

FIGURE 18
Information Management and Technology (IM/IT) Services

Services	2010-2011	2011-2012	2012-2013
SIGNET users supported in Canada and abroad	15,650	12,500	13,668
Classified network users supported in Canada and abroad	5,575	5,606	5,808
E-mails sent and received	89 million	101.8 million	108.6 million
E-mails blocked as spam	104 million	70.7 million	90 million
IT call centre service requests completed	170,625	129,902	136,898
Number of mobile devices in use (Blackberrys, Playbooks, iPads and tablets)	4,700	5,828	6,033
Number of missions equipped with VCNet*	80	130	159
Number of search requests made to AIML (reference desk of DFATD's library)	3,100	3,700	4,000
IM service requests completed in Ottawa and abroad	3,726	5,204	6,130

* Note: some missions have several VCNet sites (for more details, please refer to next page).

An example of this re-vitalization was the transformation of the Technical Advisory Committee into the International IM/IT Governance Board (IIGB), a forum where members—CIOs from DFATD's partners in Canada's Network abroad—share the knowledge and expertise gained from working in an international environment.

A second example was the IM/IT Strategy Committee's¹¹ review and ranking of 39 projects in 2012-2013, with a total IM/IT investment estimated at \$25M, of which \$7.7M was funded from the departmental reserve.

Client Service Comes First

The 2012-2013 review and simplification of the IM/IT service-request system ensures faster and more focussed support. Clients now have four ways—down from more than 70—to ask for assistance.

In 2012, Service Desk Online (SDO), originally launched in February 2011, was expanded to the missions. And, since March 2013, the SDO is the only way to submit written IM/IT service requests. Clients use SDO to provide details about issues and receive better service as a result. This approach is working: client satisfaction rates have increased from 90 to 94 percent.

Going Mobile

The ability of staff in Canada's Network abroad to work anytime, anywhere and with any device, took a major step forward in 2012-2013. A pilot project enabled the IM/IT unit to accredit and support iPads. DFATD and Shared Services Canada (SSC) are running a joint trial with the latest BlackBerry device at several missions abroad.

To give senior management hands-on experience with mobile devices, the IPB supplied, in June 2012, 50 tablets for the first, paperless Head of Mission pre-departure training program.

MOBILITY AND THE IPB:

In FY 2012-2013, 5,098 Blackberrys were used in the Network—up from 4,700 in 2011-2012. Also, IPB staff used 639 Playbooks, 91 iPads, and other types of tablets (some 200 units).

¹¹ Described in the "Common Services Governance" at the beginning of this chapter.