

INFORMATION TECHNOLOGY DEPARTMENT

The Information Technology Department oversees the development, implementation, evolution, standardization and management of environments, information technology tools and systems, infrastructures, telephone systems as well as the availability of the systems in service. It works closely with the other departments to continuously improve and update administrative processes and systems. A number of external consultants are helping the team carry out the major project of overhauling the operating system.



Chloé Arseneault, DevOps Developer **Isaac Beaudry**, Network and User Support Officer **Félix Bernatchez**, Programmer Analyst
Benoit Bourgouin, Director, Information Technology **Claude Daigneault**, Programmer Analyst **Yacine Kébir**, Development Coordinator



Mona Ouellet, Programmer Analyst **Sébastien Richard**, Main System Administrator
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HIGHLIGHTS OF THE YEAR

Application development and operating system

The highlights of 2023 included the major overhaul of the Goutte 2.1 project's architecture and its initial deliveries. New extranets are being developed and the Information Technology Department of Les Producteurs de lait du Québec is creating the first user committees to ensure that changes are properly aligned on the existing extranet. The Department also purchased over 250 new pocket computers (PDAs¹) for milk transportation and finished delivering a new operating system. The Goutte 2.1 project, including the overhaul of the extranets, is advancing nicely. Some of the challenges to its progress included the high number of projects and difficulties recruiting qualified personnel.

The Department also set up a new policy on IT resource use and implemented new update processes for all IT components.

Infrastructure, office automation and cybersecurity

Work and investments continued in the security enhancement project, which is one of the organization's core priorities for all IT components and environments. Experts collaborated with the team by sharing their knowledge and assisting us in evaluating better practices and other activities. This security and upgrade project will continue throughout the year.

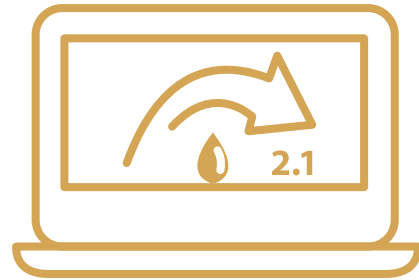
Other projects and accomplishments

- Support and maintenance of service agreements with clients and external providers;
- Overhaul of text messages and emailing for the processing and distribution of results and composition/quality notices;
- Changes to the pricing formula for milk transportation;
- Work on implementing a new contribution for the Fund to improve marketing conditions.

¹ Personal Digital Assistant

Goutte 2.1

A large-scale project aimed at overhauling the operating system



Work and investments continued in the **security enhancement** project

