



PSSDC Information-Sharing Template – September 2016

| JURISDICTION: Canada Revenue Agency | | Contact |
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| <p>1. <u>Accomplishments:</u> Briefly highlight major service delivery accomplishments, progress, and/or significant milestones achieved in your jurisdiction over the past 6-12 months.</p> | <ul style="list-style-type: none"> • Federal Adoption of BN Project: following the fall election, Innovation Science and Economic Development (ISED, formerly Industry Canada) re-launched and re-scoped the project. The mission is to provide all federal government programs the ability to use the BN. Currently; project deliverables have been identified and are underway up to May 2017. A new Project Charter is planned to be signed. Consultation sessions with provincial partners continue to take place. • Between February and July 2016, the CRA : <ul style="list-style-type: none"> ○ Had nearly 1.4 million new registrants for its online mail service. ○ Issued nearly 6.2 million pieces of correspondence, including 2.5 million benefit-related correspondences in the month of July alone. • As of May 2016, the CRA now has over 30 workloads receiving documents electronically from taxpayers through the Submit Documents service. • As of July 23, 2016, the CRA received over 2.2 million electronic documents. | <p>Michael Fowler, Director, Business Number (BN) Policy and Operations Division</p> <p>Christopher Bowen, Director, Digital Projects Division</p> |



2. **Priorities:**

Briefly describe what your organization sees as its **top service delivery priorities/initiatives over the next 12 to 36 months.**

- As a result of the 2015 and 2016 federal budget, the CRA and ISSED are working towards the Government of Canada adoption of the BN. ESDC, CFIA, ECCC and ISSED have agreed to participate as early adopters for this project. A BN9 Search and Validation tool will be available to these adopters by Oct 2016.
- The province of Alberta passed legislation for BN adoption in March 2015. Communications between CRA and AB are on-going. Documentation for the BN9 Search and Validation tool has been shared.
- The province of PEI passed legislation for BN adoption in May 2016. Communications between CRA and PEI are on-going. Documentation for the BN9 Search and Validation tool has been shared.
- Working with BC to explore the ability to add/modify/delete Director information
- The Business Number Ident Integrity (BNIIIP) project will ensure the integrity and quality of the information captured remains constant contributing to the Agency's commitment to become the third-party service provider for the GOC adoption of the BN.
- Increasing the number of online mail registrants.
- Increasing the number of workloads that can receive electronic documents.

Michael Fowler,
Director, Business
Number (BN) Policy
and Operations
Division

Christopher Bowen,
Director, Digital
Projects Division



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| <p>2. <u>continued</u></p> | <p><u>Digital Service Strategy</u> The CRA has launched a comprehensive e-Interactions Strategy to respond to the increasing digital expectations of Canadians. The goal is to make it easier for them to comply by providing end-to-end, modern e-Services that are easy, fast, and secure. The strategy is based on nine service goals that aim to improve the overall service experience for everyone who interacts with the CRA:</p> <ul style="list-style-type: none"> • Experience modernized secure digital space • Ease of access to the secure digital space • Send, receive, and store tax information • Choose to automatically populate tax returns and forms (Tax Data Delivery) • Real time processing • View and track progress of interactions • Access identity fraud prevention features • Interactive digital communication • Get help as needed | <p>Micheline Leduc, Director, Digital and Operational Transformation Division</p> |
| <p>3. <u>Issues and Needs:</u> Briefly describe any service delivery issues you would like to share with the Council and what assistance you might be seeking from PSSDC.</p> | <ul style="list-style-type: none"> • How do we increase online mail take up rates? • We will need to electronically assign and route documents for the agency in a fast and efficient way. | <p>Christopher Bowen, Director, Digital Projects Division</p> |
| <p>4. <u>Planning for Council Meetings:</u> Please identify topics of particular interest to your jurisdictions for future Council Meetings. (Please provide a brief description for each item.)</p> | | |