

**FIGURE 25**  
**Information Management/Information Technology Services**

Services	2011-2012	2012-2013	2013-2014
SIGNET users supported in Canada and abroad	12,500	13,668	13,010
Classified network users supported in Canada and abroad	5,606	5,808	5,347
E-mails sent and received	101.8 million	108.6 million	161.7 million
E-mails blocked as spam	70.7 million	90 million	90.4 million
IT call centre service requests completed	129,902	136,898	167,546
Number of mobile devices in use (Blackberrys, Playbooks, iPads and tablets)	5,828	6,033	6,147
Number of VCNet installations at missions	130	159	227
Number of search requests made to the library's reference desk	3,700	4,000	4,200
IM service requests completed (in Ottawa and abroad)	5,204	6,130	6,799

Source: IM/IT Planning and Reporting Division.

IM/IT infrastructure—available 24/7/365—capable of serving DFATD employees, partners and co-locators in Canada's Network.

Under the Chief Information Officer (CIO), the focus for 2013-2014 was to ensure that IM/IT priorities were aligned to the business needs. This was achieved through enhanced collaboration and consultation with clients, a more targeted governance structure and the application of more effective and optimized business practices.

The IM/IT Strategy Committee of the newly amalgamated department continued to mature in 2013-2014, reviewing and ranking 42 investment proposals. Nine of these proposals received funding from the departmental reserve (total of \$4,786,711) while program base budgets financed the other proposals.

Very early in 2013-14, the IM/IT Bureau shifted its priority and plans to focus on amalgamation, with the objective to deliver a common IM/IT platform on a single network infrastructure over the next several years. This infrastructure will feature a common suite of business and productivity applications.

During 2013-2014, the IM/IT Bureau has continued its effort to provide improved IT tools to clients. DFATD's

Unified Communications (UC), for instance, aims to provide an integrated set of communications tools encompassing voice, video and data. In 2013-2014, UC was deployed to approximately 600 pilot users, including 110 at three missions in Brazil. Desktop video and collaboration as well as softphone and iPad testing was performed at both HQ and Brazil.

The Department is committed to ensuring that the organization remains technologically innovative and keeps pace with the rapidly changing mobile computing landscape. The SIGNET iPad was successfully piloted, security certified and accredited for corporate use at DFATD, and offers access to Outlook email and Calendar; H: and I: drives; InfoBank; DFATD intranet and Government of Canada sites; and MyInternational.

With continuous improvement as its goal, DFATD announced the addition of improved functionality to TRIO 2 (its global client-relations management system) including the long-awaited enhancement that offers the ability to associate multiple organizations to a single contact.

In November 2013, DFATD launched Strategia, an integrated, online strategic planning tool for missions and regional offices.