

Mr. John Williamson, M.P.
Chair
Standing Committee on Public Accounts
House of Commons
Ottawa ON K1A 0A6

Dear Mr. Williamson:

Thank you for your correspondence of April 4, 2022.

The Canada Revenue Agency (CRA) thanks the members of the Committee for their continued interest and attention to the CRA's efforts regarding the Asset Management Portal (AMP, the portal).

In response to the Committee's request for an update on the status of this portal and how it has improved decision-making related to the disposal of surplus assets, please note that the first module in the portal, the Materiel Disposal Tool (MDT), went live on April 1, 2022. The CRA is currently working on the implementation and roll-out strategies for this module across the organization.

The portal will contain different modules for the various asset management services. Currently, the CRA has three modules developed: the recently launched Material Disposal Tool, the Mileage Manager (MM), and the Surplus Assets Website (SAW).

The goal of the portal is to provide clients with access to all assets management business lines, processes, instructions, and forms. Users would select from a series of drop down menus and submit a request. The request would then be directed to the appropriate authority or result in the user following a process that would have them completing the appropriate forms electronically. The portal will:

- provide users with a single point of reference/contact for assets management;
- enable users to submit requests for services related to the management of assets, track requests, and the resolution of issues;
- provide access to relevant policies, procedures, and forms;
- guide users with automated features, forms, and approvals;
- workflow requests to the appropriate authority for review or approval and allow for the assignment of tickets to subject-matter experts, as appropriate;
- simplify access to services and track requests with complex workflows and approvals involving many different user groups by providing user-centric forms that guide users with dynamic forms and processes that follow CRA policies and procedures; and

- centralize requests, documents, and records of approval, making monitoring and reporting simpler and faster and help standardize the various asset management processes.

The Material Disposal Tool was the first module to have been deployed through the portal. The Mileage Manager and Surplus Assets Website modules, currently deployed and in use outside the portal, will be redeployed through the portal by June 30, 2022.

- The Material Disposal Tool, launched April 1, 2022, is an application that automates the disposal process by using a ticketing system, automated forms, routing and approvals, as well as creating a database for monitoring and reporting purposes. It will allow the CRA to search and export data in order to perform data and trend analysis which will help to improve decision-making related to the disposal of surplus assets. Additionally, it will increase transparency, oversight, efficiency, digitize manual processes, facilitate monitoring, streamline processes, and provide an audit trail.
- The Mileage Manager, launched in 2021, houses, tracks, and records mileage and usage details for CRA fleet vehicles. In support of the CRA's requirements to report on Greenhouse Gas (GHG) Emissions and overall fleet vehicle usage, the MM was developed to improve the accuracy of monthly odometer readings, and standardize the way in which logs are sent, named and stored.
- The Surplus Assets Website, launched in 2001, provides CRA organizations with a tool to advertise assets that are no longer required, allowing other CRA organizations to acquire surplus assets as an alternative to purchasing new assets.

In its future state, it is anticipated that the portal will serve as central hub for asset management, integrating all of the services offered to clients. It will streamline, connect and automate all relevant processes required to complete asset management-related activities while ensuring all data, documents, reviews and approvals are captured for monitoring, reporting and audit purposes.

The CRA again extends its thanks to the Committee for its work.

Sincerely,



Bob Hamilton
Commissioner