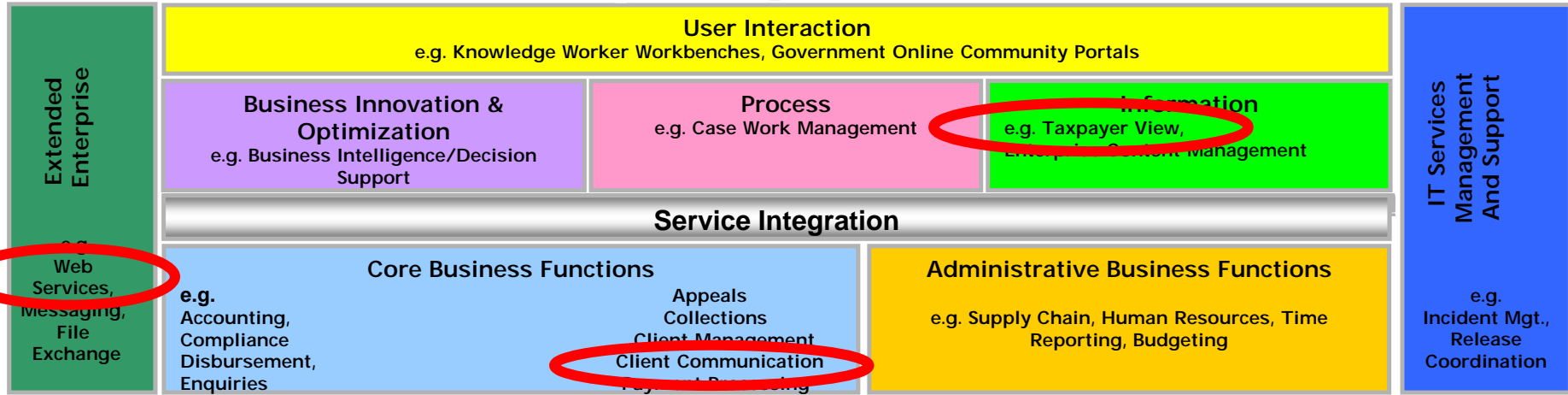
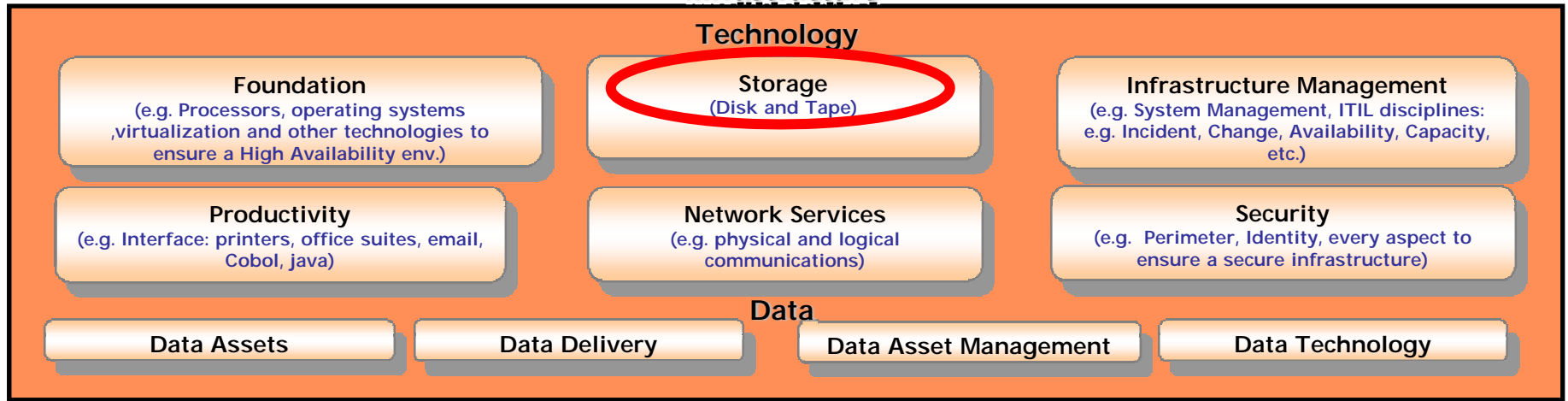


# Business & Architecture Alignment

## Program Facing-IT Services



## Infrastructure



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# Operational Context

Over 100 million correspondence annually

Many distinct tax/benefit program lines with their own correspondence systems

Different technologies

Sustainability

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# End State

For CRA to use a single suite of services for all correspondence with the public

sustainable,  
maintainable,  
cost effective,  
shareable across program lines,  
improved quality ,  
better IM/IT and  
enhanced business agility

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# From ownership to governance

Holistic view of correspondence

Alignment of business & IT to attain desired end state of correspondence

Engage business in long term vision

Integration of the Governance model

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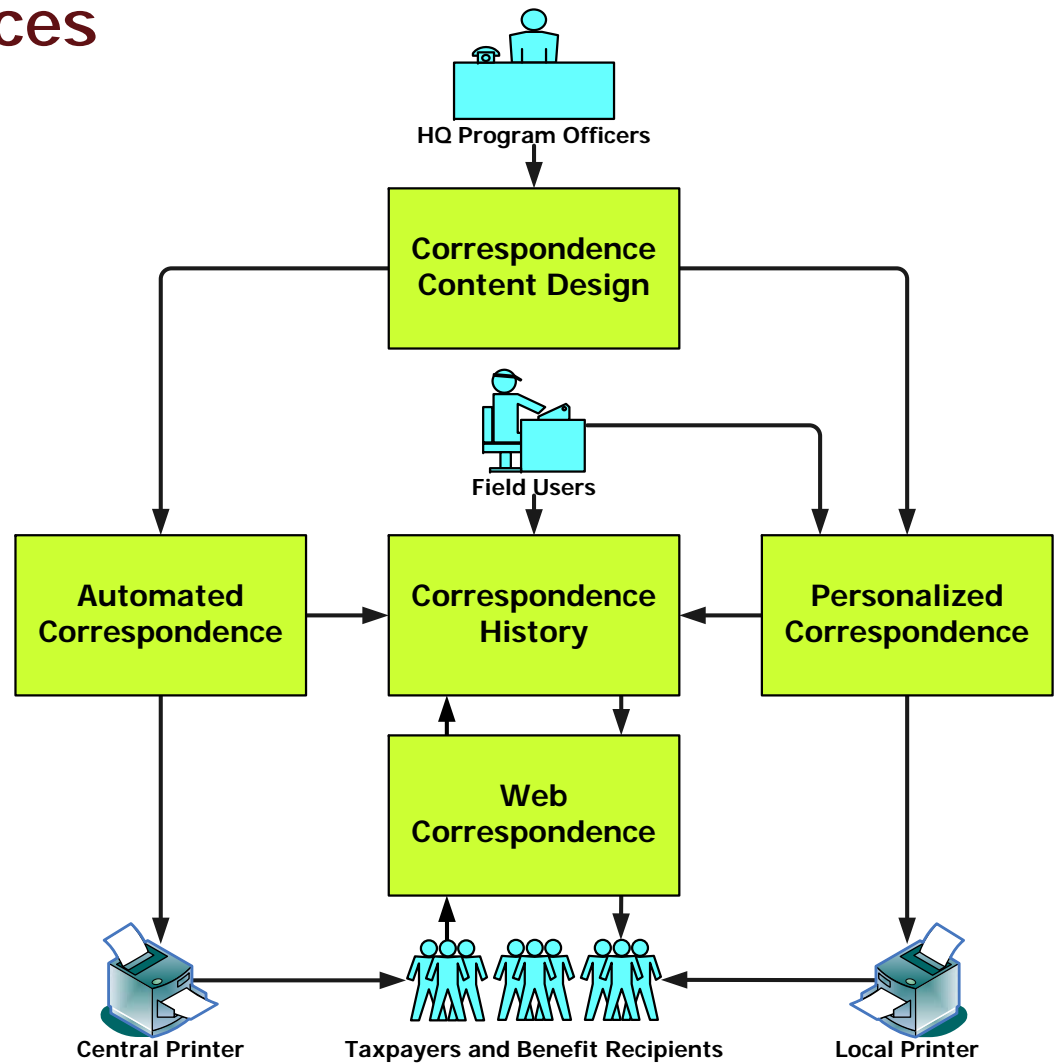
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# Correspondence Services



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# Correspondence Content Design

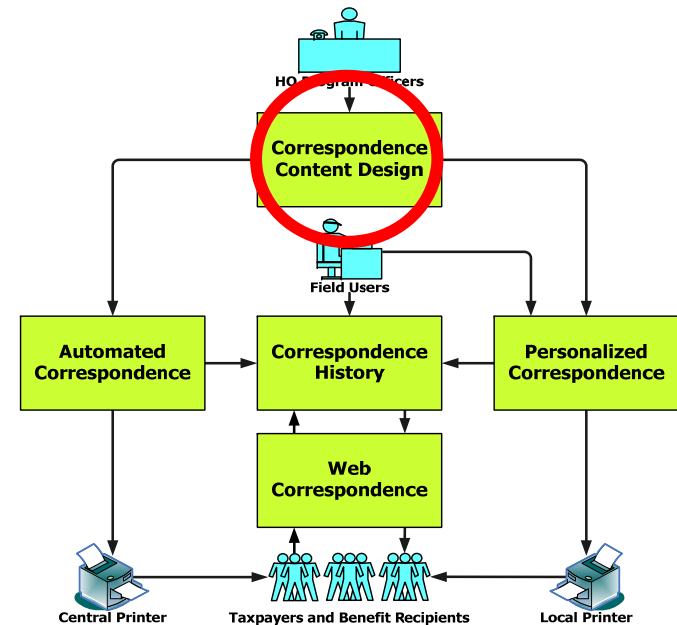
A service that enables the functional representatives to design and control the content of CRA's message to the public

Quality

Consistency

Reuse

Feedback (usage)



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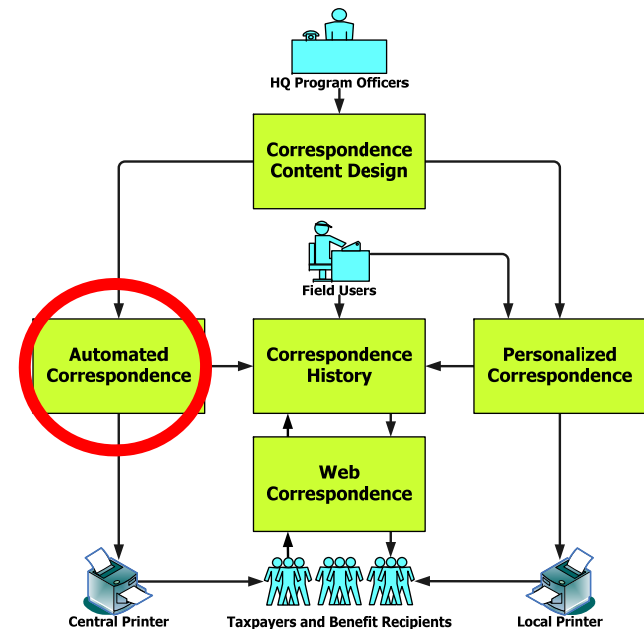


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# Automated Correspondence

Provide a single, responsive automated batch system for the production of bulk correspondence items

- Ongoing automated mailings
- Ad-hoc/Special request mailings
- No pre-printed forms required
- Highly automated environment
- Archived when printed



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# Personalized Correspondence

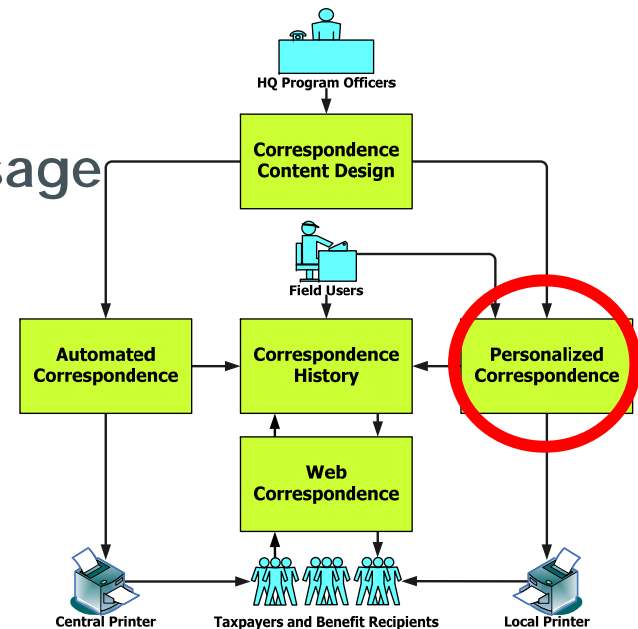
A service that allows the user community to personalize correspondence.

Enterprise class word processor

Reuse predetermined content/message

Green

Archived when printed



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# Correspondence History

A service that provides a consolidated history of correspondence for a given account

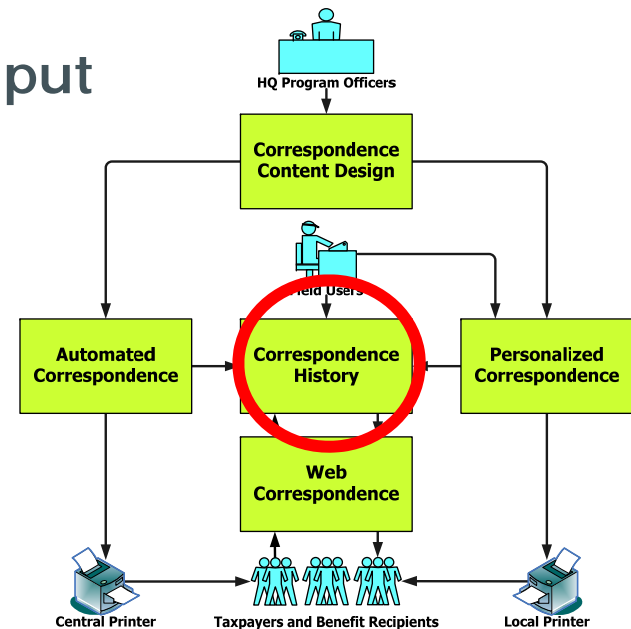
Store an exact image of printed output

No reconstruction for reprint

Cannot be manipulated

Dynamic indexing

Pre-determined retention and disposition



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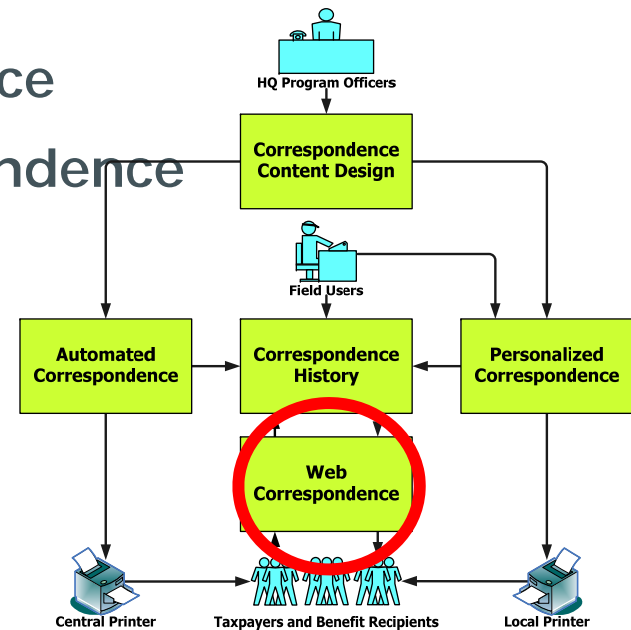
# Web Correspondence

This service allows taxpayers to self serve for their correspondence needs.

Electronic delivery of correspondence

Email notification for new correspondence

Web delivery = "Green"



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# Agile and responsive

Service oriented architecture

Sustainability

Flexible design = new correspondence related opportunities

Training (user community) for single system

Reduce Costs

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