

Whistler Digital Framework

Presented by Vanessa Pocock, Heather Paul and Tim Bonnell
On behalf of the Technology Advisory Committee

September 3, 2019

RESORT MUNICIPALITY OF WHISTLER

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Why a digital framework?

- Purpose

- ✓ Established to ensure digital innovation and utilization benefit to the community
- ✓ Act as a guide to Whistler's community-wide technology investments
 - Informing tourism-related IT innovation

- Background

- ✓ Framework acts as a step towards a Resort Digital Strategy
- ✓ Focused as a digital guideline or set of community digital principles
- ✓ Modelled after the WPL Strategy document
- ✓ Review of digital strategies produced for other communities
 - District of Squamish
 - City of Surrey
- ✓ Principles are based on "Principles for Digital Development"
- ✓ Built on a partnership between government, enterprise, non-profit and the community.



**Technology Advisory
Committee of Council**

Whistler Digital Framework

Presentation to Council
September 3rd, 2019

Heather Paul
& Tim Bonnell



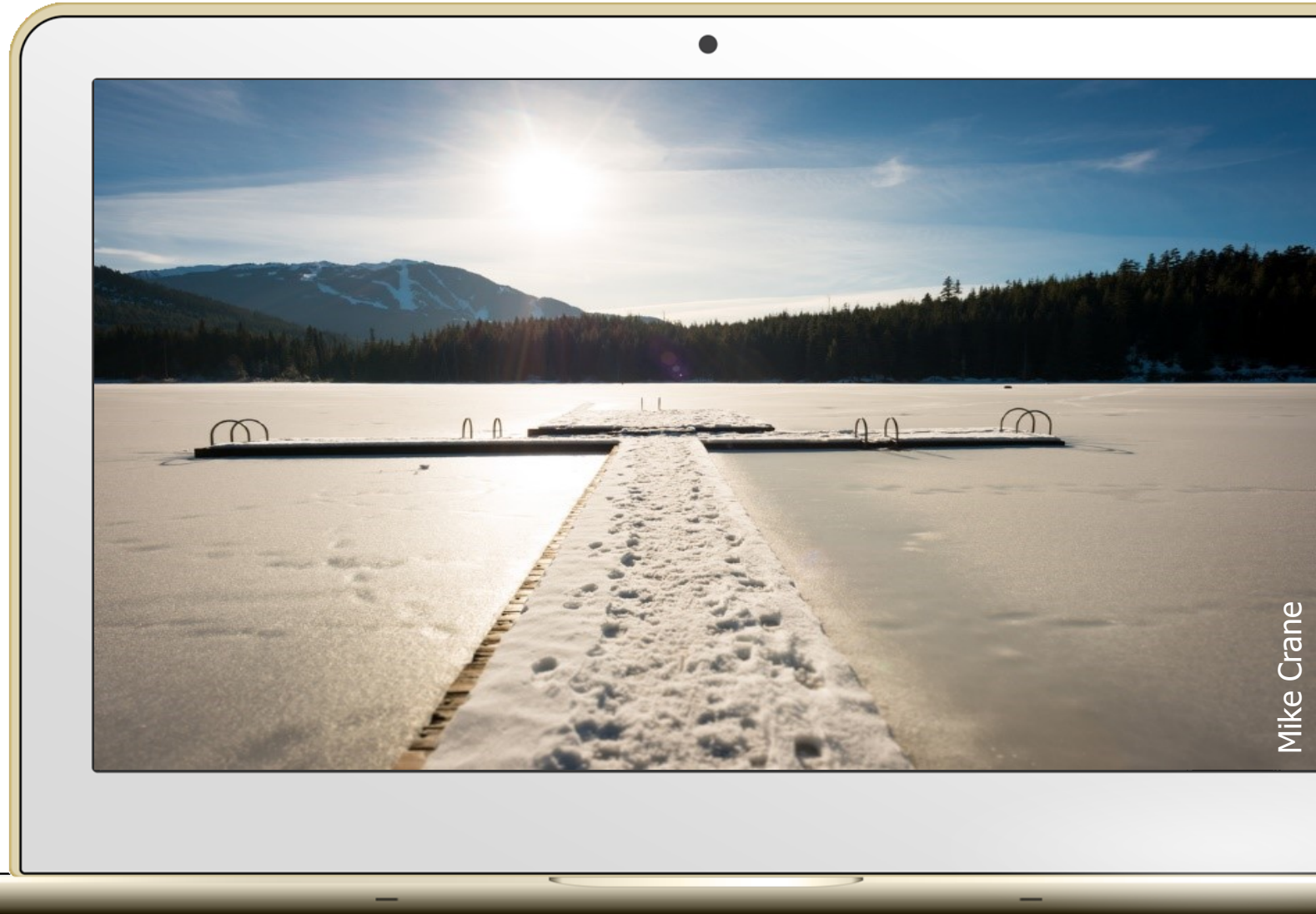


About TAC

The purpose of the Resort Municipality of Whistler's **Technology Advisory Committee** (RMOW TAC) is to provide impartial professional technology advice and digital thought leadership to Council on issues referred by Council or community input.

Our Vision

As a community of stakeholders working together to **secure, share, and learn** from our digital ecosystem, Whistler fosters **data-driven innovation** that enables better decision making & experiences.



Mike Crane



Our Mission

- Enrich community life
- Integrate the experience
- Partner for success

Enrich community life:

Partner to continually improve digital connectivity for residents and guests

Integrate the experience:

Plan for a village wide messaging and response communication system

Partner for success:

Leverage our brand and infrastructure to be early adopters of smart city technologies

Support the
entrepreneur

Empower the non-
profit organization

Represent the
community

Enhance the visitor
experience

Inform the world

We endeavour to...



Guiding Principles



Be Secure

We use best in class systems to support and comply with digital rights



Be Resilient

We build for sustainability and anticipate disruption



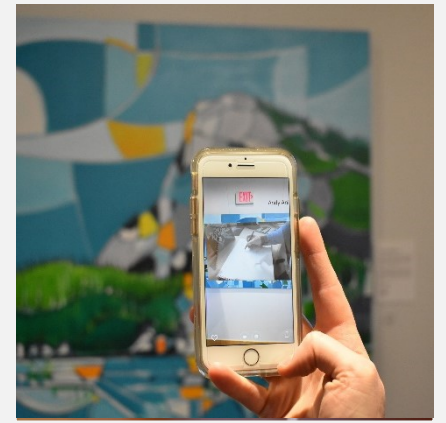
Be Collaborative

We listen and incorporate multiple voices into decisions. We pursue open standards and innovation



Be Inclusive

We design for everyone



Be Inspired

We explore possibilities

Principles

The purpose in these principles is to guide our thinking.



Be Secure

We use best in class systems to support and comply with digital rights.

- Does the initiative respect proprietary data and algorithms of stakeholders?
- Is it compliant with data privacy and security best practices?
- Is it what's right?

Principles

The purpose in these principles is to guide our thinking.



We build for sustainability and anticipate disruption.

- Is the system built to handle changes over time?
- Is it designed and built with the ability to scale?
- Can it respond to disruptive events and technologies?

Principles

The purpose in these principles is to guide our thinking.



We listen and incorporate multiple voices into decisions. We pursue open standards and innovation.

- Did we include our stakeholders and relevant experts?
- Does the project consider visitor and resident?
- Does it acknowledge that the needs sometimes differ?
- Did we consider the benefits of open data and open source?

Principles

The purpose in these principles is to guide our thinking.



We design for everyone.

- Is the system designed based on the needs of everyone: physical, cultural, technical, and social-economic access?
- Does it support the United Nations declaration that internet access is a human right?
- Can others easily connect to it?
- Are we capturing external ideas?
- Is the data relational and relevant?

Principles

The purpose in these principles is to guide our thinking.



We explore possibilities.

- Have we questioned assumptions?
- Have we allowed room for failure?
- Is this the ideal? Can the solution be improved?



What's next?

Principles to guide us

A common think and north star for TAC, our partners, Council, and shared with organizations seeking to provide new business to our community and partners.

Data to futurecast

With data sharing values defined, our partners can further expand our data sharing possibilities.

Considerate community innovation

Potential benefits to our social, arts, and cultural non-profit organizations are considered when partnerships are made.



**Thank
You**



Recommendation

- **That** Council receive the Whistler Digital Framework as present in Appendix A and attached to Information Report to Council No. 19-108.