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# Drivers for Digitization

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Government  
of Canada

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du Canada

Canada

# What is document imaging?

“Imaging allows organizations to capture paper-based information and convert it to electronic images that are stored in a computer electronically.”<sup>1</sup>



<sup>1</sup> Source : AIIM - The Global Community of Information Professionals

# Digitization – the big picture

Scanning is just the tip of the iceberg



# Drivers to Digitize

Our clients were driven to digitize due to:

1. Making their office space more productive by tackling paper storage and handling costs;
2. Improving collaboration and better decision-making by improving access to information assets;
3. Enhancing client satisfaction by speeding call centre access to comprehensive information;
4. Improving program administration by modernizing Government of Canada processing;
5. Enabling long term preservation and supporting Open Government.

# Background

- Since 1976, Cheque Redemption Control Directorate (CRCD) manages payment reconciliation and provides investigative and custodial services for federal government payments (Receiver General)
- Located in Matane, Québec
- CRCD integrated document imaging into processes for the Receiver General for Canada in 2001
- CRCD began delivering document imaging solutions to federal departments and agencies in 2002-2003
- CRCD scanning facilities are located in Matane (Quebec) and Winnipeg (Manitoba).
- CRCD Document Imaging Solution Center also has a small team in Gatineau (Quebec)



Matane

# Document Imaging services

## Document Imaging Services

- Provides quality and efficient document imaging and data capture offerings as a cost-recovery service to federal organizations, leveraging internal and private-sector solutions (Enterprise Solution).
- The service consist of image processing, indexing and secure archiving of electronic records (Protected B, Secret)
- Support Government modernization and process automation

## Key Drivers

- Clients service
- Technology
- Efficiency, focus on lean processes
- Quality: ISO 9001:2015, CGSB Compliance (preuve documentaire)
- Innovation

## Who do we support

- Transport Canada
- Veterans Affairs Canada
- Employment and Social Development Canada
- National Defence
- Environment & Climate Change Canada
- Public Services and Procurement Canada / PSPC
  - Pay Centre
  - Pension Center
  - Industrial Security Sector



# Our services

- **Front and back-end processing expertise** including mailroom processing, image and data capture and document storage and destruction in a controlled and secure environment.
- **Capability to digitize many types of records**, from archival paper manuscripts to current business documents.
- **Capacity to process small to extremely large volumes** of documents.
- Staff and facility that meet all Government of Canada **security** requirements for documents from **Unclassified** to **Secret**.
- Certified ISO 9001-2015 **quality** management.
- Standard pricing model including **per image** pricing compliant with TBS cost recovery model.
- Delivery options including **in house** or **contracted services**.



# Success stories

- Public Services and Procurement Canada (PSPC)- Pension Center
  - Motivated by the move to a new location to reduce space requirements;
  - Long term preservation for Asset Management records.
- Veterans Affairs Canada (VAC) and Immigration, Refugees and Citizenship Canada (IRCC)
  - Integrated imaging into program administration for immigration applications;
  - Improved service delivery and meet long term preservation requirements.



Client value proposition	Example DISC Clients	Possible PSPC Opportunities
<ul style="list-style-type: none"> <li>Canadian General Standards Board (CGSB) compliance for digital documents</li> </ul>	<ul style="list-style-type: none"> <li>PSPC – Government Pension Centre since 2010</li> </ul>	<ul style="list-style-type: none"> <li>Branches with records related to litigation</li> </ul>
<ul style="list-style-type: none"> <li>Improved citizen service levels and decision-making</li> </ul>	<ul style="list-style-type: none"> <li>Veterans Affairs– Centralized Client Mailroom Centre since 2011</li> </ul>	<ul style="list-style-type: none"> <li>Branches with mailroom functions</li> </ul>
<ul style="list-style-type: none"> <li>Reduction in paper storage and management costs</li> </ul>	<ul style="list-style-type: none"> <li>Department of National Defense – HR files since 2012</li> </ul>	<ul style="list-style-type: none"> <li>Branches with active file holdings</li> </ul>
<ul style="list-style-type: none"> <li>Multiple document sources/input merged into a single digital workflow</li> </ul>	<ul style="list-style-type: none"> <li>Canada Post Corporation Review – national consultations 2017</li> </ul>	<ul style="list-style-type: none"> <li>Branches in receipt of material from various sources</li> </ul>
<ul style="list-style-type: none"> <li>Enabling workload balancing across multiple locations, possibilities of parallel processing and a national service standard</li> </ul>	<ul style="list-style-type: none"> <li>Immigration Refugee Board – all refugee referrals – initiated 2018</li> </ul>	<ul style="list-style-type: none"> <li>Branches with national processing requirements</li> </ul>



# Where to reach us?

**Website:**

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# Document Imaging Services Video



**Thank You**

