services through a 24 x 7 x 365 Security Operations Centre (SOC)** – going beyond simply notifying the City of attacks and suspicious behaviours, to experts proactively hunting for, validating, and eliminating potential threats in real time.

- **Ongoing Cybersecurity training and phishing tests for City staff** – to improve end user security awareness, reduce threats, and avoid downtime.

## 24 x 7 x 365
MANAGED THREAT MONITORING & RESPONSE

## 1227
THREATS NEUTRALIZED
LAST MONTH ALONE

## 100%
OF APPLICABLE STAFF ENROLLED IN
CYBERSECURITY AWARENESS TRAINING

## 100%
OF DEVICES SECURELY
MONITORED & MANAGED
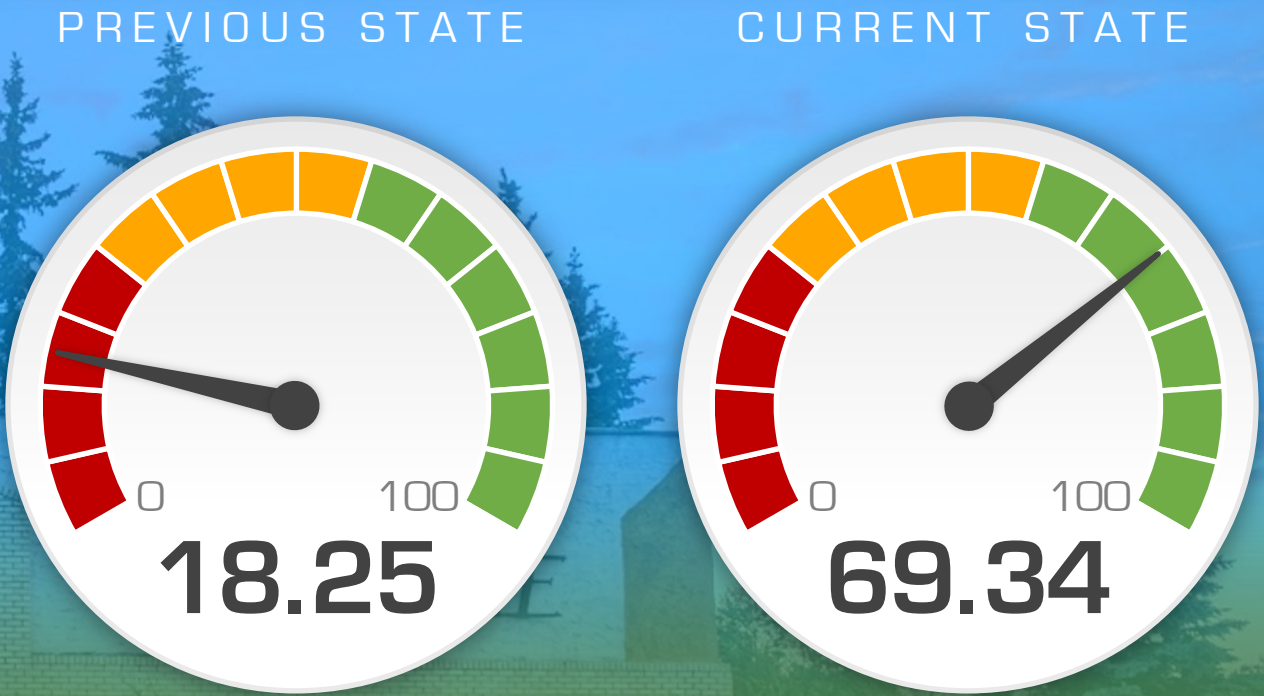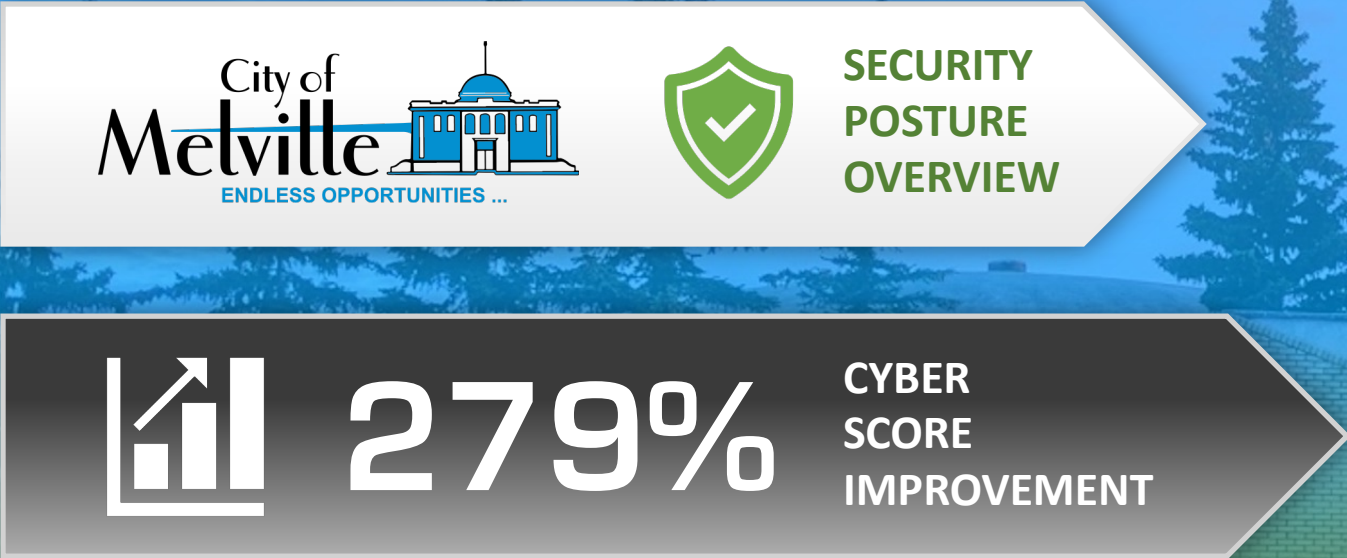
## 0
CYBERSECURITY INCIDENTS
SINCE ONBOARDING

With these projects and services, we have significantly hardened our IT environment and added peace of mind in cybersecurity.

WBM Technologies provides us with a benchmark for cybersecurity in relation to their customer community. As security controls are turned on, risk levels decrease and cybersecurity scores improve.

At initial assessment, the City of Melville was categorized as "high risk" with a WBM Cybersecurity Score of 18.25/100. By completing these projects, the City now scores 69.34/100 and is classified as "low risk". We are on a path to becoming one of the most secure municipalities in Western Canada."

> ""*…before contracting WBM, our security network was flagged as a 'high risk' when looking at the City Risk Register. After upgrading firewalls, backup procedures, redundancy protocols, and increasing the monitoring of our network, we no longer have to worry about our systems as we know WBM is ensuring its safety.*"

**City of Melville**
ENDLESS OPPORTUNITIES …

**SECURITY POSTURE OVERVIEW**

**279%** **CYBER SCORE IMPROVEMENT**

PREVIOUS STATE

0    100
**18.25**

CURRENT STATE

0    100
**69.34**

# OUTCOME 2  IT INFRASTRUCTURE MODERNIZATION & RELIABILITY

Modernizing our infrastructure improved security and introduced a continually validated backup and disaster recovery plan. However, it also reduced staff IT issues and the time they spend "dealing with IT". With a stable and reliable infrastructure, we also began to introduce new productivity and collaboration tools to help staff connect, work from anywhere, and streamline tasks.

*"…historically, computer issues could wait over a week to be fixed. Having a 24/7 support team to call whenever you have an issue has greatly reduced downtime and employee frustration.*

**100%** BACKUP & RECOVERY AVAILABILITY

**75%** REDUCTION IN IT ISSUES

**76.7%** REDUCTION IN TIME TO RESOLVE IT ISSUES

## INTRODUCTION OF MODERN WORKPLACE TOOLS

BEFORE

Word   Excel   PowerPoint

ADDED

Teams   Yammer   SharePoint   OneNote   OneDrive

# OUTCOME 3 IMPROVED SUPPORT

## SERVICE INSIGHTS

Though IT incidents and related downtime have significantly decreased with a modernized and fully managed infrastructure, our staff still need support. They now enjoy the following improvements in their technology experience:

- **A massive team of over 450 IT professionals** supporting them from an organization headquartered in Saskatchewan

- **24 x 7 x 365 IT help for municipal staff** – at any time and from anywhere

- **Data-driven insights** – world class toolsets giving us visibility into the City's IT to continually monitor and improve performance

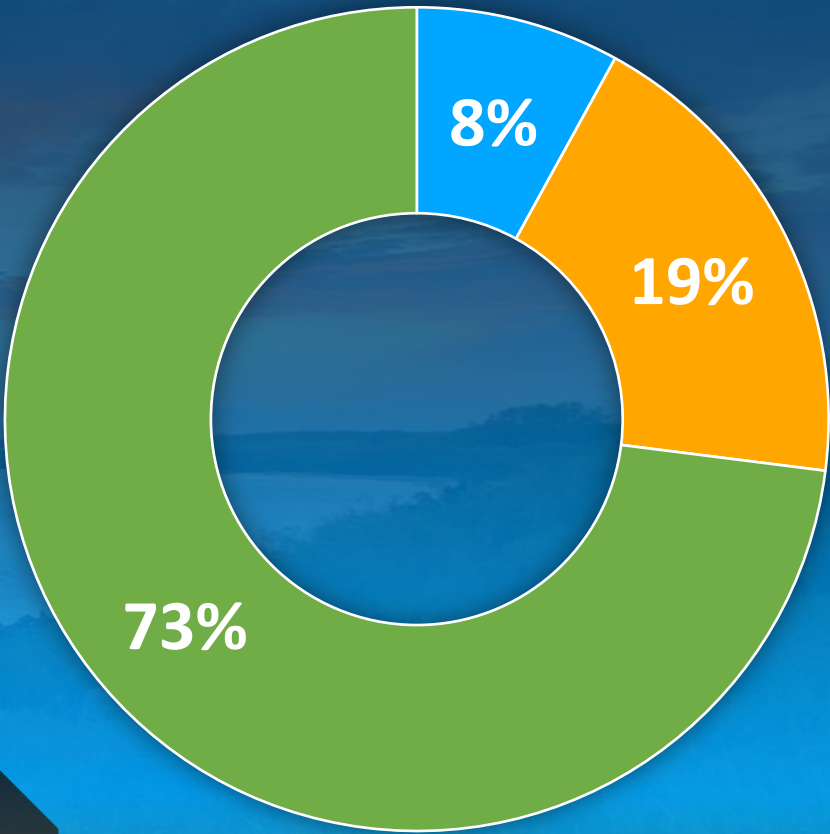- **A great user experience** – a Net Promoter Score of 92 from City staff to date

8%

19%

73%

◻ AFTER-HOURS SUPPORT TICKETS
◻ PROACTIVE ALERT TICKETS
◻ SERVICE TICKETS

*"WBM's approach of getting to know the specifics of our community, municipal infrastructure, budgeting process, and people and culture, have enabled not just our IT team, but the City as a whole. We now have a clear roadmap and solid foundation for IT that is reliable and secure, and a support infrastructure that really is 'world class'. We enjoy the same advantages and support that big cities get, but still within our own budget realities."*

**CHRIS BRUCE** Director, Community Services, City of Melville

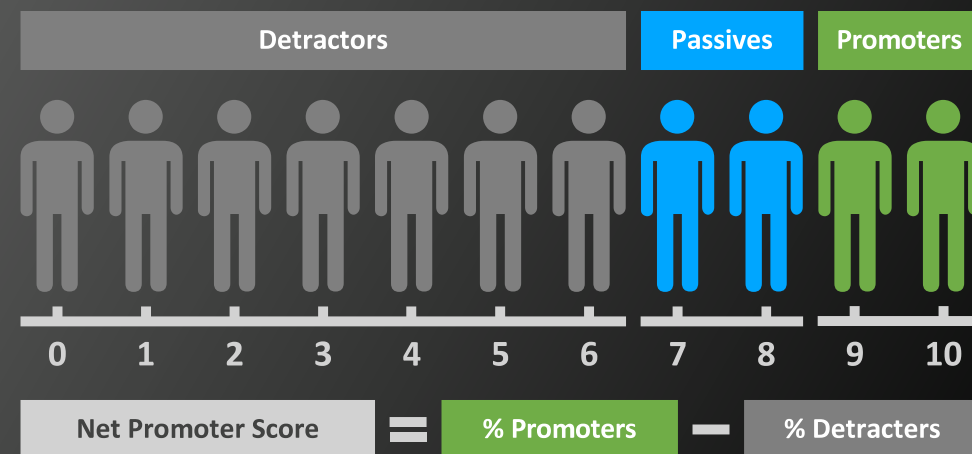# OUTCOME 4 A GREAT USER EXPERIENCE

Shifting from our previous support model, we are seeing a 92 Net Promoter Score, but also incredible anecdotal evidence of a great user support experience.

## 92 NET PROMOTER SATISFACTION SCORE

| Detractors | Passives | Promoters |

0  1  2  3  4  5  6  7  8  9  10

Net Promoter Score = % Promoters − % Detracters

> "Made my day!"
> **BYLAW ENFORCEMENT**

> "Polite, quick, excellent communication! Thank you!"
> **KRISTIN**

> "They called the following day to follow up if the problem was resolved. ...great service!"
> **YVETTE**

> "Was a quick and easy solution that our old service provider would have not been able to do."
> **ANDREW**

> "Very professional and easy to work with, knew exactly what to do and explained it well."
> **MARK**

> "Thomas was awesome as usual. He has awesome customer care."
> **CHRIS**

> "Jason did a wonderful job as always! Very friendly and so helpful!"
> **JENNIFER**

> "Always a delight to deal with your team!"
> **JOLENE**

WBM

# OUTCOME 5  THE NEXT WAVE OF VALUE FOR THE CITY

As the City's IT environment evolves, it is fuelling new innovations for our people and teams. These waves of value will continue to make work easier and accelerate the achievement of the City's goals. Here is one example:

## CASE STUDY
### Using Microsoft Teams and the Power Platform to Automate Workflows

Previously, the City of Melville was using an outdated vacation approval process that involved hand-delivering paper requests to the approver (who was often someone in an entirely different building). This led to logistical challenges, lost time, and a lack of visibility and tracking for staff.

Now, employees simply click a "Staff Leave" button right from where they are working within Teams. The request is automatically routed to the employee's manager for approval, and all requests are tracked in SharePoint Lists for intuitive visibility and management. It is a new way for City staff to work better, smarter, and faster – and it is all made possible through our advancements in IT.
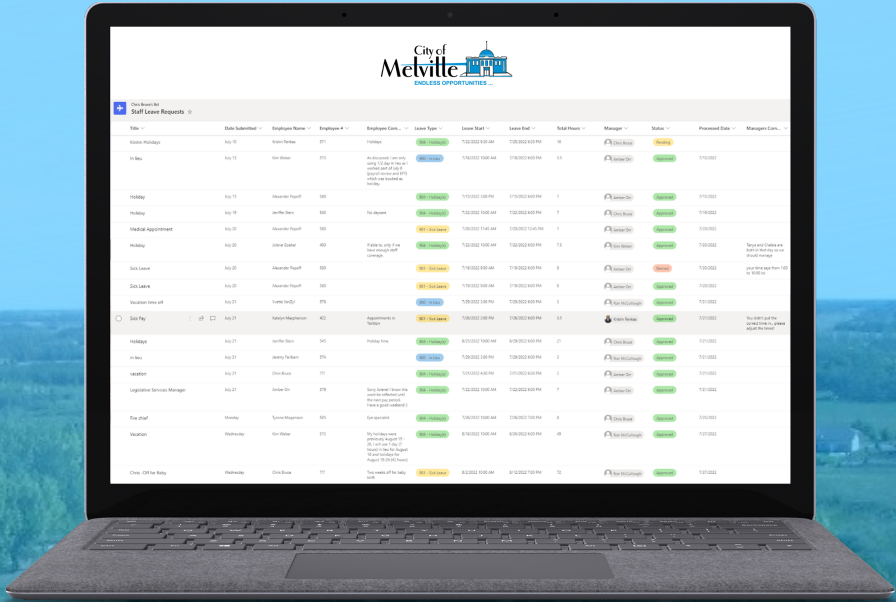
*The need to purchase costly HR software was avoided by using automated workflows in our existing Microsoft tools.*

## ABOUT THE CITY OF MELVILLE

The City of Melville is located in east-central Saskatchewan along Highway #10. There are 3 provincial highways that pass through Melville and CN Rail has one of its largest railyard investments in Saskatchewan located here. Melville has an active Asset Management Plan that focuses on infrastructure investment and has the infrastructure necessary to support value added, agricultural industry. Agriculture is the city's pioneer industry and the rich harvest of farm and ranch form the hard base of the economy.

The City of Melville is a prosperous, safe, and friendly community of approximately 4,500 residents which constitutes an excellent environment to live, work, play, raise a family and retire.

## ABOUT WBM TECHNOLOGIES

WBM Technologies (WBM) is a Western Canadian leader in the provision of outcomes-driven information technology solutions. WBM provides business solutions through 4 core practice areas: Data & Security, End User Computing, Managed Print Solutions, and Enterprise Service Desk.

Established May 1, 1950, WBM operates from Infrastructure Operation Centers located in Vancouver, Calgary, Regina, Saskatoon, and Winnipeg. We employ a team of over 450 IT professionals across Canada who are motivated to make a difference with our clients through the results we achieve together.