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By Email

15 June 2023

John Williamson, MP
Chairman, Standing Committee on Public Accounts
Sixth Floor, 131 Queen Street
House of Commons
Ottawa ON K1A 0A6

Dear Mr. Williamson,

I am writing in response to your letter dated 2 June 2023 regarding the House of Commons Standing Committee on Public Accounts' study entitled *Call Centres, Report 1 of the 2019 Spring Reports of the Auditor General of Canada*.

As part of the follow-up, the Office of the Auditor General of Canada (OAG) asked if Veterans Affairs Canada (VAC) verified call centre performance results to confirm accuracy.

Since 2022, VAC has verified the accuracy of reporting for the call centre system by duplicating the results of the reports from ComputerTalk Technology Inc. This contractor is SOC 2 – Type 2 compliant, which means it is able to maintain a high level of information security.

VAC will repeat the verification process each quarter and as needed when the contractor report methodology changes. VAC's call centre uses the data from the reporting system to report on its performance and render operational decisions.

I am available to discuss further at your convenience. Thank you for your continued involvement and advocacy on behalf of Canadian Veterans and their families.

Sincerely

Paul Ledwell
Deputy Minister

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