

Update from Lance Novak, CKC's Executive Director

As it's been a few weeks since my last video, I want to provide you with an update on subjects that we receive a lot of enquiries on.

General CKC Business

Our turnaround time for service remains a concern and an area of continual focus. We are receiving service requests and enquiries beyond our current capacity, with upwards of 700 phone calls, over 400 live chats and over 400 emails in any given week. With resource restrictions, we continue to adjust to overcome this critical situation and improve our response times required to support our membership. A few examples to illustrate what we are doing differently to improve your access to staff include:

- We opened our phones, live chat and email service on a few recent Saturdays. Member reaction to this pilot will be used to decide if and how we continue to offer services through extended hours in the future.
- We hosted a webinar with a live demo of the most used applications on the online Portal. This was recorded and will be posted in the Support Centre on the website and Portal.
- We now have dedicated email addresses for specific enquires to improve turnaround times by the staff most qualified to address your issue. For example, there is a dedicated email address for enquiries about certificates and another coming soon for requests for fee adjustments.

Staff at CKC continue to work remotely but are preparing for a phased return to the office over the coming weeks as local restrictions are expected to ease.

Just about all registration certificates for Canadian Born dogs have now been delivered.

- Certificates completed up to March were sent out in paper format
- Certificates completed in April and moving forward are being sent in pdf format, with paper replacements for the pdfs hitting the mail over the coming weeks.

Please be aware that foreign dog registration certificates require more review for accuracy prior to being mailed so they are being released at a slower pace.

If you have questions or concerns about your certificates, please email certificaterequest@ckc.ca. This will facilitate a quicker reply than using the general email address or by voice message.

Shows & Trials

All **conformation** event results for 2019 are close to being processed and in fact, may be completed by the time this is published. This will trigger the printing and mailing of title certificates for 2019 results and then kick off processing of **conformation** results for 2020 events that were held prior to the pandemic restrictions.

Development work on the system is underway and must be completed before we start entering and processing results for events other than conformation held from August 2019 into 2020. It is too soon to confirm when this effort will be completed including titles added to your Portal accounts. We will keep you posted.

IT Budget

We recognize that cost management in delivery of the new system is a significant concern for CKC's membership and our members want straight answers. Below is a brief synopsis to address common member questions:

- The project to create a comprehensive IT system to support CKC operations began in 2015. It was prompted by the risk CKC faced due to an unstable 30-year-old system that could not be updated, expanded or easily repaired.
- The project plan was to create a system to meet CKC's specific and complex need to manage membership, registration and event information and to update our finance system and website platform.

- Expert Committees supported needs assessments, examination of other Kennel Club and like organizations' systems, and an RFP process where Board input and financial approvals applied.
- A vendor was selected and CKC originally budgeted approximately \$940,000 for the project to be spent over 12 to 18 months.
- As is often the case with large, complex IT systems, changes were required that related to many factors including expanded functionality, changing technology, licensing costs, and unanticipated challenges in preparing and safeguarding data as it moved from a very old and unstable system to its new home.
- As a result, the timeline and budget grew exponentially during the course of the system's development. While the cash outlay more than doubled and the timeline was exceeded by several years, many of the new costs were for additional requirements, have been part of regular operating costs and have replaced costs we had with the old system. This was done with a controlled process and authorized by the CKC's Board of Directors at each step.
- We are working diligently with the vendor to ensure that the new system—including all functionality outlined in our contract with them—is delivered within the authorized and agreed upon budget; ensuring the system is completed, the contract is respected and that CKC receives value for money are our top priorities.

CKC's General Financial Status

Due to the cancellation of most events in 2020, CKC has had to address the loss of its second largest source of revenue. So far, with cost cutting measures and other revenues, we have posted small losses or close to breakeven over the past couple of months. While we expect a loss for 2020, it is projected to be significantly less than the loss of revenues and because of the CKC Board's, Audit Committee's and Executive team's careful management of CKC's finances over the past decade, the projected losses can be financed with emergency reserves.

On a final note, if you haven't heard already, CKC's AGM will be held virtually in September for the first time! The AGM Planning Committee and staff are busy

preparing to support this historic meeting that will open up access to the membership across Canada. I personally invite you to join us at what will truly be a special event for the CKC Community.

Stay safe and I hope to see you at the AGM!