

By using digital technology, the City of Mississauga sought to address a number of important issues, including: 1. This included allowing for flexible work arrangements, such as setting up individual workstations devoid of allocated desks and utilizing mobile technologies to facilitate remote work. The city aimed to increase workplace flexibility and improve operations, decision-making, service delivery, and diversity by implementing digital technologies. Examples of these initiatives included putting services on remote cloud computing centers, granting citizens access to information technology, and enhancing customer service via digital channels. Operational Efficiency: Mississauga aimed to raise employee productivity, lessen reliance on paper documents, and streamline municipal services. The optimization of over 700 traffic intersections and various city vehicles (such as fire engines and snow plows) required the introduction of systems like the Advanced Traffic Management System (ATMS). 2.3.4.5