



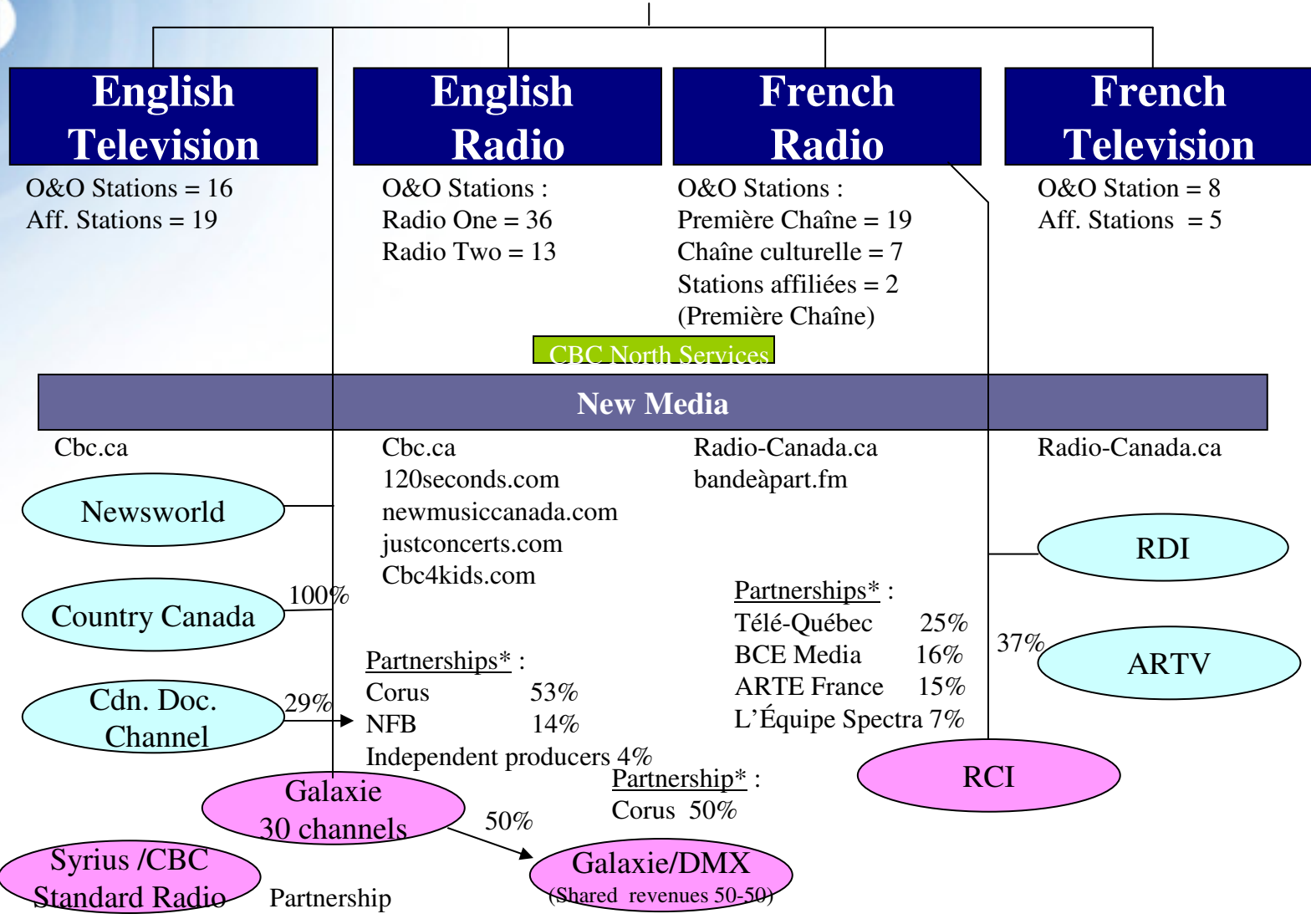
ABM Development at CBC Shared Services

Jacques Provost
Ottawa, June 8 2006

Together. Committed to service.



CBC/Radio-Canada Services



* Breakdowns as per requests.

Support Services



Alternate Service Delivery

*Affordable, Responsive,
Customer Driven Solutions To The
Networks*

*Transformation
of Internal
Service Delivery*

Networks

**Efficient And Seamless User Experience
For Managers And Employees**

I/T

- Virtual Data Center
- Technology Renewal
- Streamlined Back Office

Finance

- Strategic Sourcing
- Travel & Expenses
- Management Reporting

HR

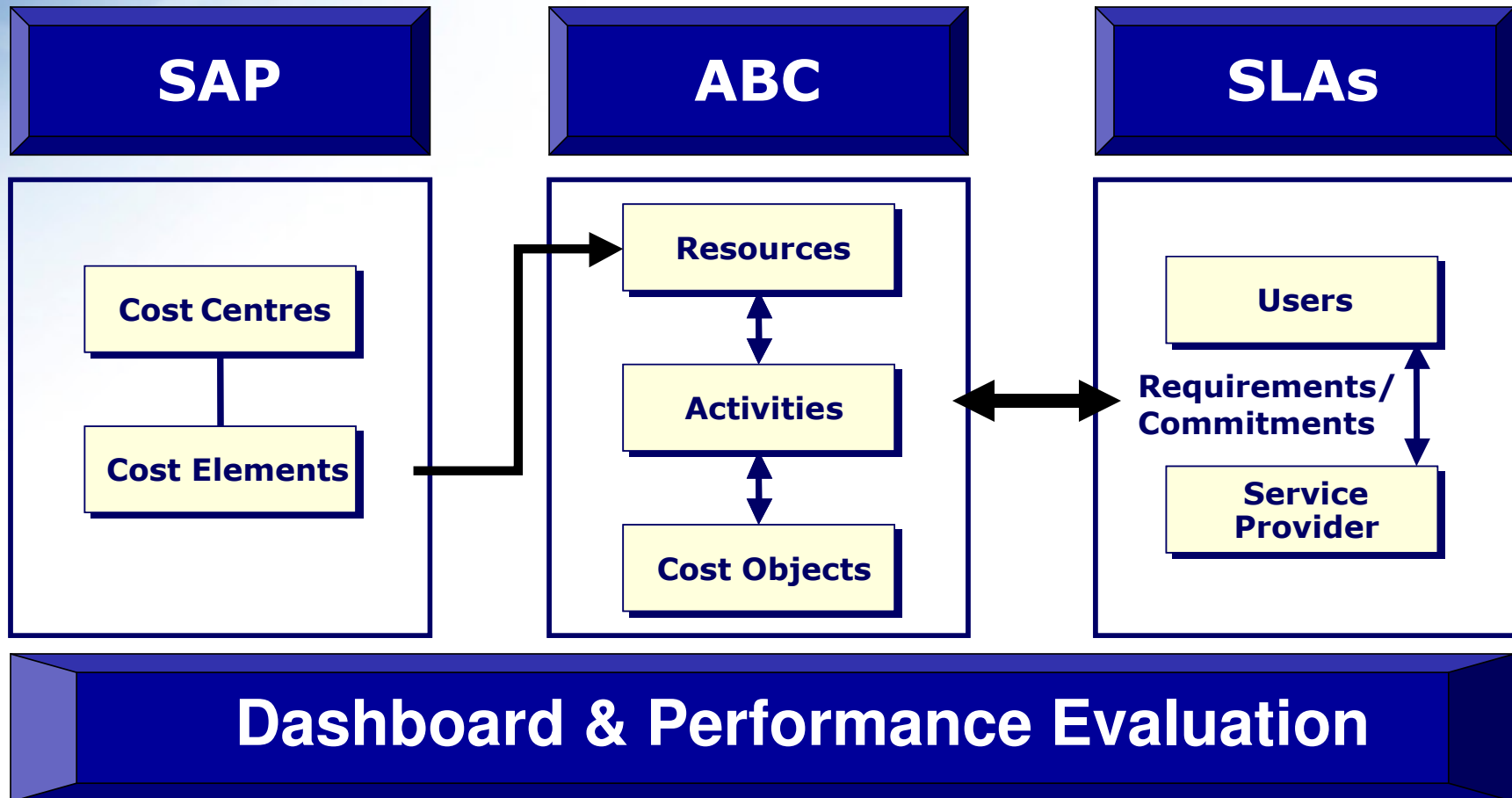
- Corporate HR & Business Partnering
- Expertise Services

CBC Shared Services
Accounts Payable – Accounts receivable – HR Systems – HR Admin Centre – 1st Tier ITSC and Application Support



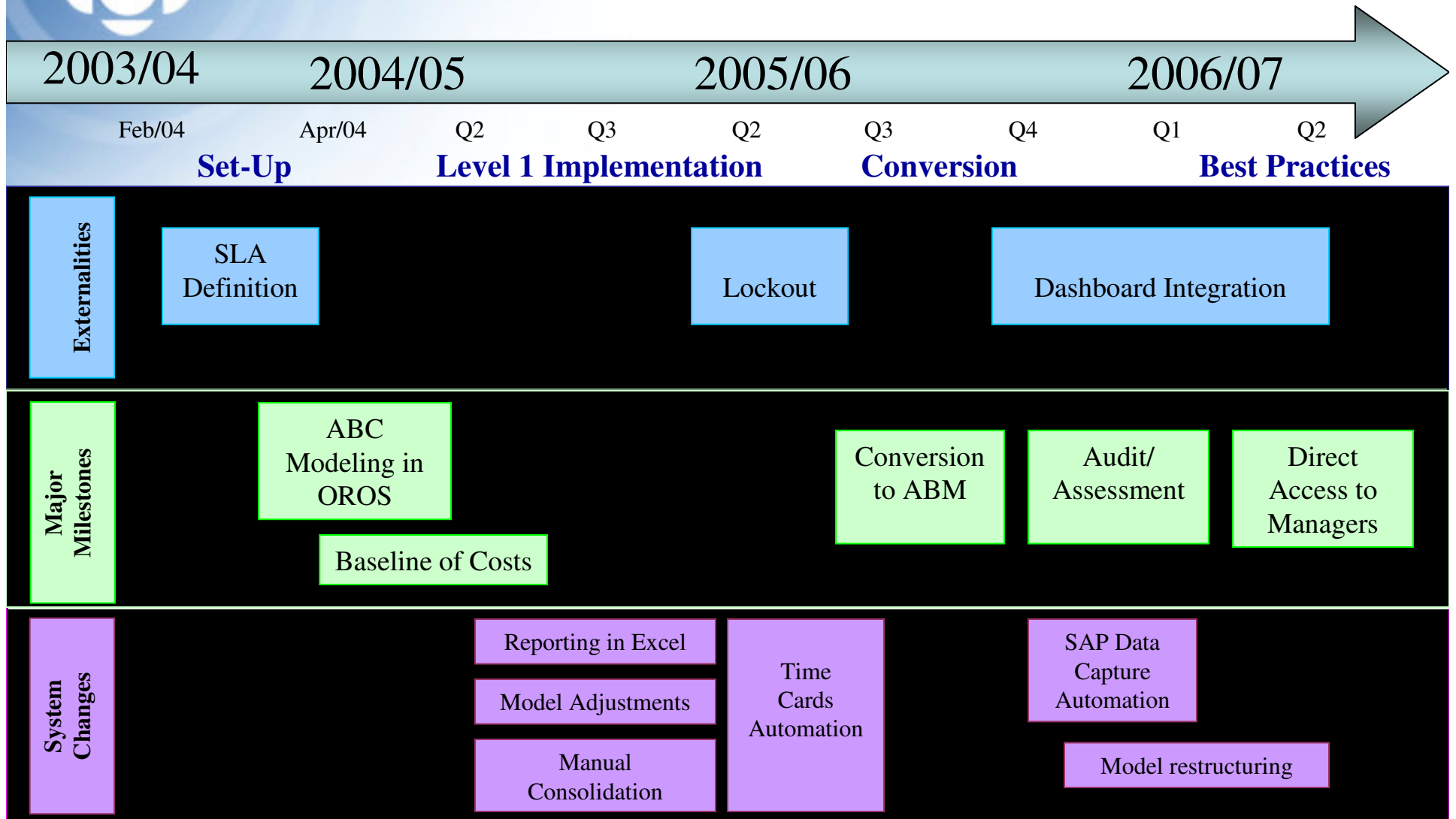
An Integrated Approach

... More Business Intelligence - Better Informed Decisions





ABM Implementation Timeline





12 Lessons Learned

- 1- Get support from Senior Management**
- 2- Planning is indeed crucial**
- 3- Beware of reliability and validity problems**
 - Consistency does matter if comparisons are being considered
 - Gradually eliminate subjective elements
 - Validate estimates with objective data
- 4- Ensure dedicated resources (staffing / \$)**
- 5- Automate as early as possible**
- 6- Simplify reporting system to focus on ABM**
 - Link with Dashboard helps put things in perspective
- 7- Putting the tool in the hands of the managers will facilitate buy-in**
- 8- Facilitate the process rather than being directive**
- 9- Unit cost and internal breakdowns on cost objects sell a lot more**
- 10- Link costing to other metrics / performance indicators**
- 11- Link to Performance Evaluation**
- 12- Get support from Senior Management**