

## OFFICE PROFILE: INFORMATION SERVICES

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The Information Services Division of the NWTHC managed some major projects for the NWTHC this past year. One of the most notable developments was the implementation of the new computer application called the Territorial Housing System (THS). It was the Division's biggest project during the 2011-2012 year and was very labour intensive, said Stephen Murphy, Information Systems Manager. THS was officially launched on April 1, 2012.

THS provides the ability for the NWTHC and community partners, Local Housing Organizations, to look at a public housing tenant's file in real time. This real time ability provides for better tracking of information such as wait time for public housing, unit size demand, rental payments and arrears. The information and statistics generated by THS strengthens the NWTHC's analytical capabilities.

THS has many advantages over the NWTHC's previous system as it is a more programs-focused system. It also provides NWTHC with up-to-date information that can help identify operations, policies and procedures in the Public Housing Program that could be improved.

Murphy explained that another major project being undertaken by Information Services is the new Maintenance Management System. Work began on the new system late in the year and will continue into next year. The current system has reached the end of its usable lifecycle and no longer meets the business requirements of the NWTHC.

The new Maintenance Management System is anticipated to be a centralized computer system that is easy to use and understand. It will allow for more effective maintenance management and will help to complete maintenance work on NWTHC assets.

The NWTHC's external website also underwent a total redesign, thanks in large part to Information Services. It is now much more modern and sleek in appearance. It is also more user friendly and easier to navigate. The website was launched officially on February 2, 2012.



Information Services (from left to right): Stephen Murphy (Manager), Colin Kipling (IT Systems Specialist), Karen Wasicuna (Records Coordinator), Rudi Mouthaan (Database Administrator/Programmer), Michelle Reddick (Information Systems Analyst), Stephen O'Brien (Information Systems Analyst), Niall Fitzgerald (Information Systems Business Analyst), and Dolphus Ferdinand (Service Desk Analyst).