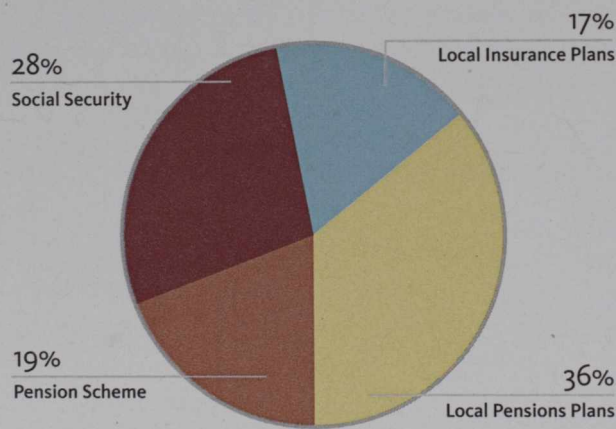


annual budget of \$70M, as well as assets under management of approximately \$300M.

- Successfully managed the \$70M LES Pension and Benefits Vote 15 Budget¹⁰ to less than \$1K variance.
- Continued to implement Total Compensation Review. Terms and conditions of employment were updated for LES at 30 missions in 22 countries and annual salary adjustments (\$6.4M) communicated for the balance of missions.
- Successfully oversaw the implementation/updating

- Supported and advised mission management on 144 new and existing labour-relations and performance-management cases, including the analysis and coordination of 33 grievance files for review and final decision.
- Coordinated completion of missions' LES HR plans (100 percent response rate from missions); as an element of the Mission Business Planning exercise, analysed results and reported these to the LESGC.
- Contributed, as a partner, to the design, development and implementation of the LES Payroll, Pension and Benefits Project for Wave 1 (London, Dublin and the Baltics).
- Reviewed elements of the LES-classification program, including the addition of generic job descriptions and competency profiles.

FIGURE 17
LES Pension, Insurance and Social Security
Distribution of Vote 15 Expenditures, 2012–2013



Note: For dollar amounts, please refer to Chapter 4 Figure 34

of 46 local health-insurance plans.

- Developed a new methodology for reviewing salaries in countries subject to high inflation. The methodology was endorsed by the LES Governance Committee and implemented.

INFORMATION MANAGEMENT AND INFORMATION TECHNOLOGY (IM/IT) SERVICES

Through the Information Management and Technology Bureau (AID), the International Platform Branch (IPB) provides a telecommunications infrastructure—available 24/7/365—to Canada's network of offices abroad.

AID welcomed a new Chief Information Officer (CIO) and Deputy CIO (D/CIO) in the summer of 2012. Under this new leadership, the Bureau now focuses on being a strategic, agile partner to clients, and on playing a fundamental role in achieving the business objectives of Canada's Network.

Governance is Key

Re-vitalizing IM/IT governance was a major priority in 2012–2013. IM/IT continued to engage partner departments' senior management with a view to improving services to clients as well as to supporting mission-critical systems, services and products.

10 Please refer to Figure 17.