

6. Information and Technology

You said: "You want better information and technology"

Since the 2000 Employee Survey, we have:

- developed an e-Business Vision for the future of the Trade Commissioner Service that integrates the use of information technology and the New Approach, in cooperation with Corporate Services Branch

Leader: Pierre Sabourin

Starting: Fall, 2000

- ensured WIN Online data is current, i.e. 95% of WIN Online content is up-to-date and 15,000 company profiles have been reviewed to ensure the content is useful to you (i.e. fields for "what makes your product special?" etc)

Leader: Pierre Sabourin

Starting: Spring, 2001

We are:

- developing and posting on HORIZONS new "eInfo" products to help you at post:
 1. Canadian export capabilities sector-specific overviews (22 ExportProfiles created and under development) and snapshots (over 60 ExportAlerts to date);
 2. Market Research Centre's sector-specific foreign market information, in cooperation with Geographic Branches;
 3. Sector-specific e-training modules; and
 4. Sector-specific interactive industry partnerships

Leader: Robert Déry

Starting: Summer, 2001

- using your feedback from the 1998 and 2000 Employee Surveys to create a business case for a new Client Relationship Management system (eCRM) that would replace WIN Online, in cooperation with Corporate Services Branch

Leader: Pierre Sabourin

Starting: Spring, 2001