



CBC/Radio-Canada Fact Sheet

CBC/Radio Canada's Shared Services Organization (SSO)

CBC/Radio-Canada's commitment to improving our service to Canadians and the realities of operating in an evolving and highly competitive broadcasting environment mean that we must continuously examine how we conduct business day-to-day and explore opportunities to be more efficient and cost-effective. This includes reviewing the Corporation's internal processes and activities to ensure that levels of efficiency are consistent with best business practices.

In October 2003, following extensive review, CBC/Radio-Canada announced the creation of a Shared Services Organization (SSO), a new department that will modernize transactional administrative practices in Information Technology, Human Resources and Financial Administration within the Corporation.

The Shared Services Approach

A Shared Services Organization is one that provides a one-stop shop for the delivery of transactional and administrative processes. Typically, shared services organizations are created to encompass the high volume, frequently repeated activities of support services such as Human Resources, Information Technology, and Finance & Administration departments.

A good example of how an SSO appears to the customer is Internet banking, backed by call centres.

Increased Efficiencies

All of CBC/Radio-Canada's components share one clear goal: to run a high-quality, efficient national public broadcaster on behalf of Canadians. Leveraging and efficiently managing our assets are fundamental to our strategy to generate value and new cash flow for re-investment in our programming.

The SSO will achieve economies of scale in transaction-intensive administrative services by doing things more efficiently and by putting into practice more innovative and collaborative ways of working.

It will bring together one consolidated team to better share our collective knowledge, skills, expertise, ideas, and create an organization capable of delivering responsive, efficient and seamless administrative services in both official languages.

Investments in new tools, technology and training will also be better leveraged through collaboration, sharing and joint venturing.

Serving Our Employees Better

CBC/Radio-Canada employees will benefit from this innovative approach to service delivery. By introducing web-based technologies, advanced enabling tools, and an integrated customer service centre, the SSO will provide a "face" to our employees' administrative needs.

It will allow managers and employees to find information more easily, resolve issues more quickly, and have better access to help. It will also allow our professionals to focus more on value-added, strategic activities, and less on responding to transactional or administrative inquiries.

The SSO will be an organizational best practice centre that ensures a common approach to service delivery and a culture committed to service excellence and continuous improvement through the development of service level agreements and performance metrics, to increase service consistency and quality.

Implementation of the SSO

Implementation of the SSO will be completed by 2005.

CBC/Radio-Canada's SSO is located at 1525 Carling Avenue in Ottawa. The SSO was established in Ottawa to minimize the relocation of employees and offer the easiest and quickest transition to a fully bilingual SSO environment.

The SSO will be staffed by approximately 100 employees.