Starting with a good IM Foundation

IM in the IPB starts with the Information Management Strategy, which was formally approved early in 2012–2013. Once completed, the Strategy's 15 initiatives will transform how employees create, manage, classify, store and delete information. Most of the initiatives underway during 2012–2013 concentrated on laying the groundwork for a modern IM environment. The Directive on Recordkeeping (Treasury Board of Canada Secretariat)—an essential element of the IM policy framework—was also approved.

Building Better IT Tools and Toolkit

During 2012–2013, the IM/IT unit provided more and better IT tools to clients. DFATD's video-conferencing network VCNet, for instance, was expanded to new locations in Canada and abroad. Thanks to a large, one-time funding initiative, the project met its installation goal in only one year, four years ahead of schedule.
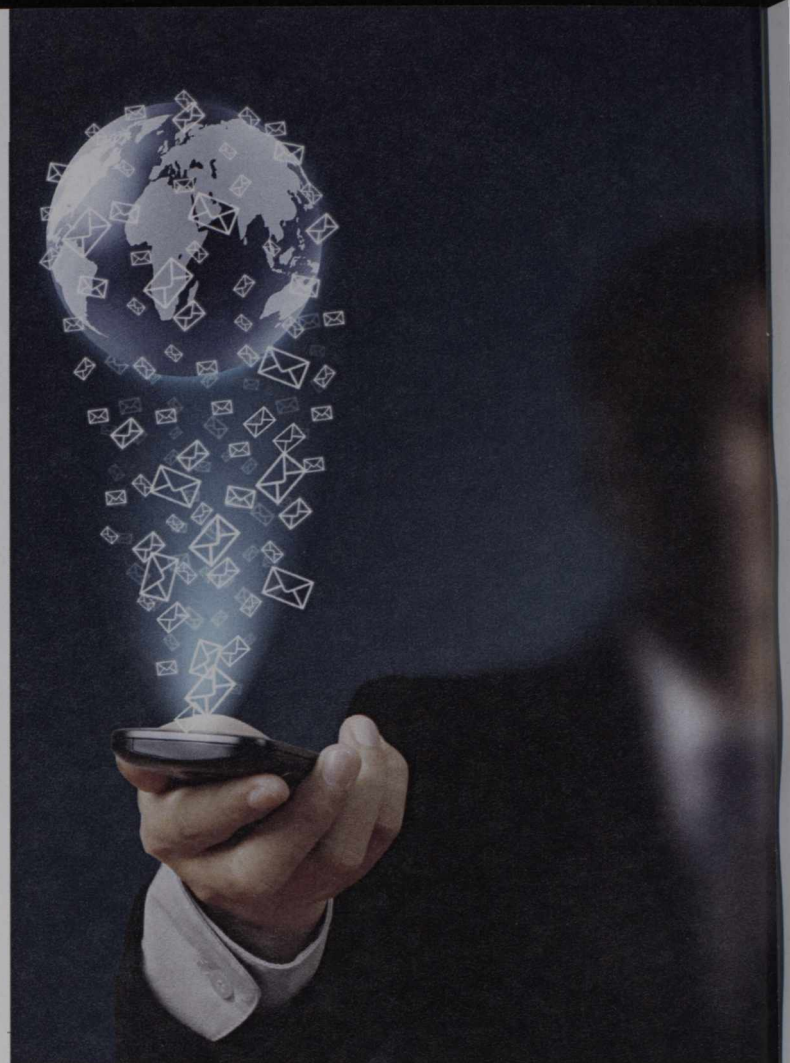
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VCNET FACTS AND FIGURES:

VCNet *is installed in 334 offices and boardrooms throughout Canada's international network. There are 217 VCNet sites in 159 missions abroad, and 117 in the National Capital Region (NCR). IPB staff use more than 250 VCNet sites each month.*

In 2012–2013, 27,165 video-conferencing calls were made—an average of 2,270 per month.

In 2012–2013, VCNet usage increased by almost 400 percent: 32,080 hours during 2012–2013, compared to 8,009 hours in 2011–2012.

A major IT project for 2012–2013 was reducing the number of printers used in the National Capital Region and achieving the government-wide standard of 12 users for each printing device. Stand-alone scanners, fax machines and printers were replaced with multi-function devices (MFDs); the project will extend to missions during 2013–2014.

Another accomplishment was the finalization and approval of a software policy that includes an enterprise-wide database of corporately-owned software applications that can be downloaded to workstations across the IPB network. Under this policy, staff will have access to the latest versions of accredited and supported software. As well, the policy will ensure departmental compliance with vendors' licensing agreements.

WHAT SPAM MEANS TO YOU:

Last year, about 90 million SPAM messages—about 70 percent of all emails received—didn't make it to the inboxes of staff working in Canada's Network.

Industry research indicates that it takes a user about 10 seconds to identify and delete a single SPAM message. This means that IPB's anti-SPAM efforts saved 287,000 hours (or 7,645 weeks) of staff work time. This works out to 2.9 days per employee.