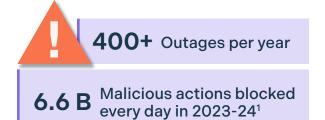
BENEFITS DELIVERY MODERNIZATION AND TRANSFORMATION

The Benefits Delivery Modernization (BDM) Programme, led by Employment and Social Development Canada (ESDC), is a multi-year information technology (IT) initiative that aims to improve the client and employee experience regarding benefits delivery. The Programme will bring together Old Age Security (OAS), the Guaranteed Income Supplement (GIS), Canada Pension Plan (CPP), and Employment Insurance (EI) on one common delivery platform.

The Need to Modernize Service Delivery

Over the past 60 years, Canada's social services have evolved into a complex suite of social programs, systems, software applications and policies.

Yet, the existing IT systems are complex, fragmented and rely on outdated programming languages, making them prone to errors, erroneous payments, fraud vulnerabilities, and poor user experiences.



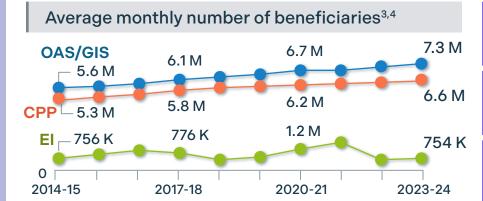
Age of IT systems

CPP 20 50 vears



OAS 60 years

The rising demand for seamless digital services, combined with an increasing number of eligible beneficiaries and evolving complexity of applications, may create an additional operational pressure.



Total disbursement \$160 B through OAS, GIS, CPP and EI in 2023-242

Increase in the number of monthly beneficiaries, 2022-23 to 2023-243,4

Proportion of all clients that utilized online service channels in 2023-245

Objectives of the BDM Programme

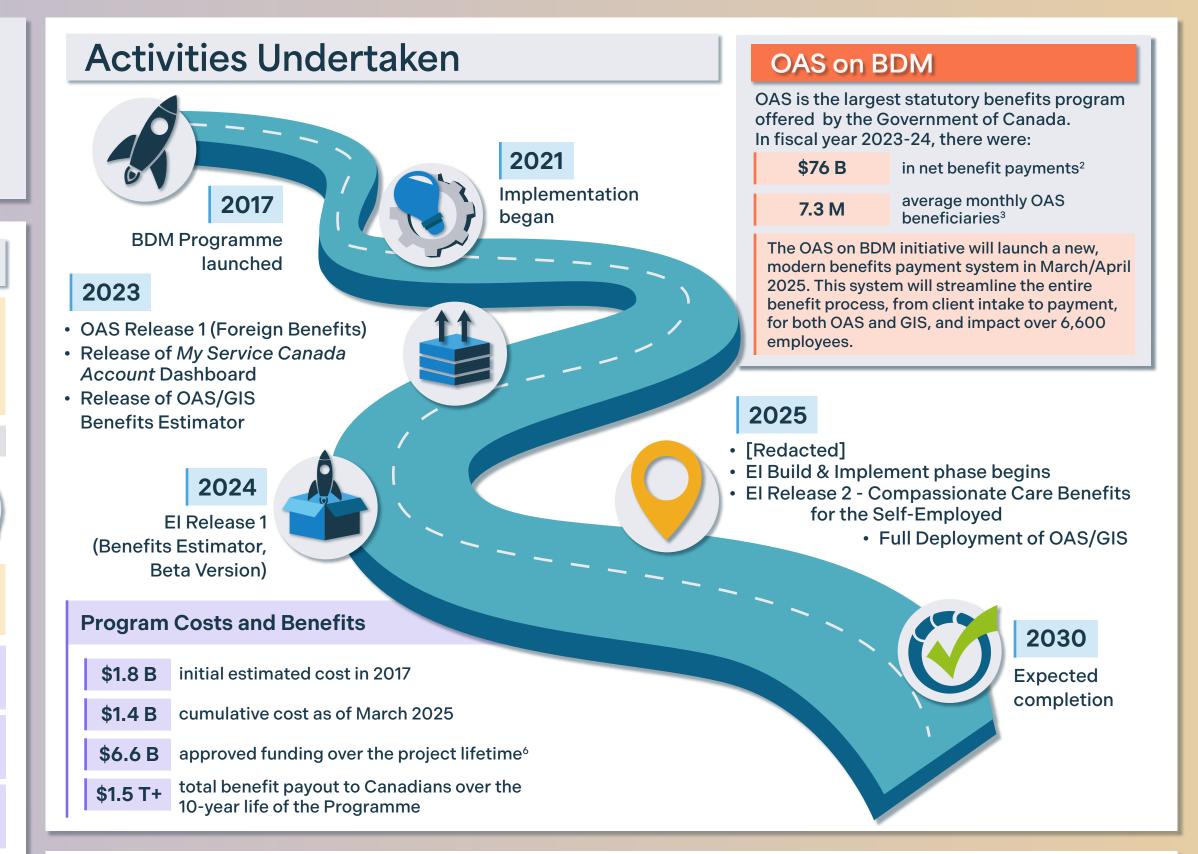
The BDM Programme aims to address current systems limitations by establishing a new foundational technology platform for core statutory benefit programs, allowing:

Enhanced client and employee experience

Stronger security and fraud prevention measures

Increased agility to implement changes to programmes, policies or legislation





Upcoming Initiatives

Identity Services and Access Management Solution (iSAMS)

iSAMS aims to replace the outdated Enterprise Cyber-Authentication Solution with a modern identity authentication service for OAS, CPP and El clients. This solution will:

- Enable clients to receive services across multiple programs in
- Allow Service Officers to support cross-program queries
- Enable clients to request cross-program changes of circumstances ("Tell us once")

Contact Centre Solution (CCS)

The CCS currently supports millions of Canadians. In fiscal year 2023-24, there were:

27 M calls to the OAS, CPP and El call centres

501 K calls to the Employer Contact Centre⁷

ESDC is partnering with Shared Services Canada to procure a new Contact Centre as a Service solution by 2027, in alignment with the Government of Canada's cloud-first approach.

Systems Features

The new systems leverage cloud computing technology for scalability, as well as integrate artificial intelligence and automation for quicker decision-making. The following key features will be incorporated over time:

Self-service: Independent access to online services

User-friendly

digital interface



Real-time application tracking



Single sign-in: One account for all services



0

"Tell us once": Information is shared across services



"No wrong door": Improved omnichannel integration



Continue to address technical debt



Continue to operate existing benefit systems



Sources

- **Communications Security Establishment Annual report** 2023-2024
- 2. ESDC Departmental Results Report 2023-24
- 3. CPP and OAS: Annual Statistics Tables, Number of benefits, by benefit type and fiscal year
- 4. Statistics Canada. Table 14-10-0323-01 El beneficiaries by census division, monthly
- 5. Service Canada Customer Experience Survey 2023-2024

Notes

- 6. This figure represents the lifetime approved funding of the BDM Programme, which continues to be refined as scope, timing, and outside factors are assessed. It excludes workload and mandatory maintenance, as they are not part of the programme approval.
- 7. The Employer Contact Centre provides support for various employer-related programs and services.

