

IRAP VP Regional Town Hall

October 2020



Agenda

- IRAP Journey
- Common Questions
- Open Q&A

Evolution of the NRC IRAP Program

2002-03



One IRAP

Having all ITAs under the same umbrella **strengthened our program** and reinforced a common understanding of IRAP strategic directions.

2009-10



Ts & Cs Revised

Expanded to include **Innovation**. This shift from “technical challenge” allowed us to consider all **client needs**. BCIP program launched with IRAP support.

2010-12



Economic Action Plan

Unprecedented delivery of additional funds followed increase in program budget. **INT program** is born.

2014-16



Cyber Intrusion

July 26, 2014, a cyber-intrusion shut down NRC's IT network and systems, pausing our evolution. Remarkably, IRAP was able to pivot and process claims and CA within 2 weeks.

2016-17



Program Evaluation

Increased requirement to track advisory services to demonstrate IRAP's true value. **CanExport** is born

2020-21



COVID-19 Response

Multi dimensional response to mitigate COVID-19 is having a meaningful impact on Canadians.

2021+



Accelerate SME Growth

Offering expands to support multiple firms simultaneously

People

- How do we continue to deliver IRAP effectively, while also continuing to take on the additional workload that has come with IRAP's contribution to COVID response?
 - How do we manage the additional hours that many have been working (1950 vs 37.5)?
 - Will there be an ability to roll over more or liquidate vacation this year?
- Are there any tools in development to help with virtual onboarding of new staff?

Working From Home

Working from home:

- How do you think it has been working?
- How long will we continue to work from home?
- Can we go back to the office 1-2 days a week?
- What is the plan for return to office? Will we be consulted?
- While we are at home, what support is in place to help us establish a productive workspace? Will any costs be covered/reimbursed?
- Will NRC be issuing the T2200 (form for home workspace)?
- My office is not in an NRC building – when the building I am in reopens, will I be able to return to the office?
- I cannot work effectively from home and it is impacting me negatively – can I go back to the office?

Client visits:

- In areas (like Atlantic Bubble) with little prevalence of COVID, can we remove the requirement for a SCOP, or even remove travel/client visit restrictions?
- Can more than one ITA visit a firm?
- Can we just 'run into them' at a coffee shop?
- How do we continue to build trusting relationships with firms without personal contact, site visits, sensory information gathering?

IRAP COVID Response

- The federal government put out a call for help and our firms responded. How do we justify the continued procurement of supplies from foreign sources when we have domestic supplies sitting in inventory as a result of the government's call to action?
- IRAP has been heavily involved and is providing significant support to specific areas (diagnostic kits, some PPE, vaccines). What is the plan from IRAP for the other industry segments; for example, to help firms be more productive, more competitive, adopt industry 4.0 etc.?

IRAP Program Delivery / Budget

- What do you see going forward for the SET teams and the Sector Teams?
- Will some of the tools and adaptations brought in to enable working from home continue – e.g. electronic approvals and other changes in program delivery?
- Any update on additional funding for IRAP (this FY, next FY)? Will IAP be extended?

OPEN Q&A

THANK YOU

