

Project Summary

Privacy Impact Assessment:

Enterprise Migration of Financial, Procurement, and Customer Relationship Management Systems to “Software as a Service”. In the case of the Canadian Tourism Commission, the company selected to provide the Software as a Service, was SAP ByDesign, an international company.

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Brief Program/Service Description:

Following an independent assessment of its systems, and an evaluation of enterprise options available in the marketplace, the CTC decided to adopt a “Software as a Service” model for the renewal of its information management infrastructure. Software as a Service is a software delivery model in which software and associated data are centrally hosted on an external vendor’s servers, an approach to systems management more commonly referred to as “cloud computing”. Applications migrated to the cloud were limited to CTC’s Financial, Procurement, and Customer Relationship Management (CRM) functions.

Scope of the PIA:

In recognition of the potential security and privacy challenges surrounding cloud computing, a privacy impact assessment was conducted so as to inform the initiative’s policy and technical implementation. The PIA also served to proactively manage and mitigate potential risks to personal information under the Commission’s control. The PIA was initiated in the early phases of project planning.

Privacy Risks and Mitigation Strategies:

Critical recommendations emanating from the PIA process were evaluated and addressed by management over the course of the project’s development and implementation.