



REGIONALIZATION

In recent years, the International Platform Branch (IPB) created two Regional Service Centres (RSCs) to provide support to missions within their respective regions:

- The Regional Service Centre for the United States (RSCEUS) in Washington D.C. supports common services programs at missions in the United States.
- The Regional Service Centre for Europe, the Middle East and Africa (RSCEMA) in the Thames Valley, just outside London, supports common services programs at missions in Europe, the Middle East and Africa.

In addition, the RSCs provided overall advice and guidance and played an important coordinating role for the common services programs in their regional missions. They were also responsible for allocating budgets and making recommendations following monthly reviews of financial status reports.

RSCs continued to be instrumental in coordinating and implementing DFATD initiatives related to the 2012 Economic Action Plan, such as reducing resources by regionalizing common service delivery at missions, and rationalizing mission vehicle fleets. RSCEMA also managed the rent-ceiling initiative on behalf of all missions within the Network abroad.

RSCs also supported partner departments in the achievement of their respective efficiency initiatives by managing position deletions and redeployments. RSCs played a key role in managing HR staffing actions during this process. The RSCEUS developed an extranet, which provides employees involved in staffing actions with access to the latest information about policy changes and support functions.

To continue the modernization of common service delivery, the IPB, in cooperation with the Chief Financial Officer, pursued its consolidation of transactional financial functions into a select group of missions, referred to as Common Service Delivery Points. CSDPs provide services to other missions in specific regions, enabling the IPB to update processes, standardize service delivery, mitigate the risks associated with decentralized operations, and leverage economies of scale as well as new technologies, such as virtual services.

In the regions of Latin America and the Caribbean and Asia-Pacific, where RSCs do not exist, CSDPs delivered HR, contracting and procurement, and financial services. Management-level support continued to be delivered from Ottawa.