



MRM Thought Leaders Receive Peter Bennett Award 2012

Neither Alan Mitchell nor Skip Lumley has ever led a municipal IT department. Neither one has held executive office in a MISA/ASIM Canada member organization. Yet the national association has awarded them its highest honour, for an achievement that transcends departments and organizations.

Mitchell and Lumley received the Peter Bennett Award on May 31 during the Municipal CIO Council Summit in Hamilton for their visionary leadership of the team that completed the Municipal Reference Model Version 2 Project.

Mitchell and Lumley provided the intellectual and educational foundation for the project, which has permanently transformed the ability of municipalities across Canada to improve service delivery and operational efficiency while collaborating with other jurisdictions to align services and measure service performance.

Before the MRMv2 Project, it was not possible except in isolated instances for municipalities to collaborate with each other or with other organizations to facilitate inter-jurisdictional delivery of government services. This was because every municipality defined its services in a different way and there was no common taxonomy or structural mapping to enable municipalities to speak with each other in collaborative terms.

Now there is. For many municipalities across the country, the MRM has revolutionized the way that they think about and describe the services they provide. Fundamental terms such as “service” and “outcome” have been given precise definitions in the MRM, to an extent that is unequalled in any other government business architecture in the world. Mitchell and Lumley are the chief architects of this achievement, and their vision was fashioned into a concrete, modern, accessible standard by the many contributors to the MRMv2 Project.

The MRM enables service structures to be described in a standard way so that municipalities can compare their services and efficiency with each other using national benchmarks. They can also work to eliminate service-delivery redundancies with other government jurisdictions.

During the MRMv2 Project from 2007 through 2011, Mitchell and Lumley were employed as consultants in Toronto. Nevertheless, they put in thousands of hours beyond what was included under any contract – and continue to do so, even though Lumley is now retired and Mitchell has returned as a municipal employee to the City of Toronto.

Recognition is also deserved elsewhere. Funding for the MRMv2 Project was raised from 13 municipalities: Edmonton, Fredericton, Halton Region, London, Markham, Mississauga, Niagara Region, Peel Region, Saskatoon, Timmins, Toronto, Waterloo Region and York Region.

The MRMv2 Steering Committee was led by Roy Wiseman, then CIO of the Region of Peel. The project manager during most of the four years was Geovanni Mosquera, then a project manager and now director of information, systems and technology services for Peel.

Other contributors worked long hours, unrecognized, to participate in pilot projects, webinars, seminars and uncounted meetings and conference calls. Mosquera estimates that more than 8,000 volunteer hours were contributed to the MRMv2 project!

Participants, in addition to those already named, included:

Steering Committee

Louis Shallal – York Region
Ralph Blauel – Halton Region
Bob Diakow – Niagara Region
Nassir Kenea – Town of Markham
Dave Wallace – City of Toronto
Adele McDonald – City of Edmonton
Chris Moore – City of Edmonton
Maurice Gallant – City of Fredericton
Stephen Wong – City of Toronto
Garry Bezruki - City of Waterloo
John Johnston – City of Toronto

Project Team

Phillip Scott – City of Toronto
Nancy Isozaki – City of Toronto
Marco Narduzzo – City of Toronto
Mike Proudlock – Peel Region
Henry DeJager-- Halton Region
Chris Lui – Halton Region

Partners

Steven Brickell -- IBM
Jim Amsdem – IBM
Valerio Rosatti – IBM
David Ing – IBM

The legacy of the MRMv2 team is a pan-Canadian reference model that will enable all governments to describe and map their services in a coordinated way – a turning point in the history of Canada’s public sector.



Alan Mitchell, left, and Skip Lumley receive the Peter Bennett Award on May 31 from Kathryn Bulko of the City of Toronto, president of MISA/ASIM Canada.