



INFORMATION TECHNOLOGY STRATEGIC PLAN 2012-2015

TO:	Board Infrastructure Committee
MEETING:	May 14, 2013
FROM:	<ul style="list-style-type: none">– Steven Guiton, Vice-President and Chief Regulatory Officer Media Technology Services and Regulatory Affairs– France Bigras, Executive Director, Information Technology
PURPOSE:	Provide update on the IT Strategic Plan
DATE:	May 2nd, 2013



WHAT IS INFORMATION TECHNOLOGY AT CBC/RADIO-CANADA

- Information Technology delivers and operates enterprise wide, innovative and user-centric IT solutions and services in partnership with the business.
 - Supports CBC/Radio-Canada's strategies and operations through IT solutions for content production, broadcasting management, generation of revenues, and corporate management;
 - Empowers employees with the most productive working environment;
 - Operates an effective IT asset portfolio that generates efficiencies and reduces costs across the organisation;
 - Ensures the enterprise information is well protected.



HOW INFORMATION TECHNOLOGY CONTRIBUTES



A rich bank of archives



Elections



Information Security



Radio support



A music library for all



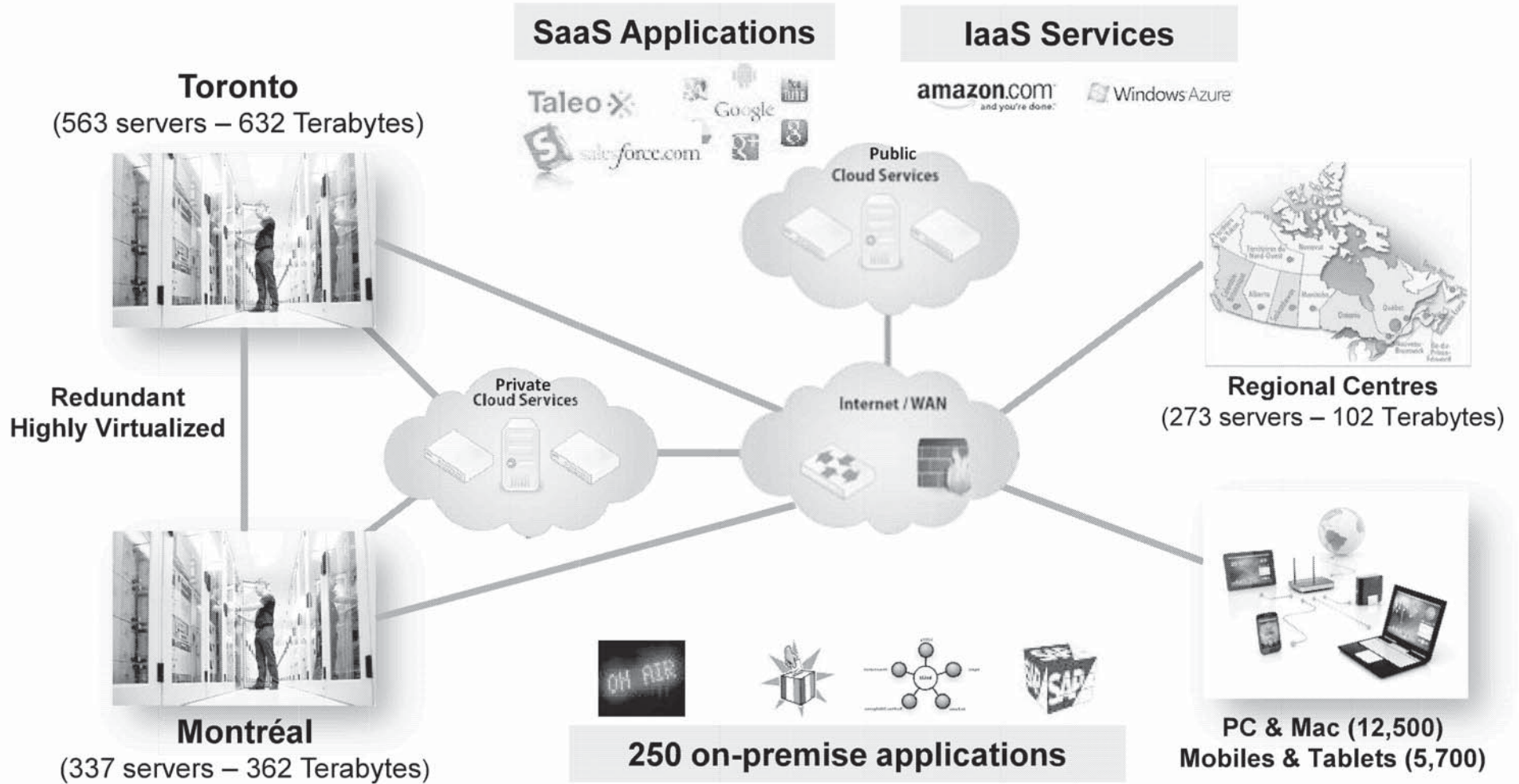
Even in your car



Sales & Marketing, Contracts, Rights, Audience, Resources scheduling (including technicians, studios, costumes, sceneries), People, Finance, Legal



INFORMATION TECHNOLOGY PORTFOLIO

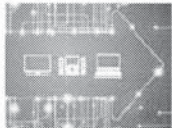




IT KEY STRATEGIES



BUSINESS VALUE CREATION



We deliver IT business solutions and analytics that enable content production and broadcast management, generation of revenues and agile corporate management.

EMPOWERED WORKERS



We support an open, multi-platform and self-service working environment.

SOLUTIONS

TECHNOLOGY

OPERATIONAL EXCELLENCE



We operate and manage an effective IT asset portfolio that generates efficiencies and reduces costs by taking advantage of new technologies.

PRACTICES

RISK MANAGEMENT AND CONTROLS



We implement solutions, policies and controls to protect enterprise information and ensure the continuity of IT operations.







BUSINESS VALUE CREATION ROADMAP

Objective	2012-13 Key Achievements	2013-14 Key Initiatives
<p>We deliver IT business solutions and analytics that enable content production and broadcast management, generation of revenues and agile corporate management.</p> 	<p>CONTENT PRODUCTION</p> <ul style="list-style-type: none"> ▪ Elections Coverage (Quebec, USA) ▪ Media Asset Management / Archives ▪ Music Library, Radio in cars <p>BROADCAST AND REVENUES</p> <ul style="list-style-type: none"> ▪ BMS Strategy ▪ OnAir Core Upgrade Assessment ▪ Salesforce ▪ B2B portal for Sales ▪ eCommerce portal <p>CORPORATE MANAGEMENT</p> <ul style="list-style-type: none"> ▪ ERP governance & strategy ▪ Self-Service Procurement Assessment ▪ Talent Management Assessment ▪ On-Line Invoice Approval ▪ Electronic Document Management ▪ ATIP system refresh ▪ Transmission Asset Management ▪ Employee Portals Refresh (IO!, HR) <p>BUSINESS INTELLIGENCE (efficient reporting)</p> <ul style="list-style-type: none"> ▪ Strategy & Priorities ▪ Business Intelligence foundation (platform & tools) ▪ Analytics for Sales & Programming 	<p>CONTENT PRODUCTION</p> <ul style="list-style-type: none"> ▪ Elections Coverage (BC, NS, ONT) ▪ Media Asset Management / Archives ▪ Production Scheduling Systems <p>BROADCAST AND REVENUES</p> <ul style="list-style-type: none"> ▪ OnAir Core Upgrade ▪ Radio Broadcast System Replacement ▪ OnLine Sales Solution Assessment ▪ ARTV in OnAir <p>CORPORATE MANAGEMENT</p> <ul style="list-style-type: none"> ▪ Self-Service Procurement (shopping cart) ▪ SAP Optimization Projects ▪ Talent Management (recruitment) ▪ HR transactions optimization ▪ Electronic Document Management ▪ IO! evolution <p>BUSINESS INTELLIGENCE (efficient reporting)</p> <ul style="list-style-type: none"> ▪ Self-Service Business Analytics ▪ Workforce Performance ▪ Sales & Marketing Pacing ▪ Media Resources & Production Costs ▪ Media Content

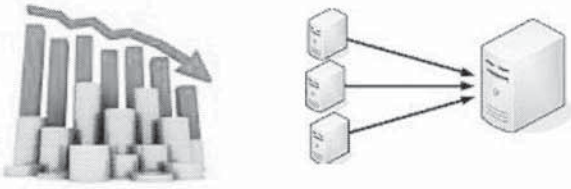
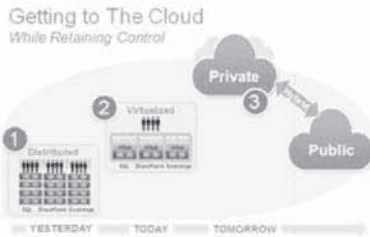





EMPOWERED WORKERS ROADMAP

Objective	2012-13 Key Achievements	2013-14 Key Initiatives
<p>We provide an open, multi-platform, collaborative and self-service working environment.</p>	<p>COLLABORATION</p> <ul style="list-style-type: none">▪ Google for email and collaboration▪ Print Optimization <p>MOBILITY</p> <ul style="list-style-type: none">▪ Support multiple platforms (Blackberry, IOS, Android) <p>IMPROVED USER EXPERIENCE</p> <ul style="list-style-type: none">▪ Windows 7, Office 2010▪ Chrome and Internet Explorer browsers  	<p>COLLABORATION</p> <ul style="list-style-type: none">▪ Google ROI Maximization (Looking Ahead) <p>MOBILITY</p> <ul style="list-style-type: none">▪ Application Virtualization (multi-platform)▪ Bring Your Own Device (BYOD)▪ IT Applications on mobile devices <p>IMPROVED USER EXPERIENCE</p> <ul style="list-style-type: none">▪ IT Self-Service Portal▪ Help Desk / User Support Improvements▪ User Centric Design  


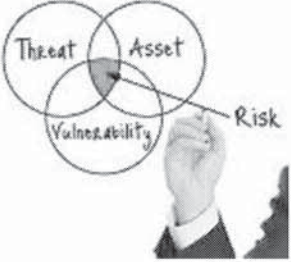


OPERATIONAL EXCELLENCE ROADMAP

Objective	2012-13 Key Achievements	2013-14 Key Initiatives
<p>We operate and manage an effective IT asset portfolio that generates efficiencies and reduces costs by taking advantage of new technologies.</p>	<p>GREATER EFFICIENCIES AND SAVINGS</p> <ul style="list-style-type: none"> Print Optimization Data Center Lights-Out, Private Cloud Infrastructure Asset Reduction Nisha Agreement for PCs and Laptops Making It Happen <p>Total Recurrent Yearly Savings: \$3.5M</p>  <p>SMART TECHNOLOGY INVESTMENTS</p> <ul style="list-style-type: none"> Cloud-Computing (public, private) 	<p>GREATER EFFICIENCIES AND SAVINGS</p> <ul style="list-style-type: none"> Infrastructure Consolidation and Federated Cloud in Data Centers Common Web Platform IT Asset Management Strategic Vendor Management IT Systems Portfolio Review   <p>SMART TECHNOLOGY INVESTMENTS</p> <ul style="list-style-type: none"> Application Programming Interface (API) Mobile Application Development Testing Automation Capabilities 



RISK MANAGEMENT AND CONTROLS ROADMAP

Objective	2012-13 Key Achievements	2013-14 Key Initiatives
<p>We implement solutions, policies and controls to protect enterprise information and ensure the continuity of IT operations.</p>	<p>AWARENESS AND EMPOWERMENT</p> <ul style="list-style-type: none">▪ Information Security Program▪ IT General Controls in partnership with Finance, and Internal and External Auditors. 	<p>AWARENESS AND EMPOWERMENT</p> <ul style="list-style-type: none">▪ Information Security Program (continued)▪ IT General Controls (continued)▪ Disaster Recovery Plan Updates 



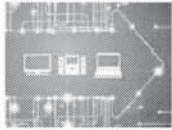
IT BUSINESS PLAN 2013-14

s.18(a)
s.18(b)
s.21(1)(b)
s.20(1)(b)



2014-15 IT PLAN

BUSINESS VALUE CREATION



We will continue our key strategic projects:

- Media Asset Management
- Broadcast Management
- SAP optimization
- Talent Management (performance)
- Business Intelligence
- Self-Service Procurement (contracts)
- Electronic Document Management

EMPOWERED WORKERS



We will complete our application virtualization project, implement and support more IT business solutions on mobile devices, deploy BYOD, and provide a self-service support environment to our users.

SOLUTIONS TECHNOLOGY PRACTICES

OPERATIONAL EXCELLENCE



We will further automate and consolidate our operations and decommission legacy assets. We will complete the implementation of the IT federated cloud to provide IT infrastructure services for the enterprise.

RISK MANAGEMENT AND CONTROLS



We will continue to strengthen the Information Security Program based on new emerging technologies and pursue the IT controls program in partnership with Finance and the Auditors.

We will develop the new 3-Year IT strategic plan based on 2020 business strategies