

**Technological Change Sub-Committee of the National Union-Management
Consultation Committee with the Union of Taxation Employees and
the Canada Revenue Agency**

**November 23, 2017
1:30 pm – 4:30 pm
Quebec Room, John G. Diefenbaker Building (Old City Hall)
111 Sussex Drive, Ottawa Ontario**

AGENDA

OPENING REMARKS

	Speaker
1. Technological Change Protocol / Collective Agreement Requirements for Written Notice	Brian Oldford – UTE Response: Cynthia Leblanc
2. Integras	Brian Oldford – UTE Response: Kerry Colpitts (DCPB) and Jonathan Roebuck (ITB)
3. Digital Mailroom Project	Silvano Tocchi (ABSB) Roger Houde (F&A)
4. Hosted Contact Centre Service	Gordon Majcher (CVB) Gillian Pranke (ABSB)
5. Digital Services Strategy	Brian Oldford – UTE Response: Silvano Tocchi (ABSB)
----- Break -----	
6. Workload Management Project	Gordon Majcher (CVB)
7. T1 Systems Redesign	Brian Oldford – UTE Response: Tessie Jokinen (ABSB)
8. Refile	Tessie Jokinen (ABSB)
9. T3 e-Nils	Tessie Jokinen (ABSB)
10. Non-resident source deductions identification	Gordon Majcher (CVB)

CLOSING REMARKS