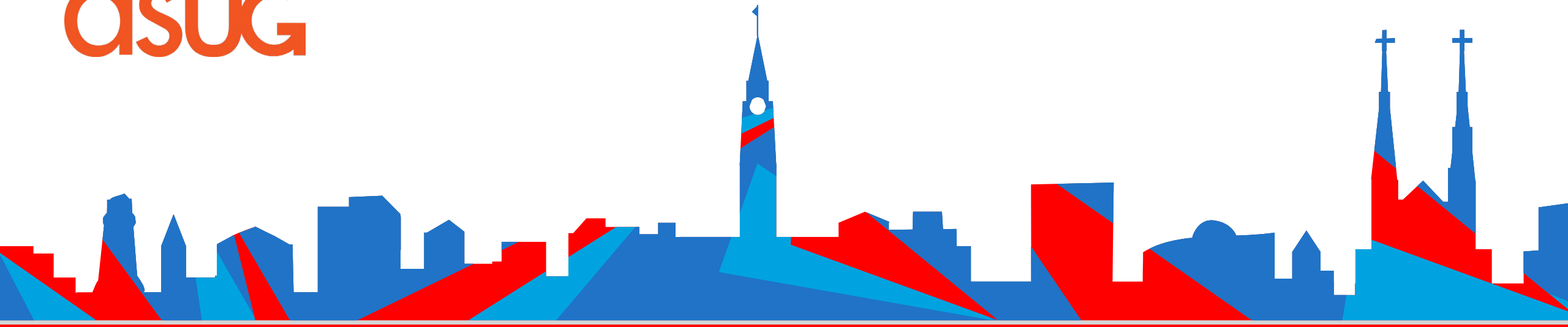


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ASUG



ASUG Ottawa Chapter Event: SAP & Cloud Deployments

CBSA Assessment and Revenue Management (CARM)
Program, Projects & Managed Services

Monday, June 5th, 2023



Government
of Canada

Gouvernement
du Canada

Canada





Strategic Technology Trends

Deloitte Tech Trends 2023



1 Immersive Internet for the enterprise.



2 Learning to trust our AI colleagues



3 Taming multicloud chaos



4 Reimagining the tech workforce



5 Decentralizing architectures and ecosystems



6 Mainframe modernization hits its stride

What is cloud?

Public cloud services benefits

Cloud computing is on-demand and the consumer pays for what they use. The cost of the infrastructure used for delivery (storage and services) is covered by the charges to the consumer.

Adopting cloud computing will help the GC maintain IT service excellence during a period of increasing demand for digital services and timely access to emerging technologies.



Service performance

Self-service provisioning of computing resources can dramatically reduce the time needed to meet a requirement. Metrics-based service levels that are contractually enforced help keep performance levels consistent.



Security

Cloud service providers offer robust security features and internationally recognized certifications that would be a challenge for any one organization to deliver on its own.



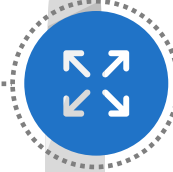
Innovation

New features are being deployed continually, and the costs are amortized across a global service customer base. New technologies such as social media, mobile platforms and analytic tools are all available through subscriptions without large capital investments.



Agility

Rapid access is available to multi-featured resources at the required capacity to carry out projects from planning to full operation.



Elasticity

Commoditized services can grow and shrink with the level of demand; consumers pay only for what they need when they need it.



CARM

Commercial Vision

Mandate

CBSA was created in December 2003 to protect Canadians and maintain a peaceful and safe society. It is now an integral part of the Public Safety Portfolio.

The Agency is responsible for providing integrated border services that support national security and public safety priorities and facilitate the free flow of persons and goods, including animals and plants, that meet all requirements under the program legislation.

CBSA's **Commercial Vision** defined how the commercial processes could be modernized and transformed according to the following strategic guiding principles:

Simplify the Commercial Process

Streamline the importation declaration and release processes for legitimate trade, by leveraging new technology and reducing administrative burden at the border.

Improve Client Identity Management and Commodity Identification

Enhance the identification of Trade Chain Partners (TCPs) and imported goods to improve pre-arrival risk assessment and targeting activities.

Advance Global Border Management

Engage international, domestic and Other Government Department (OGD) partners to enhance the security in the global supply chain and to reduce the administrative burden and trade barriers for external Stakeholders, improving the free flow of goods.

Optimize Enforcement and Compliance Activities

Increase the use of Analytics and intelligence gathering to support compliance monitoring and criminal investigations.

“By transforming the organization through business process re-engineering and enabling key technology advances, the CARM project will achieve CBSA’s objectives to streamline and improve the commercial border experience, which will benefit both the Agency and its TCPs.” – CARM Request for Proposal



CARM

Implementation Journey Map



Summary

The vision of CARM is to deliver a globally-leading customs experience that is customer-centric, facilitates legitimate trade, improves compliance and revenue collection, and contributes to securing the borders of Canada.

Project 2 – Online Portal (May 2021) Complete!

Implementation of the internal portal which will set the foundation for case management and tariff maintenance; and the external portal which will enable TCP registration and onboarding, submission of rulings requests, access to account information and deliver tools to help clients classify goods and estimate duties.



Impact

CARM will deliver a Commercial Continuum that enhances the **Client experience**, leverages **modern, proven industry solutions** and enables **data-driven decision making**.

Project 1 – ARL Lift and Shift (January 2021) Complete!

Accounts Receivable Ledger (ARL) will be re-platformed to the latest technology (SAP S/4 HANA) and hosted within the cloud environment.

Project 3 – Core CARM (October 2023)

Deliver the remaining CARM functionality, which includes the transition of functionality from CBSA legacy systems to the CARM solution.

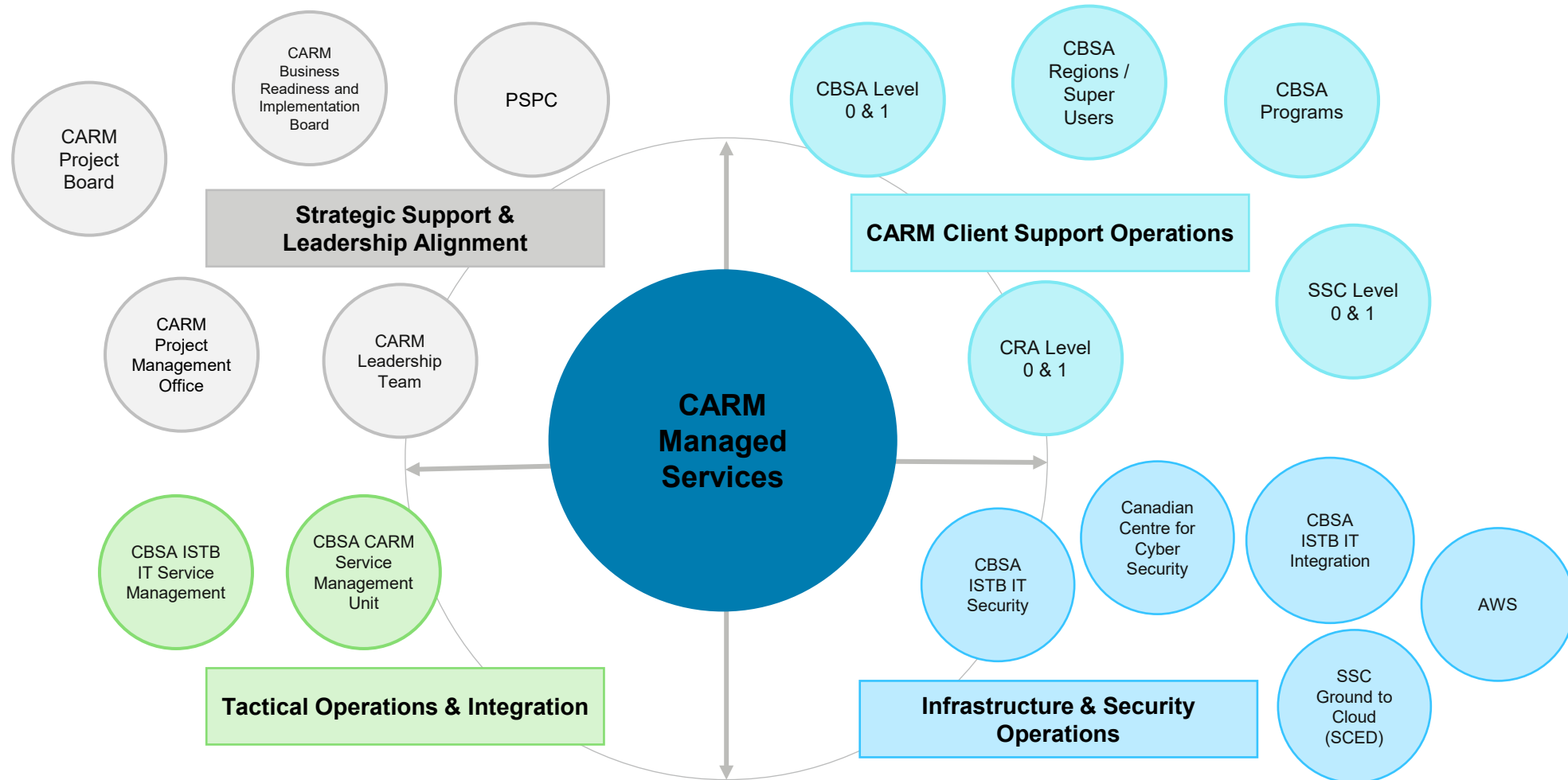
CARM Managed Services refers to the services required to manage, support, and operate the CARM Solution starting at Project 1 go-live. CARM MS has been operational since January 2021.

It includes:

- **Application Management Services:** application maintenance and evergreening, incident management, change management, service request management, minor enhancements, etc.
- **Cloud / Infrastructure Management Services:** network administration, identity and access management, disaster recovery, etc.
- **Security Operations Services:** solution infrastructure monitoring to detect threats, maintenance of security infrastructure, responses to security/privacy incidents, etc.

CARM Managed Services Stakeholders

The Managed Services ecosystem involves stakeholders across the Government of Canada to support CARM's strategic, tactical, and operational activities.



Managed Services in the Cloud

Benefits & Challenges

Category	Benefits	Challenges	How to Address
Cloud Application & Infrastructure	<ul style="list-style-type: none">• More cost-effective and efficient use of resources: uses cloud elasticity to bring up services quickly when needed, instead of requiring a huge upfront investment in a “cold” second data centre.<ul style="list-style-type: none">• CARM components are deployed over two physically independent AWS Availability Zones, with failover capability to ensure continued availability of the solution if one of the zones becomes unavailable• Storage and compute power is only used when needed, and IT overhead is reduced.	<ul style="list-style-type: none">• Requirement for geolocation• Requirement for Pro-B cloud & applications can lead to increased customization<ul style="list-style-type: none">• More effort to support / maintain• Requirements for additional auditing & monitoring• Native data encryption & authentication may not meet GoC requirements• Secret-level infrastructure requirement for some work• Security requirements and restrictions for solution applications	
Vendor Maturity & Support	<ul style="list-style-type: none">• Outsourcing resiliency: a Managed Services partner brings the CBSA a professional third party to provide ongoing resiliency and DR capability and expertise.• Vendor held to high service levels; team members available 24/7 to support• Continuous innovation & improvement	<ul style="list-style-type: none">• Data centre maturity• Impacts to incident resolution	