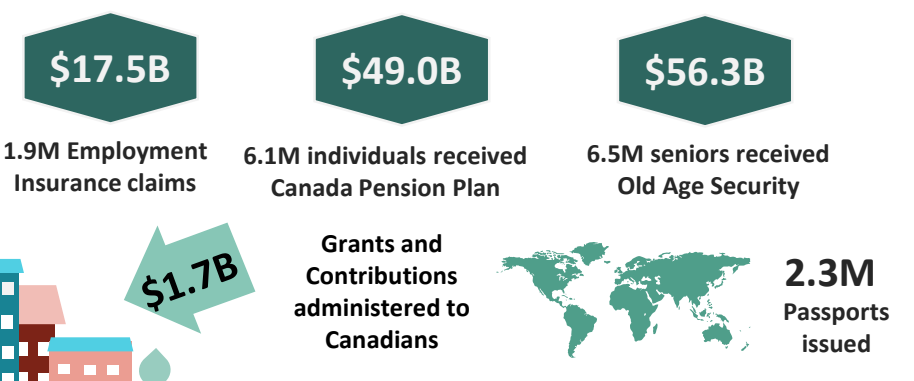




# Service Canada is the face of Government for millions of Canadians

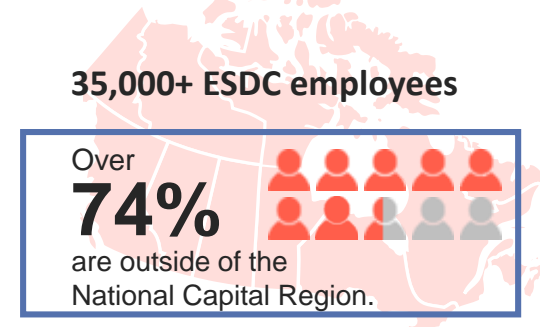
In 2019-20, ESDC provided \$135.2B in direct benefits to Canadians



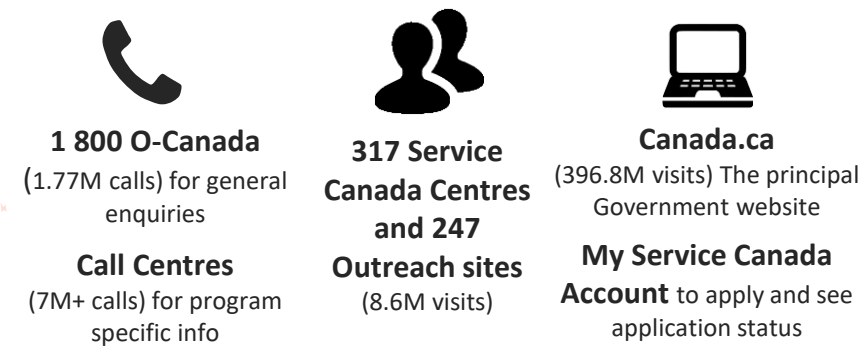
Our clients reflect the diversity of our country

- Persons with disabilities
- Clients in northern, remote and Indigenous communities
- Other Government Departments
- Adults
- Children
- Newcomers
- Seniors
- Youth
- People experiencing homelessness
- Businesses
- Foreign Workers
- Individuals
- Students
- Employers
- Communities

Dedicated professionals serve clients from coast to coast to coast

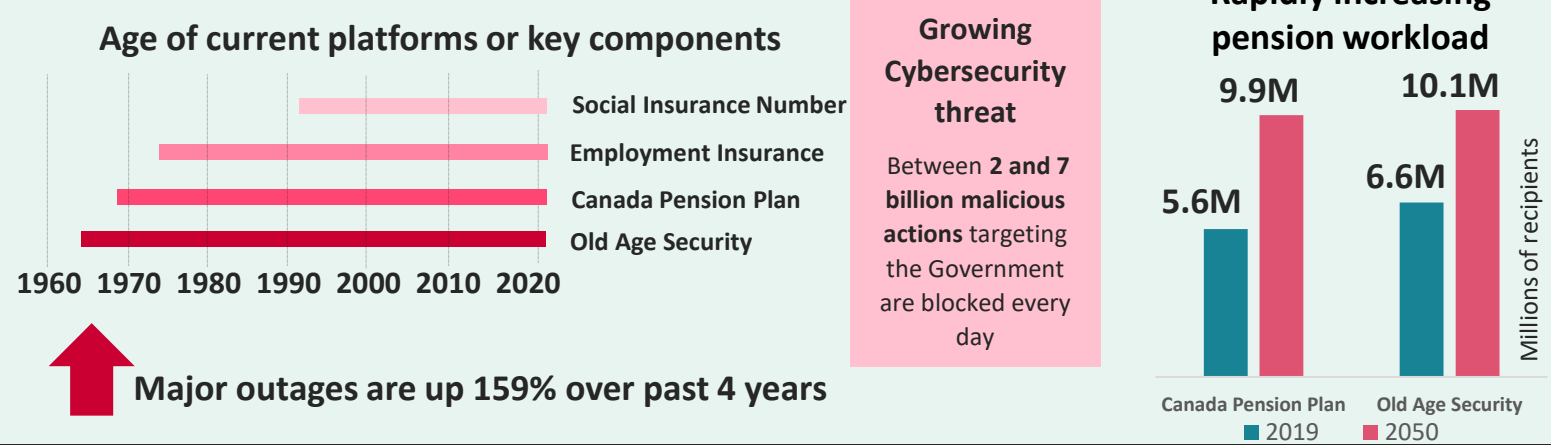


Services that support Canadian's well-being are critically dependent on technology

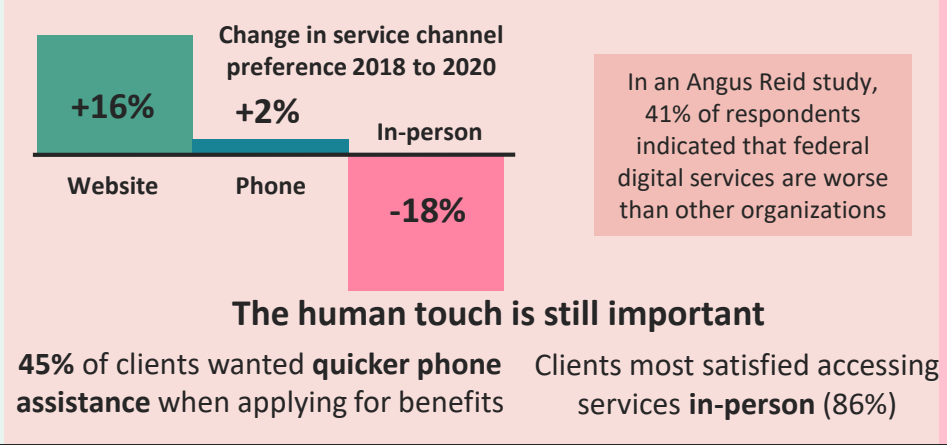


## Meeting the service needs of Canadians means tackling some challenges

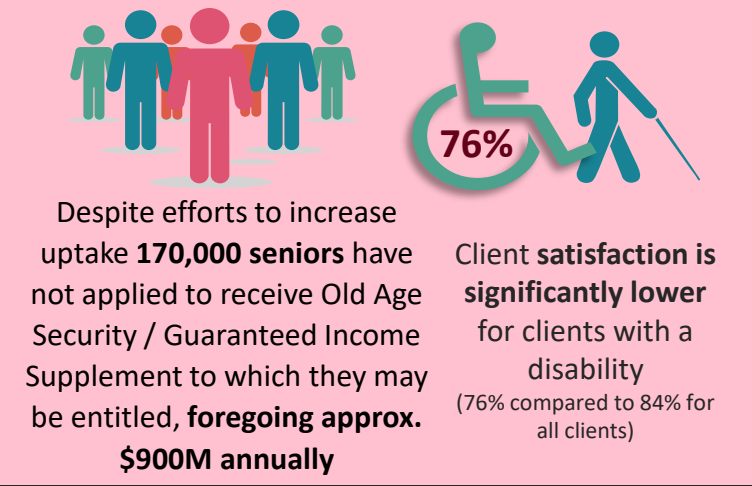
The technology underpinning our programs is aging, fragile and under increasing pressure



COVID-19 pushed many Canadians online and expectations for digital are high



Barriers to access still exist



## Our plan to improve services

Modernize IT while addressing technical debt

- Stabilize IT infrastructure and systems to reduce outages
- Modernize networks to improve processing speed
- Strengthen disaster recovery solutions to minimize service disruptions
- Strengthen cybersecurity to protect interests of Canadians

Provide seamless digital services

- Build a new digital channel with modern features
- Sign-in once for all ESDC online services
- Seamless movement between online, chat and call services
- Automate simple processes to free staff for complex questions

Reach all Canadians

- Continue successful community outreach introduced in pandemic
- Design accessibility into technology and personal services
- Simplify Policy Design
- Innovative community partnerships to reach marginalized populations

Benefits Delivery Modernization will provide a modern benefit delivery capacity and new digital channel, scalable to support additional benefit programs, including from other departments

## Service Canada is a leader in service delivery for the Government of Canada

We responded to COVID-19 quickly and nimbly by:

- Delivering new benefits**  
Canada Emergency Response Benefit, one-time payments to Seniors and Persons with Disabilities, Fish Harvester Benefit
- Bringing more services online**  
COVID Benefits Finder, eService Canada, eSIN, eCommunity Outreach

We already provide broad service...

- Through Canada.ca, we provide a common web platform for 83 departments
- We provide 37 telephone or email services for departments and agencies

...and investments position us to do much more

- Single sign-in access for all departments and agencies
- Call centre services
- Benefit delivery services

